

## **Terms of Reference**

### **Building & Planning Department Review Ad-hoc Committee**

#### **Background:**

As part of Council's strategic priorities discussions for the 2018 to 2022 term, the Mayor recommended that an ad-hoc committee be established to examine customer service enhancements in the Building & Planning Department. Council supported this recommendation via Resolution 2018-225 passed on December 6, 2018.

Further to this resolution the Mayor presented proposed guidelines for the proposed Committee for Council's consideration. Council endorsed those guidelines via Resolution 2019-033 passed on February 12, 2019. The Terms of Reference for the Committee have been developed in accordance therewith.

#### **Objective:**

While maintaining the appropriate balance between development and sustainability, and being consistent with the current legislative and regulatory framework, make Selwyn Township a jurisdiction of choice for developers and builders in which to do business.

The outcomes expected from the work of the Committee are as follows:

- Establishment of a culture of superior customer service;
- Valuing innovative approaches to development;
- Smart growth anchored by environmental protection;
- Increased economic activity and job creation;
- Increased housing inventory to meet the needs across generations;
- Incorporation of Council adopted desired outcomes for the 2019 OP review;
  - Protection of the natural environment
  - Maintaining water quality in our lakes and rivers
  - Adoption of accurate agricultural and natural heritage mapping
  - Focused and appropriate expansion of settlement areas
  - Creation of new housing lots
  - Encourages of job creations

#### **Composition:**

The composition of the Building & Planning Department Review Ad-Hoc Committee will be as follows:

- Council representatives - Mayor Andy Mitchell  
Deputy Mayor Sherry Senis
- 3 representatives from Industry
- 2 members of the public

(Examples of public and industry representatives include but not limited to: building contractors, designers, developers, consulting services, homeowners and business owners.)

Additional individuals/and or organizations may be requested to provide representation on the group subject to a resolution of Council to approve the same and amend the Terms of Reference accordingly.

The County of Peterborough and Otonabee Conservation will be requested to provide planning staff representatives to participate in the review process.

The Group may invite other organizations/individuals to attend meetings as resources to present information relevant to the matters being discussed.

The Committee will receive administrative support from Township staff, including the recording of minutes and agenda preparation. The CAO and the Manager of Building & Planning will participate as resource to the Committee. Other relevant staff / departments will provide required support to the Committee for the purposes of providing background information associated with policy and process.

### **Duties and Functions:**

In order to meet the stated objective the Committee will need to consider numerous components of service delivery:

- Determine the operational and human resource impacts of new Provincial legislation and regulatory changes on the practices of the Building and Planning departments.
- Ensure staff resources are sufficient to ensure that planning and building clients are served in an efficient and timely manner.
- Codify customer service best practices by:
  - Establishing appropriate customer service standards that are measurable and can be monitored for compliance;
  - Underpinning the townships customer service approach with a genuine desire to find a way to say yes while understanding this may not always be possible.
- Ensure that all builders and developers are provided during pre-consultations with a comprehensive list of the requirements and conditions necessary to receive approval as well as an understanding of possible circumstances under which terms and conditions may have to be amended.
- Ensure that discretion applied to the approval of planning applications is consistent with the policies established by council.

- Determine that the risk profile employed in exercising discretion as it relates to approving planning and building applications is appropriate and places Selwyn in a competitive position vis a vis other jurisdictions.
- Ensure building, development and other fees are competitive with nearby jurisdictions.
- Incorporate consideration of council adopted outcomes while conducting the 2019 review of the official plan.

It is expected that the Committee will undertake the following activities:

- Complete a scoping of key issues that need to be addressed and to be used as the basis of study and consultation.
- Using the scoping of key issues to work with a third party firm(s) to examine and provide report on best practices in other jurisdictions.
- Work with a third party facilitator to conduct and provide report on:
  - an online survey of the public;
  - a round table(s) with developers to receive input on developing actions to achieve the objectives outlined;
  - a round table(s) with builders to receive input on developing actions to achieve the objectives outlined;
  - a public meeting(s) to receive input on developing actions to achieve the objectives outlined;
  - summary of Committee activities and recommended changes to Township policy and best practices to be adopted by staff for Council consideration.
- Consider Township, County and ORCA staff input on developing actions to achieve the objectives outlined.
- Engage officials from the Ministry of Municipal Affairs and Housing to receive input on the issues scoped.

### **Meeting Protocol:**

The Committee shall meet monthly. If it is not necessary to meet this often or if it necessary to meet more frequently, meetings shall be held at the call of the Chair.

At the Committee's first meeting a Chair and Vice-Chair will be selected.

Meetings shall follow a written agenda, and minutes shall be kept which accurately reflect the recommendations of the Committee. Minutes shall be included on the Council agenda. Committee recommendations that require support and or direction shall be presented to Township Council for consideration.

The Portfolio Councillor for Economic Development, Business Retention and Attraction, Planning & Building Client Services, Deputy Mayor Sherry Senis shall provide updates to Council with respect to the meetings of the group.

An agenda will be prepared and distributed to members prior to meetings. Members will review the agenda and supporting information to be prepared to fully participate and be knowledgeable on all items to be discussed at the meeting.

The Committee will make recommendations based on consensus. In the event consensus cannot be reached, the Committee will vote with a Resolution moved and seconded, with majority vote prevailing.

### **Time Frame**

The Building & Planning Department Review Ad-hoc Committee will function until such time as the final report summarizing the Committee's activities and findings has been prepared for presentation to Council.