



Systems, Processes and Operations Review Activity

Systems, processes, and operations related to the built environment¹ need to be monitored to ensure quality of life, appropriate development, and meaningful growth. A 360-Degree Performance Review of the Land Division’s core lines of business is in progress. The Review is assessing multiple lines of evidence to enhance outcomes for clients accessing the Division’s services, reduce red tape, and improve the Division’s client services.

The Review Process

The Department of Agriculture and Land is assessing processes and analyzing data from client surveys, data from application processing systems, and feedback from stakeholders. These lines of evidence are assisting with (1) understanding priority areas for improvement, (2) developing solutions to reduce red tape, and (3) improving systems, processes, and operations.

Government Commitments

Mandate Letter Ensure that progress is measureable and transparent | Base decisions on evidence | Reduce red tape for accessing services

Speech from the Throne Improve how we do business | Ensure that systems are fair and balanced

Land Matters Online Survey Reduce complexity with processes

Modernization – At a Glance

Subdivision applications, received:

2019/20: 583

Subdivision approvals, issued 2019/20:

277; 462 lots created

Development Permits, median wait time:

2019: 15 days | 2020: 16 days

Subdivision Applications, median wait time:

2019: 42 days | 2020: 33 days

Development permits issued, 2019-2020

Permit Type	Ch'town	Montague	Summerside	O'Leary	No. Permits	Per cent
Residential	273	157	140	98	668	57.7
Commercial/Industrial	15	7	10	6	38	3.3
Non-commercial Garage/Storage	115	66	47	80	308	26.5
Agricultural	20	18	28	9	75	6.5
Miscellaneous	29	26	8	6	69	6.0
TOTAL	452	274	233	199	1158	100

¹Built environment refers to “buildings, roads, parks, and all other improvements constructed by people that form the physical character of a community” (Understanding the Basics of Land Use and Planning: Guide to Local Planning. (2010). Sacramento CA: Institute for Local Government).

OUTPUTS

COMPLETE

Process map for clients to reduce complexity and simplify the development permit and subdivision approval process.

Application checklist for clients to reduce complexity and simplify the building and development permitting process.

Improved client access in Summerside to assist with navigating application systems and processes.

Increased administrative human resource capacity in Montague to increase processing efficiency.

Building official added to staff complement to support more efficient inspection services.

Building permit database to streamline and improve management of permit approvals.

Communication with construction stakeholders to increase awareness of statutory changes.

Progressing climate change targets and reducing greenhouse gas emissions with the adoption of the National Building Code and National Energy Code for Buildings.

Consulted on new professional design requirements and assisted in drafting amendments to clarify professional design requirements in the *Architects Act*.

Increased human resource capacity for inspection of unsightly properties by cross training of Building Officials.

Building Codes Act proclaimed to harmonize systems and processes for building construction.

Staff-to-client ratio review to ensure an adequate balance of staff-to-client ratio to assist with application processing.

ONGOING

Online service tools to allow for online permit processing and status monitoring.

Electronic document repository to allow for more timely historical searches when processing client applications.

Planning Act review to identify gaps in legislation.

Guidelines for planning principles to apply consistent decision-making.

Performance and Evaluation | Multiple Lines of Evidence

Performance continues to be monitored to ensure that progress is measurable, transparent, and informed by the best available evidence. Information and evidence that is analyzed to improve how business is conducted includes:

Data from client feedback surveys | Feedback from industry | Feedback from other Departments | Insights from the Land Matters Project Advisory Committee | Comparative research from other jurisdictions | No. of development permits and subdivision applications received, approved, cancelled, and denied (by location) | Application processing wait times | No. of inspections completed (by type and inspector) | No. of contractors licensed

