

Planning & Development Operational Review Implementation Table

	Recommendation	Administration Feedback	Start Date & Completion Date	Partners
Process Streamlining Lens				
PS1	The City should work towards delegated authority from the GNWT for fire safety reviews as a means of improving coordination and overall customer service.	<p>A memorandum regarding delegation of authority pursuant to the <i>Fire Prevention Act</i> (and regulations) will be brought forward for Committee and Council consideration. Once Administration brings forward the memo, the timeline for delegation will depend on working with the GNWT. Administration anticipates that all aspects of the legislation will be reviewed as the City and the Office of the Fire Marshal (OFM) intersect on many of portions development permitting process.</p> <p>The <i>Fire Prevention Act</i> is currently under review and this review may impact the clauses related to delegation of authority.</p>	<p>Initiate once the review of the Act is complete.</p> <p>Recommendation to be reviewed again Q3 2018</p>	<p>Department of Public Safety</p> <p>GNWT – Department of Municipal and Community Affairs</p>
PS2	The City should create a business rule to accept a building permit application during the two week appeal period of the related development permit.	The Department currently accepts building permits applications during the two week appeal period, however, this practice may lead to confusion and increased costs for residents, developers and contractors. During the DP stage there may be changes to footprint, elevations, grade etc. which may result in changes to drawings prior to the building permit stage. If applicants submit the building permit at the same time as the development permit, the drawings associated with the building permit may not accurately reflect the final approved drawings associated with the development permit.	<p>Start Q4 2017</p> <p>Complete Q4 2017</p>	<p>Department of Corporate Services</p> <p>Applicants</p>
PS3	The City should establish a single point of contact to coordinate all inspection requests.	<p>A single point of contact to coordinate all inspections may not meet the business needs of the City's clients. At this time contractors and residents reach inspectors through various means depending on how, why and when the applicants want to communicate with the City. Inspectors receive requests via email, phone and in person.</p> <p>The City is seeking creative measures to meet with spirit and intent of this recommendation, which is to track inspection requests and having continuity in file management. Inspections are all tracked by the Manager through a shared calendar and also through the City's Cityview system.</p>	<p>Start Q4 2017</p> <p>Complete Q4 2017</p>	Department of Corporate Services
PS4	The City should establish a service standard (likely 1 day) for coordination of inspections and report on the achievement of this service standard on an annual basis.	This service standard will be established through Department policy or by-law amendment, and the Department will establish a protocol for Inspectors to update Cityview to reflect the date of the inspection request and the date of inspection.	<p>Start Q2 2018</p> <p>Complete Q3 2018</p>	
PS5	The City should define additional instances (primarily complex buildings) where the City will accept high resolution digital photos to facilitate "desktop" inspection of the construction.	<p>For complex buildings, as defined under Part 3 of the National Building Code, the main responsibility of site inspections falls under the design professionals for which they provide the letters of assurance. The Building Inspections Division performs only courtesy inspections.</p> <p>For Part 9 Buildings the City will establish regulatory requirements within the Building By-law for Council consideration.</p>	<p>Start Q1 2018</p> <p>Complete Q3 2018</p>	Department of Corporate Services
PS6	The City should be willing to accept Letters of Assurance more frequently for construction as long as those letters are	The City will ensure a clarification of process and forms for Letters of Assurance are provided. The process for Part 3 will differ from the process for Part 9.	<p>Start Q1 2018</p> <p>Complete Q3 2018</p>	

Last Updated: September 27 2017

DM#496645

Planning & Development Operational Review Implementation Table

	Recommendation	Administration Feedback	Start Date & Completion Date	Partners
	issued by a registered design professional as defined by the Building By-law.			
PS7	The City should coordinate with the energy auditor for an owner's release of the energy audit to the City as soon as the audit is complete.	The energy audit, at this time, can be sent directly to the City through email, Cityview, or hand delivered. However, since the audit is paid for by the homeowner, the product is the property of owner, not the City.	Start Q4 2017 Complete Q4 2017	Department of Corporate Services
PS8	The City should reach out to northern BC and Alberta communities (since they have somewhat comparable climates and similar high heating costs) to gather data on the gigajoules performance of new buildings.	Administration will prepare a discussion paper on this item. The Building Inspections Division receives information on other jurisdictions that are in the process of transition to the new system or have already implemented it. Administration will also use local resources that may have expertise in this area, including the GNWT Department of Infrastructure and the NWT Association of Communities.	Start Q2 2018 Complete Q4 2018	Other municipalities
PS9	The City should increase the re-inspection fee to recover the marginal cost of the Building Inspector conducting subsequent inspections.	Pursuant to the Building By-law where, due to non-compliance with this By-law, more than two inspections are necessary when one inspection is normally required, for each inspection after the second inspection, a re-inspection charge as set out in Fees and Charges By-law No. 4436 shall be paid prior to additional inspections being performed. Currently the Fees and Charges By-law requires \$100 for cases where more than two inspections are necessary but only one is required. As assessment of an increase in fees will be undertaken during the annual review of the Fees and Charges By-law.	Start Q3 2018 Complete Q4 2018	Department of Corporate Services
PS10	The Building Inspector and By-law Enforcement Officer should conduct the visit together so that the illegal construction can be documented and the fine issued at the same time.	The initial visit and review will be undertaken by the inspector to efficiently use staff resources. When an order/notice is required a joint visit will be conducted.	Start Q4 2017 Complete Q4 2017	Department of Public Safety
Staffing Capacity & Resourcing Lens				
SCR1	The City should equip all Building Inspectors with City vehicles, and establish a business rule that the use of personal vehicles be limited to situations when a City vehicle from the fleet is not available.	This recommendation applies to the entire Department, as staff in both Divisions currently uses personal vehicles under different circumstances. A review of vehicle requirement/sharing possibilities for both Divisions is required, and must be done in partnership with the Department of Public Works & Engineering (fleet). This recommendation also results in amendments to job descriptions and internal policy.	Start Q2 2018 Complete Q4 2018	Department of Public Works & Engineering Fleet users Human Resources Division

Planning & Development Operational Review Implementation Table

	Recommendation	Administration Feedback	Start Date & Completion Date	Partners
SCR2	The City should host regular industry and owner forums on building issues to help educate and inform stakeholders about permitting and code matters.	The City has initiated membership with the NWT Nunavut Construction Association and will work with the Association as a starting point for forums. The Department is also working with the Department of Policy, Communications & Economic Development (PCED) on a communications plan for 2018 which will include opportunities for education. Working with key industry contacts prior to construction will be a priority of the plan, as well as ensuring open dialogue throughout the year.	Q4 2017 and on-going	NWT Nunavut Construction Association Department of Policy, Communications & Economic Development Users of services
SCR3	The Building Inspectors should be afforded regular opportunities for continuous professional development through their memberships in Building Official associations.	Training and education opportunities are identified annually and coordinated with the City's Human Resources Division. Professional development discussions shall also take place during the annual performance review process. The Department will support the development of staff competencies to support staff to be successful in their jobs. Affiliation with a Building Officials Association (i.e. Alberta/Saskatchewan) will be reviewed regarding suitability with NWT building standards.	ongoing	Human Resources Division
SCR4	The City's Manager of Building, with the assistance of human resources staff, should continually monitor employee satisfaction and remuneration levels of the Building Inspections Division.	The Manager will undertake performance reviews, and employee satisfaction with the guidance and support of the Director and the Human Resources Division.	ongoing	Human Resources Division
SCR5	The City should invest in conflict resolution training for its Building Division staff and continually provide refresher training to ensure up-to-date conflict resolution skills among the team.	The Director will work with the Human Resources Division to review past training for staff on conflict resolution skills as well as new opportunities to undertake alternate communication strategies between staff and contractors.	ongoing	Human Resources Division
SCR6	The City should establish a building permit appeal body similar to the current Development Appeal Board, as an interim measure before an appeal goes to Council.	Administration will bring forward a memorandum regarding best practices with respect to a building permit appeal body. The memorandum will identify options as well as any anticipated amendments to Territorial legislation that may be required	Start Date Q4 2017 (research) Complete Q4 2018 (if no territorial legislation amendments required)	City Clerks Division Department of Policy, Communications & Economic Development
"Growth Pays for Growth" Sustainable Financing Lens				
SF1	The City should conduct a "true cost" fees review exercise to determine the full cost-recovery amounts for all application categories in planning and building, establish cost recovery targets, and phase-in new fees accordingly.	Administration recommends a third party undertake this review in 2018 pending available resources in the 2018 Budget. The estimated budget to undertake this work is \$25,000. The new fees will be brought forward for Council review during the annual Fees & Charges By-law amendments.	Start Q1 2018 Complete Q4 2018	Department of Corporate Services Successful contractor

Last Updated: September 27 2017

DM#496645

Planning & Development Operational Review Implementation Table

	Recommendation	Administration Feedback	Start Date & Completion Date	Partners
SF2	The City should change its building permit fee approach so that fees are calculated based on the floor area of the building rather than estimated construction value.	<p>This recommendation can be included in the recommendation regarding new fees identified in SF1.</p> <p>Note: Prior to 2007 the City of Yellowknife used two different methods to calculate building permit fees; residential building permit fees were calculated using a formula based on floor area (FA) and commercial building permit fees used a formula based on construction value (CV).</p> <p>In 2007 Council approved changes to the fee structure based on construction value. The understanding at the time was that The CV formula was the more accurate method because it is based on a percentage factor that automatically adjusts itself in harmony with fluctuations in building costs such as inflation, the rising costs of labour, materials and other market driven influences.</p> <p>At that time Administration conducted a survey of building permits in other cities. The building permit costs were calculated with an identical hypothetical building for each city using the cost of construction in Yellowknife and the respective permit fee for each city. The findings was that Yellowknife was slightly below the average of the cities surveyed for commercial building permits but the cost of a residential building permit is the lowest of all cities surveyed.</p> <p>Therefore, in 2007 Administration recommended changes to fees including that the calculation be based on CV for both residential and commercial building permits.</p>	<p>Start Q1 2018</p> <p>Complete Q4 2018</p>	<p>Department of Corporate Services</p> <p>Successful contractor</p>
Clarity in the Land System Lens				
LF1	The City should maintain its role in the Land Sales program.	The City's Land Sales program is detailed within the Land Administration By-law. The recommendations identified below may result in changes to the Land Sales Program.	ongoing	
LF2	The City should implement full-cost accounting for Land Sales and track any interest carrying costs and staff time costs for all land development projects.	Administration recommends a third party undertake this review in 2018 pending available resources in the 2018 Budget. The estimated budget to undertake this work is \$25,000.	<p>Start Q1 2018</p> <p>Complete Q4 2018</p>	Successful contractor
LF3	The City should create a separate reserve fund for parks/amenities/street lighting/sidewalks for each development project, and transfer the portion of revenue from each lot sale at the time the sale is closed.	Planning & Development will work with other City Departments prior to the next subdivision to establish the proper fund (and to be approved by Council if required).	<p>Start Q2 2018 establish process</p> <p>Complete once the next subdivision is underway</p>	<p>Department of Corporate Services</p> <p>Department of Public Works & Engineering</p> <p>Community Services Department</p>

Last Updated: September 27 2017
DM#496645

Planning & Development Operational Review Implementation Table

	Recommendation	Administration Feedback	Start Date & Completion Date	Partners
LF4	The City should set lot prices that represent fair market value (e.g., the lot price achieved between a willing buyer and willing seller). In addition, it should set minimum lot prices based on all costs accrued plus a target expectation of surplus revenue (e.g. 15%, 30%, etc.)	This recommendation requires an amendment to the Land Administration By-law. A memo regarding this matter will be brought forward for consideration to a Municipal Services Committee Meeting.	Start Q3 2018 Complete Q4 2018	
LF5	Step 1: The City should suspend the rule in the Land Administration By-law that 30% of revenue from Land Sales be directed to the revitalization fund. It should then implement Step 2 once the revenues are known.	This recommendation requires an amendment to the Land Administration By-law. A memo regarding this matter will be brought forward for consideration to a Municipal Services Committee Meeting.	Start Q3 2018 Complete Q4 2018	Department of Corporate Services
LF5	Step 2: The City should change the rule in the Land Administration By-law that all surplus revenue from Land Sales be directed to revitalization, rather than 30% of revenue.	This recommendation requires an amendment to the Land Administration By-law. A memo regarding this matter will be brought forward for consideration to a Municipal Services Committee Meeting.	Start Q3 2018 Complete Q4 2018	Department of Corporate Services
LF6	The City should create self-imposed triggers for the development of parks/amenities in residential and non-residential subdivisions.	Administration has included development standards within the 2018 work plan.	Start Q4 2018 Complete Q4 2019	Department of Public Works & Engineering Community Services Department
Growth Management Policy Lens				
GMP1	The City should require an annual report from the Planning and Development Department that describes how the specific goals for greenfield and intensification development are being met.	Specific goals for greenfield and intensification development can form part of the General Plan review and be monitored on an annual basis. At this time Council has not identified goals relating to greenfield and intensification development. This recommendation requires goals to be established by Council regarding greenfield and intensification development.	start Q2 2018	
GMP2	The City should advance work on its downtown revitalization given the importance of this initiative and the funding that is available.	Administration supports this recommendation and will work to advance the implementation plan around the City's Vision for the Downtown.	ongoing	All City Departments Landowners Community partnerships Business owners

Last Updated: September 27 2017

DM#496645

Planning & Development Operational Review Implementation Table

	Recommendation	Administration Feedback	Start Date & Completion Date	Partners
GMP3	The City should begin developing a work plan for the update of the General Plan so that it will be ready for Council adoption in 2020 to meet the legislated timeframe.	Administration supports this recommendation and has prepared a 2018 Budget submission for Council consideration.	Start Q1 2018 Complete Q2 2019	Successful contractor Community Department of Policy, Communications & Economic Development