

Planning & Development Process Review Project Update

Wood Buffalo Development Advisory Committee
May 5, 2021



Agenda

1. Review Recent Council Resolutions
2. Planning and Development Red Tape Reduction
3. Planning and Development Process Review Project
4. Discussion – How can we continue to work together?

Council Resolutions (April 2021)

1. THAT Administration work with the **Wood Buffalo Development Advisory Committee**, and organizations including the Fort McMurray Chamber of Commerce, to bring forward to Council within 60 days an update on the Red Tape Reduction Plan, including but not limited to, **any updates to the Planning and Development Department's permit application process;** and
2. THAT Administration brings forward to Council, within 60 days, an update on all actionable steps from the Red Tape Reduction Plan with **accelerated implementation to improve the Planning and Development department's permit application processes and response times."**

Red Tape Reduction

- Commitment to continual improvement & engagement
- Examples of common concerns heard:
 - Inconsistency in communication from staff
 - Confusing/duplicated steps
 - Unnecessary process and permits
 - Customer Service levels
 - Time lags

Process Review Project

“The department is aware of real and perceived public/investor complaints concerning CONFUSION, INEFFICIENCIES and MISCOMMUNICATION with Planning and Development processes which must be addressed through the Process Review Project”

Process Review Project

“The department aims to reduce red tape & better facilitate property improvement, investment, and responsible growth in our region”

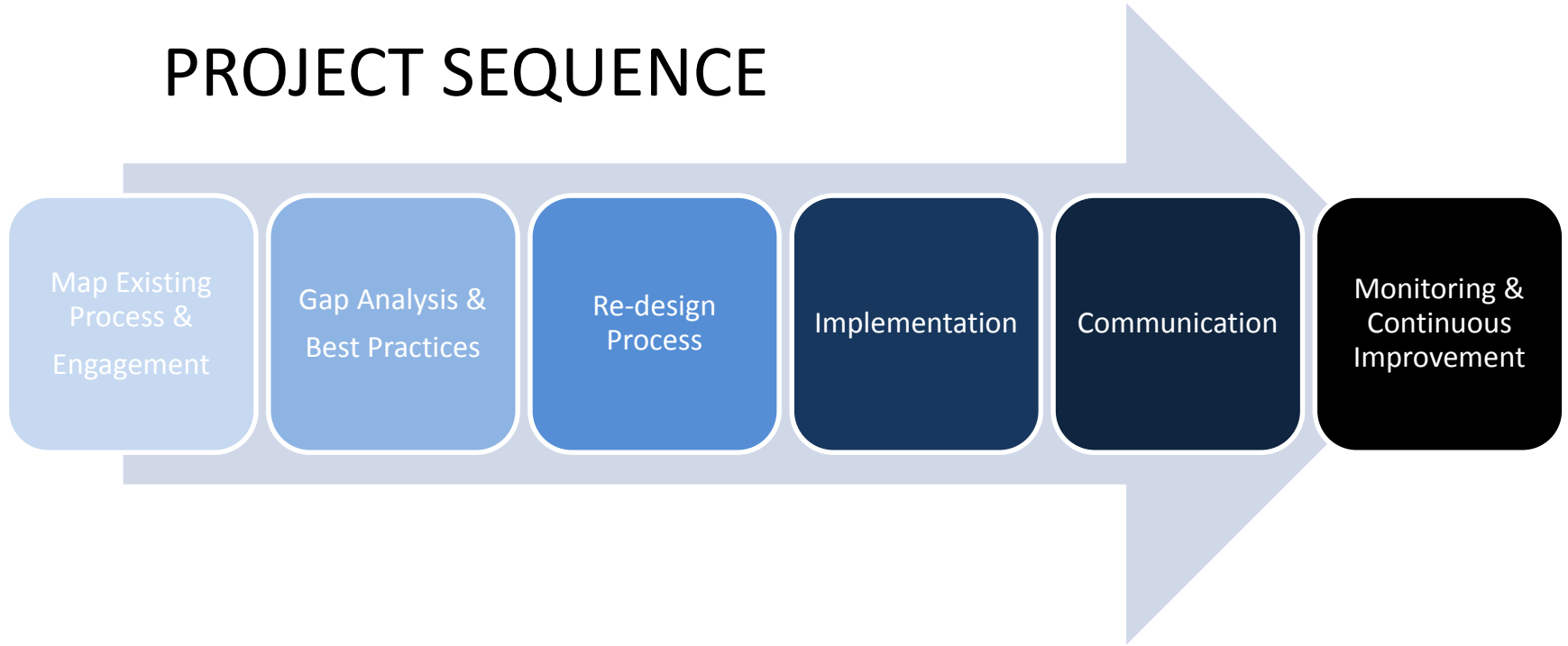
Process Review Project

PURPOSE

- Focus on Customer Service
- Reduce frustration
- Clearer communication and expectations
- Reduced processes/steps
- Increase investor confidence

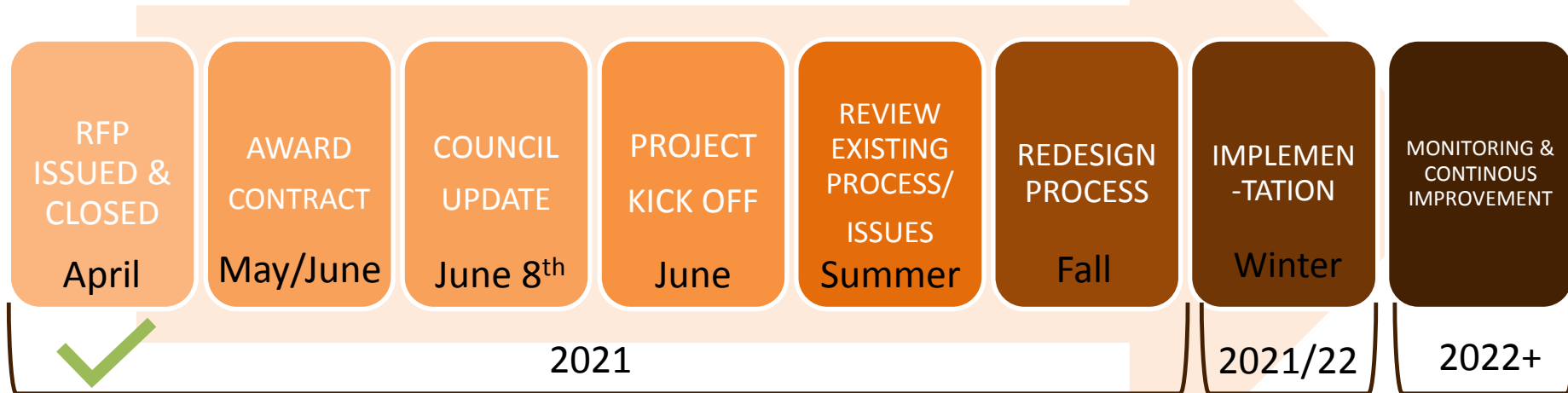
Process Review Project

PROJECT SEQUENCE



Current Project Status

PROJECT TIMELINE



*Approximate Dates. Subject to change based on process.

Process Review Project

STAKEHOLDER ENGAGEMENT

- Input is critical:
 - Wood Buffalo Development Advisory Committee (WBDAC)
 - Organizations (e.g., Chamber, FMCA, NAABA, BLD, WBEDC)
 - Investors/ Businesses
 - Residents
- Opportunities will be available throughout the process
- Confidential input is an option

Discussion

- How would you like to be involved?
- How do you see us working together?
- How do we help each other?
- What does a successful working relationship look like?