

DEVELOPERS' FORUM – FEEDBACK FORM

1. The Developers' Forum provided several suggestions and ideas to improve the Town's Development Application Process. Please take a minute to identify which of the suggestions you think are helpful for improving the process.

Not Helpful at All Somewhat Helpful Neutral Helpful Very helpful No Opinion

	Not Helpful at All	Somewhat Helpful	Neutral	Helpful	Very helpful	No Opinion
COMMUNICATION						
Process checklists for each type of application (OCP amendment, rezoning, development permit, subdivision application) to aid in preparing complete applications.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Redesign the application forms with a focus on simple forms. Mandatory pre-application in-person meeting with staff to review application process, requirement, timelines, and fees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Process guides for each type of application (OCP/Zoning amendment, development permit, subdivision) including process flow charts, illustrated examples, information on who has what authority, and application tips.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Formalize and reinforce Town's 48-hour response (email and phone message) policy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Follow-up customer service surveys after the process is complete for applicants to provide feedback	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tracking information available online showing current applications and status	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PROCESS						
Mandatory pre-application in-person meeting with staff to review application process, requirements, timelines, and fees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Require complete application packages prior to assigning a file manager and beginning processing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
One file manager assigned as single point of staff contact	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increased authority to staff to approve and issue development permits (e.g. riparian, hazard or industrial DPs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Streamline advisory committee process (either what needs to be reviewed by committees, or combine committees to reduce requirements)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
RELATIONSHIP & PARTNERING CULTURE						
Create a development liaison committee with industry representatives and planning and engineering staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Host regular development forums to discuss topics of interest, changes in Town regulations, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Measure progress and present an annual report on development application process statistics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Create a Council protocol for dealing with process complaints, to promote consistency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Council commitment to prioritize application processing over strategic projects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OTHER						
Locate public works/engineering together with development services (planning/building) in one location to create a one-stop shop for all development applications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Acquire GIS and development tracking software to allow for tracking of applications online.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Of the above suggestions, please identify your **TOP 3 PRIORITIES** for improving the process by placing a **checkmark ✓** beside your top 3 priority improvements.

3. On the reverse side, please share any other suggestions you have on how we can improve the development application process.

Please submit this form to the Town of Ladysmith by Friday, April 20, 2018. Email to ds@ladysmith.ca or drop off at City Hall, 410 Esplanade, or Development Services Office, 132C Roberts Street.

Ideas for improving Ladysmith's development application process:

Thank you for taking the time to help the Town improve its service to you!