

Meeting Date: May 17, 2022

Subject: Request to Award a Single Source Contract for Development Process Review

Submitted By: Erin Britnell, Director, Corporate Strategy and Innovation

RECOMMENDATION

That a single source contract be awarded to Dillon Consulting Limited to an upset limit of \$271,200 inclusive of non-refundable HST, to complete a review of the Development Process.

REPORT HIGHLIGHTS

- The Town of Caledon is proposing to complete a review of the Development Process in order to create new community-focused, efficient, leading edge, draft plan of subdivision approval and site plan approval processes. The intent is to improve municipal development processing times and create a seamless service delivery to land development related matters within the Town.
- A single source contract is being recommended for the following reasons:
 - The vendor has experience specific to Peel Region allowing them to onboard more quickly and build on synergies with Regional planning processes.
 - There is a need to act quickly as a result of funding deadlines related to Modernization funding which is supporting this project, the introduction of Bill 109, and the amount of development currently in the pipeline.
 - With the amount of modernization projects occurring across municipalities, it has been difficult to source similar qualified vendors to complete other process reviews.

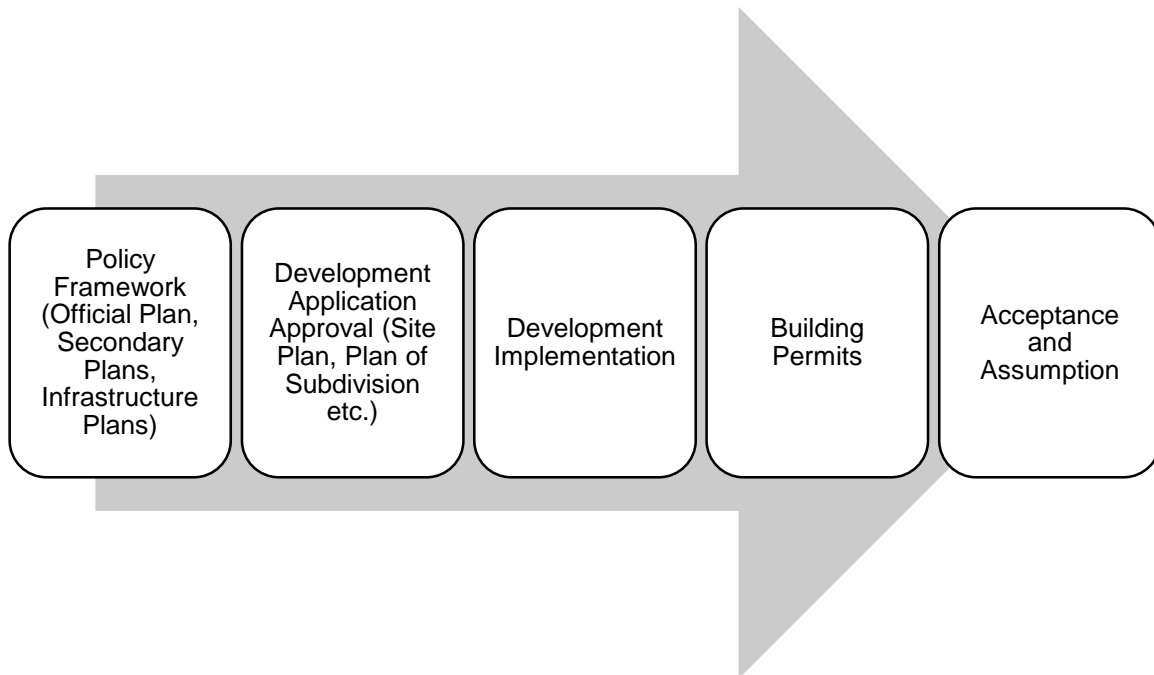
DISCUSSION

In order to address critical service level challenges and set the Town up for success in preparing for growth, it is imperative to quickly create and implement improved site plan and subdivision processes for the Town. The development process involves many Town departments as has long term impacts to many other Town processes. Improvements to the development process will have positive impacts across Town departments and most importantly for the residents and community in the long term.

Staff are seeking approval from Council to enter into a single source contract with Dillon Consulting Limited to complete a review of the Development Process, targeting specifically site plan and subdivision approval and implementation, as these will have the highest impact to the end-users and the Town at the current stage of onboarding growth.

Overview of Development Process

The development process at a high-level can be described under these five main steps:



Under each of these high-level steps, there are numerous sub-processes and legislative requirements that feed into it. The Town is currently working through the Policy Framework (Step 1) through the Future Caledon Official Plan work. Building Services has completed a review and are in the process of implementing changes (Step 4). Engineering is working internally as part of the 2022 workplan to review and improve the final assumption step (Step 5). Therefore, the current focus is on the remaining Development Application and Implementation steps (Step 2 and 3) as these are some of the most complex, and critical stages for the Town's success. Staff believe this work will have the largest positive impact to residents and the development community.

The Development Process Review

The Town recognizes the challenges that residents, businesses and developers have had with the current development processes. This has been brought to light through industry surveys and other strategic plan documents, such as the Economic Development Strategy. In all cases there are strong recommendations to conduct a review and improve the Town's processes. In addition, staff have recognized the need to create new community-focused, efficient, leading edge, draft plan of subdivision approval and site plan approval processes that will improve municipal development processing times and create a seamless service delivery for all land development related matters within the Town. The new processes will ensure Caledon is able to proactively plan its community, embrace flexibility, modernization, and accountability while maintaining legislated requirements, including but not limited to the new impacts from Bill 109, *More Homes for Everyone Act*, 2022.

The review will cover draft plan of subdivision approval and site plan application processes and sub-processes from inquiry through implementation to the hand off at building permits (Steps 2 and 3 in the chart above). Working with the consultant, the goal will first be to ensure clear roles and responsibilities for all involved. Subsequently, processes will be improved to modernize and allow for easier submissions and workflow for all clients and stakeholders. The review will be completed as a collaboration across all departments that touch these processes, and stakeholders including but not limited to, the development industry, the Region of Peel and Conservation Authorities.

Single Source Justification

Staff are proposing a single source contract for the following reasons:

- With the growth pressures already facing the Town, there is a need to improve these processes quickly, therefore choosing a firm with existing experience in Peel Region and single sourcing allows for a quicker turnaround time.
- Dillon Consulting Limited completed a review of Development Planning and Engineering processes at the Region of Peel recently. With the connection between the Region and Caledon in the area of planning and engineering this gives this particular vendor the ability to start from a knowledge of the area, reducing their time needed to ramp up.
- Staff are satisfied that Dillon Consulting Limited will meet the Town's needs and provide an opportunity to "re-think" and improve the way the Town does things. This work is imperative in order to process the projected growth.

FINANCIAL IMPLICATIONS

This contract work is funded by the Municipal Modernization Program (MMP) funding received from the Province. The work associated with this process review, anticipated costs of up to \$271,200, is being funded by Capital Project #19-160 Modernize Service Delivery in the amount of \$180,000. The costs over \$180,000 are funded 65% from MMP and 35% as the town's share which there is an approved budget in Capital Project #21-018 2021 Software Upgrades for these costs.

COUNCIL WORK PLAN

Improved Service Delivery:

- Significantly improve digital communication and digital service delivery
- Improve and innovate business processes for better customer service and service delivery

ATTACHMENTS

None.