

**SERVICE**

**Development Services**

**Who We Are**

Development Services fosters development that advances Council's policies, by-laws and standards to build a great City. Our work meets the needs of both the development community and the broader community with timely, quality development approvals that are in the public interest. Development Services also meets the needs of various City departments and other stakeholders such as the London Economic Development Corporation.

**What We Do**

Development Services processes applications under the Planning Act, including Official Plan and Zoning By-law amendments, subdivisions, site plans, plans of condominiums, consents and minor variances through all stages from initial consultation to final assumption. Development Services also provides commentary on other Planning Act and growth matters.

**Why We Do It**

**Mandatory** – The Planning Act establishes the responsibility for municipalities to make local planning decisions that will determine the future of their community. The Planning Act also requires municipalities to ensure planning decisions and planning documents are consistent with the Provincial Policy Statement and are in conformity with the municipal Official Plan and other associated by-laws and standards.

**\$0.07**  
**per day**

for the average ratepayer (2020-2023)

**.77%**

of the 2020-2023 City of London Net  
Property Tax Supported Budget

The following table provides an overview of the budget for the service:

<b>Budget Summary (\$000's)</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2020-2023 TOTAL</b>
Gross Operating Expenditures	\$7,897	\$8,582	\$8,726	\$8,862	<b>\$34,067</b>
Other Revenues	(\$2,698)	(\$3,370)	(\$3,500)	(\$3,625)	<b>(\$13,193)</b>
<b>Net Tax Levy Supported Operating Budget</b>	<b>\$5,199</b>	<b>\$5,212</b>	<b>\$5,226</b>	<b>\$5,237</b>	<b>\$20,874</b>
Total Capital Expenditures	\$550	\$1,466	\$1,242	\$793	<b>\$4,051</b>
Full-Time Equivalents (FTE's)	73.6	78.1	77.6	78.6	

Reflects 2020 – 2023 Housekeeping Budget Adjustments up to August 31, 2020.

The following section provides an overview of the key activities the service plans to undertake from 2020-2023 to implement the Corporation's 2019-2023 Strategic Plan, as well as an overview of the risks and challenges the service is anticipated to experience during this period:

<b>Service Highlights 2020-2023</b>
<ul style="list-style-type: none"> <li>• Service Delivery Enhancements               <ul style="list-style-type: none"> <li>○ Digital Application Tracker</li> <li>○ Site Plan Continuous Improvement (Lean Six Sigma follow-up)</li> <li>○ Condominium Process Review</li> <li>○ Lean Six Sigma Process Reviews (Zoning, Subdivisions, Consents/Minor Variances, Customer Service)</li> </ul> </li> <li>• Consents and Committee of Adjustment Review</li> <li>• Permit Ready Lots Targets and Monitoring Framework</li> <li>• Annual Development Report</li> <li>• Environmental Impact Study Monitoring Framework</li> <li>• “Subdivision Ambassador” Education and Outreach</li> <li>• Annual Growth Management Implementation Strategy Updates</li> <li>• Bill 108 Implementation: Development Charges By-law Update and Community Benefits Charge Study/By-law</li> <li>• Service Review “Deep Dive”: Development Services Fees</li> <li>• Design Standards Review and Implementation</li> <li>• Draft Plan Conditions and Subdivision Agreement Conditions Review</li> <li>• Policy, regulation, standards and guidelines implementation (planning and engineering)</li> <li>• Site Plan Control By-law Update</li> </ul>

### Risks and Challenges Anticipated in 2020-2023

- Covid-19 may impact building construction and land development for 2021 and beyond; this may have implications for application fee revenues, particularly for re-zonings and site plans.
- Due to strong demand for planning and engineering staff throughout the province, it will be challenging to remain at a full staffing complement for the next several years. This will likely impact service levels.
- Revised Planning Act timeframes in relation to development application requests and enhanced community consultation.
- Sufficiency of Development Charge revenues to maintain construction timelines for major growth infrastructure.
- Significant staffing retirements and competition for talented and experienced engineering technologists, planners, landscape architects, urban designers, ecologists, heritage planners, planning technologists and administrative staff.
- Ability to shift to “paperless” workflows and digital application review.
- Differing perspectives on fit for intensification in neighbourhoods (community, Council, applicant, staff).
- Balancing regulatory role with customer service.
- Implementing two Official Plans pending resolution of London Plan appeals.
- ReThink Zoning outcomes (public education, interpretation, administration).

The service directly supports the following components of the Corporation’s 2019-2023 Strategic Plan:

### STRENGTHENING OUR COMMUNITY

**Londoners are engaged and have a sense of belonging in their neighbourhoods and community.**

Expected Result	Strategy	Metric	Target				
			2019	2020	2021	2022	2023
Increase the number of meaningful opportunities for residents to be connected in their neighbourhood and community.	Strengthen engagement opportunities for all Londoners to participate in their neighbourhoods. (SOC-20)	# of Subdivision Ambassador outreach events.	7	12	18	18	18

**London's neighbourhoods have a strong character and sense of place.**

Expected Result	Strategy	Metric	Target				
			2019	2020	2021	2022	2023
Ensure that new development fits within and enhances its surrounding community.	Prepare and implement urban design guidelines. (SOC-41)	895 development applications with urban design review.	179	179	179	179	179
			80	80	80	80	80
Continue to conserve London's heritage properties and archaeological resources.	Conserve London's heritage through regulation and investment. (SOC-42)	# of Heritage Alteration Permits processed.	80	80	80	80	80
		9 heritage conservation districts in place.	7	8	8	9	10

**BUILDING A SUSTAINABLE CITY**

**London's infrastructure is built, maintained, and operated to meet the long-term needs of our community.**

Expected Result	Strategy	Metric	Target				
			2019	2020	2021	2022	2023
Build infrastructure to support future development and protect the environment.	Continue annual reviews of growth infrastructure plans to balance development needs with available funding. (BSC-07)	% of stakeholder satisfaction with the annual Growth Management Implementation Strategy Update process.	TBD	TBD	TBD	TBD	TBD

Direct growth and intensification to strategic locations.	Advance the growth and development policies of the London Plan through enhanced implementation tools and investments in infrastructure. (BSC-11)	# of additional permit ready lots available.	2,391	3,063	3,407	3,748	4,260
		# of additional market ready units available.	23,625	25,226	24,664	26,556	26,495

**London has a strong and healthy environment.**

Expected Result	Strategy	Metric	Target				
			2019	2020	2021	2022	2023
Protect and enhance waterways, wetlands, and natural areas.	Implement strategies, policies and programs to conserve natural areas and features. (BSC-18)	% of Environmental Impact Study monitoring compliance prior to subdivision assumption.	TBD	TBD	TBD	TBD	TBD
			TBD	TBD	TBD	TBD	TBD

**GROWING OUR ECONOMY**

**London creates a supportive environment where entrepreneurs, businesses and talent can thrive.**

Expected Result	Strategy	Metric	Target				
			2019	2020	2021	2022	2023
Increase efficiency and consistency for administrative and regulatory processes.	Improve administrative and regulatory processes and by-law requirements to enhance London's competitiveness. (GOE-23)	% of development applications meeting <i>Planning Act</i> timeframes.	TBD	TBD	TBD	TBD	TBD
		# of development processes reviewed and improved.	TBD	TBD	TBD	TBD	TBD

## LEADING IN PUBLIC SERVICE

Londoner's experience exceptional and valued customer service.

Expected Result	Strategy	Metric	Target				
			2019	2020	2021	2022	2023
Increase community and resident satisfaction of their service experience with the City.	Streamline customer intake and follow-up across the corporation. (LPS-07)	<b>22</b> building and development processes reviewed and improved.	7	6	3	4	2
<b>The City of London is a leader in public service as an employer, a steward of public funds, and an innovator of service.</b>							
Enhance the ability to respond to new and emerging technologies and best practices.	Deliver and maintain innovative digital solutions to increase efficiency and effectiveness across the Corporation. (LPS-29)	<b>100%</b> progress towards completion of digital application tracking initiatives.	25%	50%	75%	100%	0%

For more information:

### Other Reference Information

- [Planning and Development Applications](#)
- [Development Charges](#)

### Contact

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