

2021

PLANNING AND DEVELOPMENT

Department Service Levels

Overview

The Planning and Development Department strives to provide outstanding and customer-centric service to residents and clients through innovation and continuous improvement. The Department serves the community by establishing statutory and policy plans as a framework for growth and development, working with its regional partners, ensuring land is prepared in accordance with legislation and statutory plans, endeavoring to effectively balance development rights and community interest, and making certain that buildings are constructed in a manner that meets or exceeds provincial codes and regulations.



CITY OF
FORT SASKATCHEWAN

DEPARTMENT SERVICE LEVELS

Service level documentation includes Priority Based Budgeting (PBB) data to support service level understanding and enhance understanding of program costs.

PBB is a business planning and budgeting tool to help better understand City programs. Prioritization through results and attributes scoring shares new information about programs and the budget.

Results are drawn from the City's strategic plan and other guiding documents.

Attributes are additional characteristics that also affect a programs overall relevance and prioritization.

Individual results/attributes are scored 0 to 4 with score of 4 being critical in achieving result/attribute and score of 0 not having influence.

The total combined score of results and attributes places individual programs in a quartile grouping with quartile 1 and 2 programs more aligned with strategic goals, results and attributes and quartile 3 and 4 programs less aligned.



Building, Electrical, Plumbing and Gas Permit Review

PBB Program Area Description/Overview:

Provide pre-consultation services if needed, review plans and documentation, and issue permit.

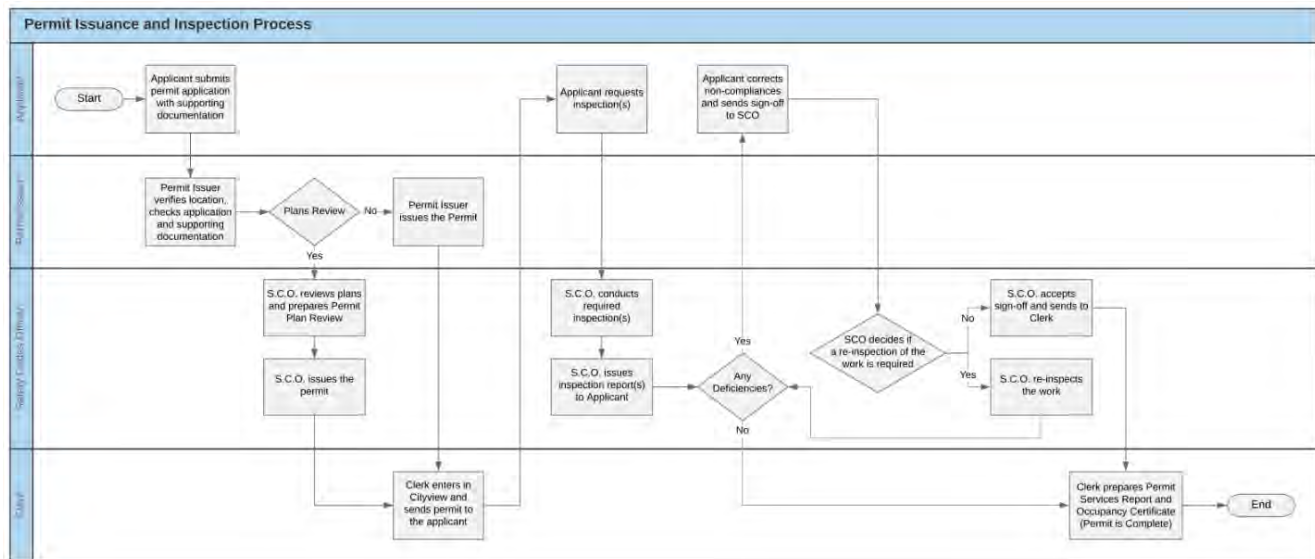
For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: A permit is required to determine whether a proposed construction or installation complies with building and safety codes, standards, and legislation. The permit review process and inspections are intended to secure the public protection from hazards and inadequate building construction, and to ensure provincial and federal codes, standards, and legislation have been satisfied.

Inventory/Volume/Demand: Approximately 2400 permits annually.

Frequency or Response Timing: Typically respond to customer inquiries within 24 hours.

Standard Operating Procedures/Specifications:



Service Levels: 1-3 Days

Policy Alignment: Safety Codes Permits

Legislation, Regulations or Standards: Safety Codes Act; National Building Code Alberta; National Energy Code of Canada for Buildings

Profile of Users: Builders; Residents

Compliance Letters and File Searches

PBB Program Area Description/Overview:

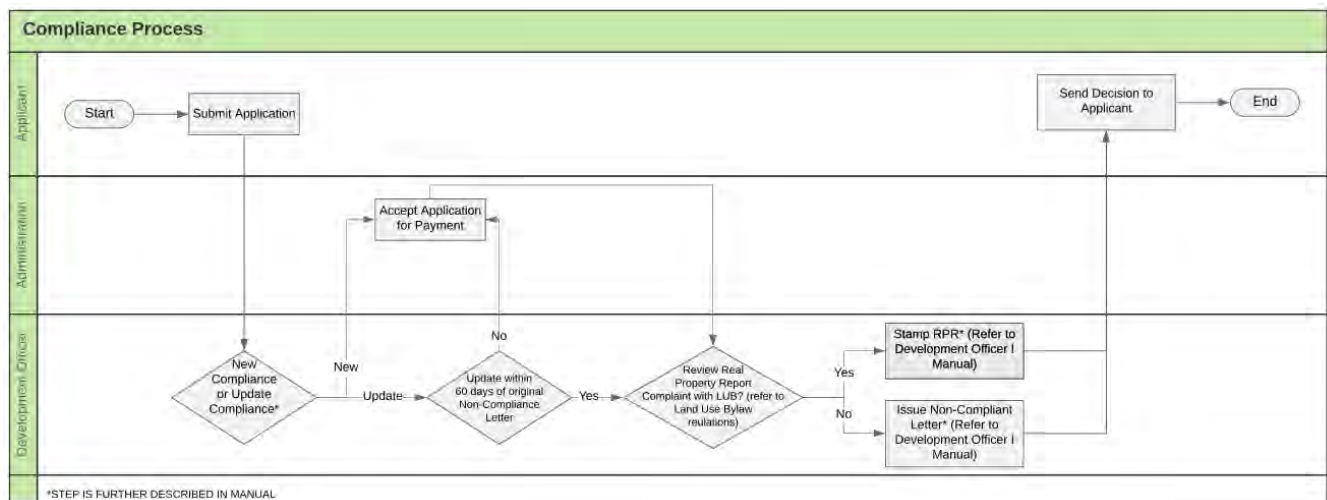
A compliance letter is a written report from the City identifying whether buildings and structures shown on the survey document have met regulations under the Land Use Bylaw and have the appropriate development permits. Review Planning & Development Services files (and circulate to various internal departments) for information related to zoning confirmation, permitting, inspections, violations, expropriations, environmental site assessments on vacant lands. Both are a service provided to vendors, purchasers and financial institutions.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Service that the City provides to facilitate real estate transactions.

Inventory/Volume/Demand: Approximately 300 applications annually.

Standard Operating Procedures/Specifications:



Service Levels: Rush: 1 – 3 Days; Regular: up to two weeks

Policy Alignment: Compliance Certificate Policy

Profile of Users: Real Estate Agents; Real Estate Lawyers; Property Owners

Development Agreements

PBB Program Area Description/Overview:

Negotiation of Development Agreements to create a legal contract with developers outlining the terms and conditions (financial, obligatory and otherwise) which must be met as a condition of the development.

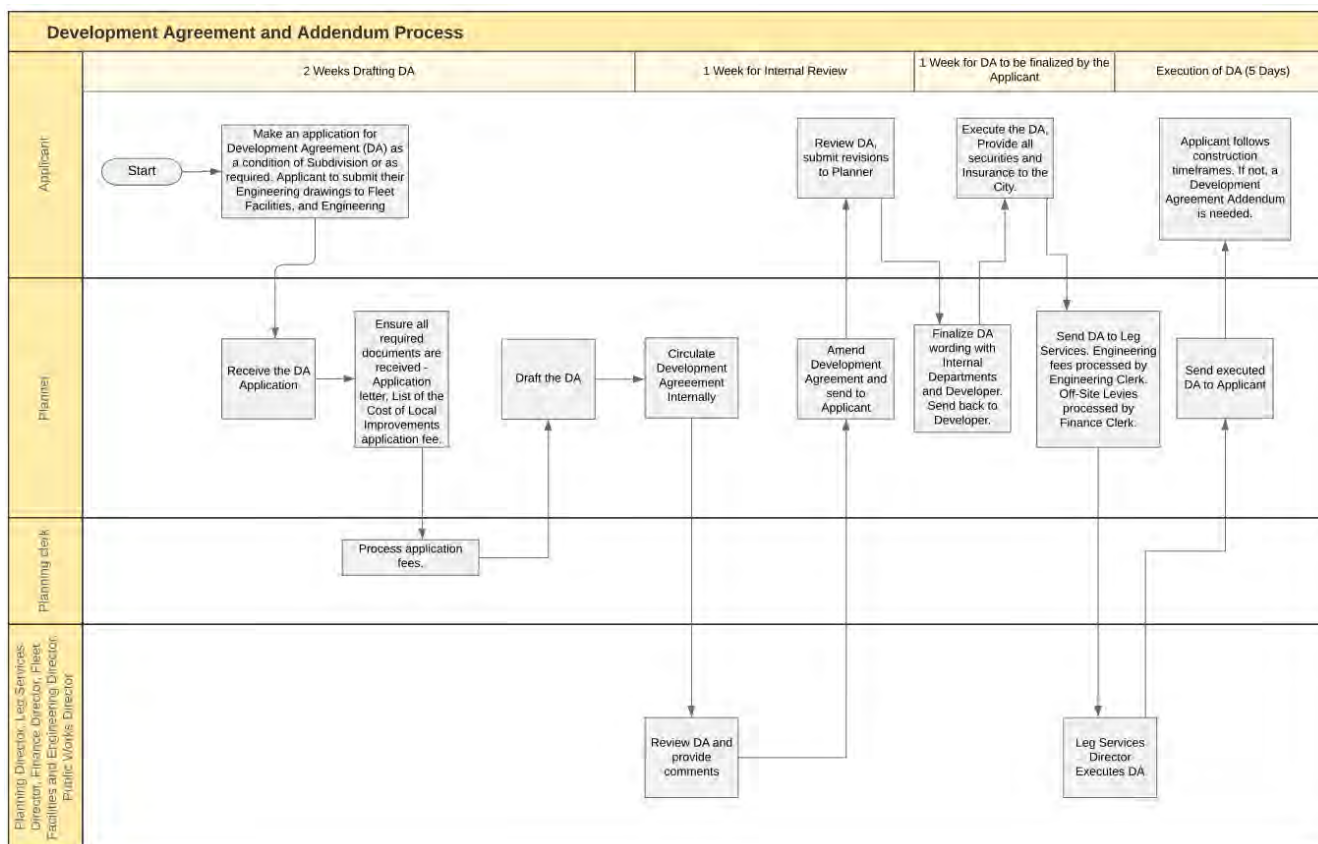
For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: After a subdivision approval is granted by the Subdivision Authority, the developer may be required to enter into an agreement with the City to ensure that the development is constructed in accordance to the City of Fort Saskatchewan standards, and ensure that the developer pays for the development's share of the infrastructure that it will benefit from.

Inventory/Volume/Demand: Demand based on growth/development trends.

Frequency or Response Timing: Approximately 10 per year.

Standard Operating Procedures/Specifications:



Service Levels: 5 – 7 Weeks

Legislation, Regulations or Standards: Municipal Government Act

Profile of Users: Developers; Builders

Development Permit Review and Issuance

PBB Program Area Description/Overview:

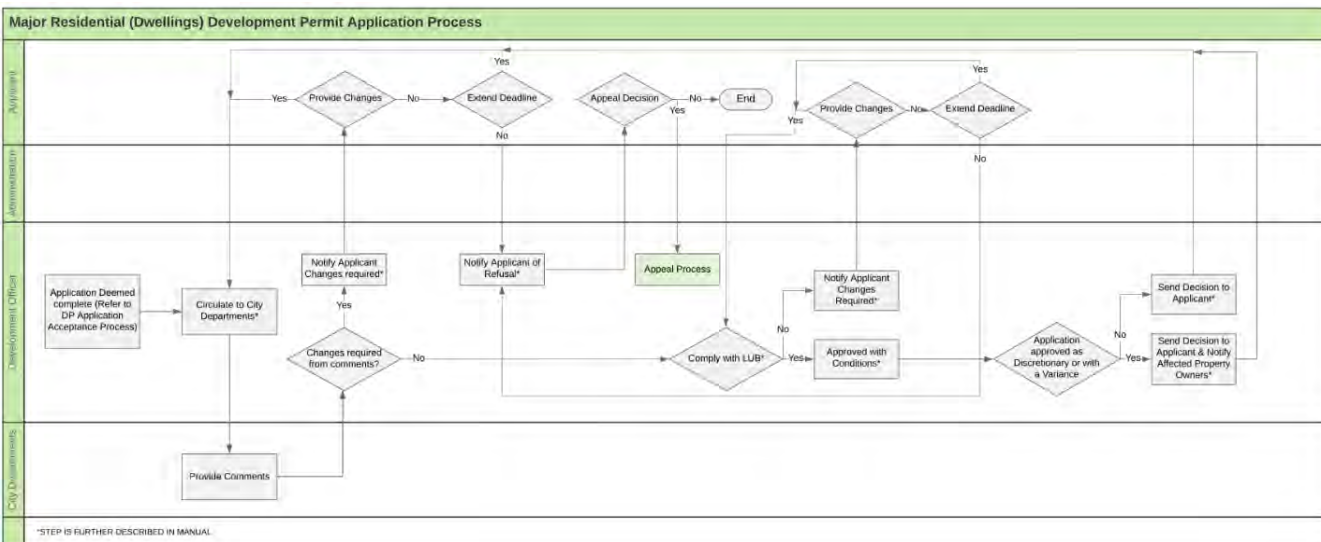
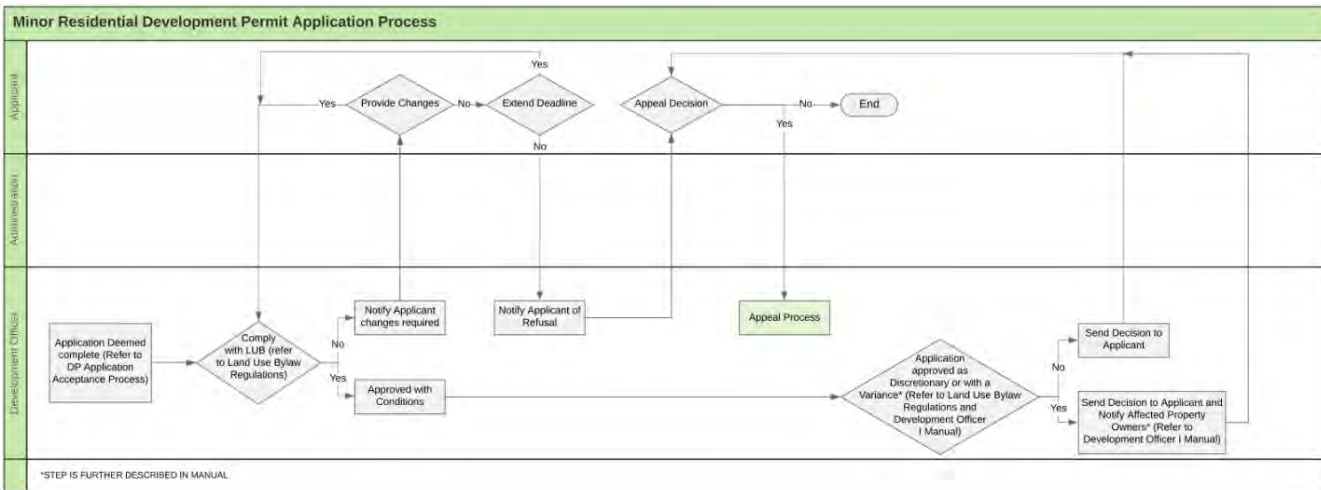
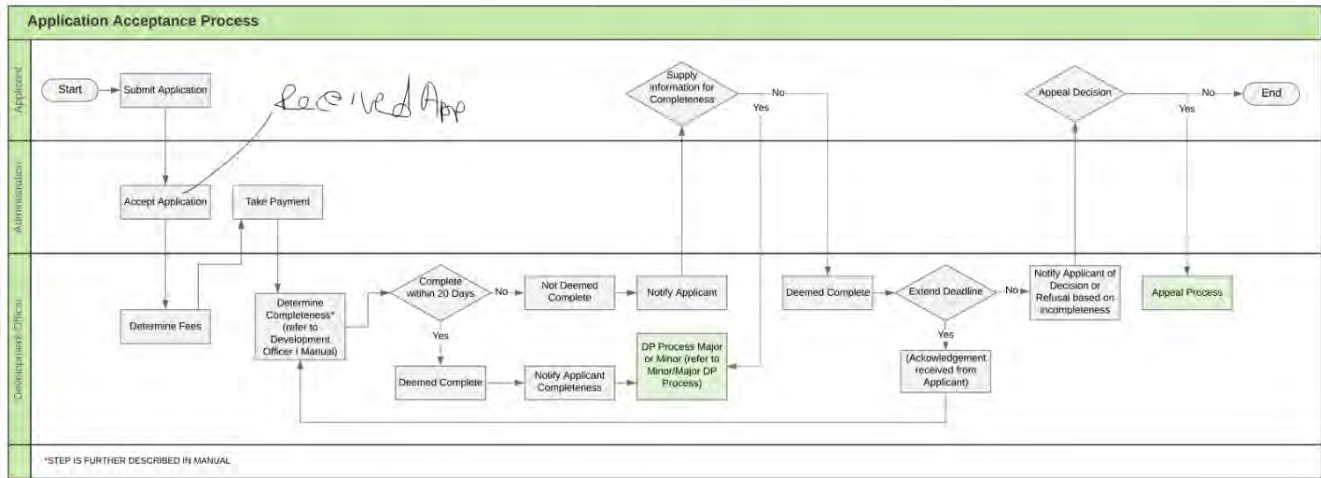
Review of applications against Land Use Bylaw and relevant planning documents. Development Permits authorize developments in accordance with the Land Use Bylaw. Development Permit rules and processes associated with the review and decision-making processes are established through MGA legislation. Processes include application acceptance, review and analysis, and rendering a decision. Post decision include notification, monitoring, and possible appeal.

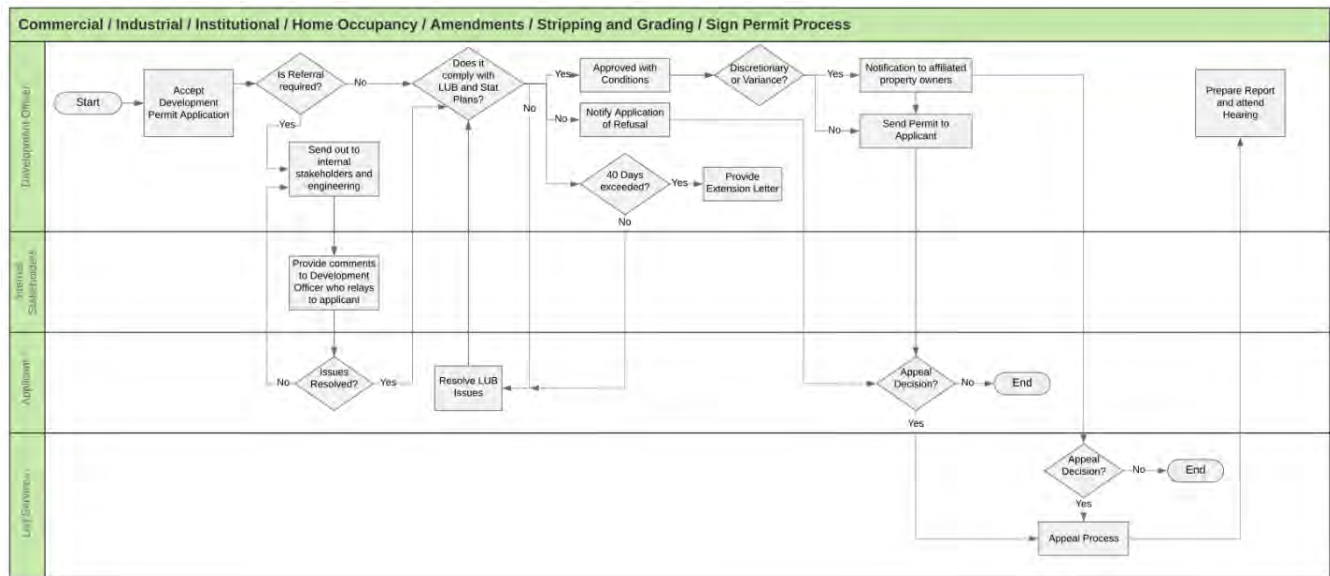
For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: A Development Permit ensures that you meet the rules of the land use bylaw (zoning).

Inventory/Volume/Demand: Approximately 600/year.

Standard Operating Procedures/Specifications:





Service Levels: Residential Low-Density: 3 – 4 weeks; Commercial and Industrial: 4 – 8 weeks; Stripping and Grading: 2 – 3 weeks

Policy Alignment: General and Landscape Securities for Development Permits

Legislation, Regulations or Standards: Municipal Government Act, City of Fort Saskatchewan Land Use Bylaw, Development Authority Bylaw

Profile of Users: Builders; Residents

Encroachment Agreements

PBB Program Area Description/Overview:

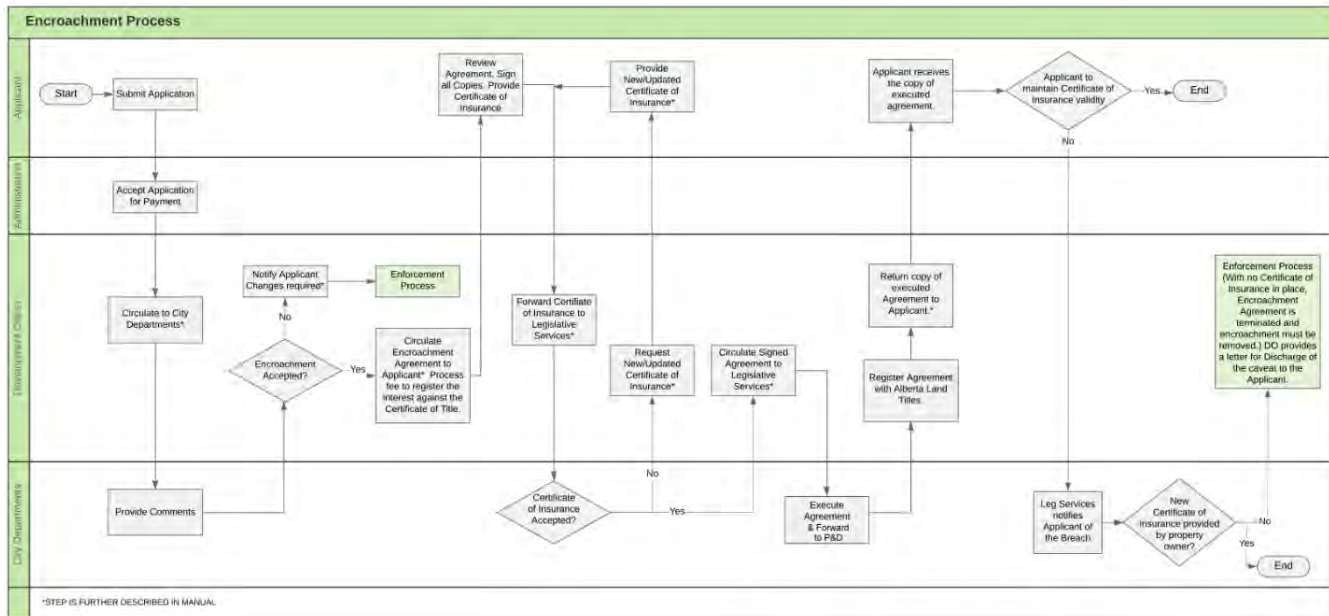
Through inspections, monitoring and enforcement and other remedies, administer encroachments of development/improvements onto City owned lands and rights of way.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: An encroachment agreement is a written confirmation between the City and an owner of a property which allows a structure that extends onto City or public property to remain in place.

Inventory/Volume/Demand: Approximately 50 per year.

Standard Operating Procedures/Specifications:



Service Levels: 3 – 4 weeks

Policy Alignment: Encroachment Agreements

Profile of Users: Real Estate Agents; Lawyers; Property owners

Joint Land Use Planning Agreement

PBB Program Area Description/Overview:

Joint use agreements are partnerships between the City of Fort Saskatchewan and the Public and Catholic School Boards. They are meant to provide access to school facilities for different community purposes. They also assist in guiding the planning, assembly, design, and maintenance for sites for school and park purposes; and provides a framework for decision making related to surplus reserve and non-reserve sites.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Mandated by the Municipal Government Act

Inventory/Volume/Demand: Required to be completed by June 2023

Standard Operating Procedures/Specifications: Ongoing discussion and negotiation with school boards.

Service Levels: Finalize agreement by June 2023

Legislation, Regulations or Standards: Municipal Government Act; Municipal Development Plan

Profile of Users: School Boards

Land Use Bylaw Enforcement

PBB Program Area Description/Overview:

Ensure development on private land meets the use and development standards set out within the City’s Land Use Bylaw (LUB). Enforcement of Land Use Bylaws is legislated by the MGA. When required, exercise enforcement mechanisms as per the LUB and our Municipal Policy (MP). Our MP refers to the Land Use Enforcement Policy and the Naming Policy (naming of development areas, roads, parks and public facilities).

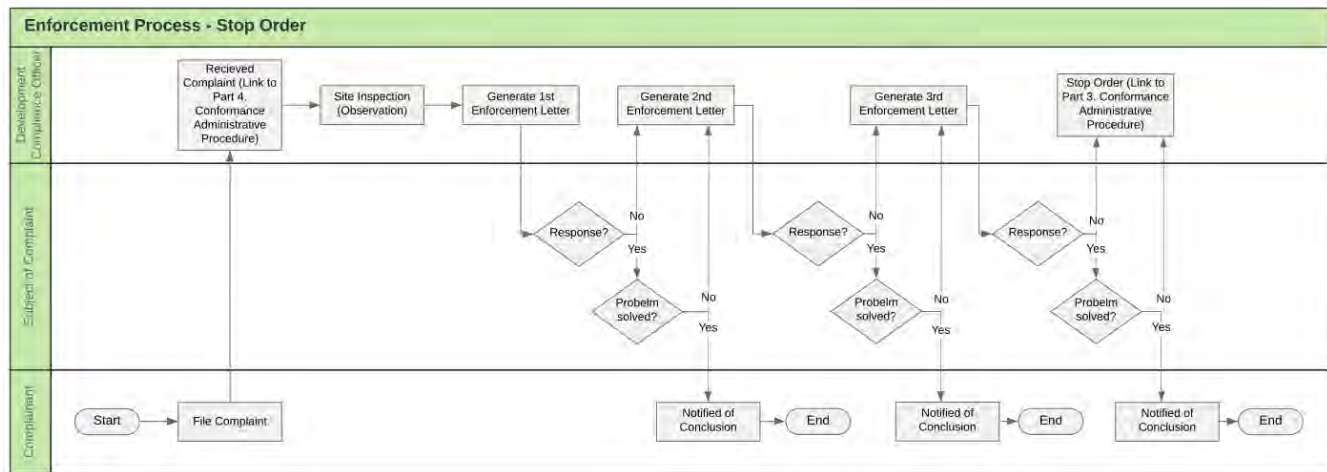
For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Ensure that development is in compliance with legislation and in accordance with directions set out in Planning and Regulatory documents. Carrying land use enforcement matters to the extent that is necessary for the overall greater public interest.

Inventory/Volume/Demand: Regular and ongoing. Typically demand increases as development activity increases.

Frequency or Response Timing: Typically is dependent on nature and severity of enforcement.

Standard Operating Procedures/Specifications:



Service Levels: Dependent on nature of complaint/enforcement and severity of outcome.

Policy Alignment: Land Use Bylaw Conformance

Legislation, Regulations or Standards: Land Use Bylaw; Municipal Government Act

Profile of Users: Property Owners; Business Owners; Residents; Developers; Builders

Land Use Bylaw

PBB Program Area Description/Overview:

Every municipality must have a Land Use Bylaw in accordance with the MGA. Maintain, implement, and continuously update the City’s Land Use Bylaw (LUB) to ensure relevancy and responsiveness. The LUB must be prepared in accordance with the Municipal Government Act (MGA). The LUB regulates the use and

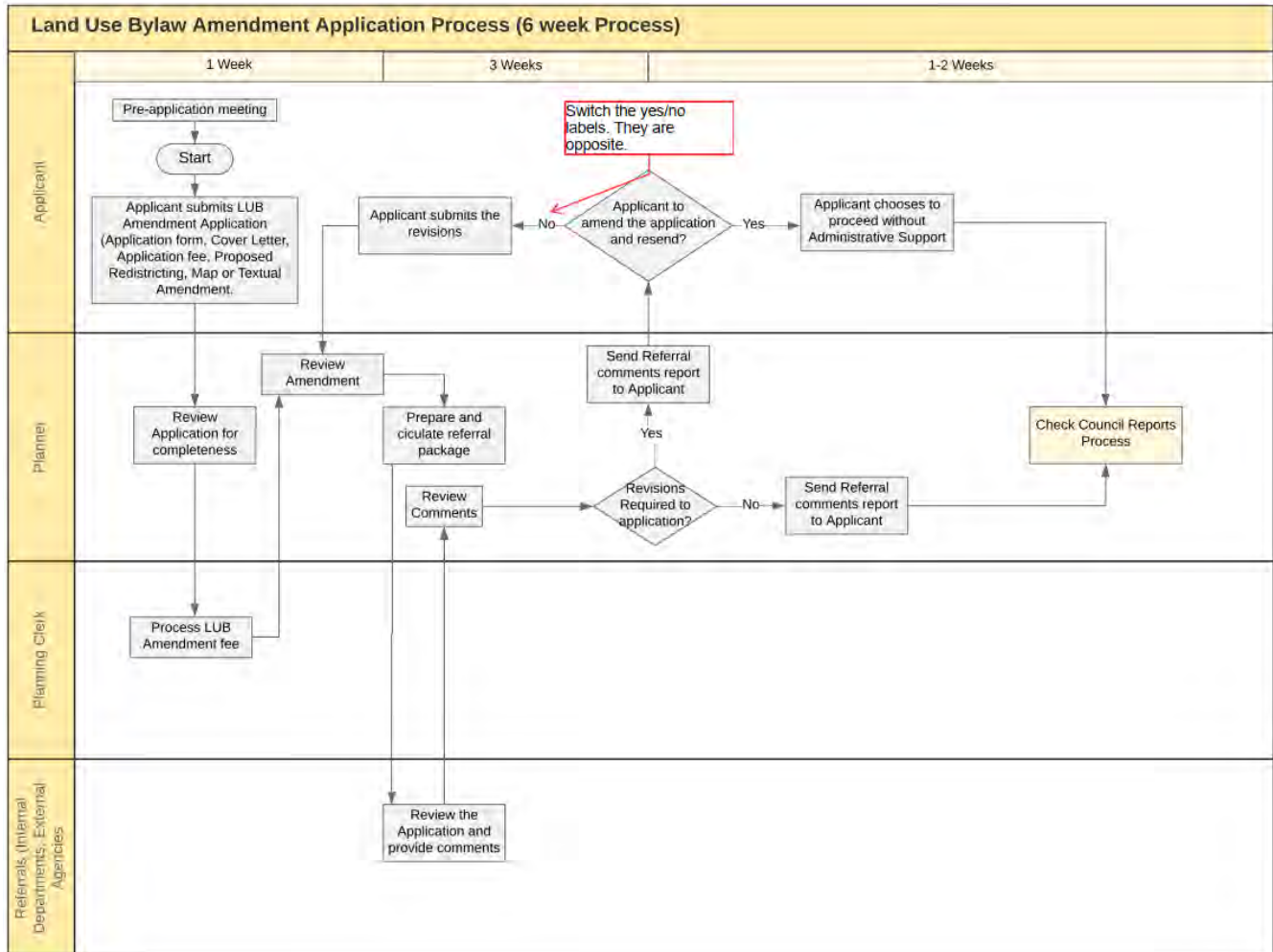
development of land and buildings within the City to achieve the orderly and economic development of land. The LUB implements the policies of the Municipal Development Plan and other statutory planning documents.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Municipal Government Act mandates every municipality to adopt a Land Use Bylaw.

Inventory/Volume/Demand: Ongoing

Standard Operating Procedures/Specifications:



Service Levels: Approximately 6 weeks (Applicant submitted)

Legislation, Regulations or Standards: Land Use Bylaw; Municipal Government Act.

Profile of Users: Development Industry; Residents; Property Owners; Business Owners;

Regional Planning and Intermunicipal Collaboration

PBB Program Area Description/Overview:

Representing the City at the Edmonton Metropolitan Regional Board (EMRB) and its various committees. The EMRB is a provincially mandated Growth Board. Implementing regional policy into the City’s statutory planning documents. Collaborate with neighbouring municipalities on the development and implementation of intermunicipal collaboration agreements.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

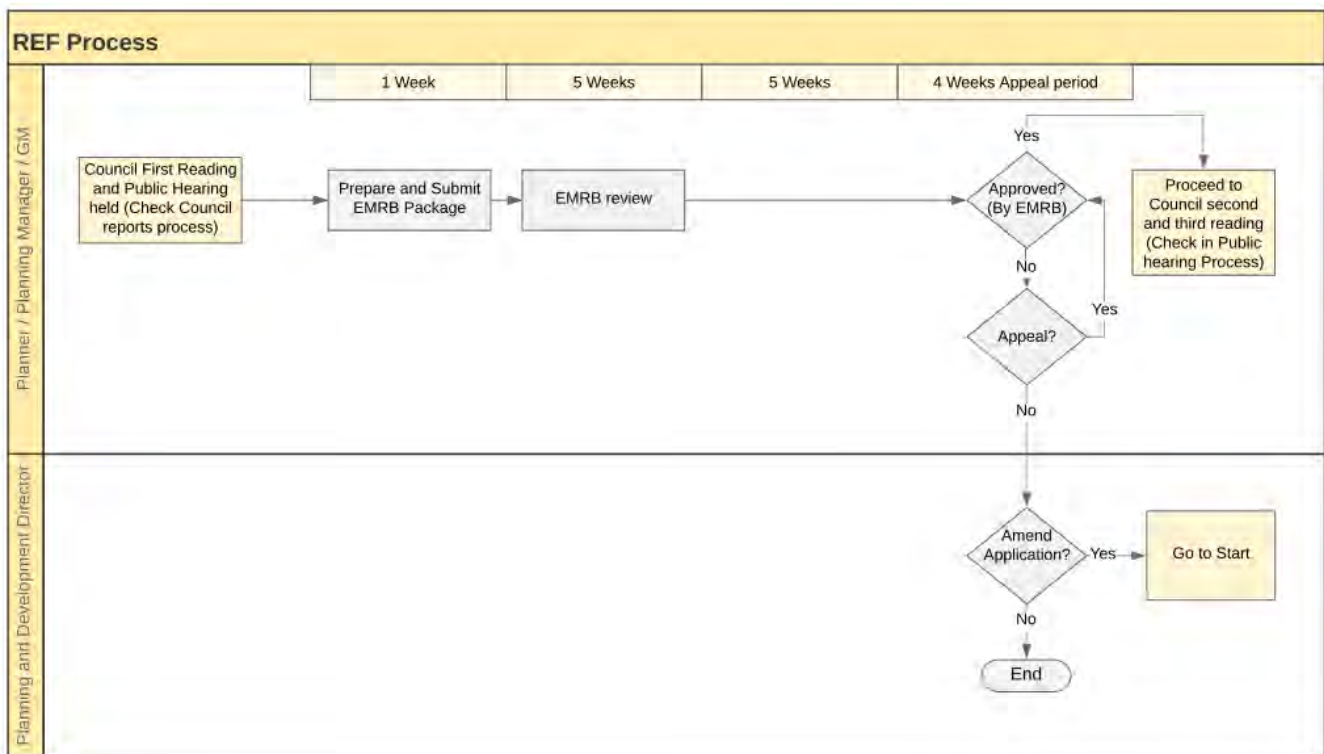
Reason for Offering: Provincially mandated

Inventory/Volume/Demand: Dependent on regional development activity

Frequency or Response Timing: Time is dependent on legislation.

Standard Operating Procedures/Specifications:

Regional Evaluation Framework



Safety Code Compliance

PBB Program Area Description/Overview:

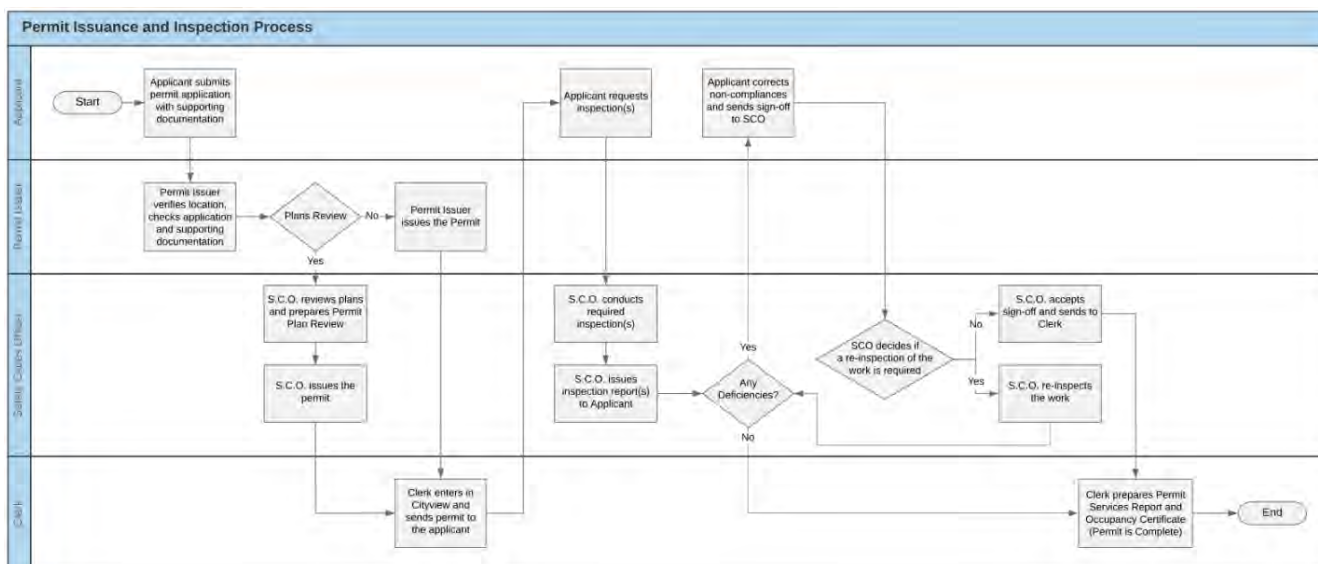
Ensure buildings are in accordance with regulations, codes, and bylaw. This includes monitoring through a program of permit issuance, plans examination, site inspection, and enabling a process of verification of compliance. These functions are carried out by certified and designated Safety Codes Officers to provide compliance monitoring in accordance with the Safety Codes Act and associated codes and standards. When enforcement action is necessary, the Development Compliance Officer will be engaged.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Provincially Mandated

Inventory/Volume/Demand: Based on construction activity

Standard Operating Procedures/Specifications:



Service Levels: 1 – 5 working days

Policy Alignment: Safety Codes Procedure; Safety Codes Occupancy Certificates; Safety Codes Inspections & Reporting; Safety Codes Inspection Requests Procedure; Safety Codes Inspection & Re-Inspection Fees Procedure

Legislation, Regulations or Standards: Safety Codes Act

Profile of Users: Residents; Builders; Construction Industry

Safety Codes Inspections

PBB Program Area Description/Overview:

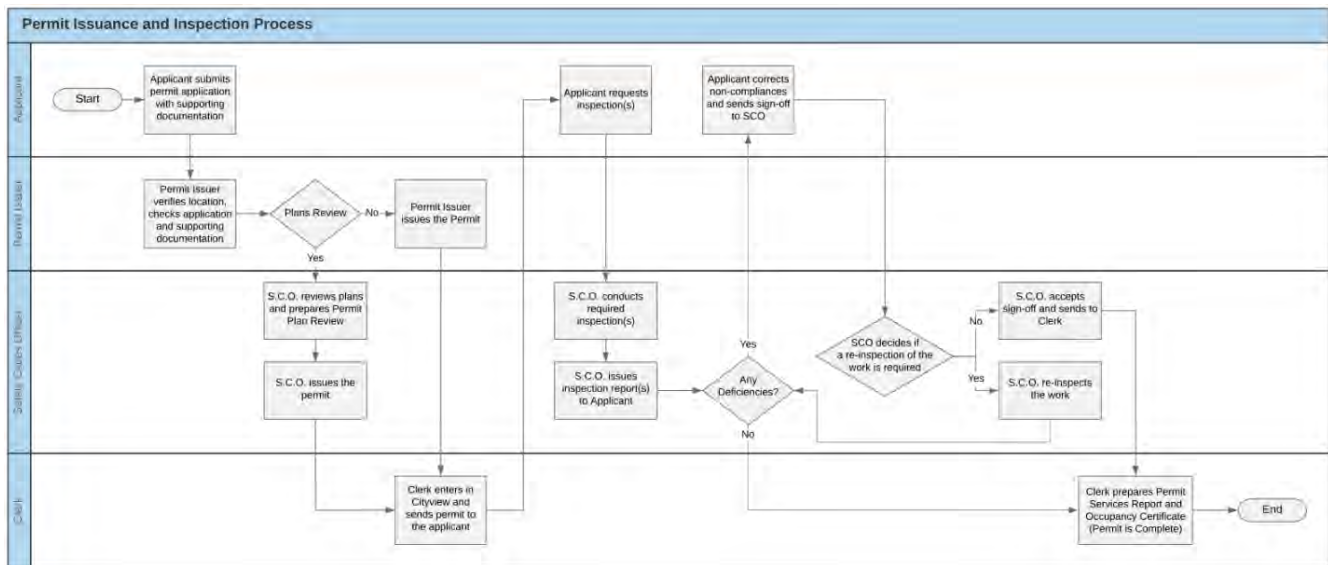
Inspections related to Safety Codes and Building Code are Provincially mandated. Authority of Inspectors and Plan Reviewers come from Provincial legislation. Ensure inspections are carried out for all disciplines (building, electrical, plumbing, and gas) in accordance with the City’s Quality Management Plan (QMP). The QMP outlines the City’s level of service and is what provides the City with accreditation under the Safety Codes Council.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Provincially Mandated

Inventory/Volume/Demand: Dependent on construction/development activity.

Standard Operating Procedures/Specifications:



Service Levels: 1 – 5 days

Policy Alignment: Safety Codes Procedure; Safety Codes Occupancy Certificates; Safety Codes Inspections & Reporting; Safety Codes Inspection Requests Procedure; Safety Codes Inspection & Re-Inspection Fees Procedure

Legislation, Regulations or Standards: Safety Codes Act

Profile of Users: Construction Industry; Builders; Residents

Statutory Plan Development

PBB Program Area Description/Overview:

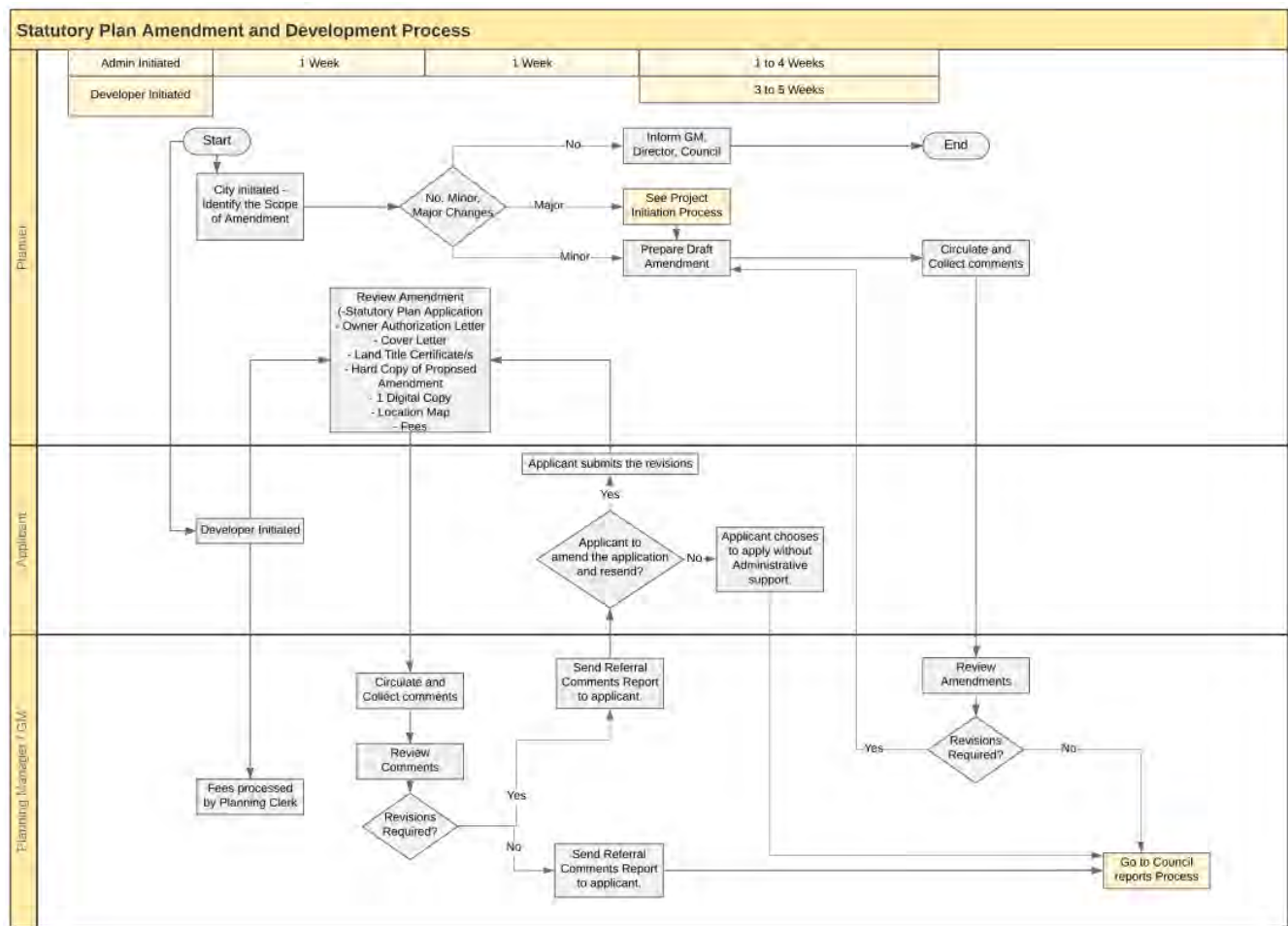
Prepare plans and strategies and research information providing high level planning policy direction. This includes items such as, but not limited to, Statutory Plan implementation, amendments, and development. It also includes preparing and updating policies and procedures. This program also includes development, maintenance, and implementation of the terms of reference.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: The Municipal Government Act (MGA) requires that municipalities adopt specific statutory plans to facilitate and manage growth. Statutory plans include Intermunicipal Development Plans, Municipal Development Plan, Area Structure Plans, and Area Redevelopment Plans. MGA also requires that statutory plans shall align and be consistent with each other.

Frequency or Response Timing: Statutory obligation to ensure consistency.

Standard Operating Procedures/Specifications:



Service Levels: 10 – 12 Weeks

Legislation, Regulations or Standards: Municipal Government Act; Edmonton Metropolitan Region Board Growth Plan

Profile of Users: Development Industry; Citizenry; Planning Staff; Council

Subdivision Application Review

PBB Program Area Description/Overview:

Processing and reviewing subdivision applications. A subdivision typically creates a new parcel or parcels of land. Subdivisions are reviewed based on the direction provided by the Municipal Government Act, the Municipal Development Plan, other statutory plans, the Land Use Bylaw and application of municipal policy. This is where the policy direction of the higher level planning documents are implemented.

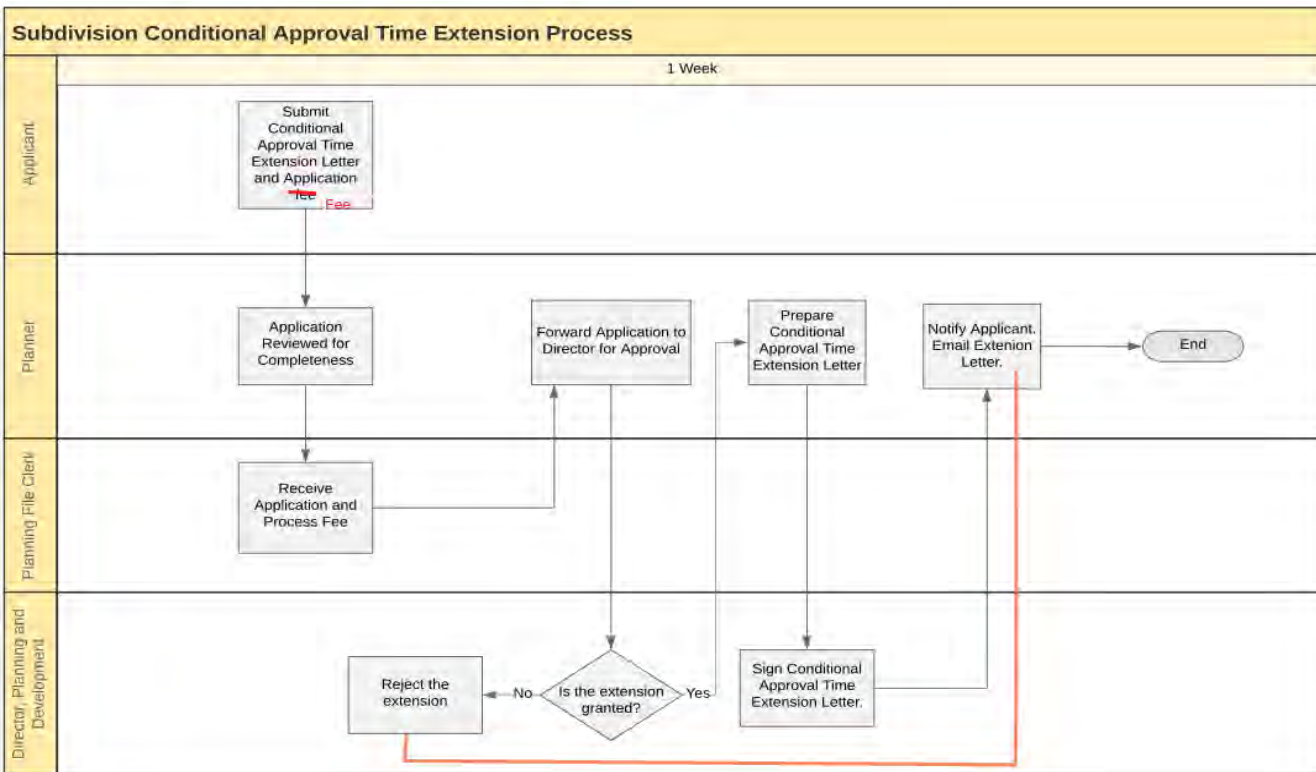
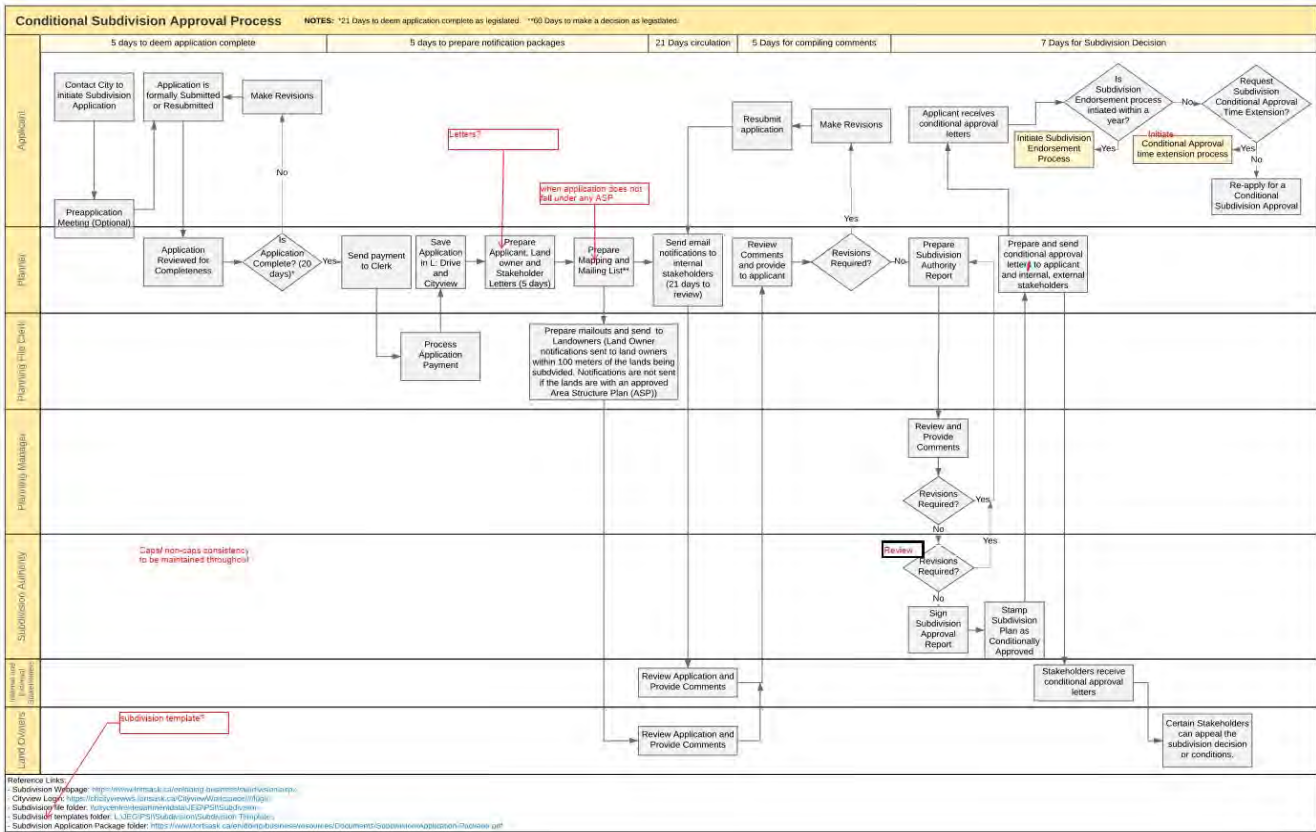
For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

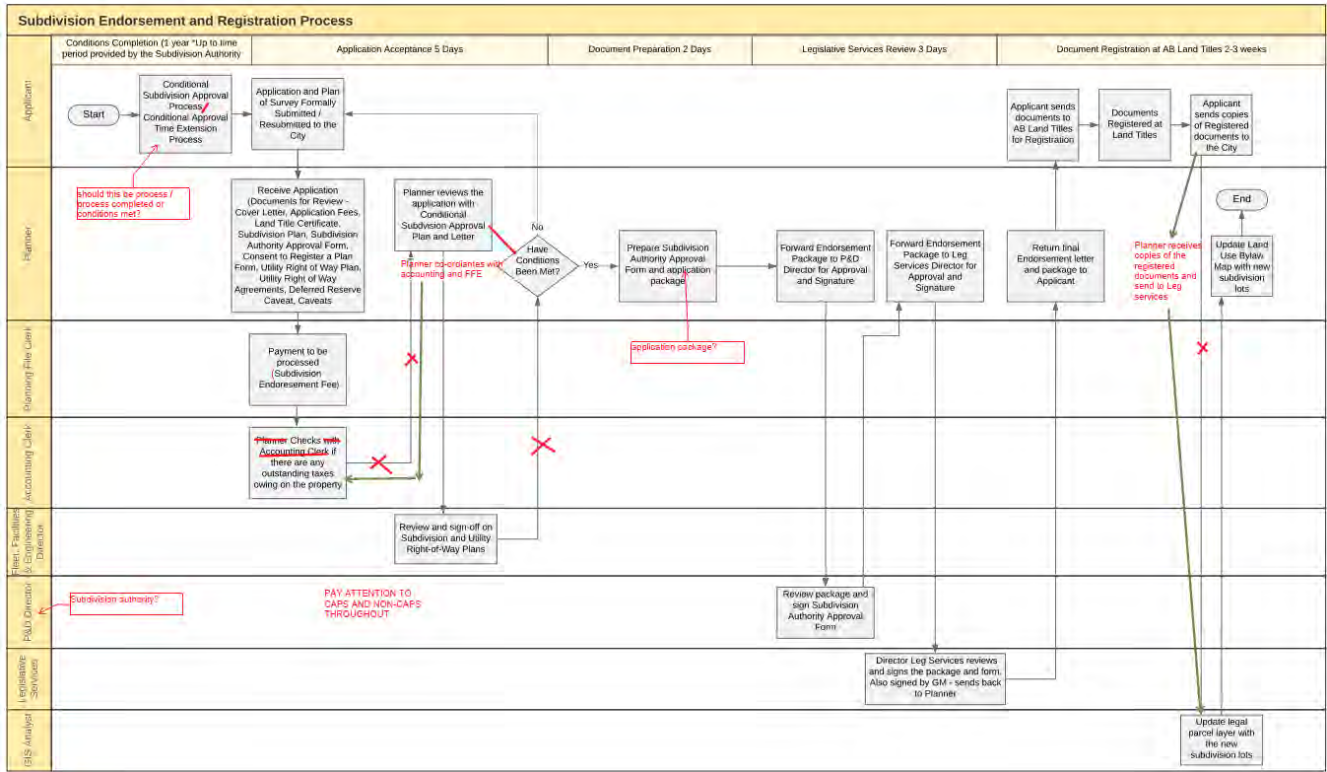
Reason for Offering: Provincially Mandated

Inventory/Volume/Demand: Based on growth and development trends

Frequency or Response Timing: Timelines are mandated by legislation

Standard Operating Procedures/Specifications:





Service Levels: 60 Days

Legislation, Regulations or Standards: Subdivision Authority Bylaw; Land Use Bylaw; Municipal Government Act; Subdivision and Development Regulation

Profile of Users: Development Industry