

To: Pipeline to Permit Committee
From: Jamie Tellier, Director of Community Planning
cc: Samantha Yew
Date: October 22, 2024
Re: Pipeline to Permit Data Dashboard (PP-25-24)

Background:

At the October 10, 2024, Pipeline to Permit Committee meeting, staff were requested to report back on how to accomplish refinements to the Pipeline to Permit dashboard that will:

- Bring more certainty to the number of residential units moving through the development process.
- Exclude residential units from applications that have either stagnated or where a proposal is in pre-consultation and at a very conceptual stage of development.
- Provide clarity on the overall processing time for the complete end to end development cycle.

Discussion:

The Pipeline to Permit dashboard is still relatively new and evolving. It was adapted from a planning staff file tracking spreadsheet used to monitor progress toward the City's Housing Pledge. Creating the dashboard required a significant amount of data refinement and staff resources. In its current state, the dashboard is organized with various tabs that display items such as: Planning Pipeline data; Building Permit data; and a Project Location Map. The Planning Pipeline tab specifically displays the:

- Total number of residential units in the planning pipeline.
- Total number of residential units in the planning pipeline (excluding units in Pre-Application).
- Total residential units in each stage of the Planning approval process (i.e. Application Status) including a 3-month trend.
- Percentage of residential units in each Application Status.
- Residential unit count by building type (i.e. apartments, singles, row homes).
- Project application details.

Note: the dashboard has a filter function that can display a subset of the above data.

The modernization of the dashboard is ongoing as staff continue to refine data and synchronize Planning Pipeline data with Building Permit data. The objective is to go beyond the individual components of each stage of the development process and show the full end-to-end customer

journey from the timing of the pre-application for a planning application to construction and building occupancy. This will inevitably change the look of the dashboard and improve its functionality as we integrate and display more data.

In addition to visualizing the complete development cycle, the dashboard can be more effective by only reflecting development that is moving forward through the various approval stages toward a construction start and not the legacy files that have been idle for long periods of time. Doing so will provide Council and the public with a more accurate account of development review and tracking towards the City's Housing Pledge. It could also assist the City in understanding what are the factors influencing the speed at which a file is progressing through to approval.

The above noted data refinements will also bring clarity to the various accountabilities in development review and demonstrate how the City is doing with its part of the process. While the overall elapsed time of the end-to-end journey is important to measure, the individual stages of the development review process are also important to measure as it will assist in understanding when the City is responding to an application and when it is waiting on an applicant to respond. Having this granular level of data is critical for the continuous improvement of the City's development services and can help focus attention on the root cause of a problem.

Next Steps

Staff are actively working on several initiatives to evolve the Pipeline to Permit dashboard. These dashboard improvements will progress over the coming months to enhance the transparency of the City's development services and provide a clearer estimate of Housing Pledge tracking.

The initiatives include:

- Actively reaching out to applicants on planning files that have been inactive for long periods of time to understand and assist with any barriers for proceeding to construction.
- Refining planning application data so that inactive files do not show up on the dashboard.
- Integration of planning and building permit data that will show end-to-end development process timing.
- Displaying the processing time of each component of development review that tracks accountabilities.
- Business process and technology enhancements to collect more data to share.

Data is essential to a transparent service delivery and can be used to measure performance, accountability, and areas for improvement. Modernization of the City's data and dashboards remains a top priority. Planning and Building staff continue to collaborate with Burlington Digital Services to ensure staff resources are available to continue this important work.

If you have any questions, please contact me.

Sincerely,

Jamie Tellier, MCIP, RPP
Director of Community Planning