



## Faster, Smarter, Simpler: Transforming the Site Plan Process

Pipeline To Permit Committee  
March 5, 2026

# What We Can Achieve

## Enable More Homes

Aligning with Council direction to support the construction of new homes.



## Drive the Economy

Advancing Burlington's economy through efficient, customer-centric processes.



## Building Lasting Partnerships

Enhancing service delivery through quality collaboration and finding solutions together.



## Get to "Yes" Faster

Increasing the speed of review and approvals and changing the culture to "yes".




# Customer Focused Solutions


What we heard....

What we are doing....


 Just in Time Requirements

Clearer requirements, fewer re-submissions  
Smarter use of conditions and agreements 


 Customer Service

Prioritizing red-lining and quick fixes  
Solving issues together  
Technology for solutioning and visibility 

 Pre-Consultation is Valuable

Improved triage and exemptions  
Right-sized requirements for each project 

 Clear and Concise Comments/Conditions

New comment and condition matrix  
focused on clear action and accountability 

# Improved Site Plan Approval Process

Working together to get to “yes”



# Steps 1 & 2: A Strong Start

## Pre-Consultation

- A **collaborative kick off** to identify **major red flags** and **right-sized submission requirements**. This is a key connection point between the City and the Applicant.



## Application Submission

- Submit with confidence with our **optional AI Application Review** which provides an automated check for **improved accuracy** and regulatory compliance upfront.



# Step 3: The Review

- Internal/external reviewers work together on one **coordinated, customer-focused** review.
- Applicants get a **single, consolidated response** with clear requirements.



# Step 4: Collaborative Solutions



- This is a **key collaboration point** focused on implementation.
- We can **red-line** minor issues to find quick fixes together.
- Applicant-led, **in-person** meetings are always available to work through key issues and find **solutions in partnership**.

# Steps 5 & 6: The Finish Line

## Conditions Clearance

- Our target is **one focused re-submission**. No more endless back and forth and multiple re-submissions.



## Final Approval

- The Green Light – We've reduced the timeline for final approval to get applicants ready to build faster



# The Result: A Faster, Smarter, Simpler Process

## Faster

- Fewer Resubmissions
- Concurrent Building Permit Review (where possible)
- Approval with conditions in 60 days; support with conditions



## Smarter

- Conditions based on completeness and accuracy
- Red-lining for minor issues
- Right-sized review timelines (2-4 weeks)



## Simpler

- Need for multiple submissions eliminated
- Clearer requirements and expectations
- One coordinated, customer-focused review.



# What's Next: The Tools to Succeed



## **New Site Plan By-law (Spring 2026)**

- Establishes scenarios for exemption from site plan approval
- Right-sized process for all scales of projects



## **New Collaborative Comment Matrix (Summer 2026)**

- Contains only requests and responses, shared by all commenters and users throughout the application



## **New Site Plan Guidelines (Summer 2026)**

- Clear guidance to ensure successful submissions
- Clearer requirements and expectations