



WATER RESOURCES, DEVELOPMENT APPROVALS – SUBMISSION PROCESS UPDATE

Since 2011, Water Resources, Infrastructure Planning has been working to improve processes within Development Approvals (DA) and gain efficiencies to enhance customer service, and move towards providing automated services. While our turnaround times for approvals have improved, we have recently been experiencing delays in some of our approvals processes. Two areas in particular, the Construction Drawing (CD) review and approval process and the Development Site Servicing Plan (DSSP) review and approval process, have been experiencing delays.

Staff turnover remains a challenge with Development Approvals. Fluctuations in staffing levels, and the time required to train new staff, do impact review times. Retention of staff within Development Approvals remains a top priority to reduce these fluctuations and minimize their impact.

The implementation of automated services has improved processes within Development Approvals and the customer experience. The move to automated processes however does not come without technology issues. Commencing in January of this year, The City has been updating base IT platforms which has caused some system stability issues, and subsequently, delays in application reviews. Currently, Development Approvals Management System (DAMS) is stable as well as the other information technology systems. The productivity of DA staff has been re-established and we are working on eliminating any backlog in reviews.

Development Approvals has implemented an action plan to address the current backlog. Additional City staff have been seconded to assist with application reviews. These secondments provide an interim solution until permanent staff can be recruited. DA staff have also been working additional hours to process applications.

Please be assured that we are addressing this issue, and that our staff are dedicated to ensuring that all processes are completed as closely as possible to the standard timelines. We anticipate having these delays addressed and being back to normal operations by June 2015.

For more information, please contact the Subdivision Coordinator, Dwayne Giesbrecht at Dwayne.Giesbrecht@calgary.ca or the Leader, Maggie Zhang at Maggie.Zhang@calgary.ca.