



RED CARPET NOT RED TAPE PROGRESS REPORT

MINUTES FOR THE REGULAR COUNCIL MEETING HELD MONDAY, DECEMBER 10, 2018

8.2 Okotoks and District Chamber of Commerce Jayme Hall, Okotoks and District Chamber of Commerce Executive Director, and Jody Sanderson, Okotoks and District Chamber of Commerce Vice President, were in attendance to provide information regarding the Chamber of Commerce "Red Carpet Not Red Tape" initiative.

MOTION 18.C.523 By Councillor Christophers That the Okotoks and District Chamber of Commerce presentation be received as information.

EXECUTIVE SUMMARY

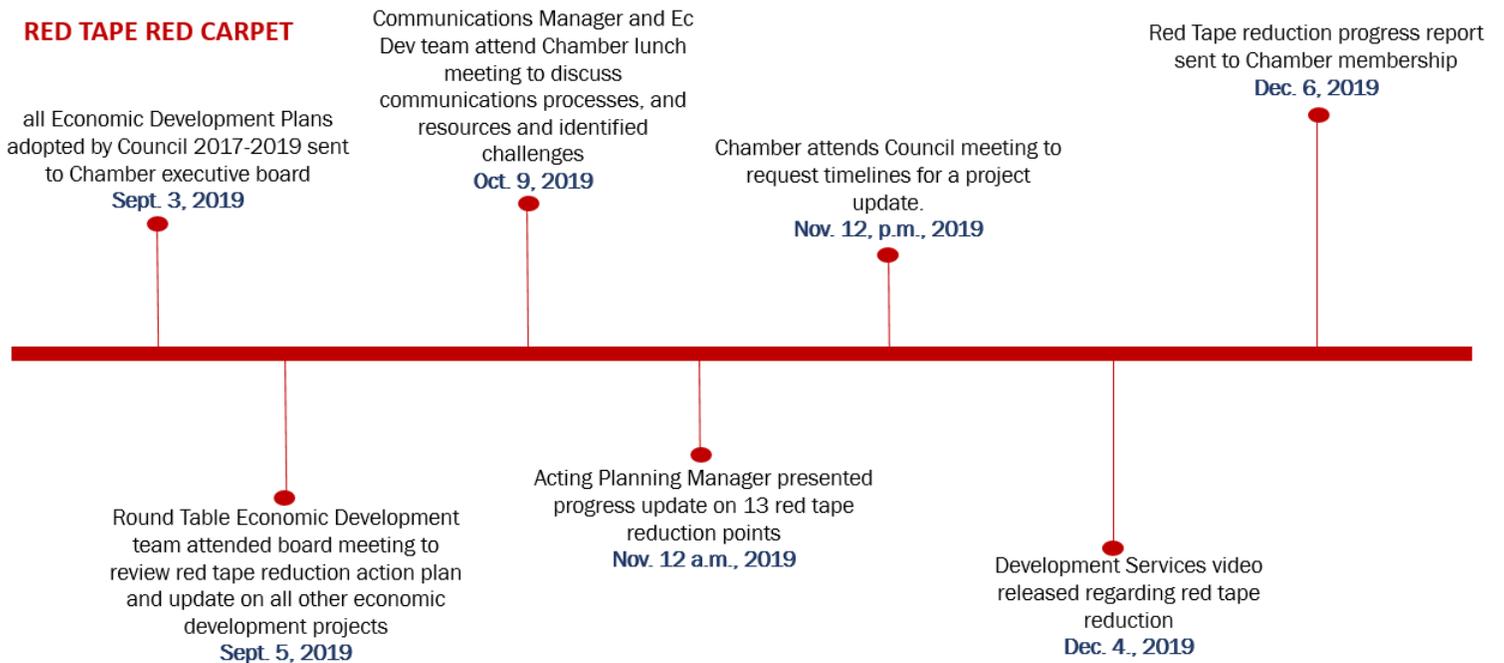
On December 10, 2018 The Okotoks Chamber of Commerce Executive Director, Jamie Hall and Vice President, Jody Sanderson presented to Council a "Red Carpet not Red Tape" Initiative to be received as information.

Administration was then appointed to address the 13 points and Angela Groeneveld, Economic Development Manager was to liaison to the Chamber on progress on this initiative.

To date the following activities have taken place to open up communication with the Chamber Executive Board.

Okotoks **Town of Okotoks Economic Vitality**

RED TAPE RED CARPET



The Okotoks & District Chamber of Commerce recommends the Town of Okotoks:

Recommendation	What we've done
<p>1. Provide a more efficient business to government process such as “one window” access to government services both online and within Town Hall. We recommend a single staff person be the contact for any business establishing or growing their business in Okotoks. This person would oversee the application from beginning to end, thus eliminating the frustration of one hand not knowing what the other is doing.</p>	<p>The Town of Okotoks has improved the information sheets and forms for business owners and provides a “one stop shop” through Economic Development. The Town is training front line staff to support business owners as a “one point of contact” and the Development Services team has support staff training to better serve the business community.</p>
<p>2. Provide a more transparent overview of what is required for an applicant, that is easy to find, easy to understand and that all the pertinent staff are familiar with. Navigating the website can be onerous and isn't helpful.</p>	<p>In addition to #1 activities, there is a complete website refresh in progress. There is also front line staff education underway.</p>
<p>3. Streamline the permit process to eliminate the need for an applicant to return several times to Town Hall and reduce the amount of duplicate information that is currently required on a number of different applications for one project. One small example of this would be to have a “one step” process that allows for an applicant to apply for one permit that covers more than one component of a project e.g. a commercial building development that includes signage on the building.</p>	<p>Commercial change of use project – development of a single online intake form. We are currently undergoing a complete Land Use Bylaw re-write.</p>
<p>4. Ensure there is a cooperative, helpful environment in the administration of bylaws, whereby municipal staff are encouraged to facilitate an outcome sensitive approach, rather than a zero tolerance, process focused approach.</p>	<p>A customer experience committee has been created. Customer experience is a regular agenda item in weekly team meetings. The “one stop shop” within Economic Development is in place.</p>
<p>5. Create management accountability relating to decisions made by staff in the planning and building department and create a culture of customer service and a supportive attitude toward applicants rather than a prescriptive, preventative attitude.</p>	<p>See action items from point #4.</p>

<p>6. Encourage the concept of applicants discussing proposals with staff prior to submitting development permit applications.</p>	<p>Develop a preliminary application process. Staff in all related disciplines make themselves available to answer questions. Internal Development Permit meetings</p>
<p>7. Provide an opportunity for applicants to receive occupancy permits in circumstances where a permit is issued following the signing of a waiver clause. As in the case of a development permit, should an appeal be launched and was successful, it would be understood that the applicant would be required to bear all responsibilities and associated costs.</p>	<p>Further discussion with regard to legislative obligations and risk management will be undertaken to determine whether/how this can be accommodated.</p>
<p>8. Provide the opportunity for one Town inspector to be assigned to a project to ensure consistency in recommended changes, and timely approvals.</p>	<p>Planning – dedicated person on each file (team approach) Safety & Permits – Inspection contract is currently being reviewed. An evaluation of the potential to increase the inspection services to more than twice a week.</p>
<p>9. Ensure change of use permits are being enforced properly, that town staff are consistent in processes and procedures and permits are not too costly so as not to prohibit growth. If development plans are on file for a property (within 10 years) new tenants should not have to provide new plans (including parking studies, traffic studies, garbage bins placement, etc.)</p>	<p>Dependant upon what the new business is, more information may be required as previous information may not reflect current needs. More discretion is being exercised in review of plans and requirements for development permits. These need to be looked at on a case by case review process.</p>
<p>10. Consider pre-approvals. This will assist businesses who are interested in developing land or are considering new projects that have yet to be approved.</p>	<p>Pre-approvals have been done for several years with every new build for commercial/industrial purposes</p>
<p>11. Ensure a consultative process is implemented in the introduction of new and revised regulations and bylaws, consulting with businesses/sectors impacted, and that changes are not made without appropriate notice and consultation. Provide clear explanation of any changes to bylaws or processes to stakeholders, either by way of public notice, a summary brochure or “mark-up style” notation on any new draft policies/bylaws. Ensure the information has been seen.</p>	<p>There is a legislated requirement for public hearings prior to adoption of Land Use Bylaws and amendments. The public hearings are advertised in accordance with the Municipal Government Act, details of the proposed changes are available to the public with Council’s agenda package in advance of the hearing and there may also be an open house or written referrals in advance. Review of new engagement tools will be reviewed and adapted by January 31, 2020. A complete refresh of the Town of Okotoks website will result in bylaw updates being available in the “Doing Business” section of the website.</p>

<p>12. Determine reasoning for new and revised regulations. If a new regulation that aligns with one already in place, then the new regulation may not be required. Always test whether the regulation is reasonable and forego the regulation if it is not.</p>	<p>The Land Use Bylaw rewrite is commencing. It is recommended that businesses get involved in the process. Bylaw changes have been made in 2019 that reflect business feedback. Council determines and debates each regulation new or revised.</p>
<p>13. Remove requirements for development extension fees for existing business where no further development has occurred since the original application.</p>	<p>“Development” includes excavations, stockpiles, construction, change of use of land or buildings, or change in the intensity of use of land or buildings. Where there is a process required for approval of development, or extension of an approval, fees assist in offsetting a small part of the cost associated with administering the process.</p>

