

Municipality Of Chatham-Kent
Community Development

To: Mayor and Members of Council
From: John Norton
General Manager, Community Development
Date: January 10, 2019
Subject: Continuous Improvement and “Red Tape” Reduction Project

Recommendation

It is recommended that:

1. Council endorse the Continuous Improvement and “Red Tape” Reduction Project.

Background

Since July 2018, the Community Development department has been reviewing development services provided by each division (Economic Development Services, Planning Services, Building Development Services, Legal Services, and Fire and Emergency Management Services) within Community Development. The review of processes within the municipal corporation is with respect to business growth and making it easier to invest in Chatham-Kent with a view of reducing red tape and making recommendations to enhance customer service and efficiencies.

Comments

To date, the work done on this project has been internal to the municipal corporation.

All employees within the Community Development department have been consulted/informed about project goals and anonymously provided input on development processes already in place. Further to the recommendations and/or critical feedback received, employees were asked to identify current challenges that exist and to provide potential solutions to ensure that municipal services provided are effective and/or efficient.

A review of current processes within the Community Development department continues to occur. A full analysis with recommendations will be presented to administration at a later date after outside consultation has taken place with the development community.

The Community Development department is ready to move forward with outside consultations with development stakeholders. Consultation for this project will take three different forms:

1. An online survey being sent to all those who have received development services provided to them by the Community Development department within the last two years. This is expected to be released near the end of January 2019 with a two-week period to receive responses.
2. Open House(s) will be arranged so that members of the development community have additional opportunity to comment on municipal development processes. Open house(s) to occur near the end of February 2019.
3. One-on-one consultations with selected members of the development community and individuals who have engaged in municipal services will take place in the months of February 2019 to mid-March 2019.

The feedback provided from outside consultations will factor in to the analysis of municipal services. Staff will summarize and prioritize project findings, propose recommendations and work towards implementing accepted recommendations.

Another Information Report to Council regarding the status of the Continuous Improvement and “Red Tape” Reduction Project is expected to come back to Council in April 2019, and a Report to Council with recommendations as early as May 2019.

Areas of Strategic Focus and Critical Success Factors

The recommendation in this report supports the following areas of strategic focus:

Economic Prosperity:

Chatham-Kent is an innovative and thriving community with a diversified economy

A Healthy and Safe Community:

Chatham-Kent is a healthy and safe community with sustainable population growth

People and Culture:

Chatham-Kent is recognized as a culturally vibrant, dynamic, and creative community

Environmental Sustainability:

Chatham-Kent is a community that is environmentally sustainable and promotes stewardship of our natural resources

The recommendation in this report supports the following critical success factors:

Financial Sustainability:

The Corporation of the Municipality of Chatham-Kent is financially sustainable

Open, Transparent and Effective Governance:

The Corporation of the Municipality of Chatham-Kent is open, transparent and effectively governed with efficient and bold, visionary leadership

Has the potential to support all areas of strategic focus & critical success factors

Neutral issues (does not support negatively or positively)

Consultation

The Executive Management Team and the Community Development Advisory Committee of Council have been presented with information on this project and have provided endorsement, and all divisions within Community Development are actively engaged in providing assistance to the Continuous Improvement and “Red Tape” Reduction Project.

Financial Implications

Costs related to staffing and marketing this project will be covered through existing municipal budgets.

The final recommendations of the Continuous Improvement and “Red Tape” Reduction Project may propose needing additional funds for the implementation of recommendations. At this time, it would be premature to speculate or comment on what that could be at this stage of the project.

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