

Encouraging Growth:

Eliminating Red Tape at the Municipality

Presented by:

Chamber of Commerce Red Tape Task Force Co-chairs Tracy Nutt and Anthony Davis

Presented to:

Future-Ready Development Services Ad-Hoc Committee of Council



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Background: Red Tape Task Force

- Long-standing task force of the Chamber.
- Comprised of Greater Sudbury Chamber of Commerce Board Directors and local business representatives.
- Analyze, respond to and monitor the Future-Ready Development Services Ad-Hoc Committee of Council recommendations, with the goal of improving municipal development approval and permitting processes.

Notable Improvements

- Launch of partial online permitting.
- One-stop development desk.
- Pilot program for one-day permits.
- Improvements to information documents online.
- Regular public reporting.
- Responsiveness and collaboration to emerging challenges between City staff and Chamber.
- Ongoing zoning by-law and policy changes to enable growth.

Process to Determine Recommendations

- Roundtable consultations with businesses.
- Feedback through regular business engagement.
- Research into successful initiatives in other cities.
- Presentations with relevant public sector organizations.
- Analysis of City and other municipal data and reports.

Recommendations

Organizational and Staffing Improvements:

Prioritize Call to Action

- Implement a single-point-of-contact for complex development projects: Call #11 (Establish primary contact for large projects).

Recommendations

Organizational and Staffing Improvements:

Proposed Additions to Calls for Action

- Evaluate and adjust Collective Bargaining Agreements and internal policies to improve capacity.
- Report on staff-time efficiencies enabled by tech improvements.
- Prioritize staffing in key areas with capacity gaps.
- Reorganize staff to improve customer service and support digital transformation.

Recommendations

Process and Technology Enhancements:

Prioritize Calls for Action

- Digitize permit approvals with end-to-end online applications and tracking: Call #17 (Improve Pronto tracking and visibility).
- Redesign SPART to be collaborative and solution-focused: Partially addressed through Call #20 (Have high-level decision makers continue to participate in SPART).

Recommendations

Process and Technology Enhancements:

Proposed Additions to Calls for Action

- Hold bi-annual Pronto user roundtables and regular feedback surveys.
- Accelerate rollout of digital systems with public reporting.
- Align tech implementation with process reviews to reduce redundancies.
- Expand same-day permits for simple applications.

Recommendations

Policy and By-law Modernization:

Proposed Additions to Calls for Action

- Implement a legal non-conforming policy to address legacy permit issues and support property transactions.
- Modernize sign by-law with business consultation.
- Update zoning by-laws for evolving land use.
- Revise parking requirements in development processes.

Recommendations

Procurement Reform:

Proposed Additions to Calls for Action

- Revise procurement by-laws to eliminate unnecessarily complex insurance and bonding requirements.
- Revise procurement documents and structure.
- Provide quarterly reports to the Finance and Administration Committee of Council on all contract awards.



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