

COUNCIL POLICY

C-325



Approval Date: February 2, 2016 Effective Date: February 2, 2016 Review Date: Revision Date(s):			Title: Service Delivery Policy for Redesignation and Subdivision Applications	
			Policy Category: Council	Supporting Department: Planning Services Engineering Services
			Reference(s):	

1. PURPOSE

The purpose of this policy is to ensure the delivery of redesignation and subdivision application services to customers of Rocky View County in an efficient and cost-effective manner.

2. POLICY STATEMENT

To set service standards for redesignation and subdivision application processing timelines and to encourage a culture of continuous improvement.

3. DEFINITIONS

Customer	The intended recipients of a service.
Normal Circumstances	Available staffing resources and the expected level of demand for regular day-to-day service operations.
Service Delivery	Provision of a specific output, including information that addresses one or more needs of an internal recipient and contributes to the achievement of an outcome.
Service Standard	A measurable level of performance that can be expected under <i>normal circumstances</i> .

4. POLICY PRINCIPLES

- 4.1 Promote the delivery of services that are fair, consistent, and transparent.
- 4.2 Achieve greater consistency in the County's processing of redesignation and subdivision applications.
- 4.3 Ensure that service delivery expectations are well communicated and understood.
- 4.4 Take actions to remove any barriers that may affect the delivery of services.

4.5 Adopt an approach to service delivery that facilitates and encourages continuous improvement.

5. SERVICE DELIVERY FRAMEWORK

The service delivery standards set a minimum 80% compliance target for application processing times. Applications with timeline targets are: redesignation and subdivision applications that require Council decision.

Continual monitoring of performance on a regular basis and a mitigation plan produced should targets not be met.

6. SERVICE DELIVERY COMMITMENT

6.1 Set a minimum 80% service standard compliance target for application processing times.

6.2 Continuous improvement in finding efficiencies to shorten timelines where possible particularly with complex subdivisions.

Target	Application Type
6.0 months	Redesignation 1 st parcel out and new agricultural use applications
10.0 months	All other redesignation applications
6.0 months	Complex Subdivision applications