

## Land Use Bylaw Monitoring Program –Indicators and Goals

Topic	Rationale for Measure	Indicator	Target / Goal
<b>1. Processing Time</b>	<p>The Town of High River is committed to processing applications in such a manner as to:</p> <ul style="list-style-type: none"> <li>• Ensure fairness and due process is provided;</li> <li>• Ensure consistency in processing times;</li> <li>• Support strong relationships with applicants; and</li> <li>• To meet the requirements of the <i>Modified Municipal Government Act (MMGA)</i>. <p>A ‘complete application’ and ‘approval’ timelines will be defined under target/goal for each application process.</p> </li></ul>	<ul style="list-style-type: none"> <li>• The in-process time from the date a ‘complete application’ is accepted by the municipality to the date of ‘approval’ for each of the following applications:</li> </ul>	
		<ul style="list-style-type: none"> <li>○ New Area Structure Plans (ASPs)</li> </ul>	<ul style="list-style-type: none"> <li>• From pre-application to submission: no target. Track time in relation to early consultation process with an applicant</li> <li>• From submission to Council decision: 6 months</li> <li>• 3 month from submission to approval</li> </ul>
		<ul style="list-style-type: none"> <li>○ New Area Redevelopment Plan (ARP)</li> </ul>	<ul style="list-style-type: none"> <li>• 3 months (from submission to approval)</li> </ul>
		<ul style="list-style-type: none"> <li>○ New Neighbourhood Outline Plans (NOPs)</li> <li>○ Land Use Bylaw Amendments</li> </ul>	<ul style="list-style-type: none"> <li>• With an NOP: 3 months (from submission to approval)</li> <li>• Without an NOP: 6 months (from submission to approval)</li> <li>• 3 month from submission to approval</li> </ul>
		<ul style="list-style-type: none"> <li>○ Statutory plan amendments</li> <li>○ Subdivision Applications</li> </ul>	<ul style="list-style-type: none"> <li>• 60 days to issuance of Transmittal of Decision (from submission to approval)</li> </ul>
		<ul style="list-style-type: none"> <li>○ Development Permit Applications</li> </ul>	<ul style="list-style-type: none"> <li>• 40 days to issuance of a Development Permit (as opposed to a only issuing a Notice of Decision on the DP)</li> </ul>
<b>2. Consistency of Decisions</b>	<p>The Town’s Land Use Bylaw is deliberately written to provide flexibility and the opportunity for landowners to respond to market conditions. However, landowners are also concerned with consistency and fairness of decisions. The purpose of measuring consistency is to:</p> <ul style="list-style-type: none"> <li>• Provide applicants with confidence in the application of the Bylaw;</li> <li>• Demonstrate fairness and equity;</li> <li>• Increase staff efficiency and understanding of the Bylaw; and</li> <li>• Ensure policy alignment with the Town Plan.</li> </ul>	<ul style="list-style-type: none"> <li>• The number of variances and types of variances granted for Subdivision and Development Permit applications</li> </ul>	<ul style="list-style-type: none"> <li>• Number of variances maximum: 5 percent of all Subdivision and Development Permit applications during this project.</li> <li>• Categorization of variance types; if 3 or more variances granted for one category, a review of the Bylaw will be triggered</li> </ul>
		<ul style="list-style-type: none"> <li>• The number of revisions to any portion of an application following acceptance of a complete application</li> </ul>	<ul style="list-style-type: none"> <li>• For DP: 1 revision</li> <li>• For Subdivision: 1 revision</li> <li>• For NOP: 2 revisions</li> <li>• For ASP: 2 revisions</li> </ul>
		<ul style="list-style-type: none"> <li>• Number and type of policy statement(s) referenced as rationale for a decision as compared to approve vs a decision to refuse.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Approval:</b> number and type of policy tracked; a qualitative review of policy and decisions will be compared to ensure policy is achieving the intended objective</li> <li>• <b>Refusal:</b> number and type of policy tracked; a qualitative review of policy and decisions will be compared to ensure policy is achieving the intended objective</li> </ul>
		<ul style="list-style-type: none"> <li>• Number of appeals</li> <li>• Number of applications overturned by SDAB</li> </ul>	<ul style="list-style-type: none"> <li>• Maximum 5 percent of all applications are appealed.</li> <li>• Zero percent of overturned applications</li> </ul>
<b>3. Innovation, Quality, Creativity</b>	<p>The two Guiding Principles of the Land Use Bylaw are: People First and Sustainability. In other words, the Land Use Bylaw should support innovation, creativity, and quality. To achieve this, specific regulations were integrated and it is these regulations that will be measured to better understand how landowners respond to the Principles of the Bylaw, to determine whether this goal is being met, and why or why not the intended outcome is achieved.</p>	<ul style="list-style-type: none"> <li>• <b>Subdivision Design</b></li> </ul>	
		<ul style="list-style-type: none"> <li>○ Connectivity index as measurement for a defined geographical area, such as a neighbourhood</li> <li>○ Block Length</li> </ul>	<ul style="list-style-type: none"> <li>• Number of pedestrian links (sidewalks or pathways) / number of pedestrian nodes (pedestrian intersections) <i>Note: the goal is a perfect grid network with a Connectivity Index of 2.0</i></li> <li>• Percentage of blocks equal to Land Use Bylaw maximum length: 85 percent</li> <li>• Percentage of blocks less than Land Use Bylaw maximum length: 15 percent</li> </ul>

		<ul style="list-style-type: none"> <li>○ Number of different lot widths within a block demonstrating variability in design</li> </ul>	<ul style="list-style-type: none"> <li>● Minimum 2 variations</li> </ul>
		<ul style="list-style-type: none"> <li>● <b>Site Design</b></li> </ul>	
		<ul style="list-style-type: none"> <li>○ Parking location in relation to the building</li> </ul>	<ul style="list-style-type: none"> <li>● Percentage of sites with Parking to the side or rear of building: 100 percent compliance.</li> </ul>
		<ul style="list-style-type: none"> <li>○ Amount of landscaping</li> </ul>	<ul style="list-style-type: none"> <li>● Percentage of sites that meet the minimum landscaping requirements in comparison with the old LUB: 85 percent</li> <li>● Percentage of sites that exceed the minimum landscaping requirements in comparison with the old LUB: 15 percent</li> <li>● Percentage of sites with integration with the public realm: 100</li> </ul>
		<ul style="list-style-type: none"> <li>○ Quality materials of soft or hard landscaping</li> </ul>	<ul style="list-style-type: none"> <li>● The anticipated lifecycle of materials as defined by manufacturer or producer: minimum 30 years</li> </ul>
		<ul style="list-style-type: none"> <li>● <b>Building Design</b></li> </ul>	
		<ul style="list-style-type: none"> <li>○ Orientation of entrances to the Primary Thoroughfare</li> </ul>	<ul style="list-style-type: none"> <li>● Percentage of buildings with entrances oriented to the Primary Thoroughfare: 100 percent</li> </ul>
		<ul style="list-style-type: none"> <li>○ Amount of transparency</li> </ul>	<ul style="list-style-type: none"> <li>● Percentage of buildings that meet the minimum transparency requirements: 85 percent</li> <li>● Percentage of buildings that exceed the minimum transparency requirements: 15 percent</li> </ul>
		<ul style="list-style-type: none"> <li>○ Massing</li> </ul>	<ul style="list-style-type: none"> <li>● For buildings over 2-storeys, the percentage of buildings with the minimum required stepback: 100 percent</li> <li>● For commercial buildings, the percentage of buildings that meet the minimum 2-story requirement: 100 percent</li> </ul>
		<ul style="list-style-type: none"> <li>○ Quality materials of building</li> </ul>	<ul style="list-style-type: none"> <li>● The anticipated lifecycle of materials as defined by manufacturer or producer: minimum 50 years</li> </ul>
		<ul style="list-style-type: none"> <li>● <b>Parking comparison to previous Land Use Bylaw</b></li> </ul>	
		<ul style="list-style-type: none"> <li>○ Change in the amount of land from previous Land Use Bylaw to current Land Use Bylaw</li> </ul>	<ul style="list-style-type: none"> <li>● Qualitative review and analysis on a random sampling of applications by type</li> </ul>
		<ul style="list-style-type: none"> <li>○ Identification of how the plans for the site are different as a result of the changes to the parking requirements</li> </ul>	
		<ul style="list-style-type: none"> <li>○ Description of how the reduction in parking requirements allowed for a changes in the Subdivision Design, the Site Design, or the Building Design to better meet the two Guiding Principles</li> </ul>	
<p><b>4. Customer Service &amp; Understanding of Bylaw</b></p>	<p>Another key goal of the Bylaw was to increase access to the Bylaw, make it easy to understand for an average person, and to ensure any questions or concerns related to the Bylaw are addressed to a high standard of customer service. A lower number of concerns regarding interpretation of the Bylaw will increase staff efficiency in addressing concerns, or interpretation of the Bylaw themselves.</p>	<ul style="list-style-type: none"> <li>● Access issues to online bylaw or GIS map</li> </ul>	<ul style="list-style-type: none"> <li>● Zero percent issues raised</li> </ul>
		<ul style="list-style-type: none"> <li>● Customer satisfaction:</li> </ul>	
		<ul style="list-style-type: none"> <li>○ Successful resolution of concerns or complaints in a timely manner</li> </ul>	<ul style="list-style-type: none"> <li>● 95 percent within 2 business days</li> </ul>
		<ul style="list-style-type: none"> <li>○ Overall satisfaction on customer survey</li> </ul>	<ul style="list-style-type: none"> <li>● 95 percent satisfaction</li> </ul>
		<ul style="list-style-type: none"> <li>○ Complaints</li> </ul>	<ul style="list-style-type: none"> <li>● Decrease over time</li> </ul>
		<ul style="list-style-type: none"> <li>● Number of revisions or increase in processing time</li> </ul>	<ul style="list-style-type: none"> <li>● Decrease over time</li> <li>●</li> </ul>

<p><b>5. Infill Development</b></p>	<p>The Land Use Bylaw is an implementation tool for sustainable growth by ensuring at least 25% of the Town’s overall growth occurs in established areas. These measures will track where and how this growth is occurring to understand what, if any, barriers exist to this type of growth, and therefore, what strategies the Town can employ to encourage infilling.</p>	<ul style="list-style-type: none"> <li>• <b>Density:</b> number of units, mapped throughout the Town over time (only existing neighborhoods)</li> <li>• <b>Context:</b> number of complaints from neighbours, with the parcels subject to the concern mapped throughout the Town</li> <li>• <b>Flood elevations:</b> <ul style="list-style-type: none"> <li>○ How a development responds to the minimum flood elevation standards by re-grading the site or by adjusting building design</li> <li>○ Did the minimum flood elevation requirements negatively impact how a development integrates with the existing neighbourhood? Yes or No with explanation.</li> </ul> </li> <li>• <b>Servicing capacity:</b> number of issues raised by engineering and whether engineering issues extend process time for Development Permits for 2 or more Dwelling Units</li> </ul>	<ul style="list-style-type: none"> <li>• 25 percent of the Town’s overall growth</li> <li>• No target. Complaints will be monitored based on subject parcel and content of the concern. Where more than 1 concern is raised for a parcel, additional review will be required on whether the dwelling units integrate into the neighbourhood.</li> <li>• No target. Responses will be monitored by the two stated categories.</li> <li>• Yes and No responses tracked and mapped. A brief explanation will be provided for each development with minimum flood elevation requirements.</li> <li>• 5 percent of applications with concerns raised by Engineering regarding servicing capacity</li> <li>• Zero percent impact on processing time as a result of servicing concerns</li> </ul>
<p><b>6. Mixing of Uses</b></p>	<p>The Town’s Land Use Bylaw diverged from traditional Land Use Bylaws by encouraging the mixing of uses in new ways. These measures are to understand how the market responds to these new regulations to see if the regulations are effective and what positive or negative impacts occur.</p>	<ul style="list-style-type: none"> <li>• Number of single-use commercial buildings approved since adoption of LUB</li> <li>• Percentage of parcels with multiple uses by total land use district for the: <ul style="list-style-type: none"> <li>○ Traditional Neighbourhood District (TND)</li> <li>○ Neighbourhood Centre District (NCD)</li> <li>○ Central Business District (CBD)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Zero percent</li> <li>• 20 percent mixed use</li> <li>• 50 percent mixed use</li> <li>• 80 percent mixed use</li> </ul>
<p><b>7. Economic Impact</b></p>	<p>The LUB is intended to encourage development within High River. It is critical to measure if the Town loses any development projects because of the LUB, and whether we are seeing an increase in development in Town as a result of the LUB</p>	<ul style="list-style-type: none"> <li>• Development inquiries received and subsequent applications submitted.</li> <li>• Development inquiries that turn into projects</li> </ul>	<ul style="list-style-type: none"> <li>• Zero percent missed development opportunities attributed to the LUB</li> <li>• Year over Year increase in development applications</li> </ul>