



City of Surrey's Guaranteed Permit Timeline Initiative

UBCM Housing Summit
April 5, 2023

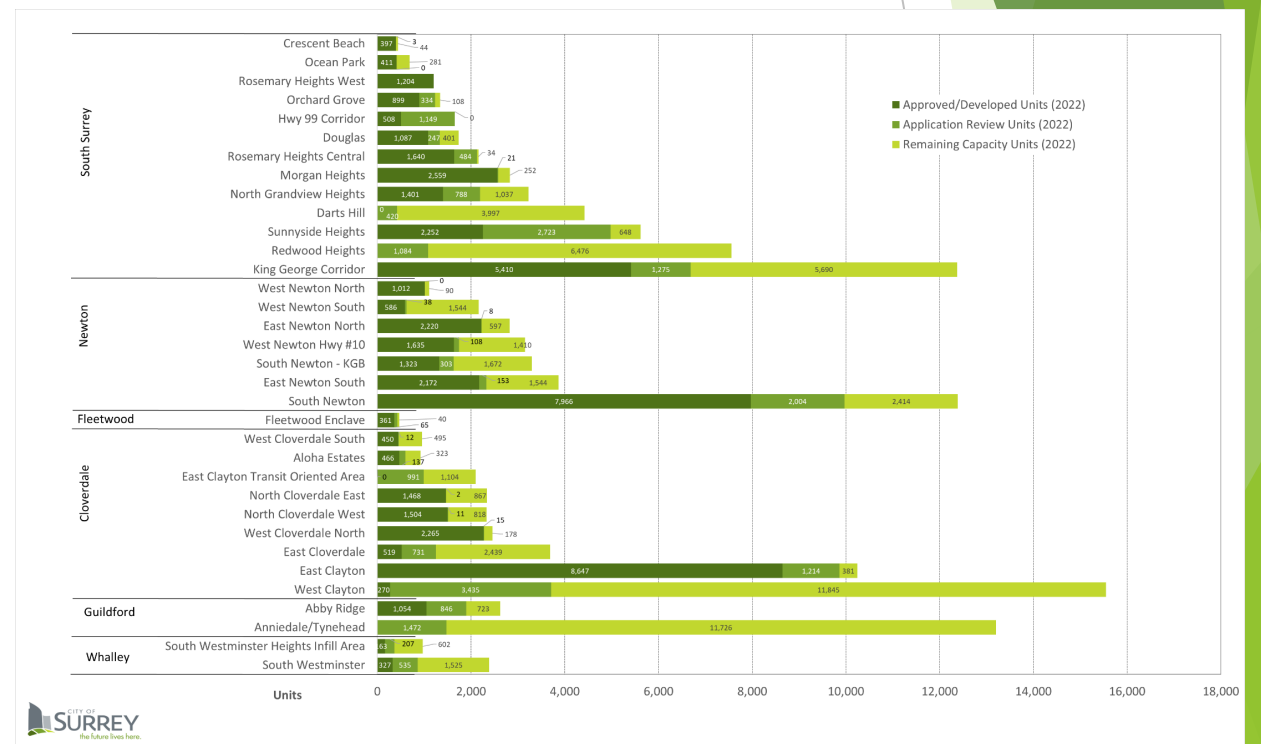
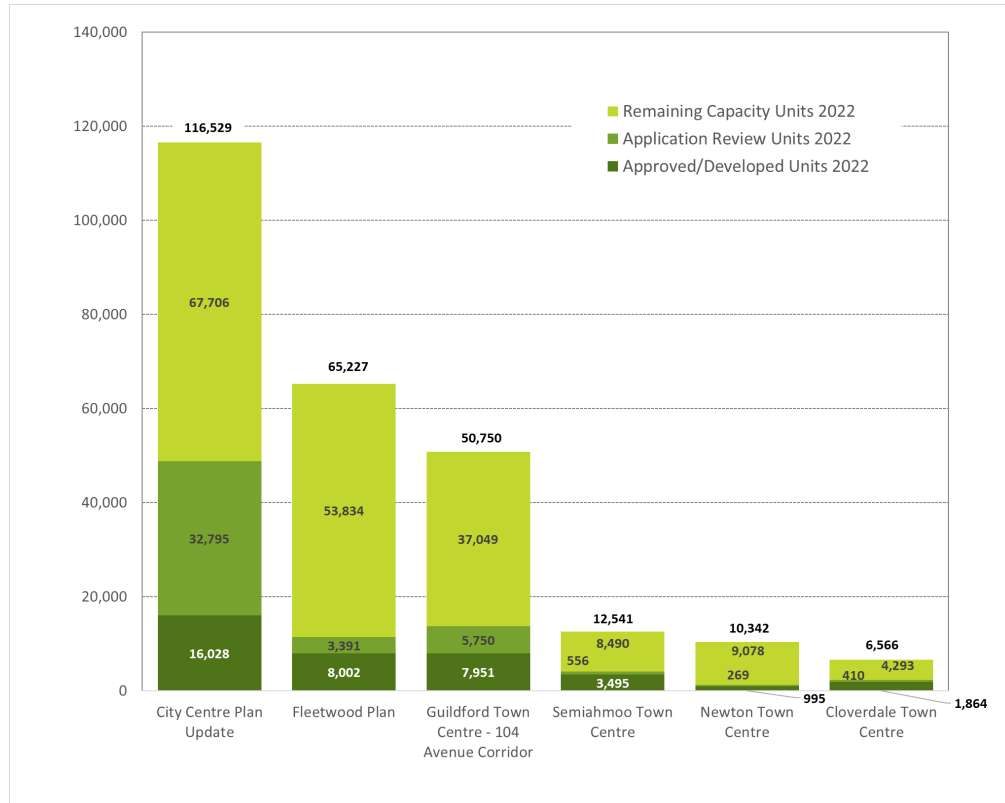
Don Luymes
General Manager, Planning & Development

Surrey Housing Supply Stats

- ▶ Surrey produced **5,132** new homes in 2022 (net **4,480** of demos)
- ▶ 3rd highest yearly net increase
- ▶ Increasing share of multi-family units (72%); 85% of SF include suite
- ▶ Over \$2B in construction value in 2022 (3rd highest on record)

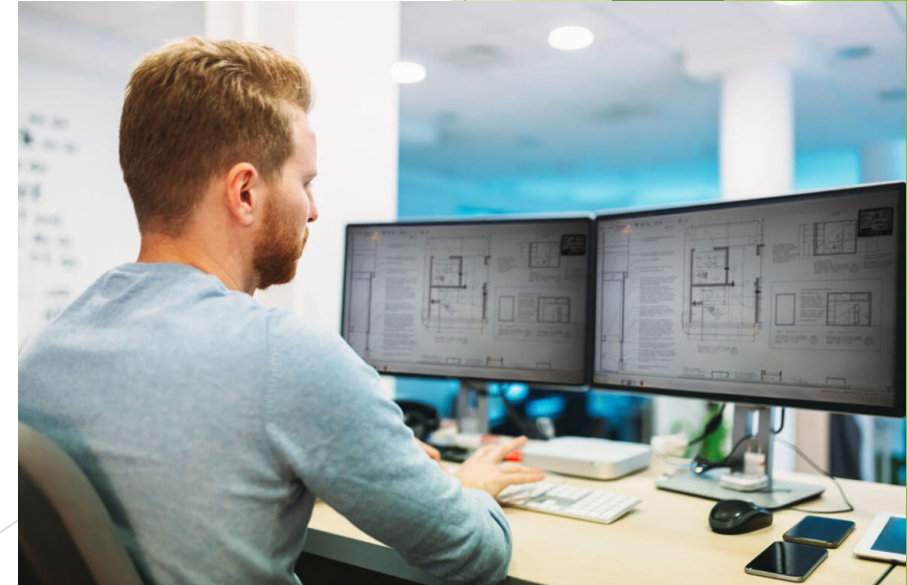
- ▶ +/- 80,000 housing units in the approval (Development + Building) approval process, over 30,000 past 3rd reading;
- ▶ Capacity of over 400,000 units in approved plan areas (NCPs/TCPs)

Capacity of growth in approved plan areas



Continuous Improvement Initiatives

- ▶ Focus on development and building permit review process improvements since 2010
- ▶ On-line and digital application, inspection, permit review, communication tools
- ▶ Started in Building Inspections, then Building Permits, now moving to Planning application review improvements
- ▶ Guaranteed timelines initiative launched in 2021



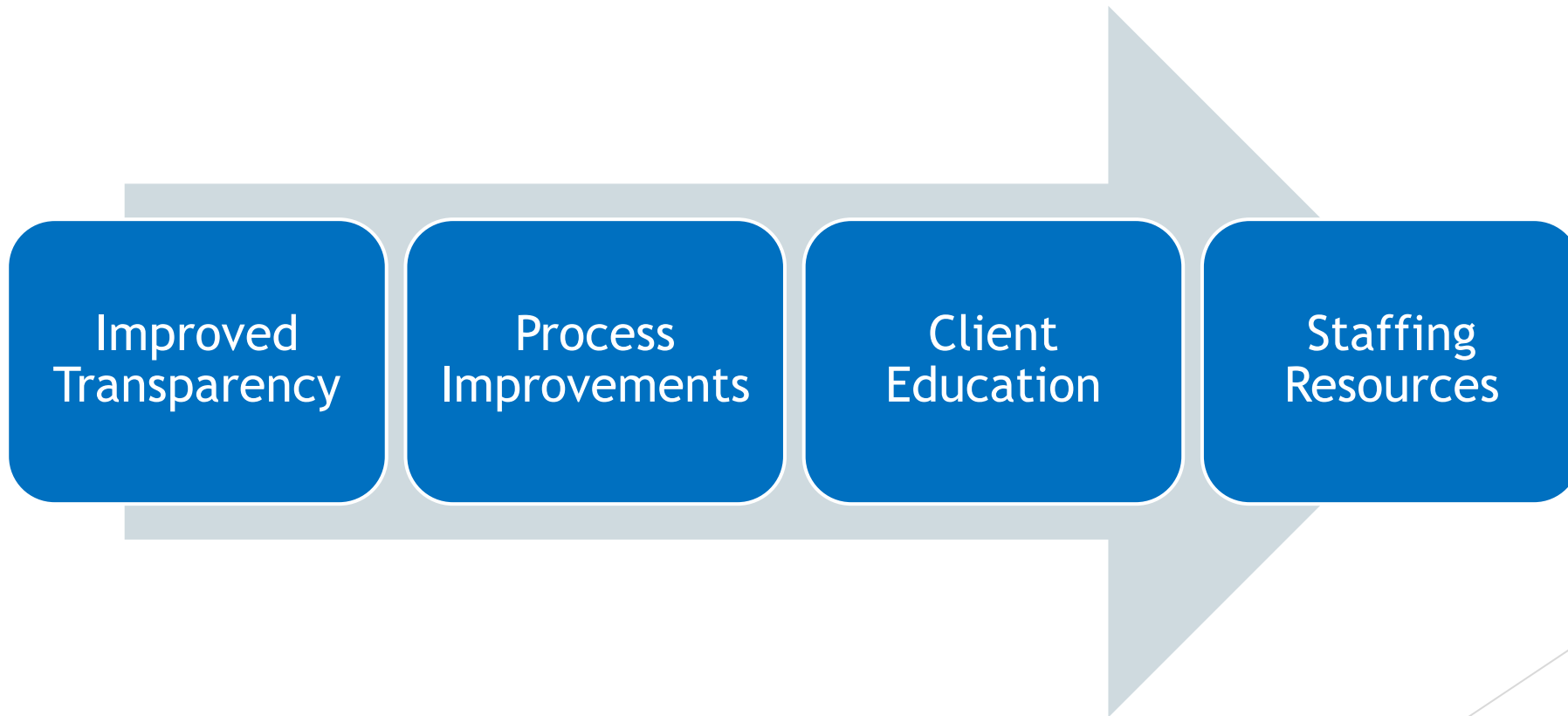
Guaranteed Timeline Initiative

Bold Targets - “Stretch” goals, but not unreasonable

- ▶ Single-family Building Permit issued - target 10 weeks
- ▶ Tenant Improvement Permit issued - target 10 weeks
- ▶ Single-family Rezoning to Council - target 12 weeks
- ▶ Multi-family Rezoning to Council - target 16 weeks
- ▶ Site Servicing (Servicing Agreement) - target 2.5 weeks

Key Caveat: “clock starts ticking” when application is deemed “complete” and when “major issues resolved

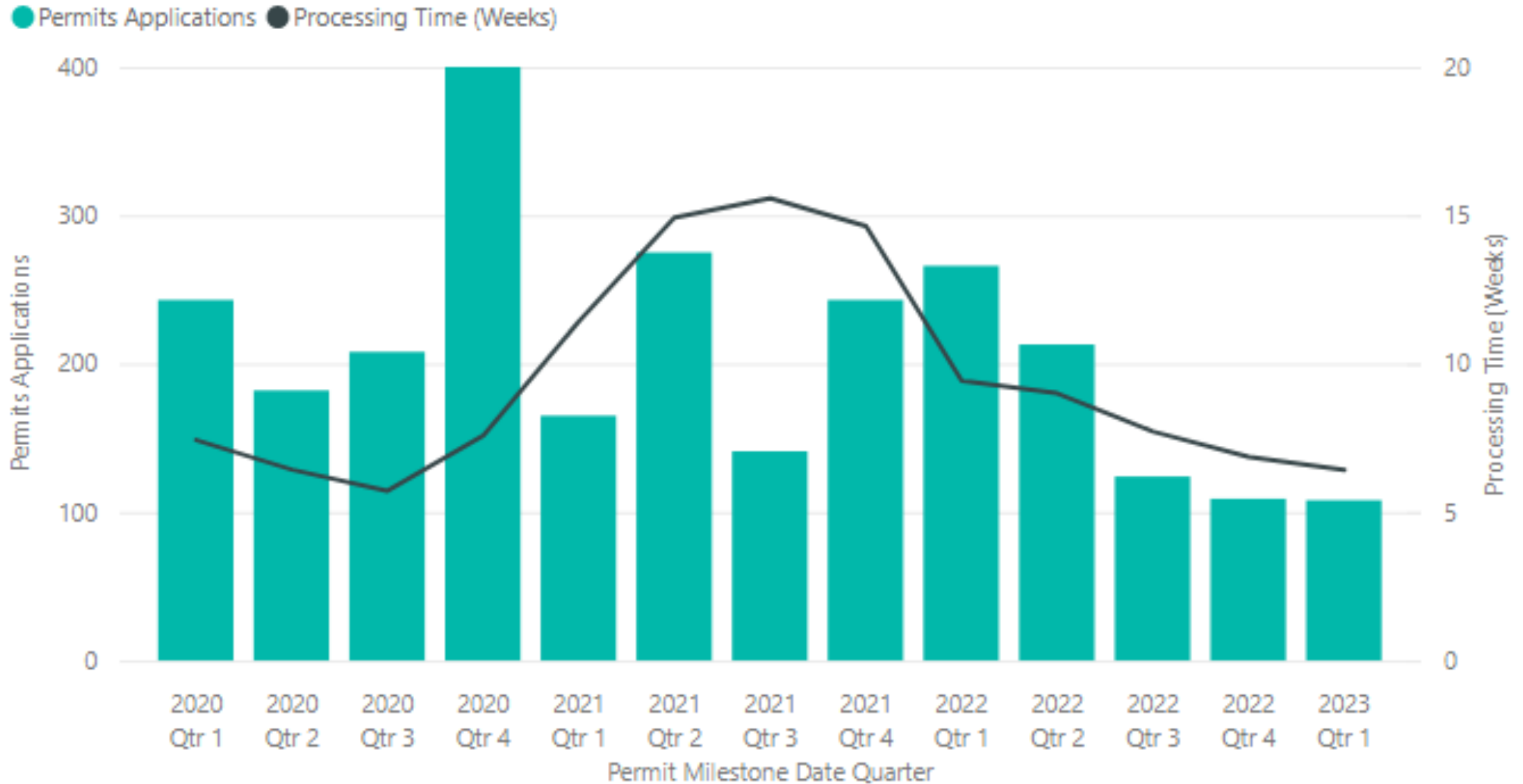
Strategic Objectives



Recent Timeline Improvements

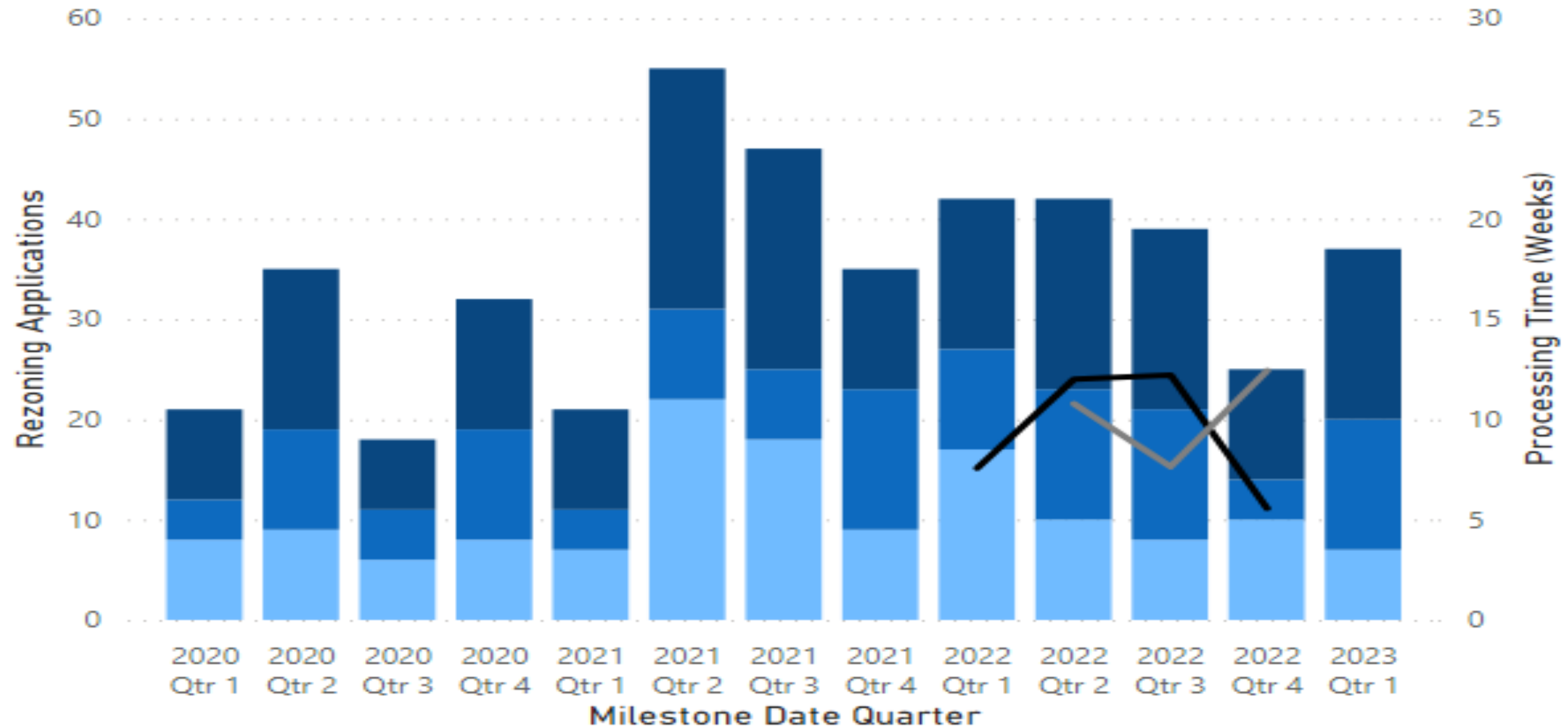
Permit Type	Established Guarantee Targets	Current Processing Time	Average Processing Time	
		Q2 2022	Q1 2022	Q4 2021
Single Family Building Permits	10 weeks	9.0 weeks Below Target	9.4 weeks Below Target	14.6 weeks Above Target
Tennant Improvements Building Permits	10 weeks	9.4 weeks Below Target	8.0 weeks Below Target	7.0 weeks Below Target
Rezoning, Single Family	12 weeks	11.0 weeks Below Target	8.6 weeks Below Target	Not enough data
Rezoning, Multi-Family, Commercial, Industrial	16 weeks*	9.8 weeks Below Target	Not enough data	Not enough data
Site Servicing Reviews (Servicing Agreements)	2.5 weeks	2.5 weeks On Target	2.4 weeks Below Target	2.9 weeks Above Target

Single Family Permit Applications and Processing Time



Rezoning Applications by Type and Processing Time

Rezoning Application T... RZ Simple RZ With DP RZ With Pl... Simple R... Rezoning ...



Lessons Learned

- ▶ Transparency and accountability drive improves outcomes
 - ▶ Allows rapid response to issues as they arise
 - ▶ Efficient escalation to arrive at decisions
- ▶ Evidence-based resource decisions (staffing, technology)
- ▶ Focus on early “major issues” resolution
- ▶ Shared objectives between industry and regulators
 - ▶ Creates trust and a solutions focus

Next Issue: Pre-process Timelines

- ▶ Simple rezonings: 27 weeks to get to the starting line
- ▶ Rezoning with DP: 53 weeks
- ▶ Single-family Building Permit: 27 weeks total (21 weeks pre-process)
- ▶ Tenant Improvements: 17 weeks total (8 weeks pre-process)

- ▶ Earlier indication from Council on deviations from plans/policies
- ▶ Improved regulations - clarity, consistency, communication
- ▶ Earlier Issue Resolution
- ▶ Client Education and Communication - what is a complete application?

Next Steps

Focus on “pre-process” timelines

- ▶ Ensure plans and policies are market-aligned
- ▶ Improved and streamlined processes at the front end
- ▶ What should we “stop doing”?
- ▶ Improve client education and communication

Opportunity to pilot some new approaches (Housing Accelerator Fund)

- ▶ Pre-approved plans for multi-family?
- ▶ Round-table reviews - set the table for application review guarantees
- ▶ AI tools for routine compliance review?
- ▶ Improved portals for real-time project tracking

Thank you!

Don Luymes

General Manager, Planning & Development

City of Surrey

don.luymes@surrey.ca

604-591-4560