



BUILDING A GREATER GTA  
Building Industry and Land  
Development Association

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COMMUNICATION	
F&A -	OCT. 7/13
ITEM -	3

October 3, 2013

Mayor and Members of Council  
c/o Jeffrey Abrams at the Office of the City Clerk  
Sent via email to: [jeffrey.abrams@vaughan.ca](mailto:jeffrey.abrams@vaughan.ca); [clerks@vaughan.ca](mailto:clerks@vaughan.ca)

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Mayor and Members of Council,

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**RE: City of Vaughan: October 7<sup>th</sup> Finance and Administration Committee  
Agenda Item: Public Service Renewal Status Update**

On behalf of the BILD York Chapter Chair and members, we applaud the Mayor, Council members and staff at the City of Vaughan for undertaking an exercise to review and hopefully enhance public service standards at the City of Vaughan. We appreciated that Vaughan staff expedited a meeting with representatives of the BILD York Chapter on September 25<sup>th</sup>.

We thank the members of Vaughan staff for their enthusiasm at this meeting, as we discussed the topic of making business at the City of Vaughan more efficient and effective towards mutually-beneficial outcomes. Members of the BILD York Chapter are happy to inform and support this process.

We understand that the objective of this exercise is to promote process efficiencies within the development approvals process in Vaughan, thereby accepting and circulating applications faster and more efficiently. The upholding of critical timelines was discussed as a pointed concern and objective.

At our meeting on September 25<sup>th</sup> we also discussed an array of topics such as; a one-window or team approach to the approval process; identification of low-hanging fruit; best practices in other municipalities; incorporating technology such as the proposed AMANDA upgrade; upgrades that can support and inform tracking of reviews such as on-line portals; potentially creating an operating procedure manual and/or producing a business process mapping exercise, in addition to other potential improvements.

We appreciate that our working group will have continued consultation during this review and we look forward to our next meeting with staff, which is confirmed for November 11<sup>th</sup>. Thank you for the opportunity to submit these comments and we look forward to working with the City of Vaughan on this initiative. Please feel free to contact the undersigned if you have any questions.

Sincerely,

Danielle Chin, MCIP, RPP  
Senior Planner, Policy & Government Relations

cc: *Barbara Cribbett, Interim City Manager*  
*John MacKenzie, Commissioner of Planning*  
*Paul Jankowski, Commissioner of Engineering and Public Works*

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