

Development Services Inspections & Compliance Design Sprint

1  **Project Environment**

To effectively support anticipated Zoning bylaw changes, Development Services was looking to explore the feasibility & viability of **redesigning the way their services are delivered**. All while effectively navigating myriad competing demands, scenarios & requirements across eight different Inspections & Compliance Work Units.

2  **Objectives**


With a new Zoning Bylaw coming into effect, Development Services Inspections & Compliance services had to manage significantly more complex pressures:

- **Heightened expectations** – from both Industry and Residents – for more timely & convenient Inspection & Enforcement processes & procedures.
- Challenges arising from providing **higher degrees of effective monitoring** and due diligence.
- **Increased compliance responsibilities** taxing already overburdened service processes.

3  **Actions Taken**

A Design Sprint project engaging participants from within eight Work Units to:

- **Clarify high-priority benefits** of proposed streamlining & consolidation ideas to avoid unexpected & unwelcome surprises.
- **Surface key obstacles & reveal improvement options** that would incur the least risk with the best odds of success.

4  **Outcomes**

Work Units successfully **generated innovative options and viable solutions** with an eye to driving the positive change that Development Services & its stakeholders were envisioning.

Additionally, **established a unified platform** that all relevant service delivery stakeholders used to inform & guide their decision-making on service improvement strategies, process enhancement prioritization, and stakeholder communication & engagement strategies.