



Planning for Growth & Efficiency: Clarington's P&I Transformation

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A critical time in our history

Clarington is growing, and our population is expected to double by 2051.

With growth comes more requests for new developments, builds and permits.

Planning and Infrastructure is undergoing a major transformation to better serve our customers – and solidify Clarington as the growing, modern and efficient municipality we're quickly becoming.

Three P&I initiatives underway



**Improving development
application review
processes**



**Digitizing the planning
application process**



**Updating Planning Act
application fees**

Each initiative has its own focus, but they are closely connected and being advanced together. This helps us avoid duplication, reduce rework, and make the most of our efforts.

Our goals

- Meet statutory timelines to review development applications under the Planning Act.
- Improve transparency, efficiency and the overall experience for applicants and staff alike.
- Understand and recover the full cost to deliver planning services to ensure long-term financial sustainability.

Improving development application review processes



- **Objective:** to enhance efficiency and streamline the development review process to condense timelines.
- **Key steps:**
 - **Phase 1:** Document the current process ("as-is") for processing development applications.
 - **Phase 2:** Identify inefficiencies, gaps, and opportunities by applying best-practices.
 - **Phase 3:** Design a more streamlined and effective process ("to-be") that improves service delivery.
- **Improvements:**
 - Time saved in processing applications
 - Reduced staff effort and resources
 - Key Performance Indicators

Digitization of planning applications

- **Objective:** To modernize and streamline the planning application process through digital tools. Goodbye, paper submissions!
- **Key Steps:**
 - **Phase 1:** Begin accepting online applications
 - **Phase 2:** Pilot tests of Electronic Plans Review
 - **Phase 3:** All applicable reviews and approvals, fee changes and workflows integrated
- **Improvements:**
 - **More efficient** – afford the ability to do more with existing staff compliment and accelerate decision timelines
 - **Enhanced customer experience** – allows applicants to submit, pay and track submissions online
 - **Improved collaboration** – opportunity for all Clarington staff to review applications in a centralized place
 - **Better process visibility** – sets auto reminders for important deadlines to move applications along in a timely manner
 - **Reduced risk of errors** – auto monitoring will detect and flag gaps and errors in applications



Planning Act application fees update



- **Objective:** To ensure Planning Act fees reflect the true cost of service delivery and support long-term financial sustainability of P&I services.
- **Key Steps:**
 - **Phase 1:** Kick-off meeting held with Hemson Consulting and cross-departmental staff
 - **Phase 2:** Analyze direct and indirect costs of processing Planning Act applications. Benchmark fees against comparator municipalities
 - **Phase 3:** Inform Council of findings and recommended updates to the Planning and Infrastructure Services fees of the by-law
- **Improvement:** Fees are reflective of cost to deliver services.

Next steps...

- **Project schedule:**

- Staff are working to advance these projects; no direction is required at this time.
- All three initiatives are expected to be implemented by January 1, 2026.
- We are committed to embracing new ways to streamline our planning processes to better serve our vibrant community.

Thank you

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