Appendix D: Proposed Rapid Response Process

The pre-application process was eliminated at the July 18, 2024, Council meeting, and the Public Service was directed to create a rapid response process for applicant inquiries. The Water and Wastewater Servicing study identified the need for new processes and resources specific to responding to servicing inquiries.

To meet this need, the Department recommends implementing a Rapid Response Process that aims to decrease the inquiry response time to seven calendar days for standard, well defined inquiries. More complex evaluations may take up to 14 calendar days to review and respond to from the time the inquiry is considered complete.

In order to address this compressed timeline, the following three process improvement steps are needed.

1. Standardize the intake process
   The first recommendation is to standardize the intake process for all inquiries. This will be a critical step to ensuring that applications can be reviewed and responded to in the most efficient manner. This includes:

   a. Consolidating inquiry submittals to a centralized process
   b. Improving inquiry submission quality from developers by providing clear information on what is required for a submission to be considered complete

   Receiving quality and complete information in the inquiry the first time is critical to establishing and maintaining the proposed level of service. Incomplete inquiries, or those not submitted to the centralized email, will be returned to the proponent with direction on requirements to resubmit.

   Implementation timeframe: approximately three months

   This recommendation will provide early benefits by decreasing review time required for inquiries.

2. Obtain additional staff resources for Rapid Response work
   The addition of employees whose primary role is to provide input into and respond to the proponent is critical to meeting the target response time.

   Four of the FTEs identified in the study are dedicated to the Rapid Response Process. They will provide subject matter expertise in the review of inquiries and also assist in triaging, monitoring and tracking all inquiries, communicating with proponents, coordinating with other departments, and ensuring consistent and timely responses.

Resources	Year of Implementation
4 FTE Project Engineers (WAPSO Grade 4)	2025

   Implementation timeframe: approximately six months for recruitment, with an additional six months for training.

   Establish an Engineering Servicing Capacity Search Fee

The market scan identified that some municipalities charge a fee for initial review of capacity information. The scan determined there were no patterns between the different municipalities and their engineering review fees. The Public Service recommends instituting a modest fee to accompany an inquiry.

This fee would provide some cost recovery and ensure inquiries are serious in nature.

Based on the market scan, WWD recommends a 2025 inquiry fee of $220.

Implementation timeframe: this fee would be effective July 1, 2025.

Water and Waste Rapid Response Process for Servicing Capacity Inquiries

