

STAFF REPORT TO COUNCIL

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DATE: February 12, 2024

TO: MAYOR AND COUNCIL

NAME AND TITLE: Deanna Wasnik, Director of Planning and Development

SUBJECT: Development Services Annual Application Review

ATTACHMENT(S): Appendix "A" – Development Services Applications Summary

RECOMMENDATION(S):

That Council RECEIVES FOR INFORMATION the report dated February 12, 2024, from the Director of Planning and Development, titled "Development Services Annual Application Review."

PURPOSE:

The purpose of this report is to provide Council with a comparison of Development Services applications received between the years 2021, 2022 and 2023. The division is also working on a number of service efficiencies that will facilitate collaboration with other departments/divisions and streamline the application process.

DEVELOPMENT SERVICES APPLICATIONS:

Development Services receives a number of application types that facilitate approvals in land use (e.g. rezoning and subdivision), development (e.g. building permits, plumbing permits) and business licensing. The attached Appendix "A" – Development Services Application Summary provides a comparison for these application types received by Development Services between the years 2021 to 2023 and includes a summary of highlights of the data.

It is important to note that all application types are processed and reviewed by the Development Services team to ensure compliance in each of their respective areas (i.e. building inspection, land use planning, subdivision planning, infrastructure services and administration). Development Services also collaborates with Fire Services and the Civic Operations Department (Utilities, Parks and Solid Waste, Transportation & Technical Services, and Roads & Fleet). This ensures that development-driven projects are coordinated with City-led projects, and that any future City-owned assets (e.g. sidewalks and servicing) are constructed to our standards.

Application Streamlining

Staff implemented a change to our processing of business license renewals and applications by moving to an online renewal process (2022). With the use of the MyCity online platform, applicants have the ability to apply, renew, pay and print off their own licenses online. This has provided the opportunity for businesses to update their information to ensure they are correctly categorized, and charged for the services they offer. This has greatly

reduced staff time involved in the processing of licenses and provided a higher level of service for the business owner.

The Development Services team is moving towards a file management system (CityWorks) that is currently being used by the Civic Operations Department. Staff works closely with IT Services and the consultant on building and configuring the Cityworks Permits, Licensing & Land (PLL) module for applications the Development Services Division and Land Administration Division handles (approximately fifteen (15) application types).

This new system will provide the ability for better information sharing for Development Services to increase coordination and communication efficiencies (internally and externally). This software will also allow applicants to submit their information through a portal into our software platform. Furthermore, CityWorks allows the ability for staff to track applications to project milestones and send out automated communications.

SUMMARY AND CONCLUSION:

Development Services receives a variety of application types that relates to land use, building, development and business licensing. This report provides a comprehensive summary of applications received and compares those values for the past three years (2021, 2022 and 2023). As indicated on Appendix "A", applications have a slight decreasing trend as identified on Appendix "A", Graph 1: Total Development Services Applications.

RESPECTFULLY SUBMITTED:

Deanna Wasnik, Director of Planning and Development

PREPARED BY: Mandy Stanker, Manager of Development Services

APPROVED:

Walter Babicz, City Manager

Meeting Date: 2024/02/26