

## Development Planning and Admin Service Enhancement Planner Position

### DESCRIPTION:

The Development Services Division processes a variety of land use applications that are thoroughly reviewed to ensure consistency with Provincial legislation and City of Prince George policies and bylaws in order to facilitate development within our community.

Planners fill the important role of facilitating the land use process not only by navigating legislation and bylaws, but also by coordinating the comments, questions, and requests of internal divisions and external agencies related to the land use proposal in a clear, concise manner to the customer. Planners provide guidance and/or support to the customer often times from inception to completion of a project, while balancing a number of other project files, customer inquiries (telephone, email, and counter), review of business licenses and building permits, and following up on bylaw infractions/complaints.

The number of land use applications have been record breaking for the past 3 years, and continue to rise, while the number of Planners has remained consistent. The Development Services team aims to provide excellent customer service by processing accurate and complete applications, while maintaining the efficient timelines customers have come to expect.

This enhancement is requested in response to the increasing amount of land use applications, and to uphold the level of service the Division has strived to achieve and aims to continue.

### FINANCIAL COST OF THE ENHANCEMENT:

An increase to the 2020 budget for wages and associated benefits for this position would be \$94,559.