



# Development Services

## Service budget overview

# Development Services

## ► Key accomplishments

- Obtained the annual renewal of permitting branch accreditation from International Accreditation Service.
- Replacement of Business Licence (BL) Bylaw No. 7878. The result is a new streamlined BL Bylaw that is more modern and user-friendly.
- Improvement to the online business licence application process to drive more online applications and supports 24/7 service delivery.
- Adopted a permitting process for excessive construction noise and vibration to help ensure developers are notifying neighbours and setting/monitoring safe thresholds for work activities generating noise and vibration.
- Issued permitting for community construction value of greater than \$1 Billion.
- Launched AI Chatbot

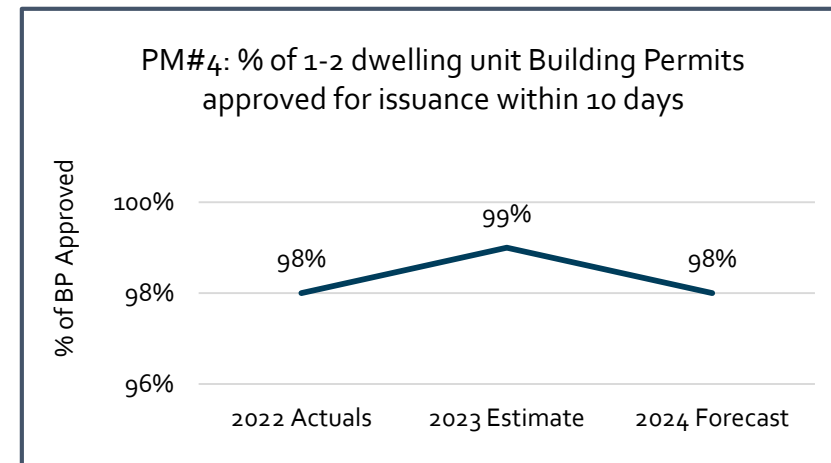
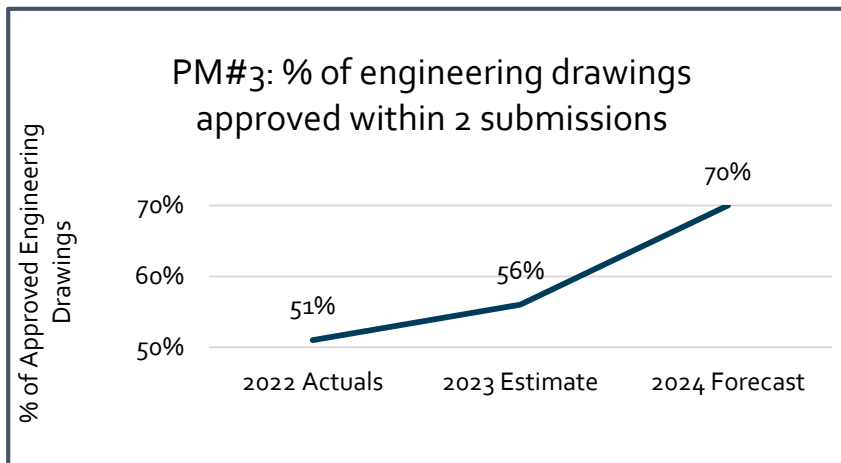
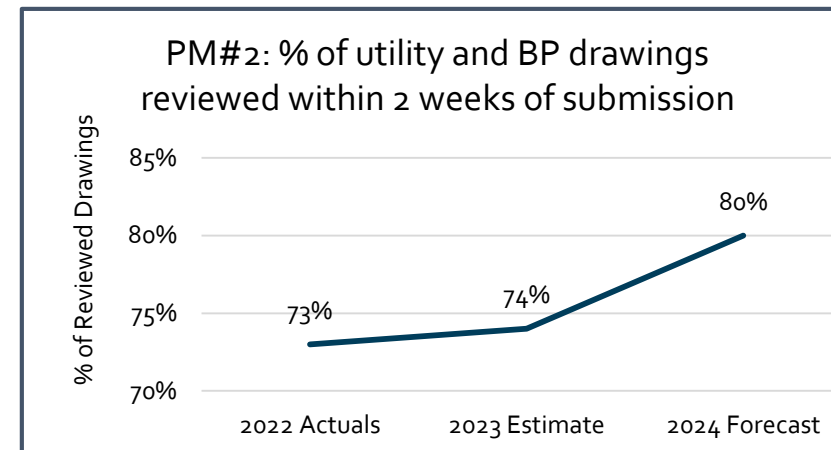
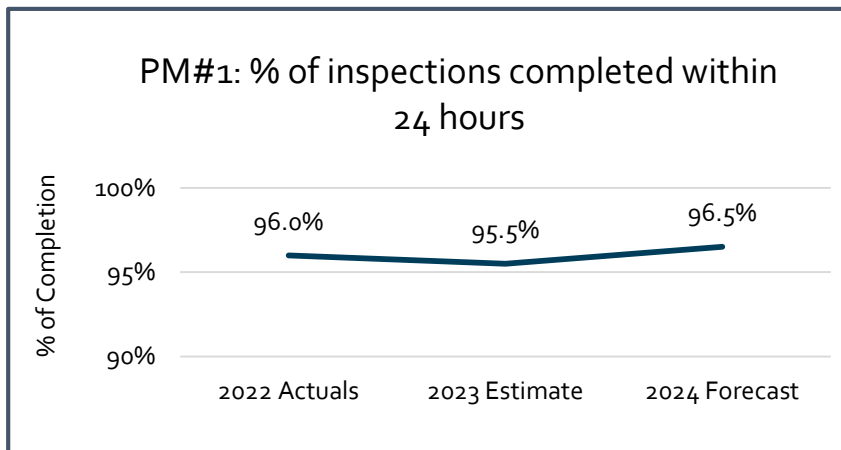


# Development Services

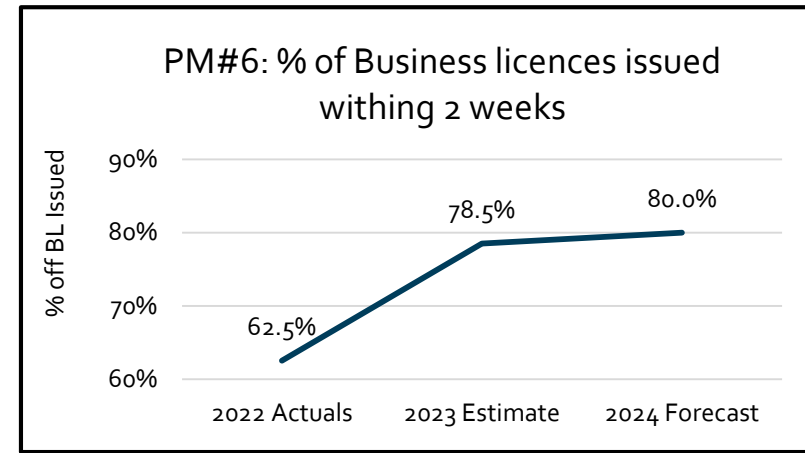
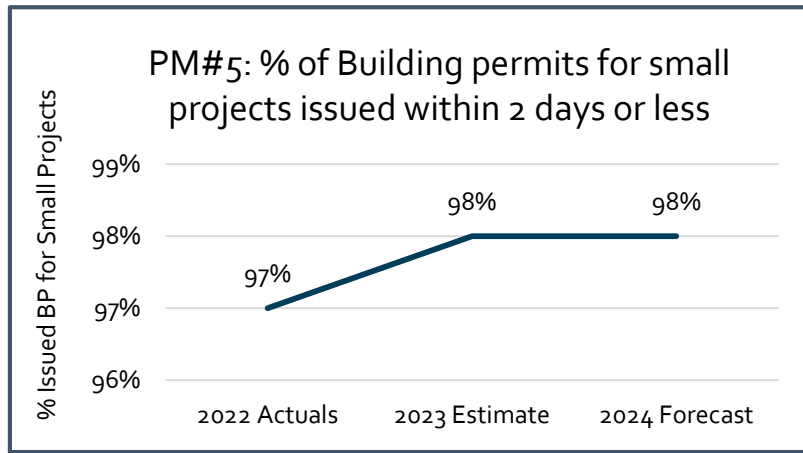
## ▶ Continuous improvement

- Building Bylaw Update.
- Continued development of the new permitting software (Cityworks PLL).
- Transitioning to digital plan review.
- Continued automation of internal business processes.
- Advancing efforts to integrate AI and automation into engineering memo composition to reduce staff time in identifying and compiling data on existing conditions and development requirements.
- Continuing to work on standardizing engineering drawing and submission requirements to reduce intake and review time.

# Development Services Performance Measures



# Development Services Performance Measures (continued)

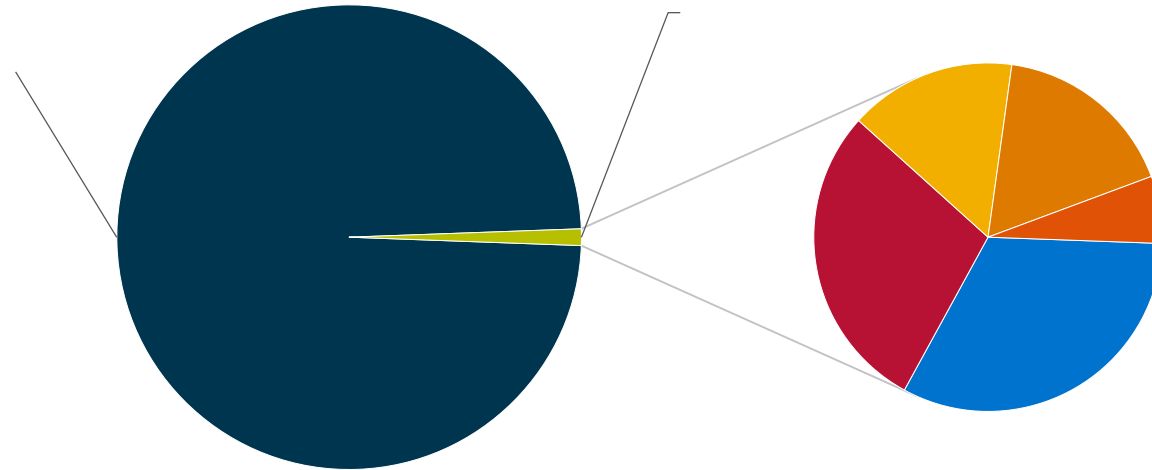


# Development Services Expenditure budget

2024 Total Expenditure Budget Breakdown

2024 Total Expenditure  
Budget, \$560.9M

Development Services, \$7.7M



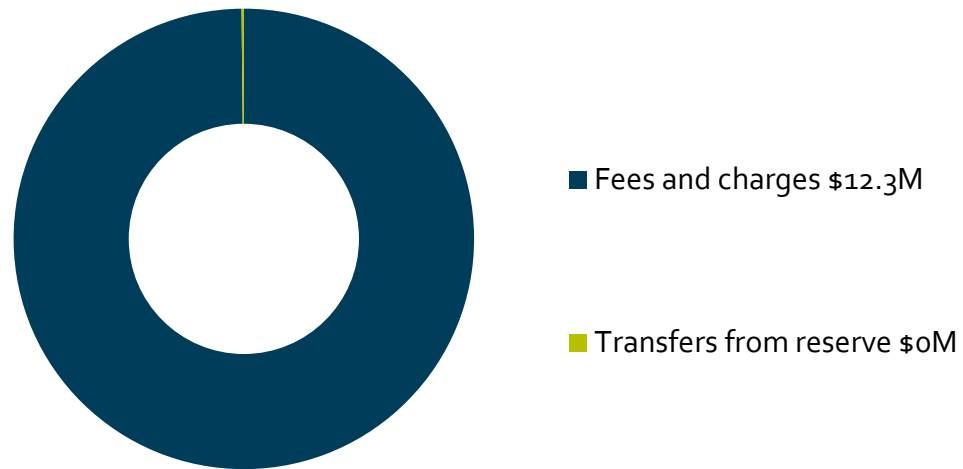
- Building & Permitting \$2.5M
- Building Inspections \$2.2M
- Business Licence \$1.2M
- Development Engineering \$1.3M
- Development Services \$0.5M

Note: Totals may not add due to rounding

# Development Services

## Budget overview

### Funding strategy



Total \$12.3M

Note: Totals may not add due to rounding

# Development Services

## Budget overview

### Annualization of previously approved budget requests

|                         |           |
|-------------------------|-----------|
| 2023 Revised budget     | \$7.131 M |
| 2022 & 2023 Adjustments | \$0.129 M |
| 2024 Starting budget    | \$7.260 M |

► Drivers for change:

- Removal of 2023 one-time budgets
- Removal of 2023 carryover budgets
- Annualization of 2022 & 2023 operating requests



# Development Services

## Budget overview

### 2024 Recommended budget

|                                   |            |
|-----------------------------------|------------|
| 2024 Starting budget              | \$7.260 M  |
| Maintaining current service level | \$0.511 M  |
|                                   | \$7.771 M  |
| Enhancing service level           | (\$0.002)M |
|                                   | \$7.769 M  |

#### ▶ Drivers for change:

- Increased requests for subdivision and building permit application review to ensure technical engineering requirements are met |



# Development Services

## Operating requests