



Development Services

Service budget overview

Development Services

▶ Key accomplishments

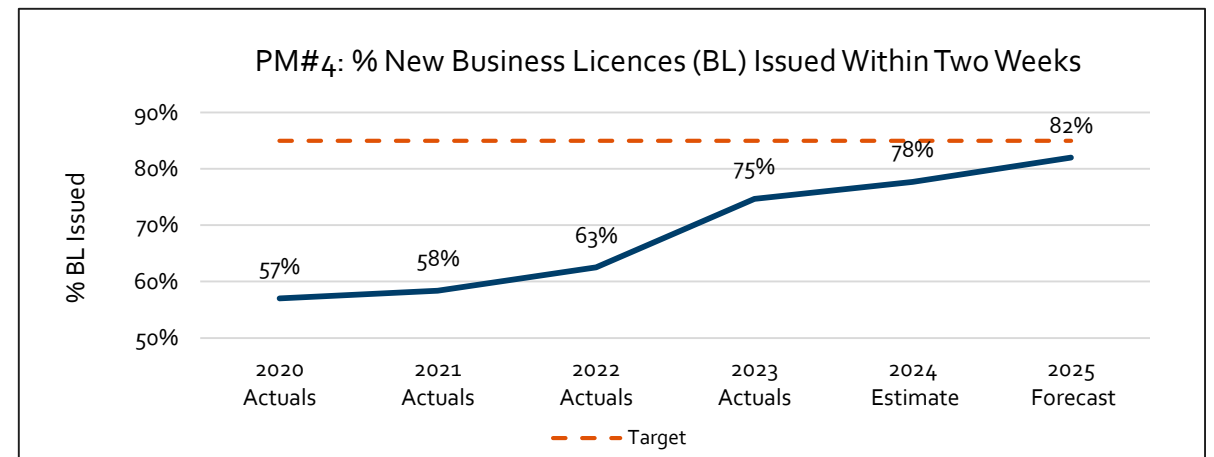
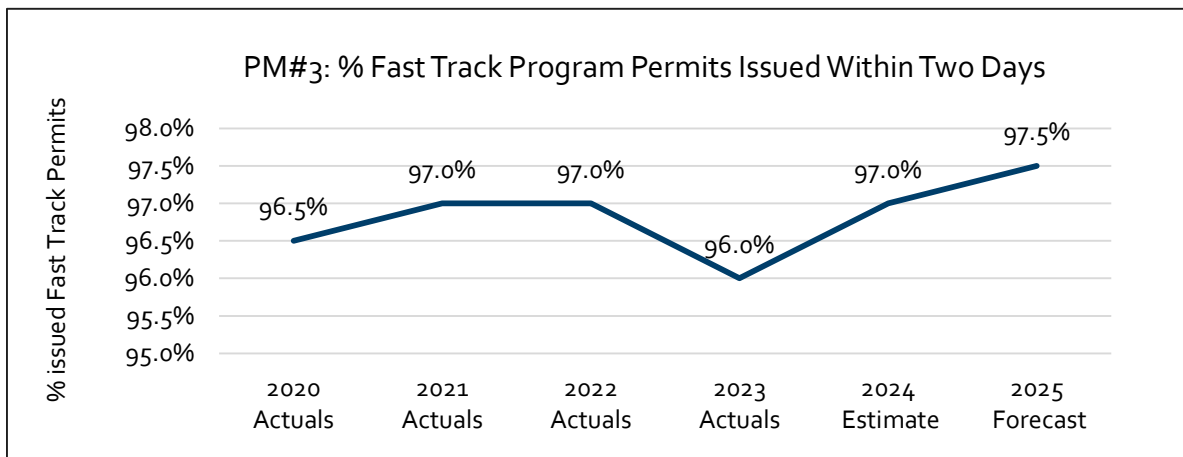
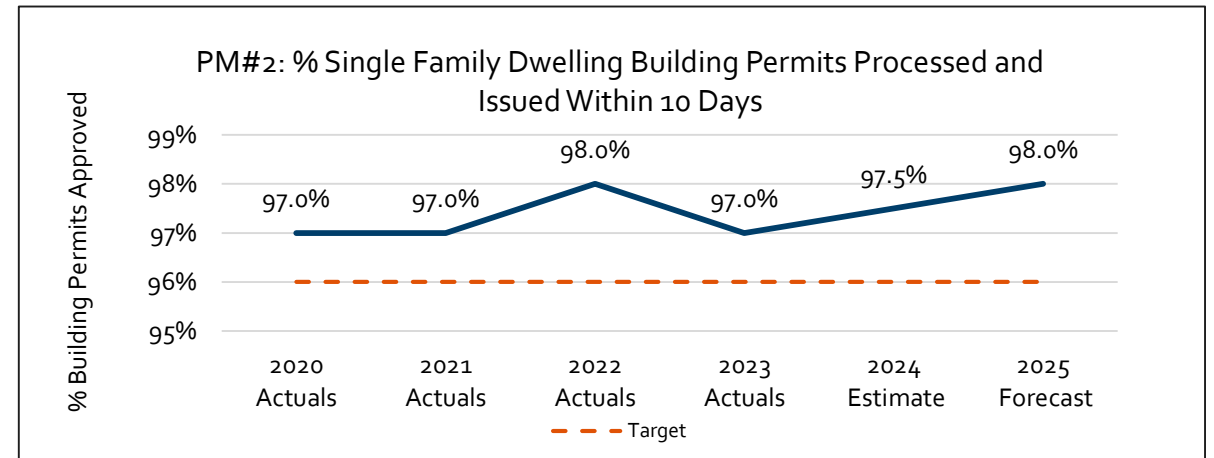
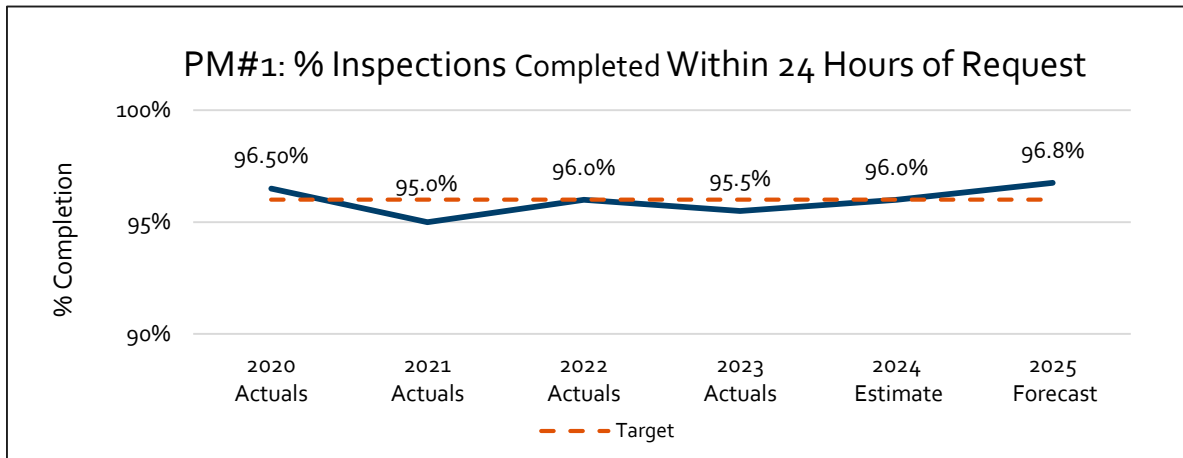
- Obtained the annual renewal of permitting branch accreditation from International Accreditation Service
- Replacement of Business Licence (BL) Bylaw No. 7878. The result is a new streamlined BL Bylaw that is more modern and user-friendly
- Improvement to the online business licence application process to drive more online applications and support 24/7 service delivery
- Implemented the new CityWorks PLL permitting software
- Enhanced the Property Information Request application process using a digital tool to create greater efficiencies
- Improvements to the Addressing process through digital transformation

Development Services

▶ Continuous improvements

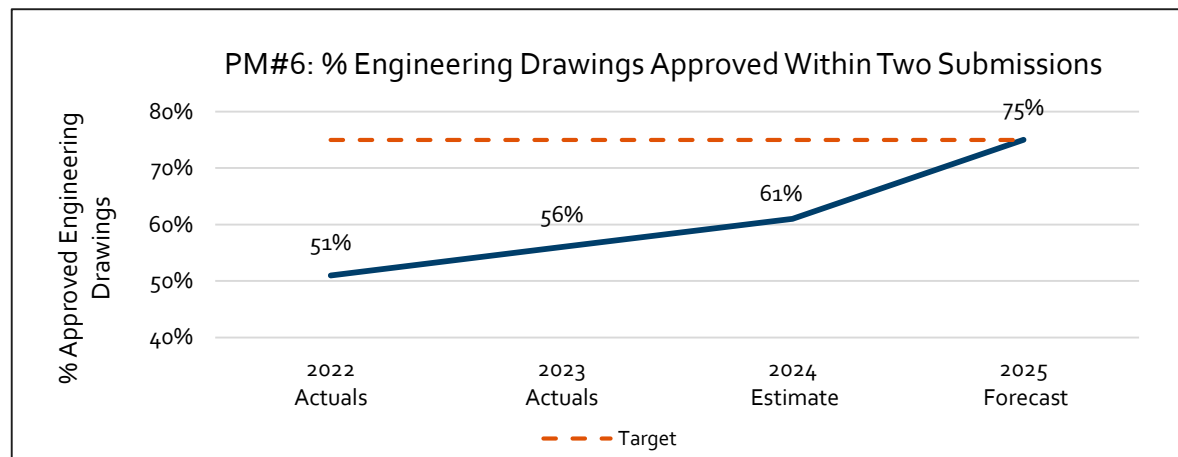
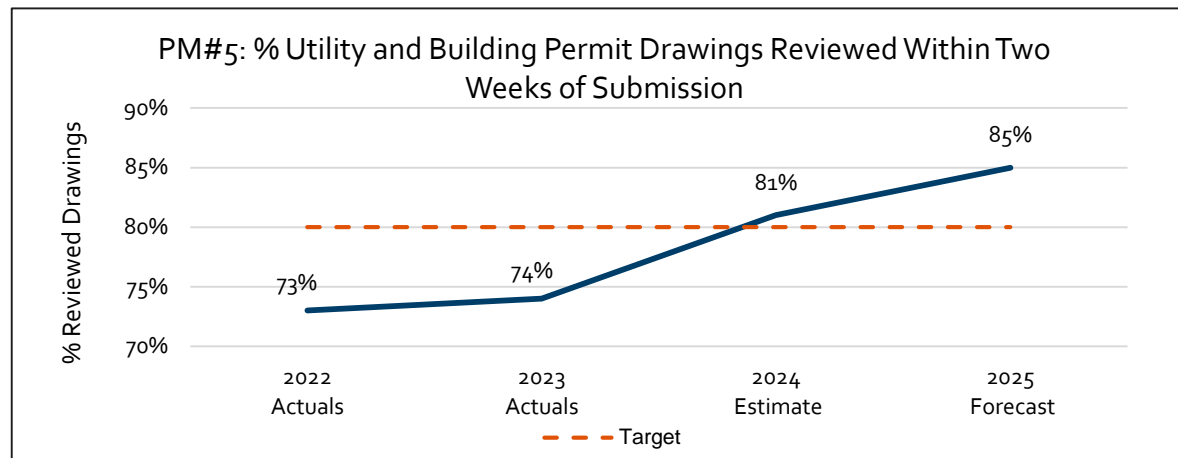
- Update Building Bylaw and improve online application process
- Update the Addressing Bylaw
- Transitioning to digital plan submission and review
- Continued automation of internal business processes
- Advancing efforts to integrate AI and automation into daily processes
- Accept all forms of payment at One Window

Development Services Performance measures



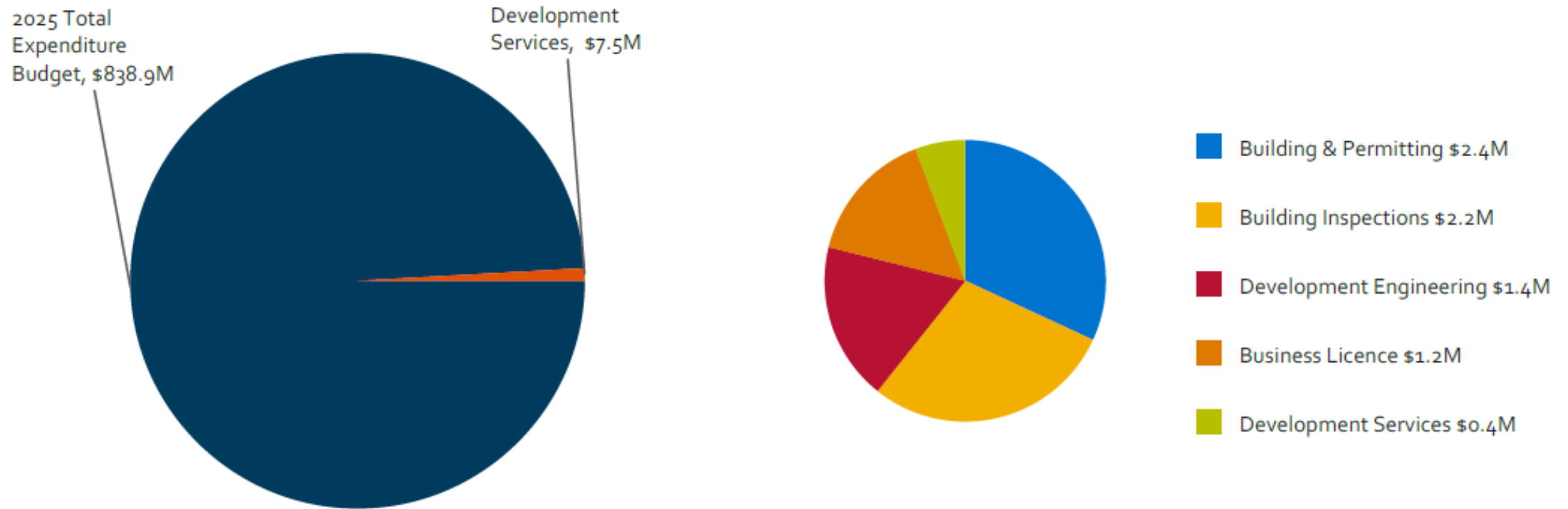
Development Services

Performance measures (continued)



Development Services Expenditure Budget

2025 Total Expenditure Budget Breakdown



Total \$7.5M

Development Services

Budget overview

Funding strategy



- Fees and charges \$10.0M
- Transfers from reserve \$2.5M

Total \$12.5M

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Expenditure budget overview

Annualization of previously approved budget requests

<i>(in thousands)</i>	Operating	Capital	Total
2024 Revised budget	\$7,308	\$ -	\$7,308
2023 & 2024 Adjustments	(123)	-	(\$123)
2025 Starting budget	\$7,185	\$ -	\$7,185

▶ Drivers for change:

- Removal of 2024 one-time budgets
- Removal of 2024 carryover budgets
- Annualization of 2023 & 2024 operating requests

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Expenditure budget overview

2025 Recommended budget

<i>(in thousands)</i>	Operating	Capital	Total
2025 Starting budget	\$7,185	\$ -	\$7,185
Maintaining current service level	268	-	\$268
	\$7,453	\$ -	\$7,453
Enhancing service level	16	-	\$16
2025 Recommended budget	\$7,470	\$ -	\$7,470

- ▶ Drivers for change:
 - Core service delivery

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Operating requests (\$ thousands)

This service area has no Priority 1, 2025 budget requests

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Capital requests (\$ thousands)

This service area has no Priority 1, 2025 budget requests