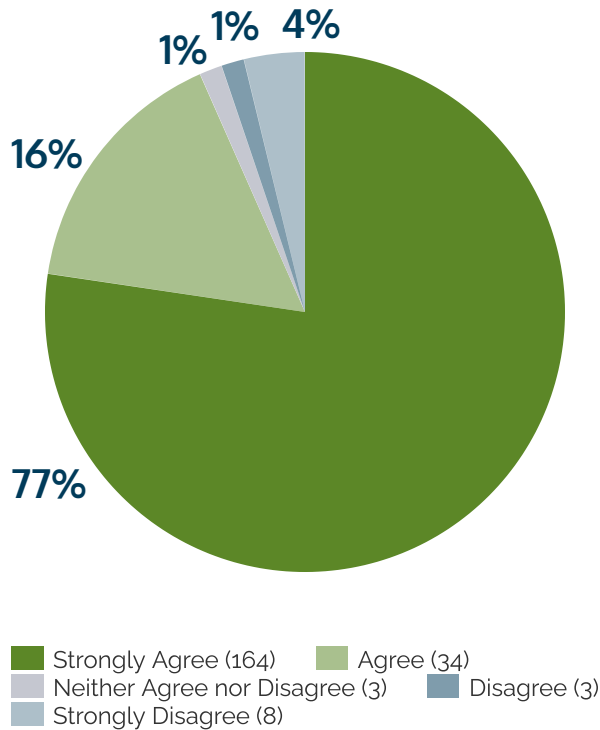


# Development Feedback

## Survey Results from May to December, 2020

### Total Survey Responses



Total Survey's completed = 53

"What a breath of fresh air in the service realms of today. The staff member was very helpful, pleasant to deal with and patient with the layman's brain. Thank you very much for the service."

"The staff member was very helpful and a knowable asset to the City of West Kelowna"

"The Development Engineering team is very professional, helpful and responsive. Fantastic team to work with. Looking forward to working with them again."



# 90%

Staff were pleasant, professional and happy to assist

# 94%

Staff responded to your inquiry in a timely manner



# Development Feedback

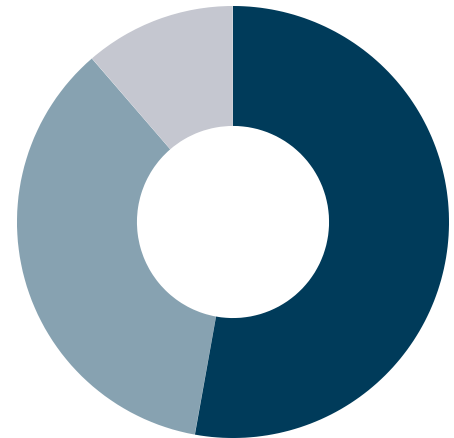
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"Our comments are not to improve customer service, as we were very happy with the service we received. The clerk was very helpful and professional in providing all the detailed information we needed at this point."

"We found this staff member always responds quickly and with helpful information. As a Realtor this service is much appreciated."

"These comments are only positive comments, as we were very happy with the service and help we received."

## Responses by Department



● Building (28) ● Planning (19)  
● Development Engineering (6)

Strongly Agree or Agree



90%

Staff were able to answer my questions and address any concerns I had

94%

Staff were able to clearly provide information about any applicable City process

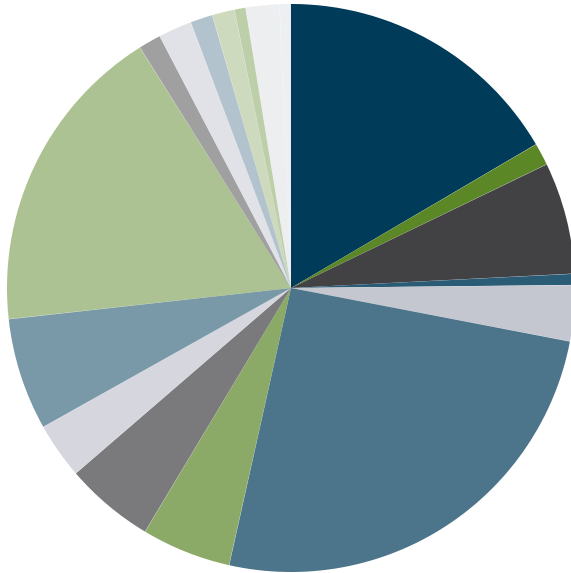
Strongly Agree or Agree



# Development Services Q4 - 2020

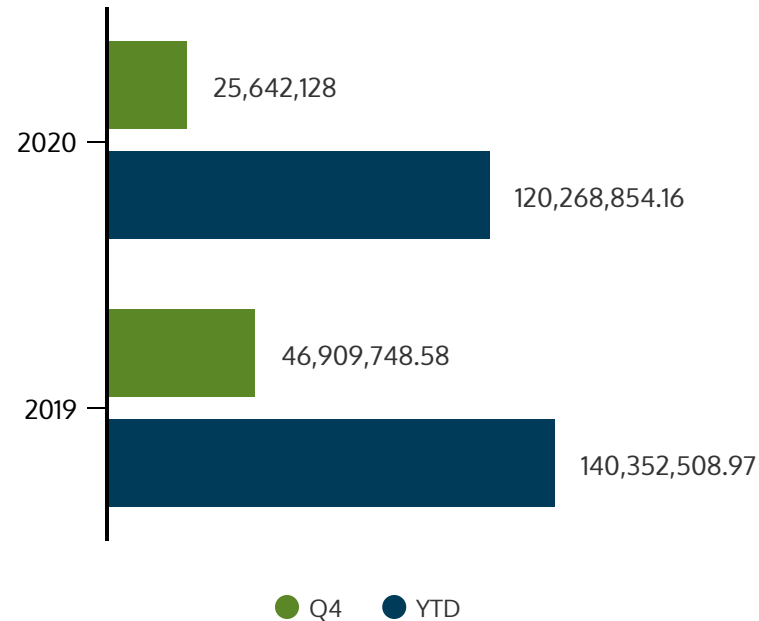
## Building

### Building Permit Types (Q4 2020)



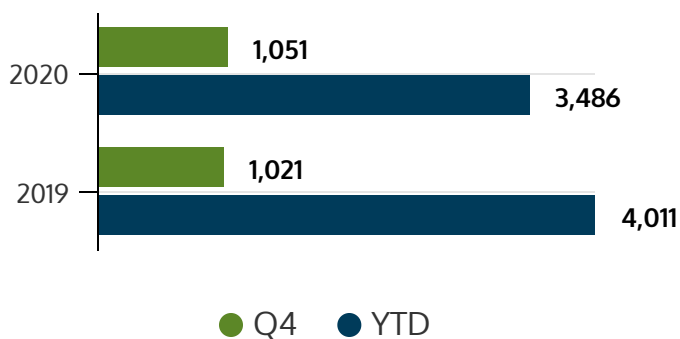
Single Family Dwellings (26)   Carriage Houses (2)  
 Secondary Suites (10)   Secondary Suites Decommission (1)  
 Multi-Family Dwellings (5)   Residential Demo/Add/Alt (40)  
 Accessory Buildings (8)   Retaining Wall (8)   Signs (5)  
 Swimming Pools (10)   Sewer Connections (28)  
 Wood Burning Appliances (2)   Commercial (3)  
 Industrial New (2)   Industrial Add/Alt (2)  
 Industrial Demo (1)   Institutional Add/Alt (2)  
 Blasting (1)

### Construction Value (\$)

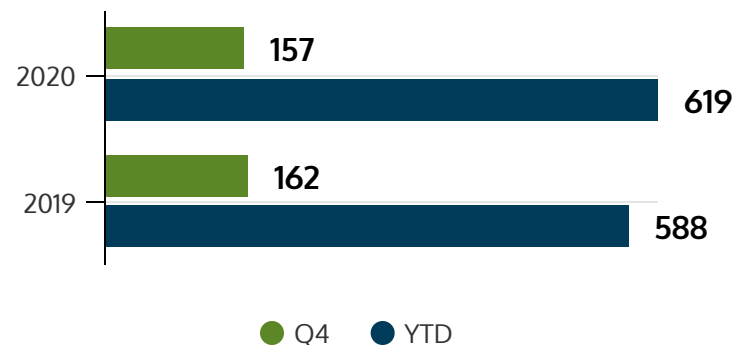


- Increase in Secondary Suite applications.
- 2020 on par with other previous years for growth and applications. 2019 being the anomaly with a large portion of construction value coming from the large multi-family units.
- No significant decreases due to the pandemic shut downs.

### Inspections



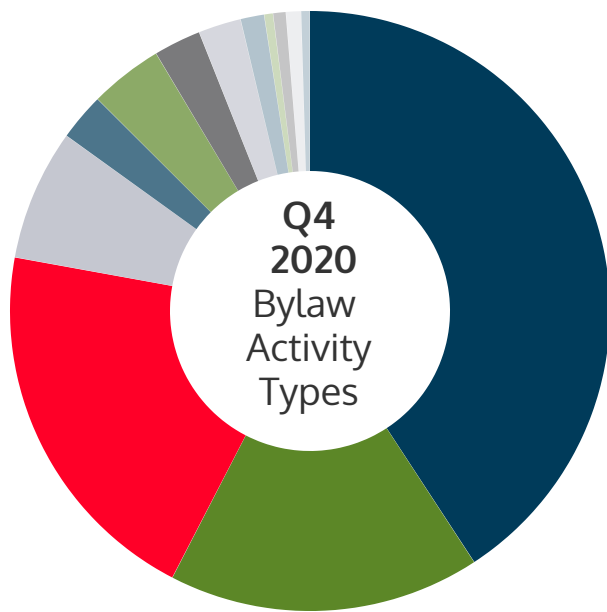
### Building Permits



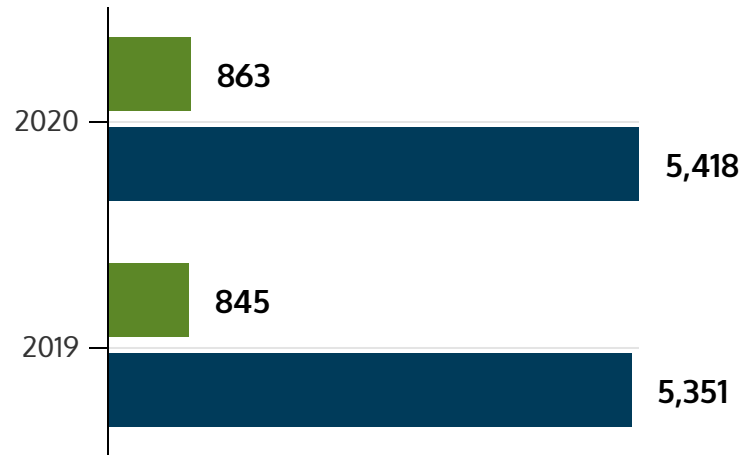
- The inspections have been streamlined over the last year to be in line with our building bylaw. This resulted in a decrease in inspections in 2020.
- Pandemic has impacted inspections over the summer months, however there was an increased demand in the summer and fall which is fairly consistent.

# Development Services Q4 - 2020

## Bylaw & Business Licensing



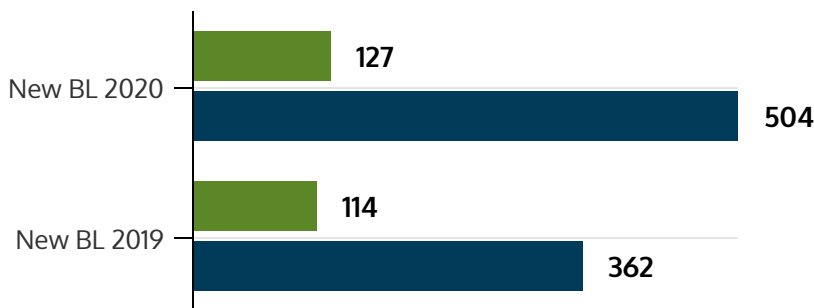
### Bylaw Activities



● Q4 ● YTD

- Public Health Orders Bylaw Activity includes complaints and pro-active inspections of businesses, Parks, & Trails.
- Pro-Active Inspections Bylaw Activity includes patrols of Parks, beaches, transit stations, skateboard park, Lions Hall, shelter area etc.
- Good Neighbour Bylaw Activity includes, unsightly premises and noise complaints.
- Despite COVID-19 overall work load has not decreased.

### New Business Licenses



● Q4 ● YTD

- General increase in BL for Q4.
- Increase in Home Based business applications in 2020.

### Total Business Licenses

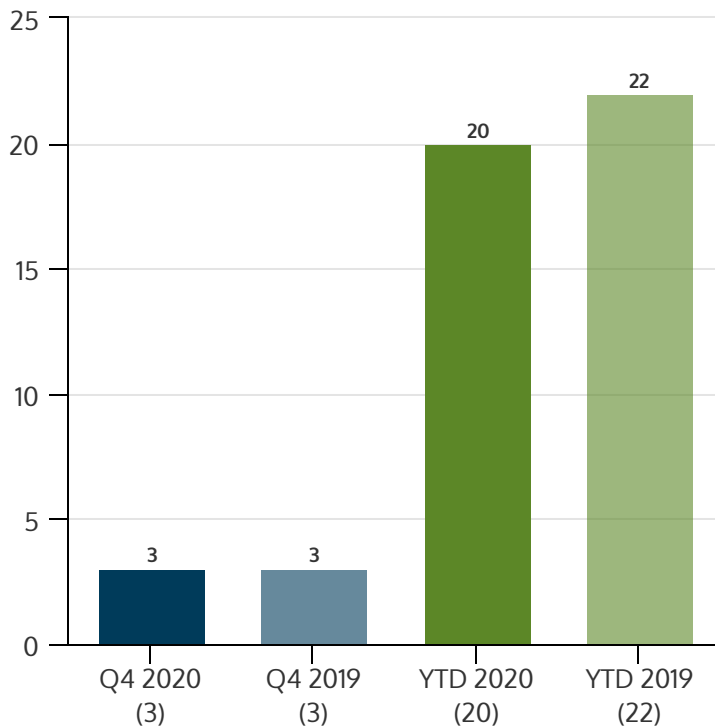


- Business License cleanup occurred this quarter. 112 BL's were cancelled due to non renewal.

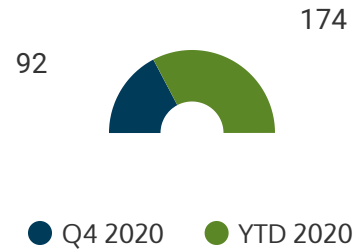
# Development Services Q4 - 2020

## Development Engineering & Planning

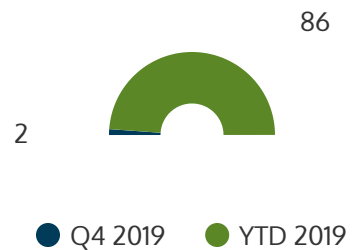
### Subdivision Applications



### New Lots Created 2020

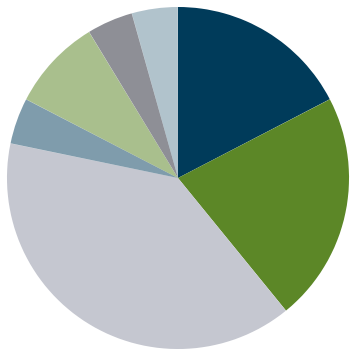


### New Lots Created 2019

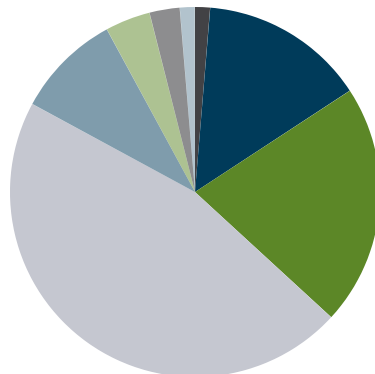


- 81 lots registered (Vineyard Estates Phase V) - Largest single family subdivision registered since West Kelowna incorporated.
- 21 new lots from infill subdivisions, continues an increasing trend.

### Planning Application Types (Q4 2020)

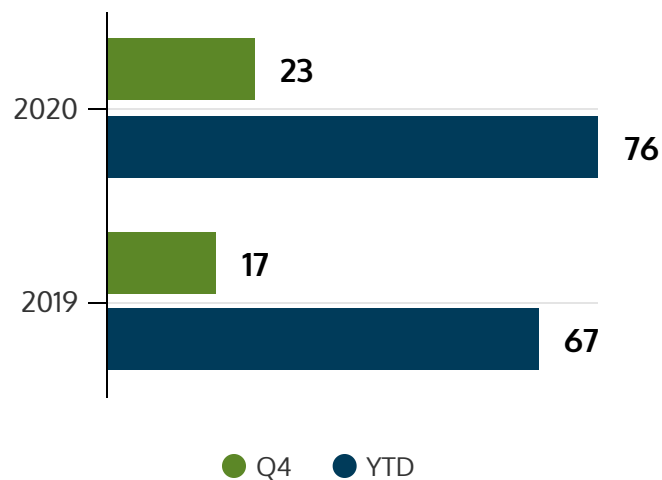


### Planning Application Types (2020)



- |                          |                          |             |
|--------------------------|--------------------------|-------------|
| Zoning (4)               | OCP (1)                  | Zoning (11) |
| Variance Permit (5)      | Variance Permit (16)     |             |
| Development Permit (9)   | Development Permit (35)  |             |
| Temporary Use Permit (1) | Temporary Use Permit (7) |             |
| Liquor License (2)       | Liquor Licence (3)       | ALR (2)     |
| Floodplain Exemption (1) | Floodplain Exemption (1) |             |

### Planning Applications



- All types of planning applications have increased since 2019.
- Development Permits remain the leading application type.
- Zoning applications are increasing, representing nearly 1/4 of the applications.