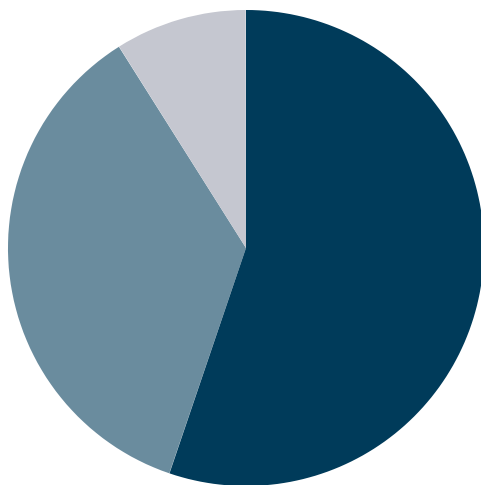


Development Feedback

Survey Results from May 2020 to March 2021

Total Responses by Department



■ Building (37)
■ Planning (24)
■ Development Engineering (6)



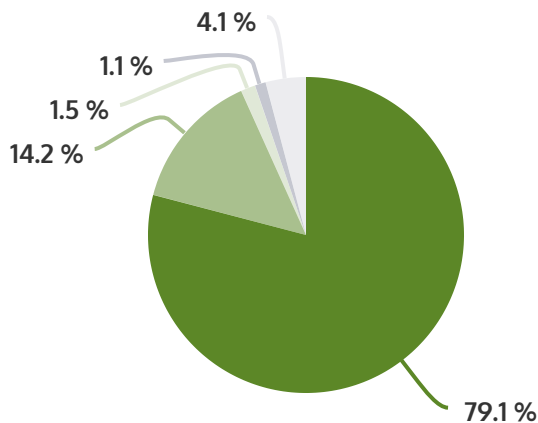
Total Survey's completed = 67

"I had a wonderful experience with 2 staff members. I said previously that sometimes the right people do not hear the positive feedback. It is often only the negatives that are reiterated. My hat goes off to these two. Thank you for your help."

"The staff member was very prompt and thorough in their response to my request for assistance."

"The staff member was really helpful and polite in answering my questions. Appreciate their help."

Total Survey Responses to Each Question



■ Strongly Agree (212)
■ Agree (38)
■ Neither Agree nor Disagree (4)
■ Disagree (3)
■ Strongly Disagree (11)

"I was looking to purchase a home in West Kelowna and the people whom I communicated with were fantastic and informative."

"I have not had service that good in a very long time, this staff member was amazing. They truly made my day."

"This staff member has been very attentive throughout the entire building permit process."

Development Feedback



91%

Staff were pleasant, professional and happy to assist

96%

Staff responded to your inquiry in a timely manner



91%

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

92%

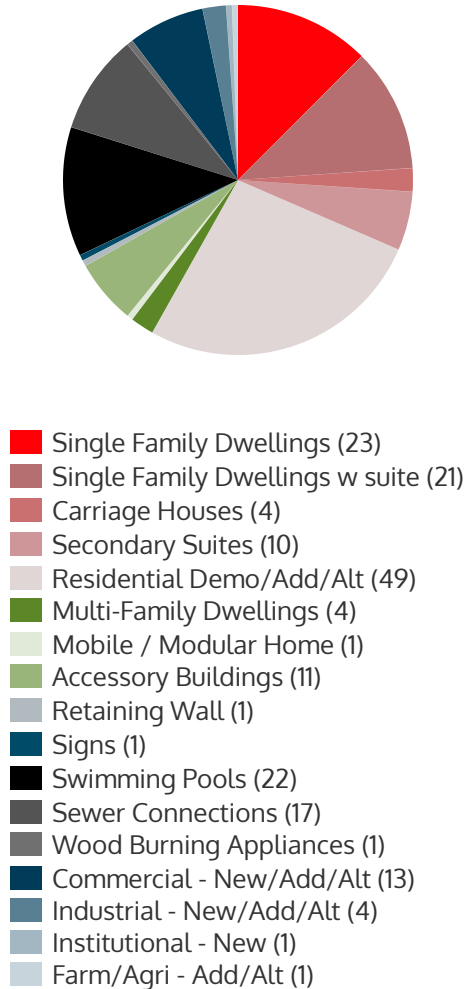
Staff were able to clearly provide information about any applicable City process



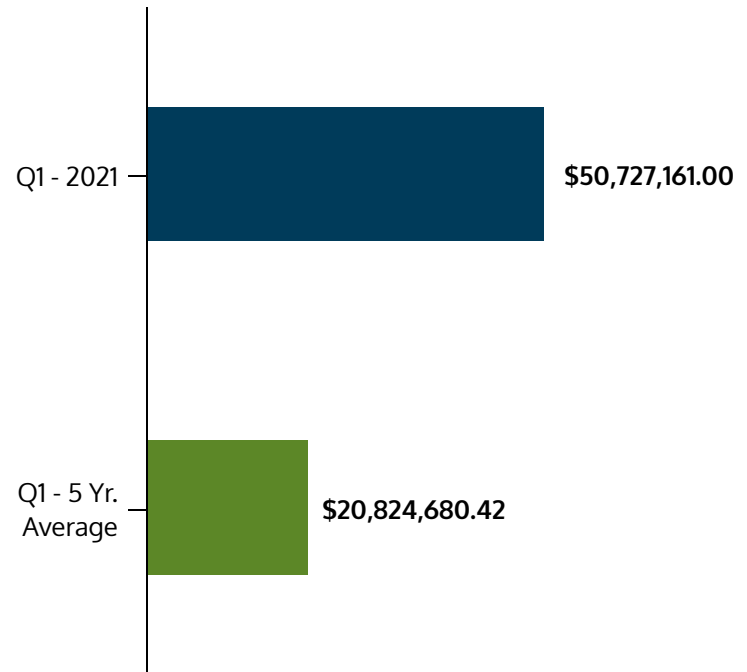
Development Services Q1 - 2021

Building

Building Permit Types (Q1 2021)



Construction Value (\$)

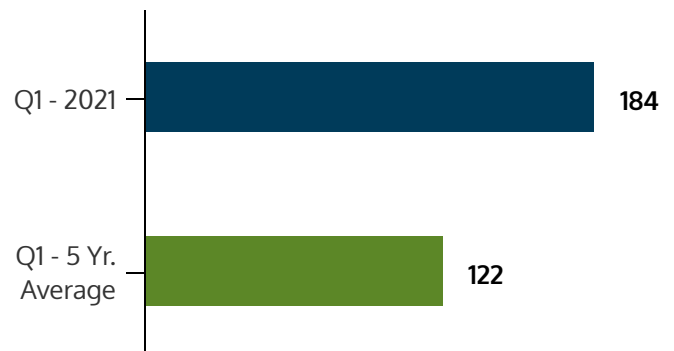


- 2021 Q1 processed permits totalling over \$50,000.00 in construction value. This is the highest volume in CWK history.
- No significant decreases due to the pandemic shut downs.

Inspections



Building Permits



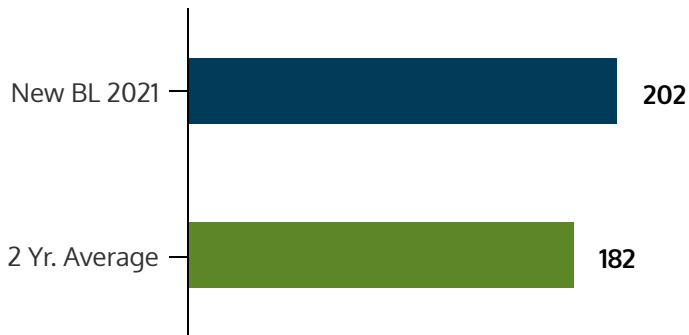
- Increase in building permits for Single Family Dwellings (SFD) and SFD's with suite. SFD's are on the rise compared to the last few years.
- Inspection and building permits are being done at very high levels.

* Q1 2021 is compared to an average of Q1 2016 to 2020

Development Services Q1 - 2021

Business Licensing & Bylaw

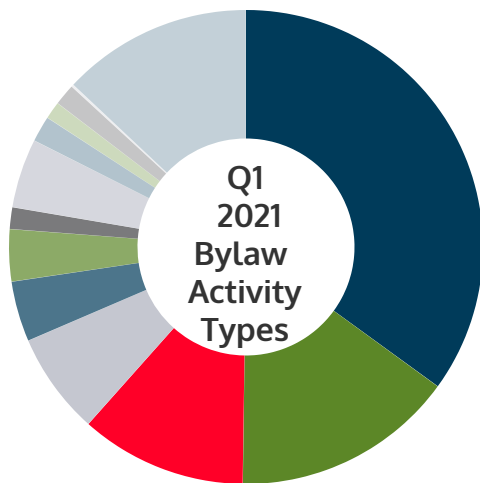
New Business Licenses



Total Business Licenses

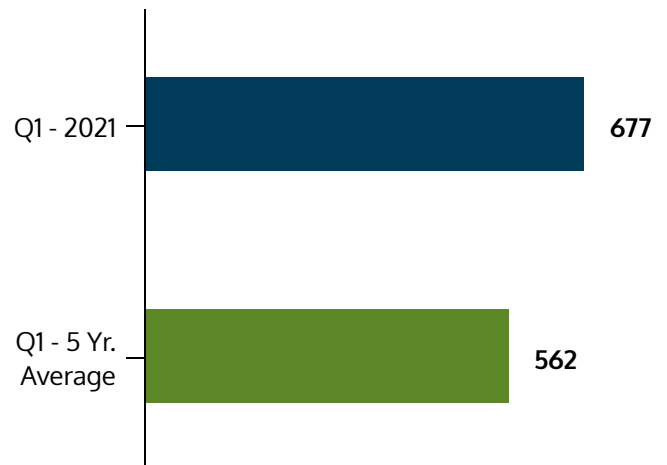


- Business licensing is anticipated to increase with the implementation of short term rentals.



- Proactive Inspections (237)
- Traffic Bylaw (103)
- Public Health Orders (77)
- Good Neighbour (47)
- Parks and Public Spaces (28)
- Zoning (24)
- Other (10)
- Secondary Suites (32)
- Business Licensing (12)
- Solid Waste/Illegal Dumping/Bears & Bins (8)
- Building Regulation (10)
- Signs (1)
- Assist Other CWK Dept. (88)

Bylaw Activities

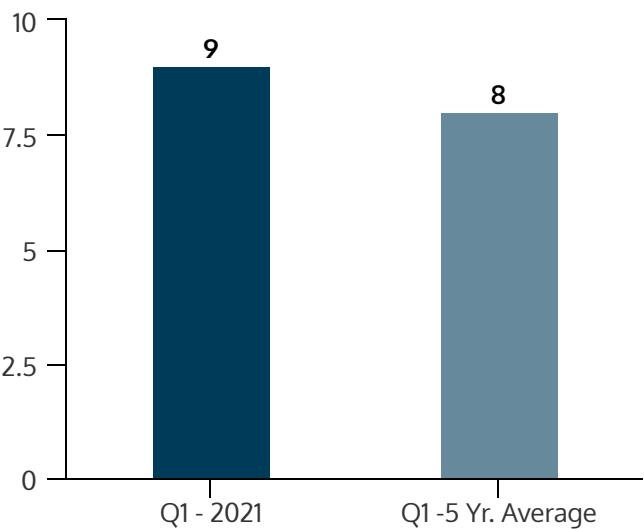


- Public Health Orders Bylaw Activity includes complaints and pro-active inspections of Businesses, Parks, & Trails.
- Pro-Active Inspections Bylaw Activity includes patrols of Parks, beaches, transit stations, skateboard park, Lions Hall, shelter area etc.
- Good Neighbour Bylaw Activity includes, unsightly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

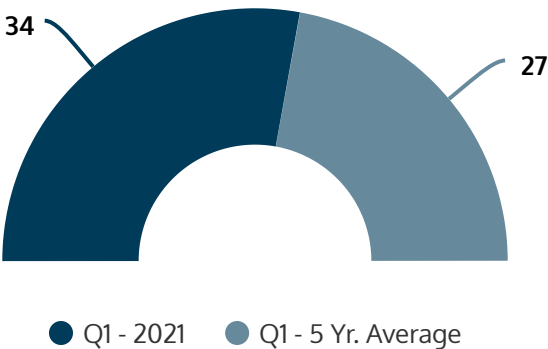
Development Services Q1 - 2021

Development Engineering & Planning

Subdivision Applications

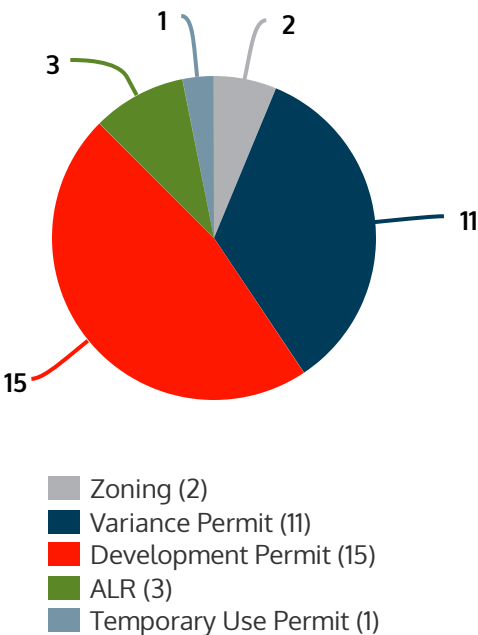


New Lots Created

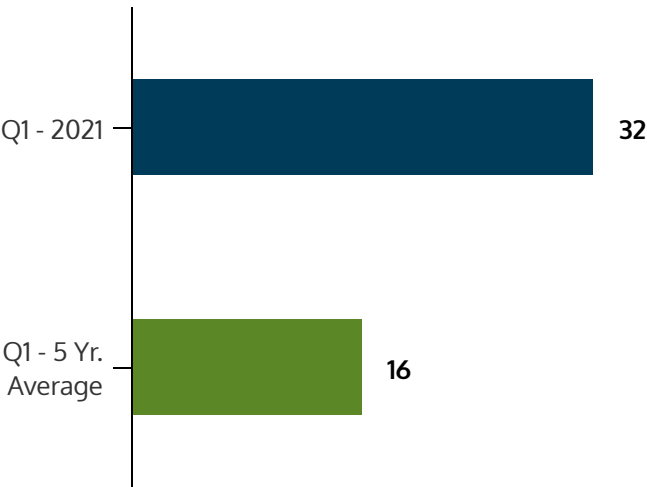


- 1 - lot line adjustment
- 1 - infill subdivision, with 1 lot proposed
- 6- large greenfield subdivisions, with a total of 276 lots proposed
- 1 - phased strata

Planning Application Types (Q1 2021)



Planning Applications



- Planning applications have increased compared to Q1 of previous years.
- Development Permits remain the leading application type, followed by Development Variance Permits.

* Q1 2021 is compared to an average of Q1 2016 to 2020