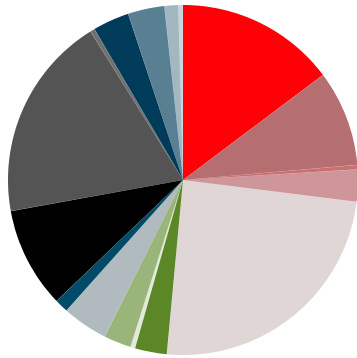


Development Services Q2 - 2021

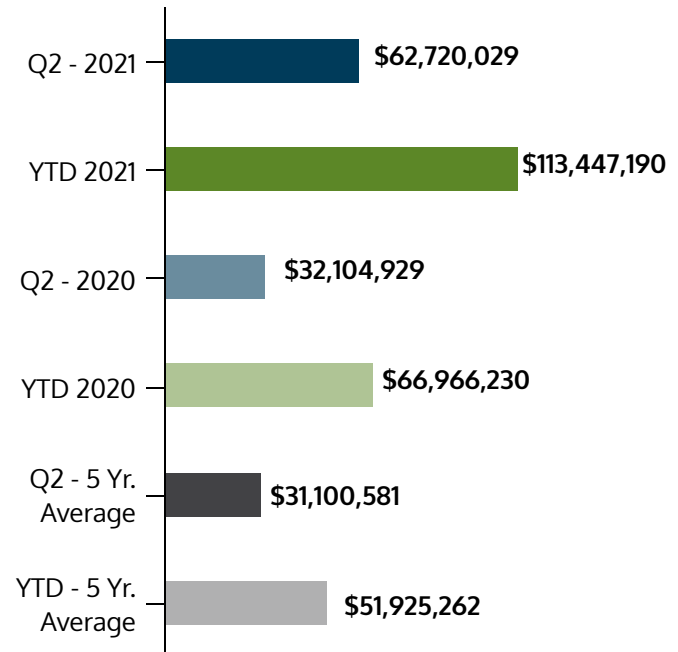
Building

Building Permit Types (Q2 2021)



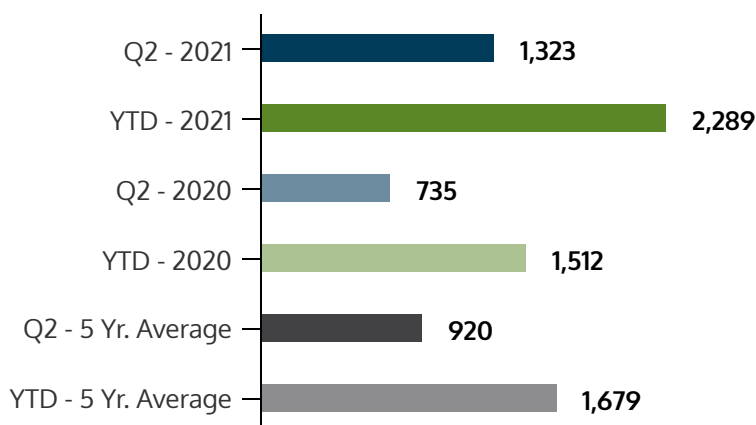
- Single Family Dwellings (35)
- Single Family Dwellings w suite (21)
- Carriage Houses (1)
- Secondary Suites - Conversion / Demo (7)
- Residential Demo/Add/Alt (58)
- Multi-Family Dwellings (7)
- Mobile / Modular Home (1)
- Accessory Buildings (6)
- Retaining Wall (10)
- Signs (3)
- Swimming Pools (22)
- Sewer Connections (45)
- Wood Burning Appliances (1)
- Commercial - New/Add/Alt (8)
- Industrial - New/Add/Alt (8)
- Institutional - New/Demo (3)
- Farm/Agri - New (1)

Construction Value (\$)

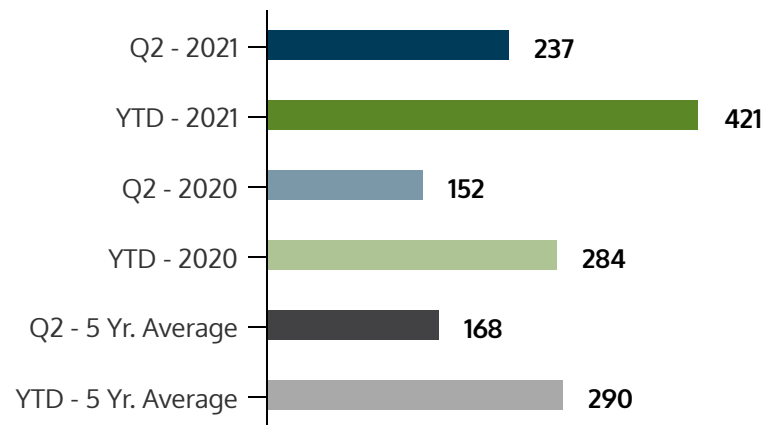


- 2021 Q2 processed permits totaling over \$60,000,000 in construction value. This is the highest volume in CWK history.
- No significant decreases due to the pandemic shut downs.

Inspections



Building Permits



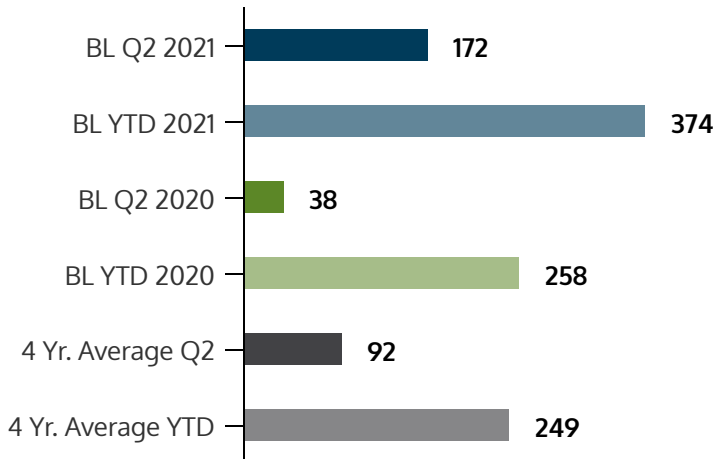
- Increase in building permits for Single Family Dwellings (SFD) and SFD's with suite. SFD's are on the rise compared to the last few years.
- Inspection and building permits are being done at very high levels.

* Q2 2021 is compared to an average of Q2 2016 to 2020

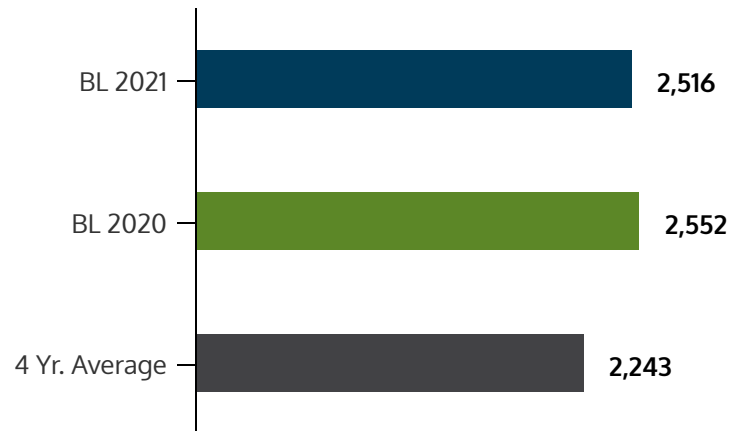
Development Services Q2 - 2021

Business Licensing & Bylaw

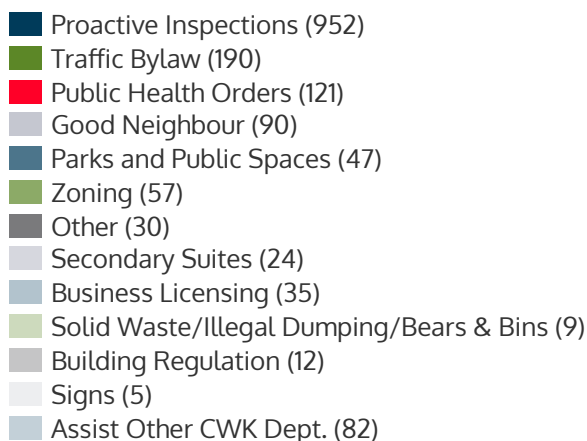
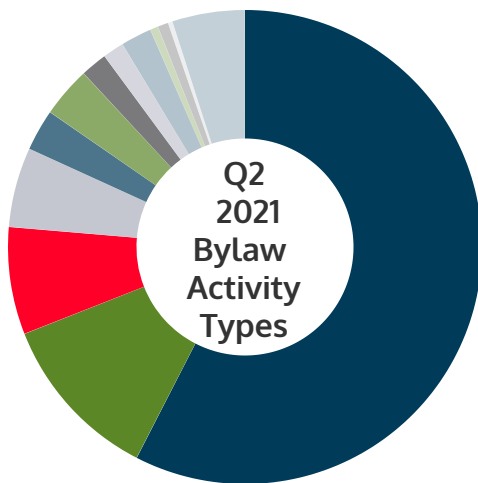
New Business Licenses



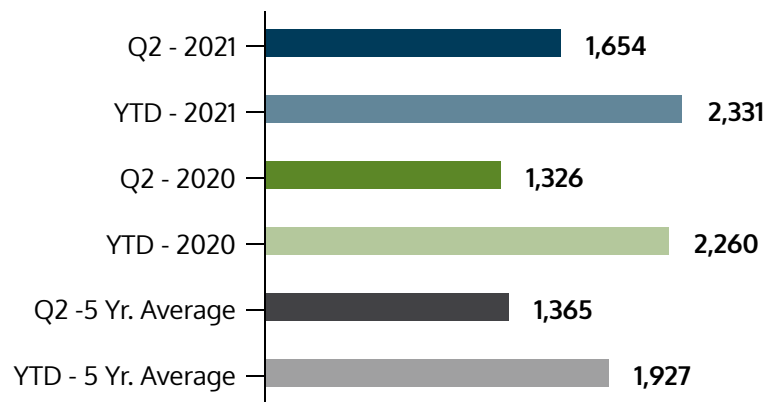
Total Business Licenses



- Business licensing is anticipated to increase with the implementation of Short Term Accommodations



Bylaw Activities

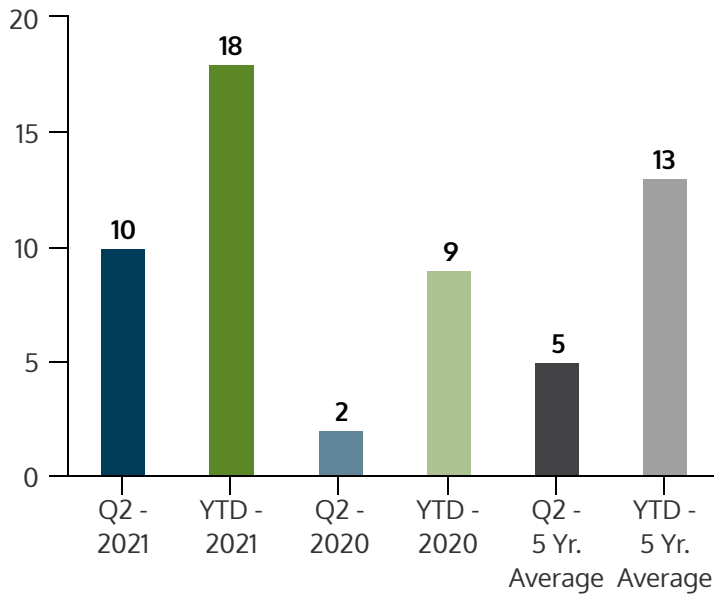


- Public Health Orders Bylaw Activity includes complaints and pro-active inspections of Businesses, Parks, & Trails.
- Pro-Active Inspections Bylaw Activity includes patrols of Parks, beaches, transit stations, skateboard park, Lions Hall, shelter area etc.
- Good Neighbour Bylaw Activity includes, unsightly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

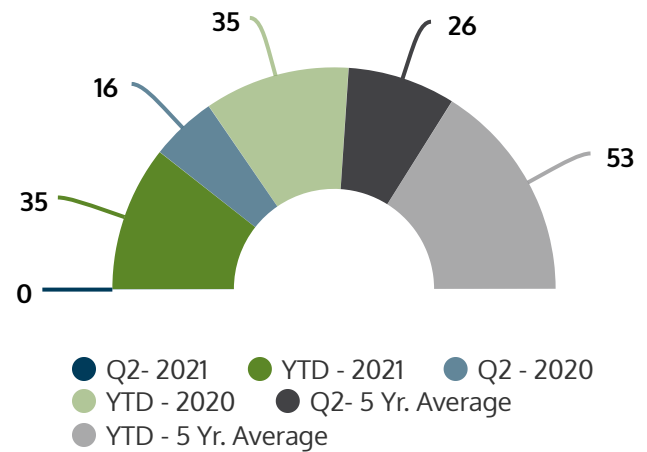
Development Services Q2 - 2021

Development Engineering & Planning

Subdivision Applications

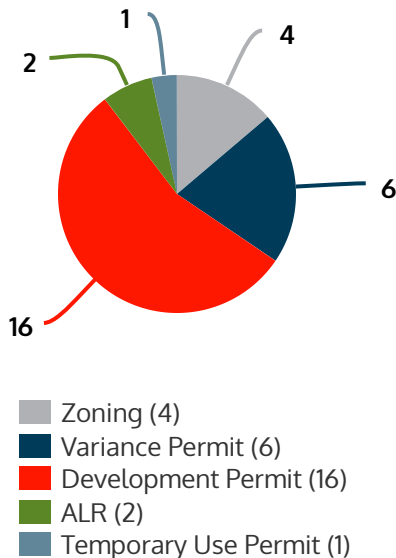


New Lots Created

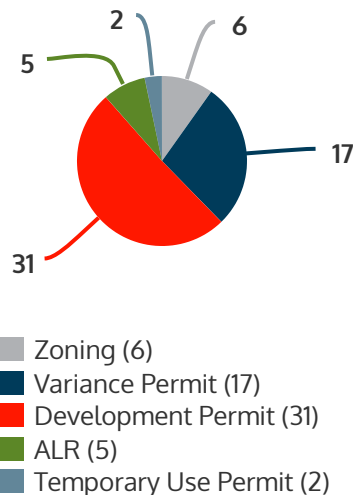


- Continuing to see a variety of subdivision application types, including infill, lot line adjustment, greenfield, and phased strata subdivision

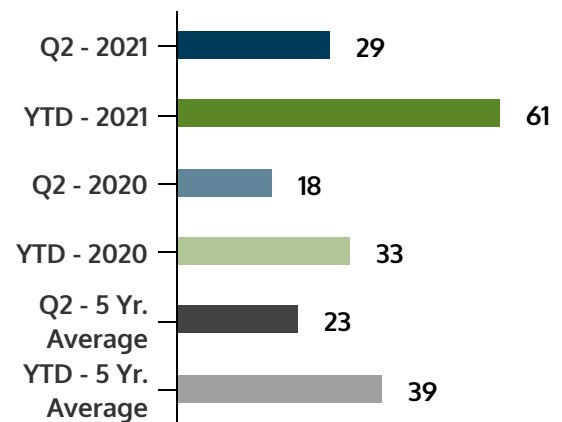
Planning Application Types (Q2 2021)



Planning Application Types (YTD 2021)



Planning Applications

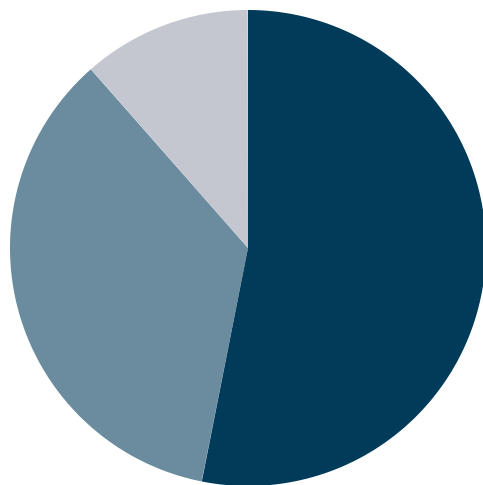


- Planning applications have increased compared to Q2 of previous years.
- Development Permits remain the leading application type, followed by Development Variance Permits.

Development Feedback

Survey Results from May 2020 to June 2021

Total Responses by Department



■ Building (51)
■ Planning (34)
■ Development Engineering (11)



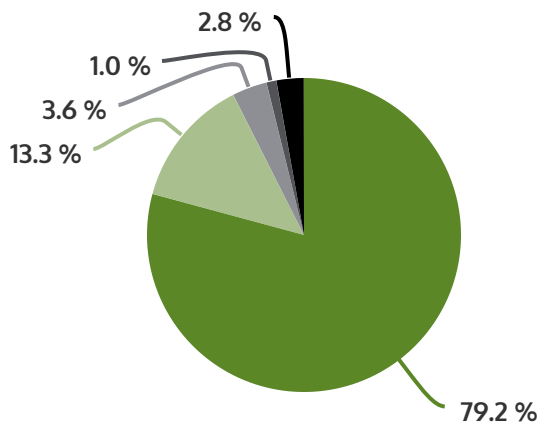
Total Survey's completed = 96

"Words cannot adequately express my gratitude for your patience, understanding and compassion in processing our permit material. Life is a challenge and when one encounter a gentlemen with your character, it warms the heart."

"Believe me when I say that this employee was a shining example of what a public servant can be. You have impacted our live in such a positive manner. Not just the permit process but also the pleasant interaction."

"This employee did a great job of explaining the processes and answering my questions. Thank you."

Total Survey Responses to Each Question



■ Strongly Agree (309)
■ Agree (52)
■ Neither Agree nor Disagree (14)
■ Disagree (4)
■ Strongly Disagree (11)

"This employee responded to my query in a prompt ,efficient, and informative manner today. She addressed the topic to my complete satisfaction."

"I had great service with a big smile that made my day. This employee is a great worker that's very hard to see these days. Thank you and again I have nothing to add to the service."

"Both of these employees were very knowledgeable and professional. The city of West Kelowna is lucky to have such amazing employees."