

AGENDA

DEVELOPMENT PROCESS REVIEW COMMITTEE

TO BE HELD TUESDAY, 2013-JUL-30 AT 11:30 A.M.

BOARD ROOM, SERVICE & RESOURCE CENTRE, 411 DUNSMUIR STREET



1. Call to Order
2. Adoption of Minutes 2013-Jun-11
3. Tree Bylaw Review – Dean Mousseau and Alan Kemp
4. DCC Review – Brian Clemens
5. Development Fees Review – Bruce Anderson
6. City of Vancouver Permits & Licences – Red Tape Free Zone

NEXT REGULAR MEETING:

7. Tuesday, 2013-SEP-10, 11:30 a.m. (no meetings will be held in August)
8. Adjournment

PERMITS & LICENCES



A RED TAPE

FREE ZONE

The City of Vancouver is taking the 'red tape' out of government by overhauling how it delivers permits and licences. This work is enabled through employees who are better equipped with new technology; a

single, consolidated service desk; streamlined business processes; and, a refreshed business model that is designed from our customer's perspective.



OUR SERVICE TRANSFORMATION

The City of Vancouver is drastically improving the way it serves its customers by providing easier access to permits and licences through new technology and putting the customer first.

ON AN ANNUAL BASIS
THE CITY OF
VANCOUVER ISSUES:

200,000 PERMITS AND LICENCES

45 DIFFERENT CATEGORIES

90,000 INSPECTIONS ANNUALLY

700 EMPLOYEES DELIVERING
THESE SERVICES

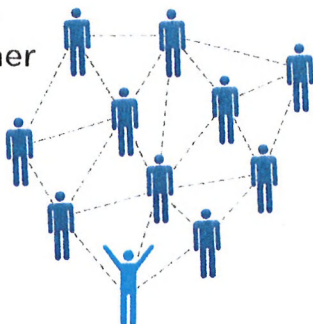


LOCATIONS & TECHNOLOGY

We're consolidating **11** service desks to **one** point of entry for customers. We're replacing **40** different systems with **one** seamless system, which will include electronic plan review capability and mobile devices for field inspections.

EMPOWERED EMPLOYEES

Equipping employees with the right tools and business processes to meet customer needs.



GOING ONLINE



Whether they call, click, or visit, customers are provided with better choice and access. Business, dog licences, security alarm and residential parking permits are all online, and our goal is to expand online options to all permits and licences by 2016.