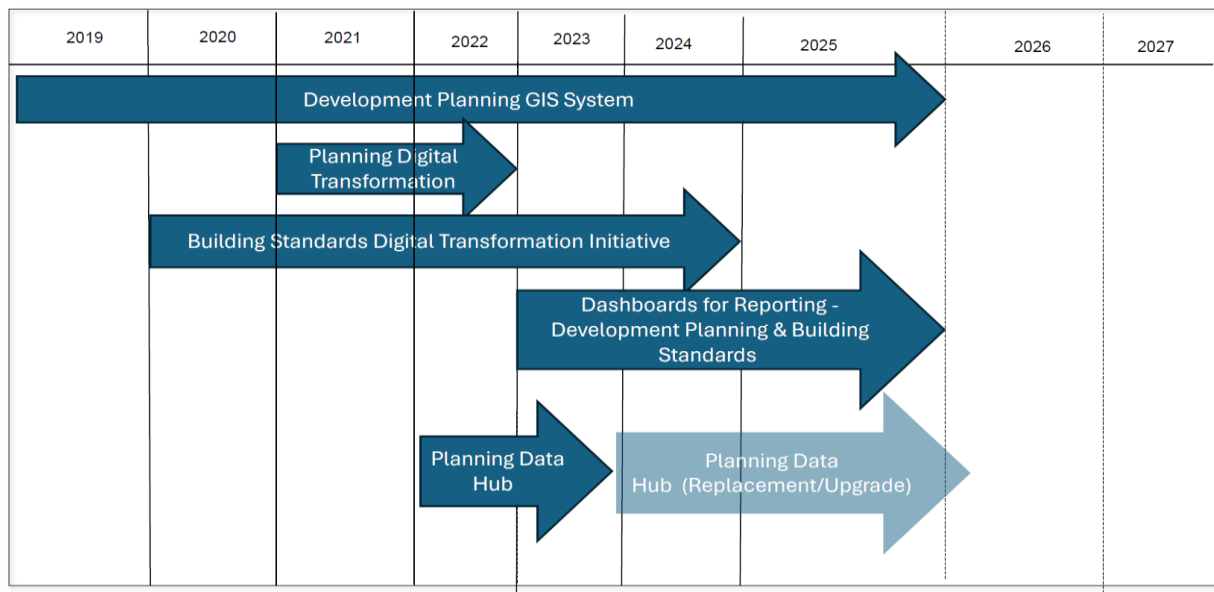


Attachment 2 – Planning & Growth Management Completed Technology Initiatives

Several key enhancements have already been implemented in the City, particularly in the Development Planning and Building Standards departments, to streamline and improve the planning approvals process. This attachment further highlights several initiatives the City is currently undertaking using AI to enhance planning approval processes and facilitate development more effectively and efficiently.

These initiatives primarily focus on automation, digital transformation, and rule-based systems to enhance efficiency in Development Planning and Building Standards. Rule-based systems are foundational in AI and are often used in combination with more advanced AI techniques to create robust and efficient solutions.

Planning, Growth Management & Housing Portfolio Completed Technology Initiatives



Planning Growth Management and Housing Delivery Completed Initiatives:

Initiative	Description	Benefit	Year of Implementation
Development Planning GIS System Improvements (Automation and System Integration)	Implemented GIS automation technology to streamline development application data collection and processing.	<ul style="list-style-type: none"> improved development application data collection process for internal staff improved turnaround for data driven 	2019 – on-going

(Rule-based system)		processes, enhancing internal business efficiencies	
Development Planning Digital Transformation Initiative (Rule-based system)	<p>The Development Planning digital upgrade has enabled citizens and industry professionals to electronically submit development applications; application-related information and drawings virtually, with a secure login online.</p> <ul style="list-style-type: none"> • Online Citizen Application Portal Implementation: Online service for submission of Development Planning Applications with automation features. • Drawings Review Software: Ability to review digital drawings with improved accuracy. 	<ul style="list-style-type: none"> • This paperless process whereby applications can all be submitted, screened, reviewed and accepted, digitally can now be stored in a central repository for all planning applications which includes: the ability to easily view submissions, track progress and stay better informed on the status of applications, in real time for both applicants and City staff. 	2022
Building Standards Digital Transformation Initiative (Rule-based system)	<p>Included several technology implementations to streamline business processes and provide a better service experience including:</p> <ul style="list-style-type: none"> • Online Citizen Permitting Portal Implementation: Online service for submission of Building Permits with automation features • Drawings Review Software: Ability to review digital drawings with improved accuracy. • Mobile Building Permit Inspection Application: Eliminate paper-based 	<ul style="list-style-type: none"> • Streamlined the permit intake, plan review, issuance, and inspection processes into a fully paperless system. • Enhanced the citizen experience by providing 24/7, year-round online submission services for all building permit types. • Increased efficiency in building permit services with 	2020-2024

	<p>processes and increase efficiency to ensure the department meets the legislative timelines</p> <ul style="list-style-type: none"> • Permitting system automation (several projects): Leverage advanced automation to streamline compliance processes, with the goal of reducing permit approval timelines while ensuring consistent regulatory adherence and optimizing operational efficiency. 	<p>system automation, reducing manual and repetitive tasks for both citizens and city staff.</p> <ul style="list-style-type: none"> • Enhanced data quality and integrity for permit applications and inspections, ensuring accurate and up-to-date information for citizens, external agencies and city staff. 	
<p>Development of Dashboards for Reporting - Development Planning & Building Standards</p> <p>(Natural Language Processing AI)</p> <p>Machine Learning (ML) AI</p>	<p>Implemented digital dashboards and periodic email notifications using QLIK to keep track and ensure development application deadlines are monitored and acted upon when needed. The department currently uses the tool for application tracking of permit issuance, construction value, housing starts, permit inactivity and building inspection compliance.</p> <p>The Qlik business intelligence system has the capacity to utilize tools for predictive analytics and visualizations using Natural Language Processing and Machine Learning AI techniques.</p>	<ul style="list-style-type: none"> • Access to status and data of development applications daily so staff are better informed about the Development application review process and timelines • Provides real-time visual dashboards with summary statistics and recurring weekly emails sent to Planners, Managers, Director and DCM about the status of working applications. • Access to Building Standards management team to support data-driven decision making 	<p>2023 - 2025</p>

		using daily, weekly and monthly status reports and interactive dashboards.	
Planning Data Hub (Rule-based system)	Implemented online digital mapping systems to keep City staff and the public better informed about applicable land use designations at a site-specific level. As of 2025, the staff are in the processes of assessing this tool for potential replacement/upgrades.	<ul style="list-style-type: none"> • More efficient access to searching land use designations on a site-specific level, 24/7 access to policy and development planning data to speed up planning and building permit reviews. 	2023