

Change of Use Initiative – What We Heard Report

Update from Administration

Business Advisory Committee - 2021 July 29

ISC: Unrestricted

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Planning & Development

Report BAC2021-1170

Change of Use Initiative - What We Heard Report

Purpose of the Change of Use Initiative:

- 1. Build a better understanding of businesses needs and perspectives when interacting with The City to open and manage their business, especially with the Change of use domain.**
- 2. Identify opportunities to streamline the Change of Use (Policy; Land Use Bylaw; Timeline and Cost) process when opening a business**

Change of Use Initiative - What We Heard Report

Issues and Opportunities identification

Summary of Findings: 5 key themes

**City Policy/
Land Use
Bylaw**

**External
Policies**

**Culture
Change –
People’s
behaviors
and
mindsets**

Technology

**Customer
Support and
Awareness**

Types of Actions

- Education & Support
- Process Change
- Regulation Change



Implementation Times

Education & Support

Short Term

- I. Improved online information
- II. Webinars and education sessions for business applicants
- III. Support for front-line staff
- IV. Pre-applications – planning and building code information
- V. Business Experience Representatives
- VI. Simplifying online application information
- VII. Waste Management Facility setbacks – improved process & support
- VIII. Landowner application notification/authorization

Process Change

Medium Term

- I. Track change of use application paths
 - i. Streamline process
 - ii. Circulations – keep? shorten? eliminate?
 - iii. DP exempt permitted uses?
 - iv. Discretionary use to permitted use?
 - v. Better alignment for change of use, business license, and building permit
- II. More flexibility for initial DP use approval
- III. Reduce fees or continue fee relief
- IV. Technology
 - i. GIS/map resources for business information
 - ii. Online applications

Regulation Change Long Term



- I. Consolidate Use categories & simplify definitions
- II. More permitted uses
- III. Flexible & inclusive commercial districts
- IV. Technology improvements

PD Workplan 2022

Renewed Land Use Bylaw Scoping Report (Q1 2022)

Administration Recommendation

That the Business Advisory Committee receive this verbal report for the corporate record.

