



Subject: Clerk's, Planning, and Building Update

To: Council

From: Planning and Development Department

Report Number: 2021-210

Meeting Date: July 26, 2021

Recommendation:

That Planning and Development Department Report 2021-210 be received for information.

Purpose:

This report is to provide an annual update on the activities of the Clerk's, Planning, and Building Divisions.

Background:

This report is provided as a joint update of the Clerk's, Planning, and Building Divisions. These three divisions are located on the second floor of City Hall.

Discussion:

The Clerk's, Planning, and Building Divisions have a number of projects that they will be working on in the upcoming year. Each of these projects will help the divisions on the second floor of City Hall to reach a goal of increasing the customer experience.

Financial Implications:

Any projects discussed in this update with financial considerations will be brought forward for approval through the annual budget process.

Strategic Plan Alignment:

The initiative contained within this report supports the following pillar(s) of the strategic plan:

- Service and Simplicity - Quality and Innovative Delivery of Customer Services
 - Attracting Business Investment and Tourists to Port Colborne
 - People: Supporting and Investing in Human Capital
 - Governance: Communications, Engagement, and Decision-Making
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Conclusion:

The Department will continue to develop our processes and look for new ways to engage the public while achieving our goals.

Appendices:

- a. Department Update Presentation

Respectfully submitted,

Amber LaPointe

Acting Director of Planning and Development/City Clerk

905-835-2900 x106

cityclerk@portcolborne.ca

Report Approval:

All reports reviewed and approved by the Department Director and also the City Treasurer when relevant. Final review and approval by the Chief Administrative Officer.