

## **Service Impact**

The temporary nature of the existing positions means there is a risk of not being able to attract and retain quality candidates. The teams have experienced business continuity challenges such as ongoing turnover, leaving them short-staffed and/or operationally disrupted. These issues may result in future lapses in the ability to deliver expected service levels which will negatively impact the customer experience and delay approvals to get homes built. With the conversion of staff, the teams will be able to sustain their response to the increased downstream pressures being placed on reviews as a result of Bill 23, Bill 109, Bill 112, and Bill 185. Furthermore, this initiative will address customer service expectations for ancillary application requirements (e.g., shoring permits, fee collection, security releases, inspection requests) that are critical to meeting financing, development and construction timelines. In addition, the team will be able to improve responsiveness to the changing needs of applicants in an effort to facilitate the pre- and post-approval of zoning, construction, inspection and the assumption of municipal infrastructure required.