

More Information Required

Additional information may be required of applicants at multiple points during the review of an application, whether at application intake, development permit review, or building permit review. This information may include any plans, studies, construction drawings, or written information required as part of the application, as well as any outstanding fees to be paid. When more information is required from an applicant the More Information Required process is started in the City's permit tracking system; when the information has been received the staff member ends that process. Table 1 and Figure 1 illustrate the impact on approval times for House Combo applications which require more information compared to those for which all required information has been provided.

Table 1. 2016 approval times for House Combo permits (single detached housing) with All Information Provided versus More Information Required

		All Information Provided			More Information Required		
		Permits Issued	% of total permits issued	Median days to issue	Permits Issued	% of total permits issued	Median days to issue
Greenfield (Expedited)	Class A	379	71%	17	157	29%	24
Greenfield (Non-Expedited)	Class A	940	48%	26	1000	52%	36
	Class B	105	42%	27	147	58%	40
Mature Neighbourhood (Complex)	Class A	13	6%	37	217	94%	68
	Class B	1	1%	81	82	99%	106

In all House Combo permit categories the applications which did not require more information were issued in fewer median days than those which required more information. In general, House Combo permits were issued an average of 29 percent faster when additional information was not required during the review period. Also note that the vast majority of House Combo applications in mature neighbourhoods require more information at some point in the review process. Figure 2 breaks down the relative proportions of time that an application is in the hands of Administration and applicants at each stage of review for House Combo permits in mature neighbourhoods.

Figure 1. 2016 approval times for House Combo permits (single detached housing) with All Information Provided and More Information Required, compared to target

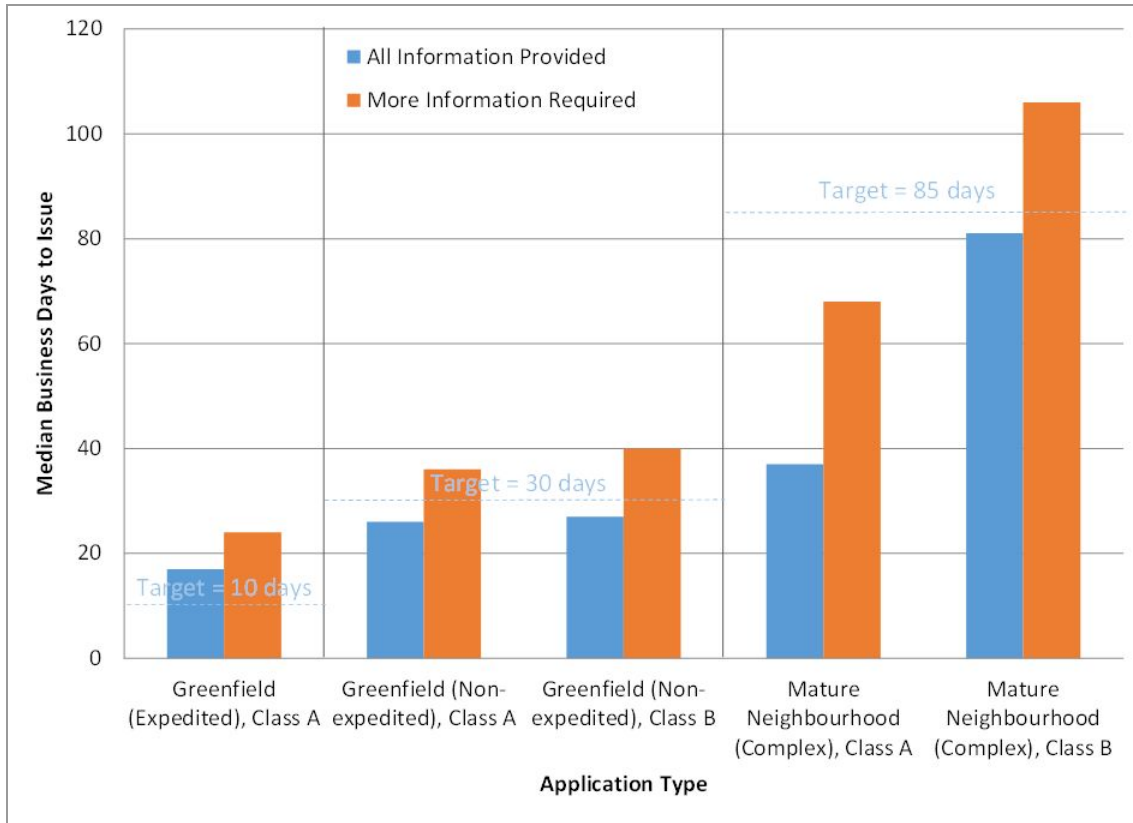


Figure 2. 2016 average business days spent by Administration and applicant at each stage of review for Mature Neighbourhood (Complex) House Combo permit

