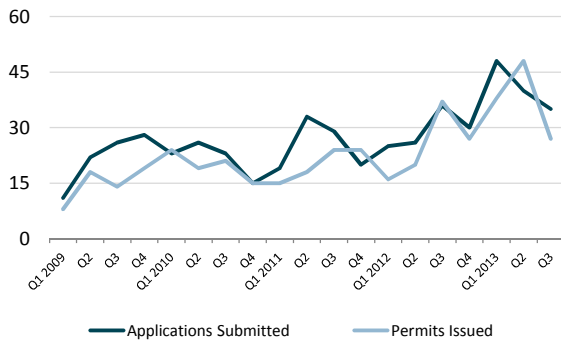
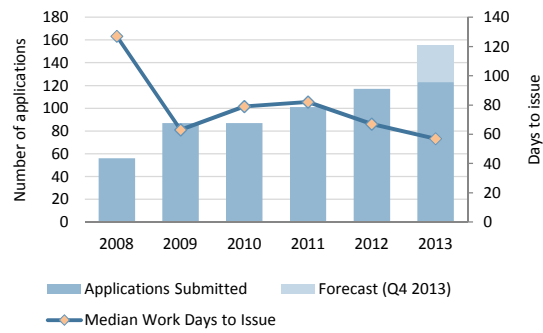
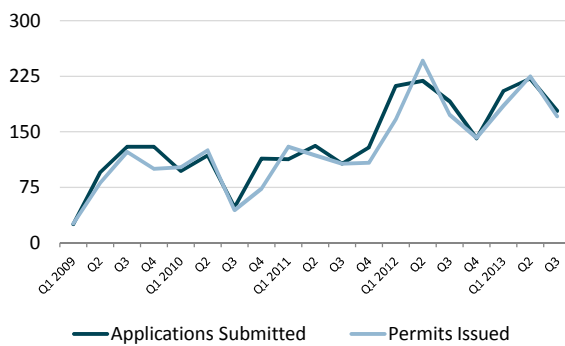
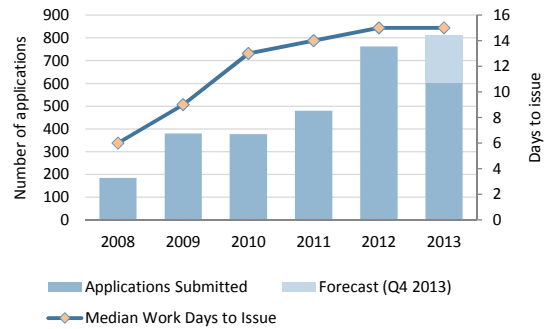
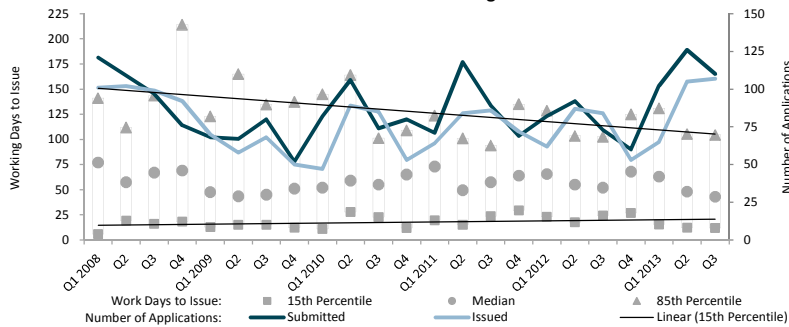
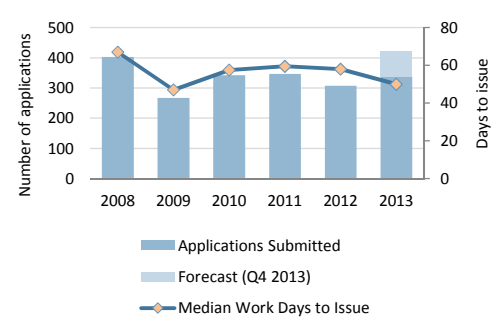
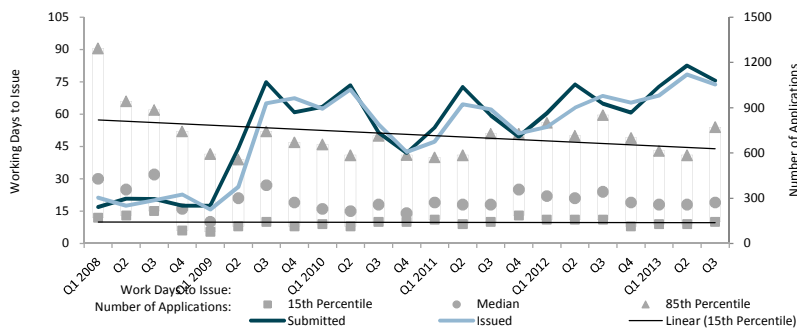
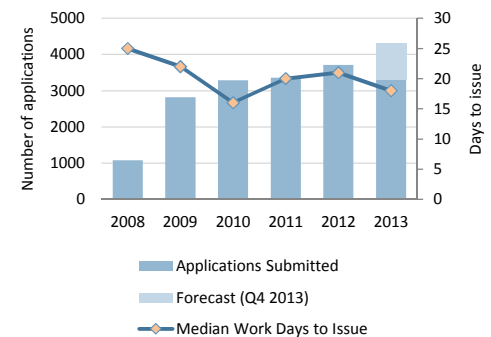
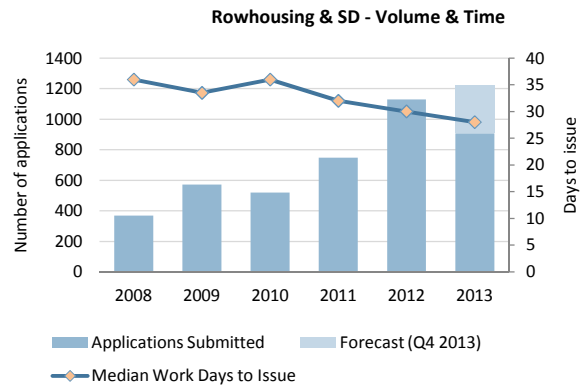
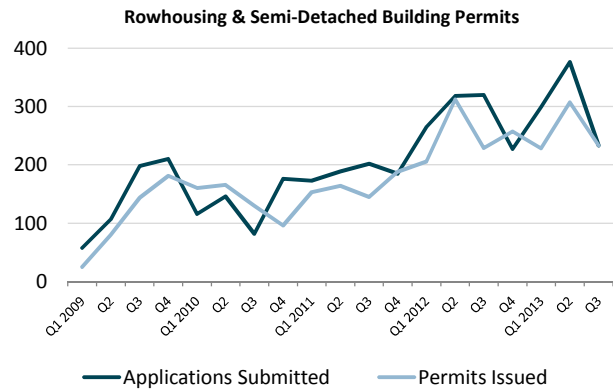
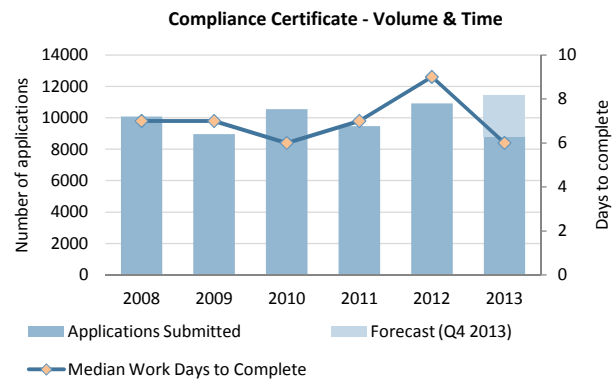
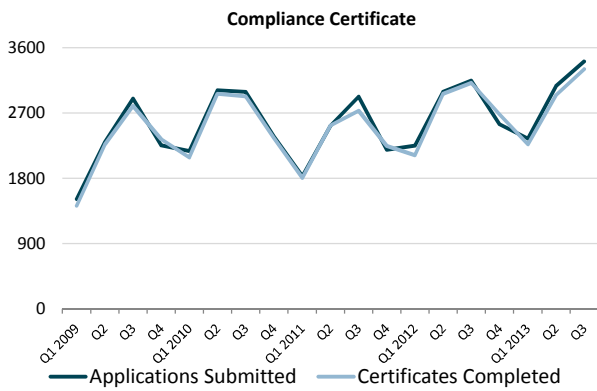


Development Permits**New Multi-Family Projects****New Multi-Family - Volume & Time****New Semi-Detached Houses****New SD - Volume & Time****New Non-Residential Buildings****New Non-Residential - Volume & Time****House Combo Permits****House Combo - Volume & Time**

Safety Code Permits

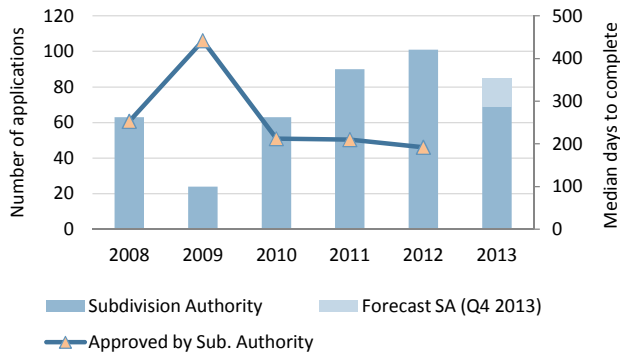


Certificates & Agreements

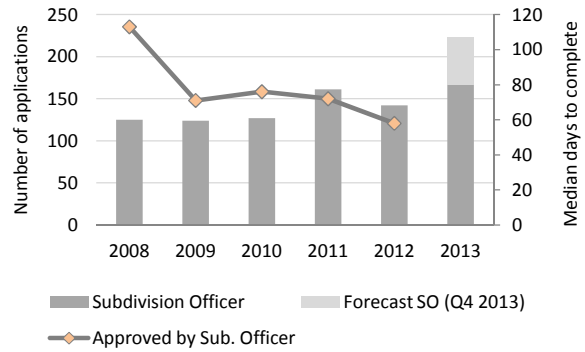


Land Development Applications

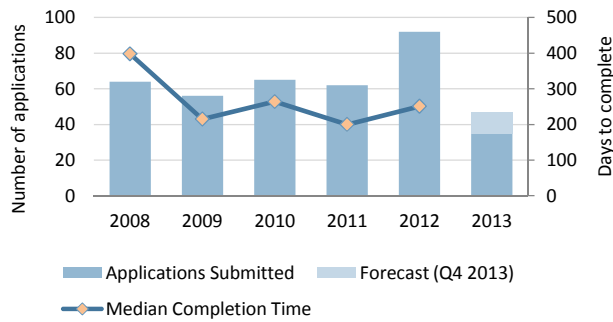
Subdivisions Approved by Authority



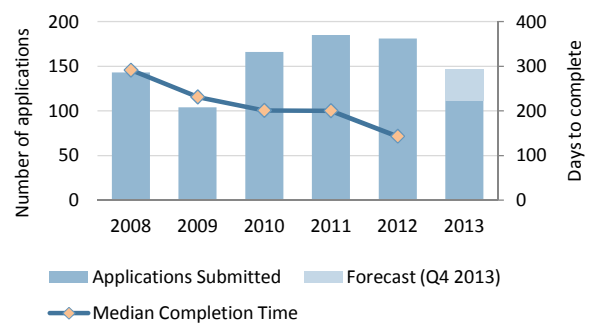
Subdivisions Approved by Officer



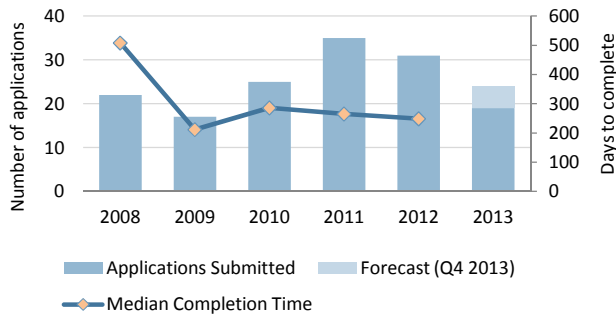
Plan & Plan Amendments



Rezoning

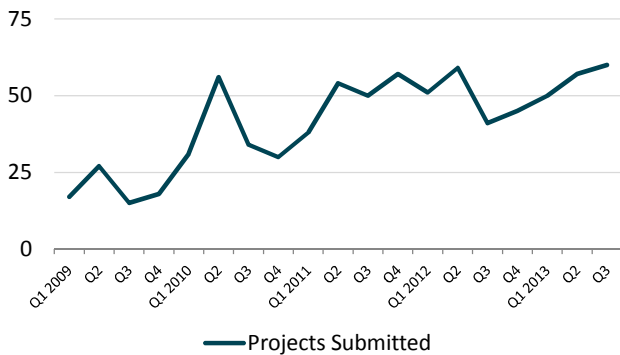


Road Closure

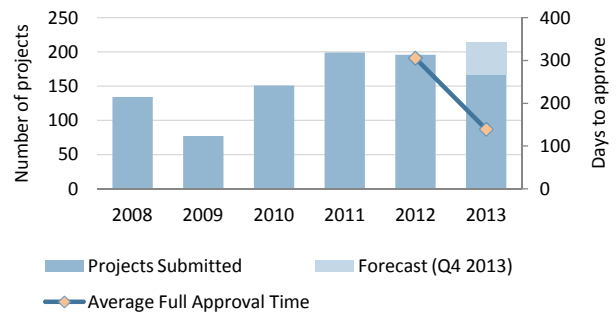


Servicing Agreements

Servicing Agreement Submissions



Servicing Agreement - Volume & Time



Development Permits

	2008	2009	2010	2011	2012	2013 Q1 - Q3	2013 Forecast
Multi-Family Residential Project							
Application Submitted	56	87	87	101	117	123	155
Median Work Days to Issue	127	63	79	82	67	57	57
New Semi-Detached Applications Submitted							
Application Submitted	185	380	377	480	763	605	811
Median Work Days to Issue	6	9	13	14	15	15	15
New Non Residential							
Application Submitted	403	267	342	347	307	338	424
Median Work Days to Issue	67	47	57.5	59.5	58	50	50
House Combo Permits							
Application Submitted	1083	2821	3290	3361	3715	3299	4302
Median Work Days to Issue	25	22	16	20	21	18	18

Safety Code Permits

	2008	2009	2010	2011	2012	2013 Q1 - Q3	2013 Forecast
Rowhousing & Semi-Detached Building Permit							
Application Submitted	368	573	520	749	1130	908	1221
Median Work Days to Issue	36	33.5	36	32	30	28	28

Certificates & Agreements

	2008	2009	2010	2011	2012	2013 Q1 - Q3	2013 Forecast
Compliance Certificate							
Application Submitted	10090	8965	10553	9464	10924	8824	11459
Median Work Days to Complete	7	7	6	7	9	6	6

Land Development Applications

	2008	2009	2010	2011	2012	2013 Q1 - Q3	2013 Forecast
Subdivision Authority							
Applications Approved	63	24	63	90	101	69	85
Median Completion Time	253	442	212	210	192	n/a	n/a
Subdivision Officer							
Applications Approved	125	124	127	161	142	167	224
Median Completion Time	113	71	76	72	58	n/a	n/a
Plan & Plan Amendment							
Applications Submitted	64	56	65	62	92	35	47
Median Completion Time	398	215	264	200	251	n/a	n/a
Rezoning							
Applications Submitted	143	104	166	185	181	111	147
Median Completion Time	291	231	201	200	143	n/a	n/a
Road Closure							
Applications Submitted	22	17	25	35	31	19	24
Median Completion Time	508	212	286	265	249	n/a	n/a

Servicing Agreements

	2008	2009	2010	2011	2012	2013 Q1 - Q3	2013 Forecast
Servicing Agreement Submissions							
Projects Submitted	134	77	151	199	196	167	214
Average Full Approval Time	n/a	n/a	n/a	n/a	305	139	n/a

Drainage Services: Lot Grading Stats

Drainage Services conducted over 9,000 lot grading inspections in 2009. This increased to over 13,000 in 2013. The table below shows the types of lot grading inspections that are conducted. The majority of inspections conducted are for residential properties. Drainage Services targets to conduct all lot grading inspections within 5 business days from the day the request is made.

LOT GRADING INSPECTIONS					
	2009	2010	2011	2012	2013*
Rough Grade Inspections	2,484	4,124	4,463	3,973	4,741
Final Grade Inspections	7,006	5,199	6,276	5,783	6,749
Drainage Complaints & Site Inspections	294	984	1,453	1,331	1,539
Total Inspections	9,784	10,307	12,192	11,087	13,029
<i>* 2013 data includes Jan - Nov.</i>					

From a randomly selected small data set (from 2009 - 2013, May to October during busy construction season), the average turn around time from receiving inspection request to completion of inspection is 2.5 days with 90.5% of the inspections being completed within the 5 business day target.

The applicant could get the inspection results on the same day by email or a few days later by regular mail. Please note inspection activities are weather dependent (e.g. wet and extreme weather events, in early winter or late spring). We also try to work with contractors and property owners (sometimes meeting with them on their schedules), which could affect our own turn around time.

Fire Rescue Services:

Hazardous Material permits, Fireworks/Pyrotechnic permits, Fire Performer permit and Burn permits. Issued same day.

Transportation Operations:

- Utility Line Assignment (ULA) Permits - 10 days
- 3-Year No-Cut Exemption Permits - 10 days
- OSCAM (On-Street Construction and Maintenance) Permits - Most permits are issued at time of applications
- Block Party Permits - Permits issued at time of application