

PLANNING

SNAPSHOT MEDIANS FOR 2017

85%
OF DEVELOPMENT
APPLICATIONS
meet timeline
commitments

PLNG450 (CUSTOMER SERVICE)

TOTAL COST OF PLANNING

SINGLE TIER
\$24.85/per resident

UPPER TIER
\$8.60/per resident

PLNG250T (SERVICE LEVEL)

KEEP IN MIND:

Influencing Factors

Influencing factors can create variances in comparison data from year-to-year and from municipality-to-municipality.



Application Variables

Type, mix and complexity of applications received



Complexity

Scope and magnitude of applications received



Government Structure

Single-tier vs. Upper-tier municipalities



Legislation

Differences or variations in policy may impact applications



Organizational Form

Differing structures may affect data collection and comparability



Resources

Many municipalities are undertaking growth management studies, which impact workload and cost



Timing

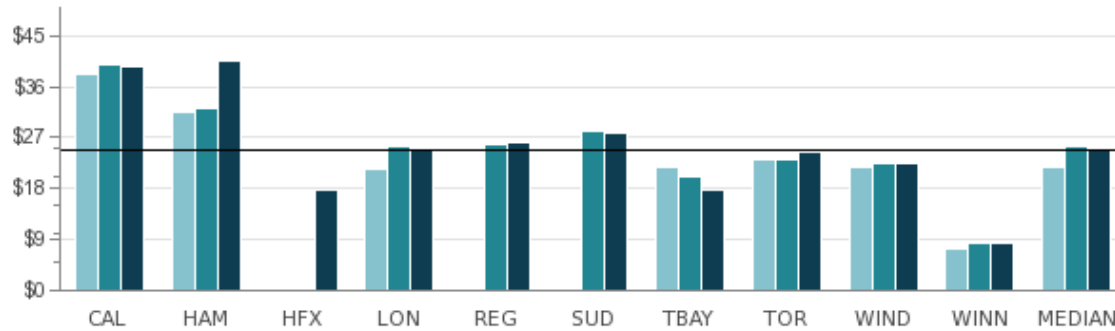
Process times vary based on application complexity and approvals

For a full description of influencing factors, please go to: www.mbncanada.ca

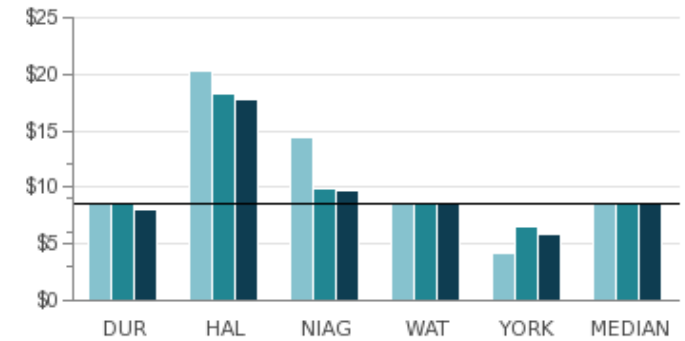
Fig. 24.1 Total Cost for Planning per Capita

This measure reflects the total cost to provide planning services. The amount spent on planning-related activities and application processing can vary significantly from municipality to municipality based on the types of applications, different organizational structures and legislation, and priorities established by local Councils.

Single-Tier



Upper-Tier

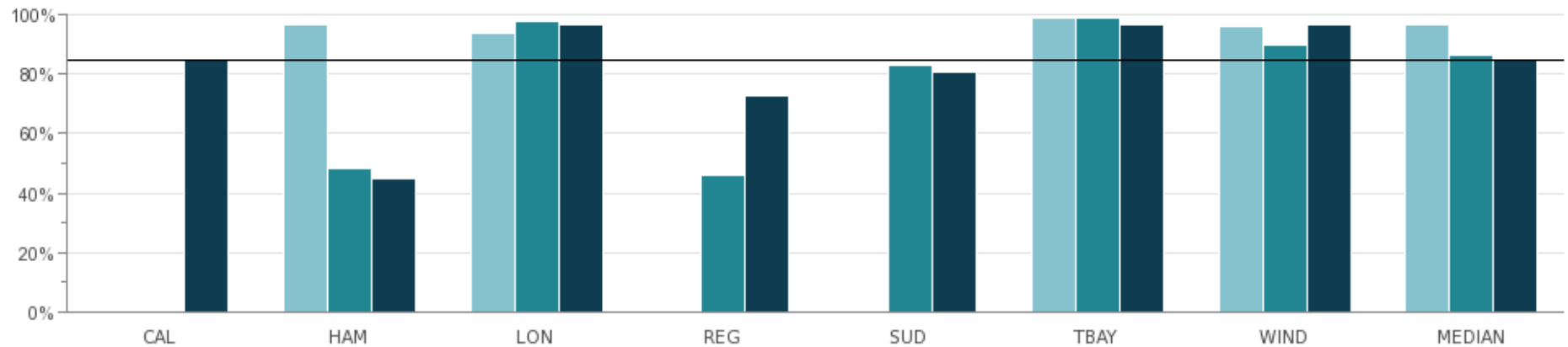


2015	\$38.31	\$31.38	N/A	\$21.36	N/A	N/A	\$21.81	\$23.06	\$21.71	\$7.42	\$21.81	\$8.47	\$20.25	\$14.41	\$8.76	\$4.17	\$8.76
2016	\$39.97	\$32.22	N/A	\$25.60	\$25.78	\$28.06	\$20.22	\$23.28	\$22.55	\$8.43	\$25.60	\$8.66	\$18.27	\$9.86	\$8.62	\$6.56	\$8.66
2017	\$39.54	\$40.58	\$17.91	\$25.29	\$26.03	\$27.94	\$17.61	\$24.40	\$22.30	\$8.44	\$24.85	\$8.08	\$17.73	\$9.70	\$8.60	\$5.92	\$8.60

Source: PLNG250T (Service Level)

Fig. 24.2 Percent of Development Applications Meeting Timeline Commitments

This measure shows the percentage of development applications that are processed and meet applicable timelines for single-tier municipalities only. Factors such as the volume and complexity of applications, revisions, and additional information and/or study requirements during consideration of applications received may affect the results.



2015	N/A	97%	94%	N/A	N/A	99%	96%	97%
2016	N/A	48%	98%	46%	83%	99%	90%	87%
2017	85%	45%	97%	73%	81%	97%	97%	85%

Source: PLNG450 (Customer Service)

Hamilton: The City adopted a new procedure that has resulted in an increase in the average number of days to meet the timeline commitments.

Toronto: Does not track data.

