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## Development Application Service Level

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**PURPOSE** To establish service level timelines for processing of Development Permit, Development Variance Permit, Zoning Bylaw Amendment, Sign Permit, Temporary Use Permit, Phased Development Agreement, and Official Community Plan Bylaw Amendment **Applications**.

**SCOPE** Community Planning & Development Staff / Corporate Services Staff.

**RATIONALE** Defining **Processing Times** adds a measure of certainty to an **Applicant's** development planning, and provides service level benchmarks that can be used to help monitor trends and guide organizational planning.

**DEFINITIONS** **“Applicant”** means a person, corporation, or organization who has submitted an **Application** to the Town of Creston for consideration of approval.

**“Application”** means a request for a Development Permit, Development Variance Permit, Zoning Bylaw Amendment, Sign Permit, Temporary Use Permit, Phased Development Agreement, or Official Community Plan Bylaw Amendment submitted by email, fax, mail, or drop-off at Town Hall, using the current forms available online and at Town Hall.

**“Complete Application”** means an **Application** that meets all requirements of the **Regulating Bylaw**, including payment of applicable fees and provision of Development Approvals Information, if required.

**“Regulating Bylaw”** means *Development Application Procedures Bylaw No. 1984, 2024*, for Development Permit, Development Variance Permit, Zoning Bylaw Amendment, Official Community Plan Amendment, or Phased Development Agreement **Applications**; *Sign Bylaw No. 1797, 2014*, for Sign Permit **Applications**; or, any other Bylaw relevant to **Application** processing.

**“Processing Time”** means the maximum number of business days, following submission of a **Complete Application**, by which Staff will present Council with an opportunity to make a final decision; or, in the case of **Applications** delegated to Staff, the number of business days by which Staff will communicate a final decision to the **Applicant**.

### POLICY

1. Upon receipt of a **Complete Application**, Staff will communicate a final decision regarding an **Application** to the **Applicant**, or present Council with the opportunity to make a final decision, within the **Processing Times** outlined in the table below:

<b>Application Type</b>	<b>Processing Time*</b>
Development Permit	40 business days
Development Permit, delegated	30 business days
Development Variance Permit	40 business days

Zoning Bylaw Amendment	100 business days
Temporary Use Permit	40 business days
Official Community Plan Bylaw Amendment	100 business days
Phased Development Agreement	100 business days
Sign Permit	15 business days

\* **Processing Times** do not include Statutory Holidays or December 20<sup>th</sup> to January 5<sup>th</sup>.

2. Notwithstanding Section 1 of this Policy, **Processing Times** may be extended if, within a timely manner,
  - a. the **Applicant** does not provide information needed to facilitate a final decision, including but not limited to Development Approval Information or required revisions;
  - b. external agencies do not provide information needed to facilitate a final decision, including but not limited to referral responses or approvals;
  - c. the **Applicant** does not install a Development Notification Sign or host a Public Information Meeting in conformance with the **Regulating Bylaw** and Section 3 of this Policy (if required);
  - d. the **Applicant** does not provide financial security or meet other conditions required by the Town prior to approval (if required); or,
  - e. the **Applicant** does not meet all requirements of the **Regulating Bylaw**, any other relevant Town of Creston Bylaws, Provincial Legislation, or Federal Legislation.
  
3. If the **Regulating Bylaw** requires a Development Notification Sign or Public Information Meeting, it is the **Applicant's** responsibility to ensure the following requirements are met. Failure to meet the requirements as outlined may result in an extension of the **Processing Time**, equivalent to the delay in meeting the requirements.
  - a. The Development Notification Sign must be installed within 15 days of the **Application** being accepted by the Town.
  - b. Public Information Meeting notices must be mailed a minimum of 21 days prior to the Public Information Meeting.
  - c. The Development Notification Sign must be installed for a minimum of 21 days prior to the Public Information Meeting.

**POLICY RECORD**

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Date Approved by Council:	Resolution No.
Next Review Date:	Policy No:
Last Review Date:	Replaces:

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Administrative Review:

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