



Permit Application Processing Times

		Initial Complete Review (ICR*) Times in # of Business Days			
Commercial Permit Type	Description of Work	ACTUAL **		City Target Time	Forecast
		Median	75% Percentile		
Interior Alterations					
Interior Alterations - Category A	minor alterations with no building change of use, no professionals required, no impact on life safety, exterior alterations not affecting life safety	4	4.5	5	No Change →
Interior Alterations - Category B	no building change of use, one or two professionals other than structural, minimal or no impact on base building or other tenants	7	10.25	10	Median Time / Days Decreasing ↓
Interior Alterations - Category C	change of use in existing tenant space, multiple professionals involved	16.5	21	15	No Change →
Interior Alterations - Category D	gutting of existing space, change from single to multi-tenant space, significant impact on base building, property types affected by historic, waterways, flood fringe, downtown, ...	28	32	20	Median Time / Days Decreasing ↓
Interior Alterations - Category E	re-purposing of existing building, historic, multiple alternative solutions	N/A	N/A	30	No Change →
New Commercial Buildings & Additions					
Optional Professional Certificate Program (OPCP)	option for commercial permit applications submitted under professional seals to be issued with no plan examination	6	6	5	Median Time / Days Decreasing ↓
New Commercial Buildings & Additions - Standard	standard additions / new buildings	30	55	20	Median Time / Days Decreasing ↓
New Commercial Building & Additions - Staged / Partial	staged permits for commercial new/major additions – each stage	N/A	N/A	15	No Change →

** Actual values are reported based on the previous two month time period

* ICR = # of business days required for an initial review of a permit application by all civic departments involved; complete and compliant applications can be issued following the initial review. Applications that are missing information or non compliant with Codes and By-laws will be placed on hold until the issue(s) are resolved with the applicant.