

## Operational Letter Requirements - Development Permit Process

The operational letter forms an important piece of information and provides staff and our customers with a more complete understanding of the overall plan for a business or operation and includes information which may not be reflected on the architectural plan submission.

In reviewing Development Permit applications we often require input from other departments as part of our internal review process, and neighbouring property owners through an external notification process. A complete operational letter ensures that we have the necessary information to move forward with the application. The information provided below details our requirements.

The following information is considered mandatory where an Operational Letter is requested:

1. Description of Operation

The description should include the location, as well as an overview of the proposed operation and all of the services that will be provided. It should be clear from the description what the nature of the business will be and what members of the community the operation will target.

2. Hours of Operation

Hours of operation help us convey to the community when the business is expected to be active and in cases where there is neighbourhood concern, hours of operation may form a condition of approval for a Development Permit.

3. Name of Operator

This should also include the business name and contact information.

4. Relaxation Rationale

Where applicable - include written reasons for requesting a by-law relaxation such as Parking/Loading.

Additional information may be requested where required. The attached checklist can be used as a guide.

## CHECKLIST OF ITEMS TO INCLUDE IN OPERATIONAL LETTER

<input checked="" type="checkbox"/>	Item	Uses Where Item Required (may be requested for other uses)
	Description of Operation	All uses
	Hours of Operation	All uses
	Name of Operator	All uses
	Relaxation Rationale	All uses
	Projected Number of Clients	<ul style="list-style-type: none"> <li>• Health Enhancement Centre</li> <li>• Beauty &amp; Wellness Centre</li> <li>• Social Service Centre</li> <li>• Community Care Facility</li> </ul>
	Number of Staff	<ul style="list-style-type: none"> <li>• Health Enhancement Centre</li> <li>• Beauty and Wellness Centre</li> <li>• Social Service Centre</li> <li>• Childcare Facility</li> <li>• School</li> <li>• Community Care Facility</li> </ul>
	Names of Staff and Associated Accreditation/Certification	<ul style="list-style-type: none"> <li>• Health Enhancement Centre</li> <li>• Beauty and Wellness Centre</li> </ul> <p>NOTE: names and copies of certification for all staff should be provided separately</p>
	Number and Age Range of Children	<ul style="list-style-type: none"> <li>• School</li> <li>• Childcare Facility</li> </ul>
	Parking and Loading Strategy	<ul style="list-style-type: none"> <li>• Liquor Store (including delivery strategy and frequency and vehicle size)</li> <li>• Recycling Depot (including delivery/pickup strategy, frequency and vehicle size)</li> <li>• School (including a designated area for drop off and pick up)</li> <li>• Childcare Facility (including a designated area for drop off and pick up)</li> <li>• Motor Vehicle Repair Shop &amp; Vehicle Dealer</li> <li>• Church</li> </ul>
	Noise Mitigation - indicate how this will be addressed on site	<ul style="list-style-type: none"> <li>• Outdoor Patio in conjunction with food or alcohol service</li> <li>• Cabaret</li> <li>• Neighbourhood Pub</li> <li>• Live Performance Venue</li> </ul>
	Line-ups - address queuing and how patrons/customers will enter/exit the venue	<ul style="list-style-type: none"> <li>• Recycling Depot</li> <li>• Cabaret (include number of patrons)</li> <li>• Theatre (include number of patrons)</li> <li>• Live Performance Venue (include number of patrons)</li> <li>• Liquor Store (including how returns are processed)</li> <li>• Motor Vehicle Wash</li> </ul>