

## **Fast Intake Track (FIT) Pilot**

We are pleased to announce the launch of a new pilot program that is intended to reduce your wait time at the Service Centre for commercial renovation (field review application) submissions. We would like to invite all frequent applicants to participate in the pilot.

### ***What is the pilot?***

The Fast Intake Track (FIT) Pilot allows identified high-volume applicants for commercial Field Review permits to leave their applications with us to process upon successfully passing screening without further waiting for an ECO submission intake.

This pilot is expected to provide the following benefits:

- Reduce wait time in the Services Centre for customers in the pilot
- Ability for customers in the pilot to skip the morning line up
- Reduce overall load on the Services Centre and wait times for all applicants
- Provide a test ground for future expansion of the pilot to more customers, and/or online submissions and payment

Following intake, applications in the pilot will follow the current permit process and timelines.

### ***How does the pilot work?***

- Come to the Services Centre with your application after 10:30 am to miss the morning rush
- Identify yourself as a participant in the FIT Pilot at the Concierge, we will verify you are on the list, receive a number and wait for screening
- Once you pass screening, leave your application with us
- You can then pay and monitor your application progress online

### ***Who can participate?***

- Average of 5+ commercial permit applications completed annually
- Experienced and knowledgeable about City of Vancouver commercial renovation permit application requirements
- Willing to commit to delivering quality applications and following the process of the pilot
- Willing to commit to providing regular feedback on the efficacy and shortcomings of the pilot
- Willing to maintain an online account to pay for permit applications

***What projects are eligible?***

- Field Review application for a commercial (non-housing) renovation project
- Changes of use and exterior alterations must be approved prior to application submission

If participants in the pilot have projects that do not meet the above criteria, they will follow the current process for those projects.

If you meet the criteria and are interested in being a part of the FIT Pilot, please read, sign and return the attached application. Your application will be reviewed and you will be informed via email of your eligibility to participate in the pilot. Businesses with multiple employees should submit one application with the name of the business.

If you have any questions please email [commercial.renos@vancouver.ca](mailto:commercial.renos@vancouver.ca).

If you are no longer interested in receiving updates on the Commercial Renovation Permit Process Improvement project, please let us know at [commercial.renos@vancouver.ca](mailto:commercial.renos@vancouver.ca) and we will remove your email.

## Fast Intake Track (FIT) Pilot Application

Please submit your completed application to [commercial.renos@vancouver.ca](mailto:commercial.renos@vancouver.ca)

**Business Name of Applicant:**

**Business Type (e.g. designer, property manager):**

**Number of Field Review renovation permits per year:**

**Contact Name:**

**Contact Email:**

*I agree to the following commitments for this Pilot:*

- I submit an average of at least 5 commercial renovation permit applications annually
- I am knowledgeable and experienced with the commercial renovation field review permit rules and process
- I will provide feedback on the efficacy and shortcomings of the pilot every 3 months, through brief project surveys

*I will bring projects with the following qualities:*

- commercial (non-housing) renovation projects
- typically qualified as a Field Review application
- not a change of use, if so, the proposed use needs to be pre-approved prior to application submission
- not for exterior alternation, if so, they have been pre-approved prior to application submission

*I understand I may be ineligible to continue in the pilot in the following circumstances:*

- Multiple attempts to submit applications with incomplete or missing information
- Review process triggers a high number of required revisions
- Repeated failures at inspection stage

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_ Company: \_\_\_\_\_

Please submit your completed application to [commercial.renos@vancouver.ca](mailto:commercial.renos@vancouver.ca)