

TORONTO BUILDING

2013 Service Level Review



September 12, 2013

Agenda

1. Program Map
2. Program Overview
3. Service Review – Key Service Levels:
 - ✓ Building
 - ✓ Signs

Program Map

Toronto Building

To enhance the quality of life in the City of Toronto for all residents, businesses and visitors, through superior services delivered with professionalism, honesty and integrity while enhancing and beautifying communities where people live, work and play. As stewards of Toronto's built environment, we will ensure the construction, renovation and demolition of buildings achieves the health, safety, accessibility, conservation and environmental provisions of the Building Code Act and other applicable law. We champion the understanding and application of Building regulations supporting innovation and creation of safe building standards and requirements. We provide excellence in City services through innovative leadership, responding to all members of the public, the development community, other City Programs, Agencies and the Council of the City of Toronto

Building Permission & Information

Purpose:

To review building permit and other applications. The building permission section guides and supports permit applicants in obtaining permits for demolition, construction and renovation of buildings to ensure that the buildings are safe, healthy, structurally sufficient, accessible and environmentally sustainable. To manage the administration of the application process to guide and support applicants in obtaining building permits as well as providing information and property records in accordance with Freedom of Information policies and procedures. To provide preliminary review of project documents to identify areas of non-compliance with applicable laws or requirement for approvals related to other applicable laws.

Preliminary Review

Building Permits

Building Information

Building Compliance

Purpose:

To conduct mandatory inspections for new building construction and demolition of buildings to ensure that the buildings are safe, healthy, structurally sufficient, accessible and environmentally sustainable. To investigate building related complaints, resolve issues or take appropriate enforcement action.

Building Inspections

Building Investigations

Sign Tax Billing & Collection

Program Overview

Toronto Building helps make the buildings where we live, work and play safe.

The division reviews permit applications, issues building and sign permits, conducts inspections and enforcement in accordance with the Ontario Building Code Act, the City of Toronto's Zoning By-law, Sign By-law and other legislation.

The division also performs preliminary reviews as part of the City's development approval process, provides zoning and building code information to the public and technical advice to City Council, standing committees, other city divisions and agencies.

The division, through the Sign By-law Unit, is also responsible for the administration and annual collection of the Third Party Sign Tax (TPST).

Program Overview

Divisional Statistics

- 2013 approved net budget of (\$11.0) million:
 - \$47.1 million in expenditures
 - \$58.1 million in revenues

Building

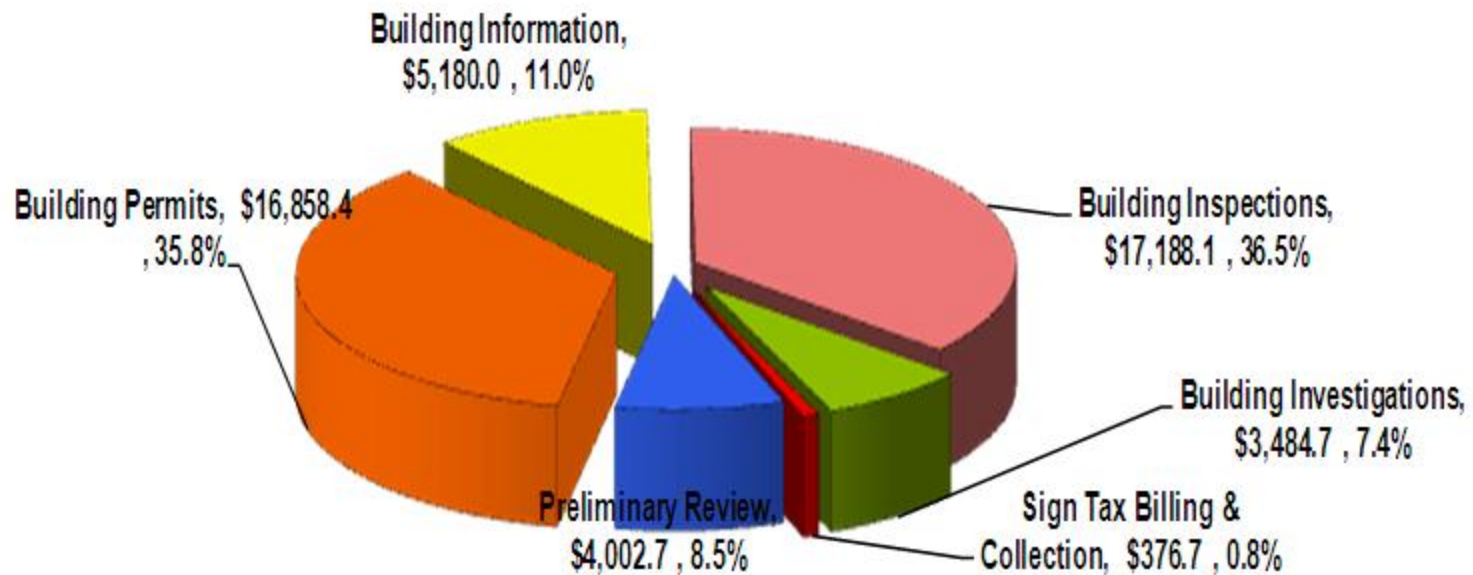
- Issued over 39,000 building permits with a construction value of \$6.4 billion (2012)
- Conducted over 143,000 building inspections (2012)

Sign Unit

- Conducts over 2,400 inspections and responds to an average of 330 complaint investigations annually
- Reviews over 1,750 sign and building permit applications per year

Program Overview

2013 Gross Expenditures By Service (\$000s) - \$47,090.6



Staffing Complement

| | Building | Sign Unit | Total |
|-----------------------------|--------------|-------------|--------------|
| 2013 Approved Operating FTE | 409.0 | 16.0 | 425.0 |
| 2013 Approved Capital FTE | 6.0 | 0.0 | 6.0 |
| Total | 415.0 | 16.0 | 431.0 |

Key Service Levels

Building

| Activity/Type | Service Levels | | | | Target |
|--|----------------|------|------------------|------------------|--------|
| | 2011 | 2012 | 2013 YTD July | 2014 Proposed | |
| Percentage of Building Permits Processed within Legislated Timeframes | 82% | 77% | 80% | 82% | 85% |
| Response to Reports of Construction without Permit (2 Days; non-emergency) | 69% | 71% | 76% | 75% | 80% |
| Response to Permit Related Complaints (5 Days) | 83% | 81% | 87% | 85% | 90% |
| Percentage of Mandatory Inspections conducted within legislated Timeframes | 94% | 94% | 93% | 94% | 95% |

Key Service Levels

Signs

| Activity/Type | Service Levels | | | | Target |
|---|----------------|------|------------------|------------------|--------|
| | 2011 | 2012 | 2013 YTD July | 2014 Proposed | |
| Percentage of Sign Permits Processed within Program Timeframes | n/a | 95% | 90% | 95% | 95% |
| Percentage of Investigation Requests responded to within Program Timeframes | n/a | 99% | 95% | 95% | 95% |

Issues, Challenges and Opportunities

- Maintaining and improving rate of processing applications and responding to inspection requests within the legislated time frames
- Implementing customer service improvements, including improved response to inquiries and service requests
- Implementation of further electronic service enhancements to:
 - Make services easier to access and reduce in-person transactions
 - Optimize work load distribution thus reducing wait times between application and approval
- Continued improvement in plan review performance by:
 - Aligning staff resources with workload
 - Formalizing service levels
 - Completing efficiency review
- Level of development activity across the City
- Pan Am Games & Transit Expansion
- Succession planning
- New code qualification requirements
- Existing building requirements e.g. Energy Efficiency

