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2019 OPERATING BUDGET BRIEFING NOTE

Toronto Building - Service Levels

Issue/Background:

- Budget Committee at its meeting on February 6, 2019, requested that the Chief Building Official and Executive Director, Toronto Building provide a briefing note on the Division's 2018 achieved service levels and list of the service levels.

Key Points:

- *The Building Code Act, 1992 (BCA)* sets out the legal framework for building and construction regulation in Ontario, including the standards under which Toronto Building delivers a number of its services.
- Table 1 and Table 2 in the attached Appendix include the “Approved” and “Actual” Toronto Building Service Levels by Activity Type from 2015 to 2019.
- As recommended in the 2019 Operating Budget, Toronto Building will be undertaking a comprehensive Program Review to assess and analyse the organizational structure, service areas, service levels and service delivery models to determine how the Division can efficiently and effectively meet its short-term and long-term program objectives, establish best practices in meeting legislative requirements, and deliver on its mission and vision.
- Upon completion of the Program Review, any required adjustments to service levels will be brought forward through the budget process.

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Date: February 8, 2019

Appendix

Toronto Building Service Levels

Table 1: 2019 Service Level by Activity - Building Permission & Information

Activity Type	Type	Sub-Type	Standard	Status	Service Levels					
					2015	2016	2017	2018	2019	
Preliminary Review	Preliminary Project Review	House	10 Days	Approved (all building types)	65%	65%	65%	65%	65%	
		Small Building	15 Days							
		Large Building	20 Days	Actual (all building types)	57%	65%	58%	62%		
		Complex Building	30 Days							
	Zoning Certificate Review	House	10 Days	Approved (all building types)	55%	55%	58%	55%	60%	
		Small Building	15 Days							
		Large Building	20 Days	Actual (all building types)	54%	53%	66%	73%		
		Complex Building	30 Days							
Building Permits	Construction Permit Review (includes demolition) Complete Applications	House	10 Days	Approved (all building types)	95%	95%	95%	95%	95%	
		Small Building	15 Days							
		Large Building	20 Days	Actual (all building types)	94%	92%	95%	94%		
		Complex Building	30 Days							
	Construction Permit Review (includes demolition) Incomplete Applications	House	10 Days	Approved (all building types)	75%	75%	75%	75%	75%	
		Small Building	15 Days							
		Large Building	20 Days	Actual (all building types)	71%	76%	75%	77%		
		Complex Building	30 Days							
	Sign Permit Review	Sign Permit Review		10 Days	Approved	80%	94%	94%	94%	94%
					Actual	84%	93%	85%	85%	
		Sign Variances & By-law	TBD	Approved	Under Development					

Table 1: 2019 Service Level by Activity - Building Permission & Information

Activity Type	Type	Sub-Type	Standard	Status	Service Levels					
					2015	2016	2017	2018	2019	
		Amendments - drafting reports for approval/refusal of sign variances and By-law amendments	TBD	Actual	Under Development					
		Preliminary Review of applications for compliance with Sign By-law	TBD	Approved						
		TBD	Actual							
	Building Permit Review - FASTRACK Program	Complete Application		5 days	Approved	95%	95%	95%	95%	95%
					Actual	98%	99%	99%	99%	
		Incomplete Application		5 days	Approved	95%	95%	95%	95%	95%
					Actual	92%	95%	96%	97%	
	Business License Zoning Review			20 Days	Approved	85%	85%	95%	95%	95%
					Actual	91%	94%	98%	94%	
	Building Information	Compliance Letter Issuance		5 days	Approved	98%	98%	98%	98%	99%
Actual					98%	99%	100%	100%		
Freedom of Information Request		Routine Disclosure		30 Days	Approved	90%	90%	90%	95%	95%
					Actual	90%	96%	98%	98%	
Review Liquor License Application				10 Days	Approved	95%	95%	95%	95%	95%
					Actual	87%	97%	65%	86%	

Table 2: (2015 - 2019) Service Level by Activity – Building Compliance

Activity Type	Type	Sub-Type	Standard	Status	Service Levels				
					2015	2016	2017	2018	2019
Building Inspections	Construction (Mandatory inspections for building permits, includes demolition)		48 Hours	Approved	94%	94%	94%	94%	94%
				Actual	91%	90%	91%	92%	
	Sign (mandatory inspections for Sign Permits)		48 Hours	Approved	95%	95%	95%	95%	95%
				Actual	98%	98%	97%	95%	
	Sign Investigation Request		2 Days	Approved	95%	95%	95%	95%	95%
				Actual	98%	97%	95%	95%	
Building Investigations	Emergency/ Unsafe		1 Day	Approved	95%	95%	95%	95%	95%
				Actual	76%	89%	86%	86%	
	Response to Construction/Demolition without a Permit	Non-Emergency	2 Days	Approved	80%	80%	80%	80%	80%
				Actual	72%	76%	72%	79%	
	Response to Building Permit Related Service Request (Complaint)		5 Days	Approved	90%	90%	90%	90%	90%
				Actual	80%	88%	89%	91%	
Sign Tax Billing & Collection	Billing, Collection and Administration of the Third Party Sign Tax (TPST)		TBD	Approved	Under Development				
			TBD	Actual	Under Development				