Presentation to the Audit Committee
on February 23, 2024
Agenda Item AU4.3

Toronto Building Division:
Audit of Intake and Plan Review of Applications for Building Permits

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Presentation Overview

- Why this audit matters
- Audit objectives
- Key audit findings and recommendations
- Closing remarks

Why This Audit Matters

- The Ontario Building Code sets the **minimum standards for the design and construction** of buildings to minimize risk to the **health and safety** of occupants

- Reviewing and approving building permit applications can **help ensure that proposed construction complies** with the Building Code, Zoning by-laws, and other Applicable Law

Background – Intake and Plan Review of Building Permit Applications

Applicant **submits application** by email

Intake review and Submission Status Letter

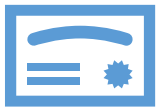
Applicant pays **initial fees**

Review for compliance with Building Code, Zoning by-laws and Applicable Law

Issue or refuse permit

Provide reasons for denial within the required time frames

Review resubmissions until all compliance requirements are met

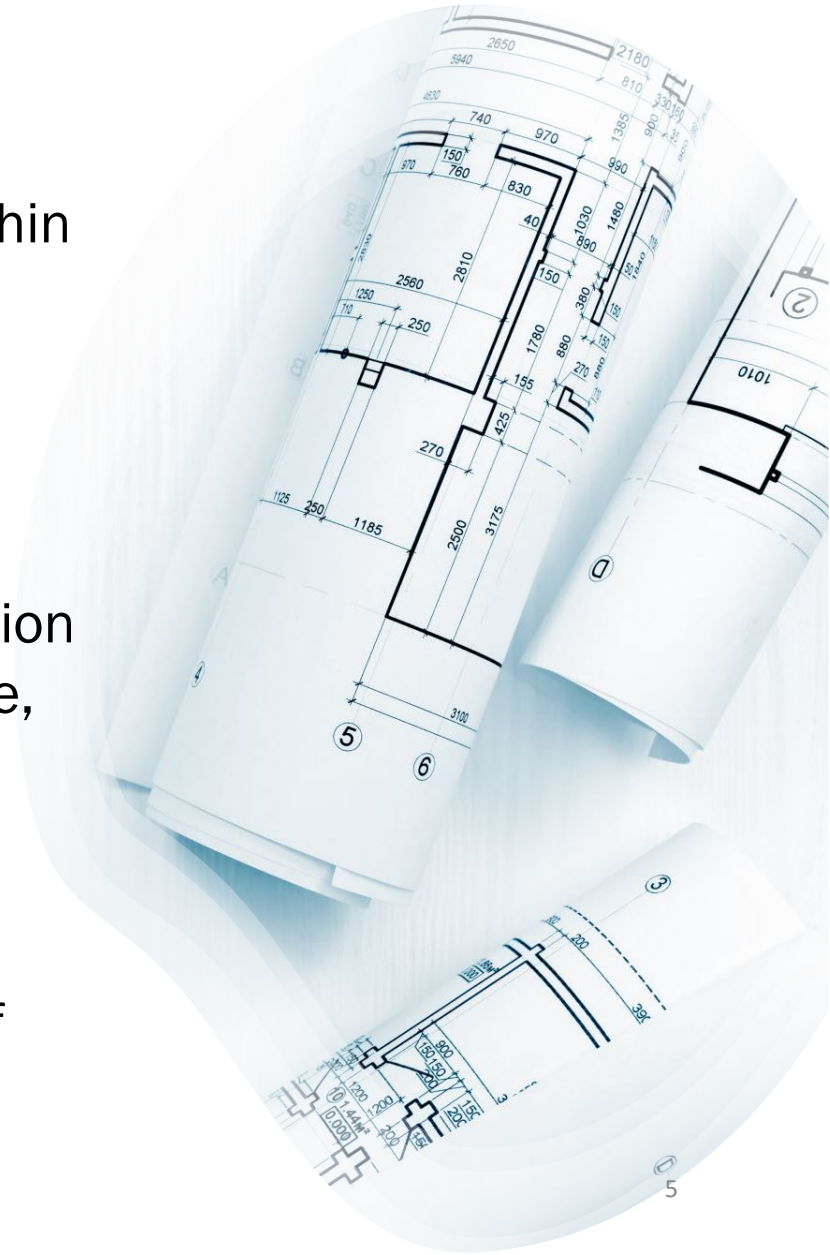


Applicant pays **outstanding fees** (if any)

Building permit issued

Audit Objectives

- Are applications for building permits reviewed, and approved or refused, within the legislated or internal service level **time frames**?
- Are Toronto Building's plan review processes adequately designed to determine whether proposed construction is in **compliance** with the Building Code, Zoning by-laws, and other Applicable Law?
- Are there ways to leverage data and **technology** to improve the efficiency of the plan review processes?



Opportunities for Improvement

A. Reinforcing **quality and consistency** in reviewing building permit applications and compliance with legislated time frames

B. Enhancing operational **policies** and strengthening management **oversight**

C. Modernizing **technology and data** needed to better support building permit application intake and plan review processes

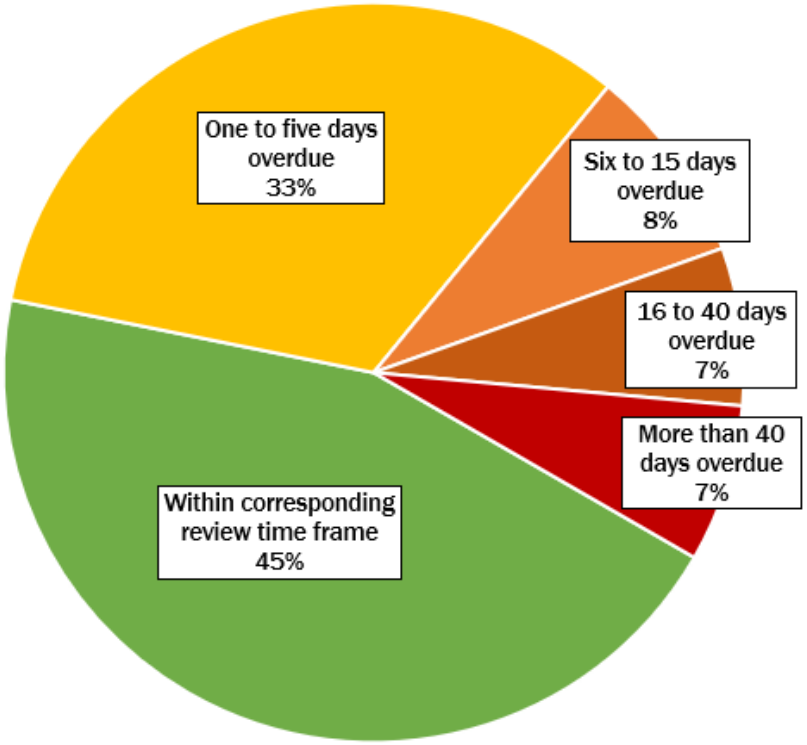
A. Reinforcing Quality and Consistency in Reviewing Building Permit Applications and Compliance with Legislated Time Frames

Improving service levels for the overall processing of building permit applications

Of the 58 files we reviewed:

- **55%** were not processed within legislated or internal service level time frames
- On average it took about **17 business days over and above** the legislated or internal service level time frames to complete plan reviews

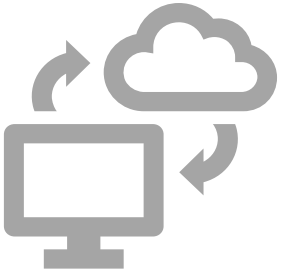
Review Time for Sampled Building Permit Applications Compared Against Required Time Frames



A. Reinforcing Quality and Consistency in Reviewing Building Permit Applications and Compliance with Legislated Time Frames

Improving the **timeliness and quality** of the review of application submissions at intake

Strengthening the **documentation and retention** of centralized records of plan review activities



Ensuring **timely review** of resubmissions of additional information and inactive permit applications

B. Enhancing Operational Policies and Strengthening Management Oversight

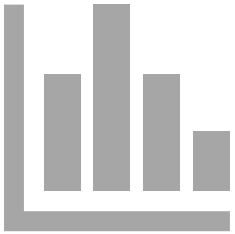
Strengthen operational policies and procedures

Enhance quality assurance through increased supervisory oversight and ongoing monitoring of compliance

Improve onboarding, professional development, and training

C. Modernizing Technology and Data Needed to Better Support Building Permit Application Intake and Plan Review Processes

Enhance system functionality



Improve quality and reliability of data

Closing Remarks

- 11 recommendations to improve Toronto Building's policies and processes for building permit application intake and plan reviews
- Management agrees with all recommendations

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