

## **Development Review Timeline Metrics - Q2 2024**

**Date:** March 7, 2024

**To:** Planning and Housing Committee

**From:** Deputy City Manager, Development and Growth Services

**Wards:** All

### **SUMMARY**

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This report responds to Planning and Housing Committee's direction requesting staff report development review timeline metrics to Planning and Housing Committee on a quarterly basis ([2023.PH6.2](#)). Quarterly reports include the following:

- a. Average timeline to complete the Pre-Application Consultation Process;
- b. Average timeline to reach a decision on a Zoning By-law Application;
- c. Average timeline to reach a decision on a combined Official Plan Amendment/Zoning By-law Application; and
- d. Average timeline to approve a Site Plan Application.

In addition to a description of the metrics listed above, the report provides context on how ongoing improvements to the development review process impact application review timelines in the medium to long term.

In Q1 2024, the report included aggregate metrics for items b. through d., above. The Q2 2024 report breaks these metrics out into two categories (non-Bill 109 and Bill 109 files) to highlight timeline management improvements for Bill 109 files.

### **RECOMMENDATIONS**

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The Deputy City Manager, Development and Growth Services recommends that:

1. Planning and Housing Committee receive this report for information.

### **FINANCIAL IMPACT**

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There are no financial implications resulting from the recommendations included in this report; however, as addressed in a previous related report, ([2022.EX1.4](#)), Bill 109

presents significant risk to the City's cost recovery model of development review services. This includes the City's ability to retain revenue generated through the processing of development applications.

The Deputy City Manager and Chief Financial Officer have reviewed this report and agree with the financial impact information.

## **DECISION HISTORY**

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On December 13, 2023, City Council adopted the report "Implementing Bill 109 - 2023 Annual Update" outlining the implementation efforts of staff in responding to Bill 109 and plans for further policy and program updates in 2024.

<https://secure.toronto.ca/council/agenda-item.do?item=2023.PH8.7>

On October 11, 2023, City Council directed the Deputy City Manager, Development and Growth Services, to report to the Planning and Housing Committee on a quarterly basis beginning in the first quarter of 2024 with available metrics related to changes in development application review timelines as a result of continuous improvements to city processes, including:

- a. average timeline to complete the Pre-Application Consultation Process;
- b. average timeline to reach a decision on a Zoning By-law Application;
- c. average timeline to reach a decision on an Official Plan Amendment/Zoning By-law Application; and
- d. average timeline to achieve an approved Site Plan Application.

<https://secure.toronto.ca/council/agenda-item.do?item=2023.PH6.2>

## **COMMENTS**

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### **Background**

Continuous efforts to improve development review timelines are ongoing. The recommendation to transition to a new operating model was approved by Council in September 2019 through the End-to-End Review of the Development Review Process Report ([2019.PH8.7](#)). Implementation of the new operating model has been ongoing since March 2020 through the Concept 2 Keys (C2K) program. The new operating model includes organizational structure changes, process improvements and technology upgrades required to ensure optimal functioning of the model as the City responds to existing and evolving legislative changes.

To continue to advance these operating model improvements, in June 2023 the City established Development and Growth Services (DGS), and a new Deputy City Manager ([2023.CC7.2](#)) to lead these changes. The establishment of DGS will accelerate the implementation of the new operating model. Over time, ongoing organizational, policy, process and technology improvements will support improved performance.

## Metrics Overview

Attachment 1 to this report includes four development review timeline metrics:

- **Average timeline to complete the Pre-Application Consultation Process:** This metric measures the average number of business days, from the time an applicant requests a PAC meeting to the time the City issues a Planning Application Checklist Package. Average timelines are presented in two ways: One-year average and six-month average. The City's mandatory PAC process service standard is 40 business days. In 2023, the City received a high volume of PAC requests (approximately 550). The most common delay in the PAC process is related to scheduling meetings for a high volume of requests, particularly for meetings with many participants (e.g., external commenting agencies, consultants, etc.).
- **Average timeline to reach a decision on a Zoning By-law Application and average timeline to reach a decision on a combined Official Plan Amendment/Zoning By-law Application:** These metrics measure the average number of calendar days it takes for a complete application to reach a decision of Council. This metric has been updated since the previous Q1 2024 report to specifically track OPA/ZBA and ZBA applications that are subject to Bill 109 (i.e., applications with a complete application date of July 1, 2023 or later). For all non-Bill 109 files, average timelines continue to be presented for both one-year (2023) and five-year (2019-2023) periods. These metrics show:
  - Timeline improvements in the one-year average timeline over the five-year average, potentially reflecting operating model improvements, including significant increases in staff complement, and a renewed focus on advancing decision-ready applications.
  - Significant timeline improvements for Bill 109 files. These improvements are partly attributed to operating model improvements including significant increases in staff complement. They are also a reflection of the high priority placed on Bill 109 files by staff and lower than typical application volumes. In a few cases, staff have recommended refusal of an application.
- **Average timeline to issue Notice of Approval Conditions (NOAC) for a Site Plan Control Application:** This metric measures the average number of calendar days it takes to issue NOAC for a complete application. This metric has been updated since the previous Q1 2024 report to specifically track Site Plan applications that are subject to Bill 109 (i.e., with a complete application date of July 1, 2023 or later). For all non-Bill 109 files, average timelines continue to be presented for both one-year (2023) and five-year (2019-2023) periods. These metrics show:
  - The one-year average timeline has increased over the five-year average timeline. An increase in the one-year average may be related to the significant increase in residential units approved through NOAC in 2023. Many of these approvals were

for legacy applications dating back several years, which can skew timeline averages when the file is closed.

- Significant timeline improvements for Bill 109 files. Similar to comments noted above for OPA/ZBA and ZBA files, these improvements are partly attributed to operating model improvements including significant increases in staff complement, the high priority placed on Bill 109 files by staff, and lower than typical application volumes.
- Prior to Bill 109, the City rarely refused Site Plan applications. Under Bill 109, the City has generally refused Site Plan applications that cannot be approved within the 60-day legislated timeline where in-force zoning does not permit the development proposed in the Site Plan application. Of the 13 Site Plan applications that were deemed complete between July 1, 2023 and March 4, 2024, 11 were refused.

## CONTACT

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## SIGNATURE

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## ATTACHMENTS

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**Attachment 1:** Development Review Timeline Metrics - Q2 2024