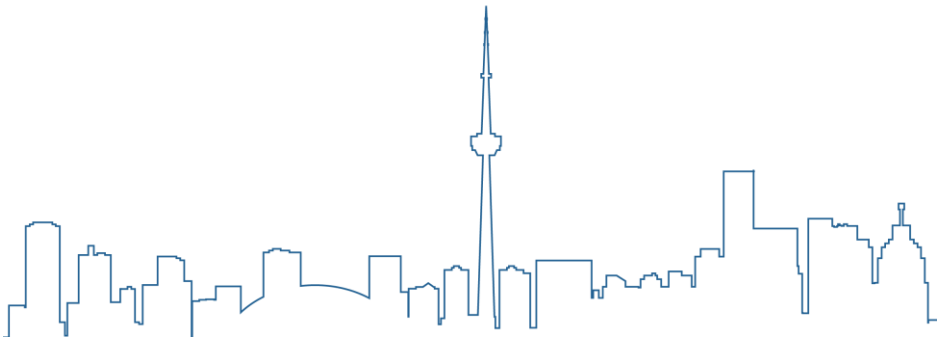
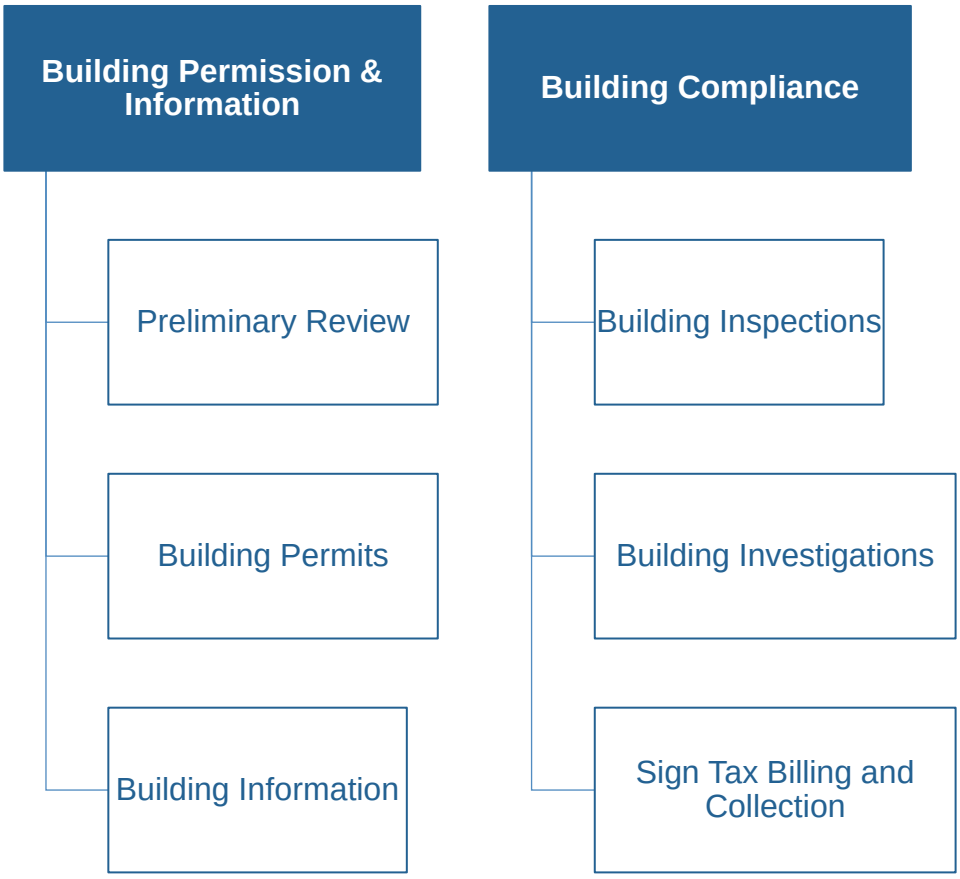
TORONTO



BUILDING SERVICES

PROGRAM MAP

Toronto Building



Toronto Building helps to make the buildings where we live, work, learn and play safe. The Program reviews permit applications, issues permits, and conducts inspections in accordance with Ontario's Building Code, the City of Toronto's zoning by-laws and other legislation. Toronto Building also performs preliminary reviews as part of the City's development approval process, and provides the public with zoning and building code information, and technical advice to City Council, Committees, Programs, and Agencies.

SUMMARY OF PERFORMANCE MEASUREMENT RESULTS

Question	Indicator/Measure	Internal Comparison of Toronto's 2016 vs. 2015 Results	External Comparison to Other Municipalities (MBNC) By Quartile for 2016	Chart & Page Ref.
Service /Activity Level Indicators				
How many building permits (residential & ICI) types are issued?	Number of Building Permits (ICI and Residential) Issued per 100,000 Population – (Activity Level)	**Increase** **Number of total permits issued increased** **(activity level indicator)** (no graph)	**4** **Lower rate of total permits issued compared to others** **(activity level indicator)** (no graph)	2.1 2.2 pg. 6
How many residential building permits are issued?	Number of Residential Building Permits Issued per 100,000 Population– (Activity Level)	**Increase** **Number of residential permits issued increased** **(activity level indicator)**	**4** **Lower rate of residential permits issued compared to median** **(activity level indicator)**	2.1 2.2 pg. 6
How many institutional, commercial and industrial (ICI) building permits are issued?	Number of ICI Building Permits Issued per 100,000 Population (Activity Level)	**Decrease** **Number of ICI permits issued decreased** **(activity level indicator)**	**2** **Higher rate of ICI permits issued compared to median** **(activity level indicator)**	2.1 2.2 pg. 6
Community Impact Measures				
What is the construction value for all types of building permits issued?	Construction Value of Total Building Permits Issued per capita (Community Impact)	**Decrease** **Value of all construction types decreased** (no graph)	**2** **Higher rate of total construction value of all permit types compared to others**	2.3 2.4 pg. 8/9
What is the construction value of residential building permits issued?	Construction Value of Residential Building Permits per capita (Community Impact)	**Increase** **Value residential construction projects increased**	**N/A**	2.3 pg. 8
What is the construction value of institutional, commercial and industrial (ICI) building permits issued?	Construction Value of ICI Building Permits Issued per capita – (Community Impact)	**Decrease** **Value of ICI construction projects decreased**	**N/A**	2.3 pg. 8

Question	Indicator/Measure	Internal Comparison of Toronto's 2016 vs. 2015 Results	External Comparison to Other Municipalities (MBNC) By Quartile for 2016	Chart & Page Ref.
What is the ratio of residential and commercial construction activity?	Percentage of Construction Value of Issued ICI Building Permits of the Total Construction Value of Issued Building Permits– (Community Impact)	**Decrease** **Decrease, but still a high proportion of commercial & industrial construction value to residential**	**1** **High proportion of commercial industrial construction value compared to others**	2.5 2.6 pg. 9/10
How many new housing units are being created?	New Residential Units Created per 100,000 Population – (Community Impact)	**Decrease** **Number of new residential units created decreased** (no graph)	**2** **High rate of new residential units created compared to others**	2.7 pg. 11
Customer Service Measures				
Are building permit applications reviewed within the legislated timeframe?	Percentage of Building Permit Applications Reviewed within legislated timeframes – (Customer Service)	**Stable** **Proportion reviewed within legislated timeframe was relatively stable in 2016**	**1** **High percentage reviewed within legislated timeframe compared to others**	2.8 2.9 pg. 12/13
Are Residential Fastrack building permit applications reviewed within the designated 5 day timeframe?	% of Residential Fastrack Building Permits Issued Within Designated Program Timeframe (Customer Service)	**Stable and high** **High proportion (99%) reviewed within designated program timeframe in 2016**	**N/A**	2.10 pg. 13
Are Commercial Xpress building permit applications reviewed within the designated 10 day timeframe?	% of Commercial Xpress Building Permits Issued Within Designated Program Timeframe (Customer Service)	**Stable and high** **High proportion (98%) reviewed within designated program timeframe**	**N/A**	2.11 pg. 14
Are mandatory building inspections made within the legislated timeframe?	Percentage of Mandatory Inspections made within legislated timeframes – (Customer Service)	**Stable** **Proportion inspected within legislated timeframe was relatively stable in 2016**	**N/A**	2.12 pg. 15
Efficiency Measures				
How much does it cost on average to enforce the Building Code per $1,000 of construction value?	Building Cost per $1,000 of construction value – (Efficiency)	**Increase** **Cost per $1,000 of construction value increased**	**2** **Low cost to enforce Building Code per $1,000 of construction permit issued compared to others**	2.13 2.14 pg. 16

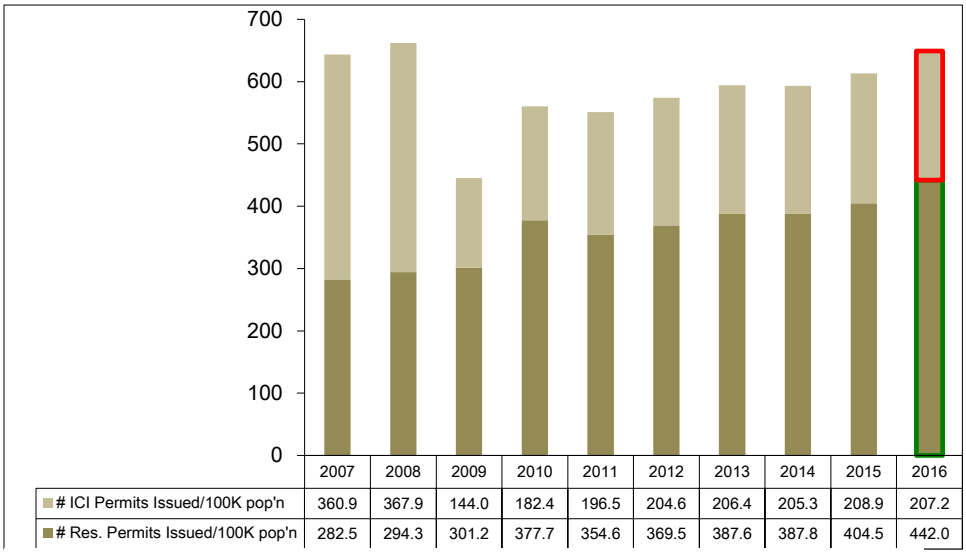
Question	Indicator/Measure	Internal Comparison of Toronto's 2016 vs. 2015 Results		External Comparison to Other Municipalities (MBNC) By Quartile for 2016		Chart & Page Ref.
		Activity Level Indicators (Resources)	Performance Measures (Results)	Activity Level Indicators (Resources)	Performance Measures (Results)	
Overall Results		2 - Increased 0 - Stable 1 - Decreased 67% stable or increased	4 - Favourable 2 - Stable 4 - Unfavourable 60% favourable or stable	0 - 1st quartile 1 - 2nd quartile 0 - 3rd quartile 2 - 4th quartile 33% in 1st and 2nd quartiles	2 - 1st quartile 3- 2nd quartile 0 - 3rd quartile 0 - 4th quartile 100% in 1st and 2nd quartiles	

For an explanation of how to interpret this summary and the supporting charts, please see the Guide to Toronto's Performance Results. These quartile results are based on a maximum sample size of 10 municipalities.

SERVICE/ACTIVITY LEVELS

One method of reviewing building activity levels is to examine the number of building permits issued. MBN Canada focuses on the number of residential and industrial, commercial and institutional permits issued; however, Toronto issues many additional permits including permits for demolition, plumbing, mechanical and drain as well as permits for pool fence enclosures.

2.1 - HOW MANY BUILDING PERMITS ARE ISSUED IN TORONTO?

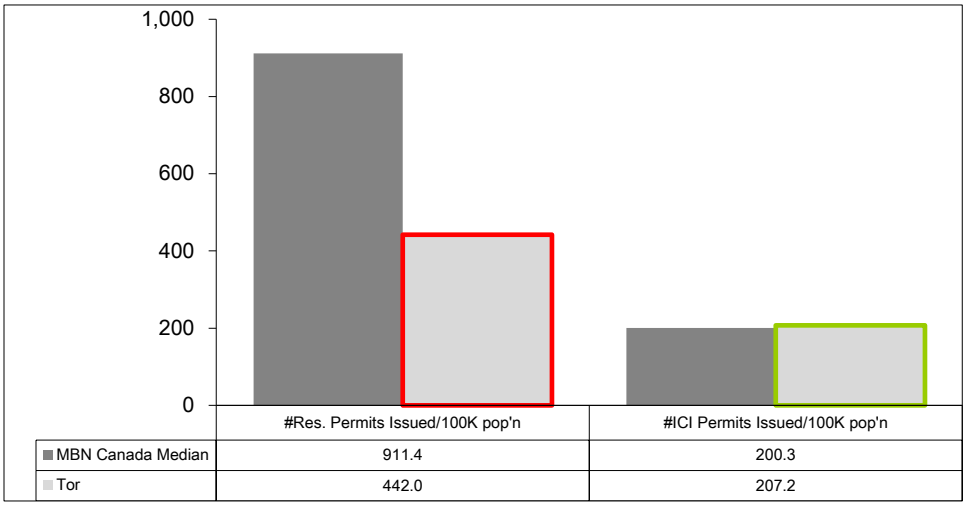


	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
# ICI Permits Issued/100K pop'n	360.9	367.9	144.0	182.4	196.5	204.6	206.4	205.3	208.9	207.2
# Res. Permits Issued/100K pop'n	282.5	294.3	301.2	377.7	354.6	369.5	387.6	387.8	404.5	442.0

Chart 2.1 provides Toronto's data expressed per 100,000 population for the components of ICI and residential permits issued. In 2016, Toronto experienced a decrease in ICI permits and an increase in residential permits issued per 100,000 population.

Chart 2.1 (City of Toronto) Number of Residential and ICI Building Permits Issued per 100,000 Population

2.2 - HOW DOES TORONTO'S NUMBER OF BUILDING PERMITS ISSUED COMPARE TO OTHER MUNICIPALITIES?



	#Res. Permits Issued/100K pop'n	#ICI Permits Issued/100K pop'n
MBN Canada Median	911.4	200.3
Tor	442.0	207.2

Chart 2.2 compares Toronto's 2016 result to the median of the other MBNC municipalities for the rate of residential and ICI permits issued per 100,000 population.

Chart 2.2 (MBNC 2016) Number of Residential Permits and ICI Permits Issued per 100,000 Population

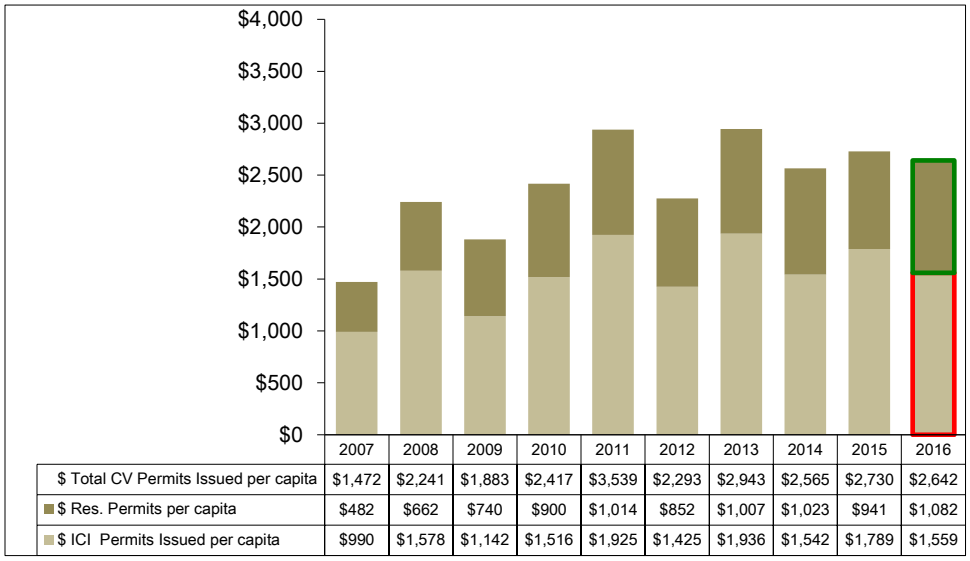
In 2016, Toronto's total building permits issued increased from the previous year. In 2016, residential renovation projects increased in response to a rise in the market value of existing properties.

The number of building permits issued in a year can be influenced by the level of economic activity in a municipality, the availability of vacant greenfields and serviced lands for development, and municipal policy for what type of construction requires a permit or the requirement for multiple phased permits.

COMMUNITY IMPACT

The construction value of building permits is an important indicator of economic activity in a municipality.

2.3 - WHAT IS THE VALUE OF BUILDING CONSTRUCTION IN TORONTO?



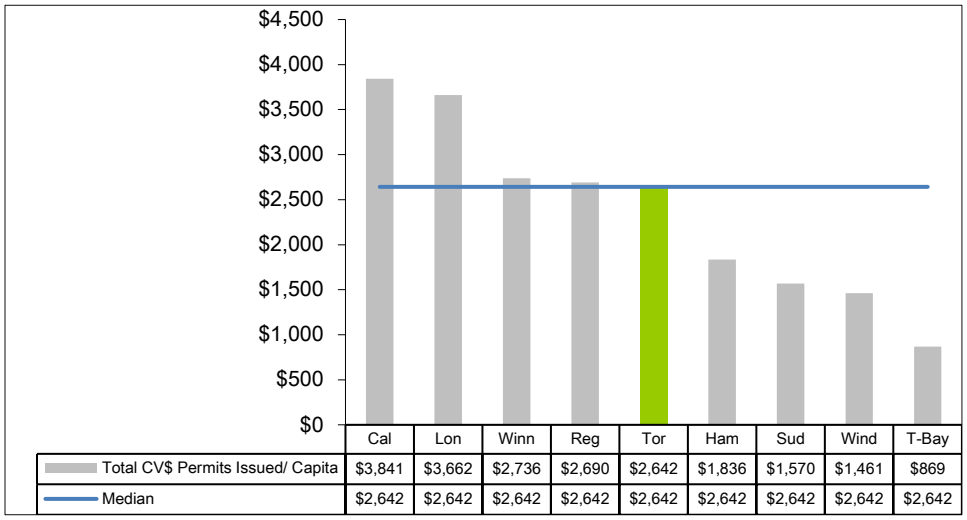
	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
$ Total CV Permits Issued per capita	$1,472	$2,241	$1,883	$2,417	$3,539	$2,293	$2,943	$2,565	$2,730	$2,642
$ Res. Permits per capita	$482	$662	$740	$900	$1,014	$852	$1,007	$1,023	$941	$1,082
$ ICI Permits Issued per capita	$990	$1,578	$1,142	$1,516	$1,925	$1,425	$1,936	$1,542	$1,789	$1,559

Chart 2.3 provides 2007 to 2016 data for Toronto, on a per capita basis, of the total construction value of building activity.

Chart 2.3 (City of Toronto) Construction Value of Building Permits Issued per Capita

The results for 2010 and prior years are not comparable to 2011 and subsequent years as these results are not based on Statistics Canada's revised population estimates. Toronto's 2016 construction activity amounted to just over $7.5 billion, a slight decrease of -1.52% from 2015 levels, caused primarily by a decrease in construction value in the non-residential (i.e. Industrial and Commercial) sectors in the City.

2.4 - HOW DOES TORONTO'S CONSTRUCTION VALUE COMPARE TO OTHER MUNICIPALITIES?



	Cal	Lon	Winn	Reg	Tor	Ham	Sud	Wind	T-Bay
Total CV$ Permits Issued/ Capita	$3,841	$3,662	$2,736	$2,690	$2,642	$1,836	$1,570	$1,461	$869
Median	$2,642	$2,642	$2,642	$2,642	$2,642	$2,642	$2,642	$2,642	$2,642

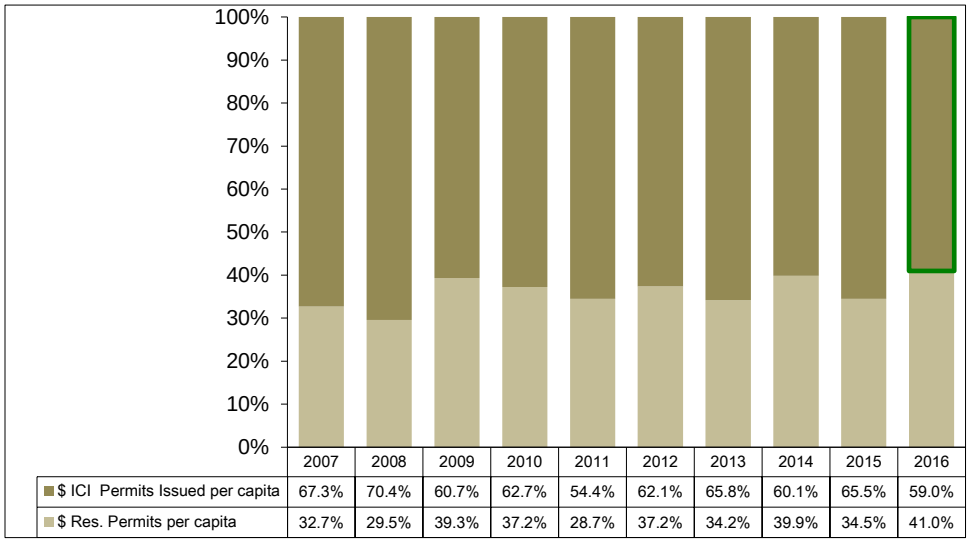
Chart 2.4 compares Toronto's 2016 construction value of all building permits issued per capita to other municipalities.

Chart 2.4 (MBNC 2016) Construction Value of Building Permits Issued per Capita

In terms of the highest construction value per capita, Toronto ranks fifth of nine (second quartile).The construction value of building permits is influenced by the level of economic activity in a municipality and the availability of vacant greenfields and serviced lands for development. Toronto's limited availability of undeveloped land is a contributing factor in Toronto's ranking, because most of the activity derives from the redevelopment of existing properties at higher densities and of a higher average value per permit.

In addition to the absolute dollar value of construction, it is important to consider the ratio between the value of residential construction (where people live) and ICI construction (where people work).

2.5 - WHAT IS THE RATIO OF RESIDENTIAL AND COMMERCIAL CONSTRUCTION VALUES IN TORONTO?



	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
$ ICI Permits Issued per capita	67.3%	70.4%	60.7%	62.7%	54.4%	62.1%	65.8%	60.1%	65.5%	59.0%
$ Res. Permits per capita	32.7%	29.5%	39.3%	37.2%	28.7%	37.2%	34.2%	39.9%	34.5%	41.0%

Chart 2.5 provides Toronto's percentage split between residential and ICI construction values.

Chart 2.5 (City of Toronto) Commercial / Residential Split of Total Construction Value

In 2016, the ICI share of total construction value was 59%, a decrease from 2015 levels, but still well above 50%. It should be noted that Toronto issues many additional permits that are not presented in this chart. A number of condominium projects contributed to a high level of activity in the residential sector.

2.6 - WHAT IS THE RATIO OF RESIDENTIAL AND COMMERICAL CONSTRUCTION VALUES IN TORONTO COMPARED TO OTHER MUNICIPLAITIES?

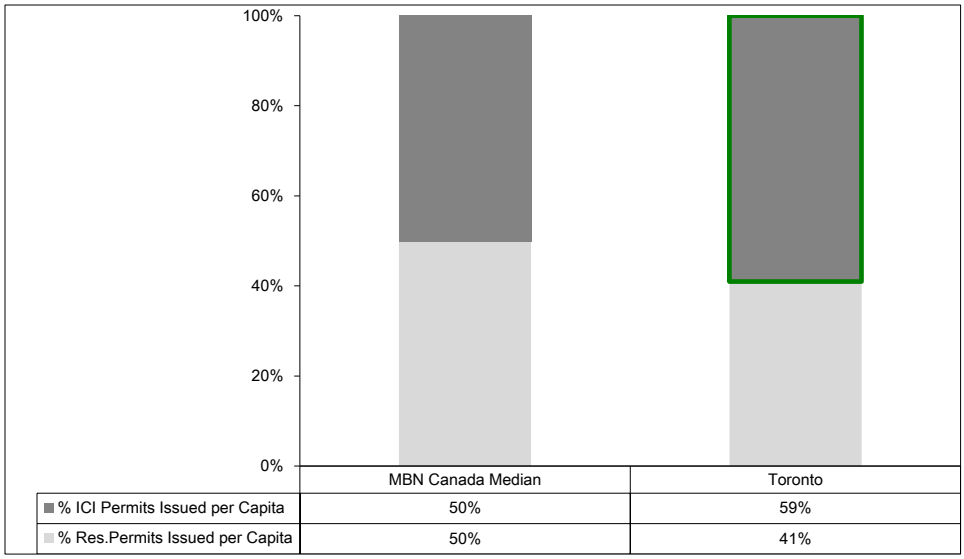
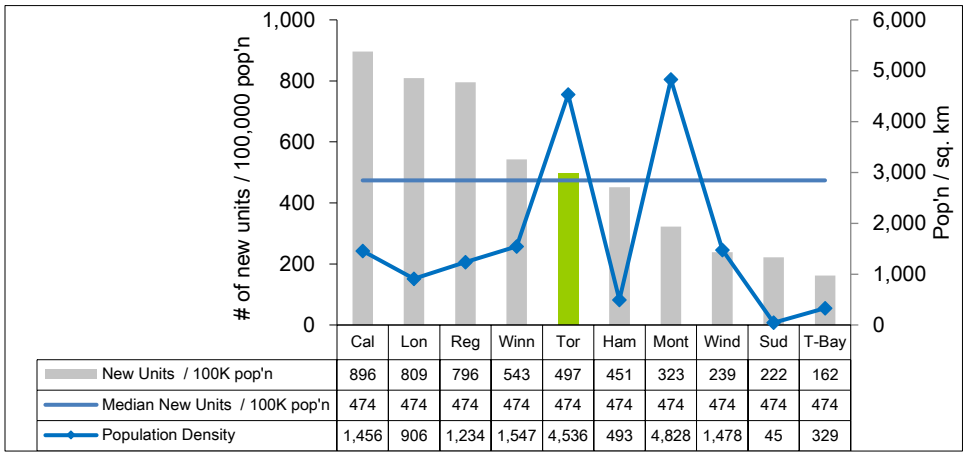


Chart 2.6 compares Toronto to other municipalities for the 2016 component split of total construction values.

Chart 2.6 (MBNC 2016) Commercial/ Residential Split of Total Construction Value

Sorted from highest to lowest percentage of ICI construction, Toronto ranks above the MBN Canada median in terms of having the highest ICI component percentage. The construction of new housing to attract and accommodate residents is also a goal of municipalities. Toronto's 2016 result of 497 new units per 100,000 population decreased by 10.5% compared to 2015 levels.

2.7 - HOW MANY NEW HOUSING UNITS ARE BEING CREATED IN TORONTO, COMPARED TO OTHER MUNICIPALITIES?



	Cal	Lon	Reg	Winn	Tor	Ham	Mont	Wind	Sud	T-Bay
New Units / 100K pop'n	896	809	796	543	497	451	323	239	222	162
Median New Units / 100K pop'n	474	474	474	474	474	474	474	474	474	474
Population Density	1,456	906	1,234	1,547	4,536	493	4,828	1,478	45	329

Chart 2.7 (MBNC 2016) New Residential Units Created per 100,000 population

Chart 2.7 compares Toronto's 2016 results to other municipalities for the number residential units created per 100,000 population, plotted as columns relative to the left axis. Population density is also plotted as a line relative to the right axis.

In terms of having the highest rate of new housing created, Toronto ranks fifth of ten (second quartile). The amount of greenfields in a municipality impacts residential development. Although Toronto has minimal undeveloped lands, residential units are being created through the redevelopment of properties into high density condominium projects.

CUSTOMER SERVICE

One measure of customer service is whether Toronto reviews building applications (for compliance with the Building Code) and issues building permits (if Code criteria are met) within legislated timeframes.

2.8 - ARE BUILDING PERMIT APPLICATIONS IN TORONTO REVIEWED WITHIN THE LEGISLATED TIMEFRAME?

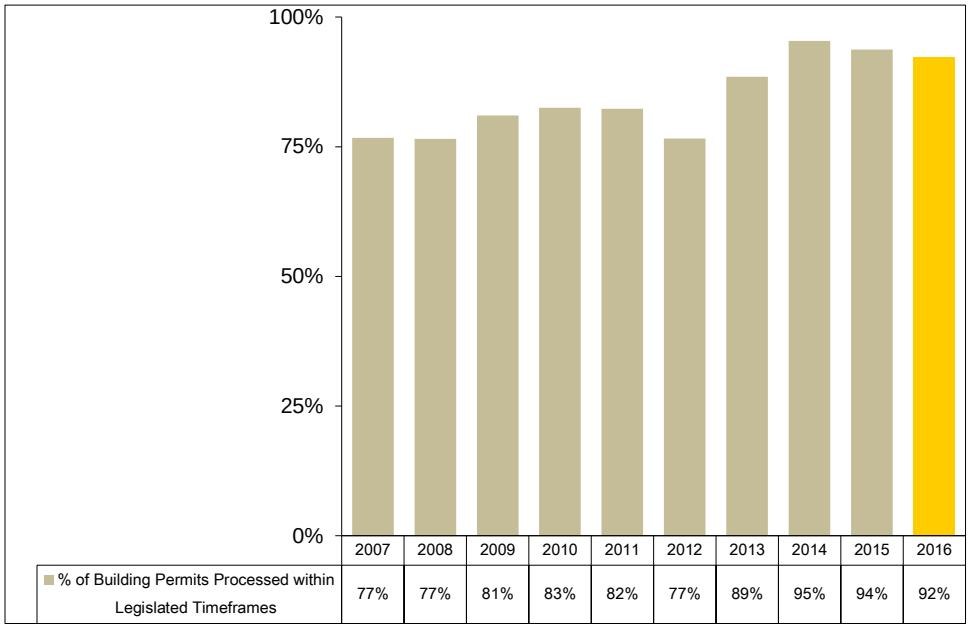


Chart 2.8 (City of Toronto) % of Building Permits Processed within Legislated Timeframes

Chart 2.8 shows Toronto's results over time for the percentage of applications reviewed within these standards. Results for 2016 were relatively stable with a slight decrease compared to Toronto's 2015 results.

2.9 - HOW DO TORONTO'S BUILDING PERMIT APPLICATION REVIEWED WITHIN THE LEGISLATED TIMEFRAME COMPARE TO OTHER MUNICIPALITIES?

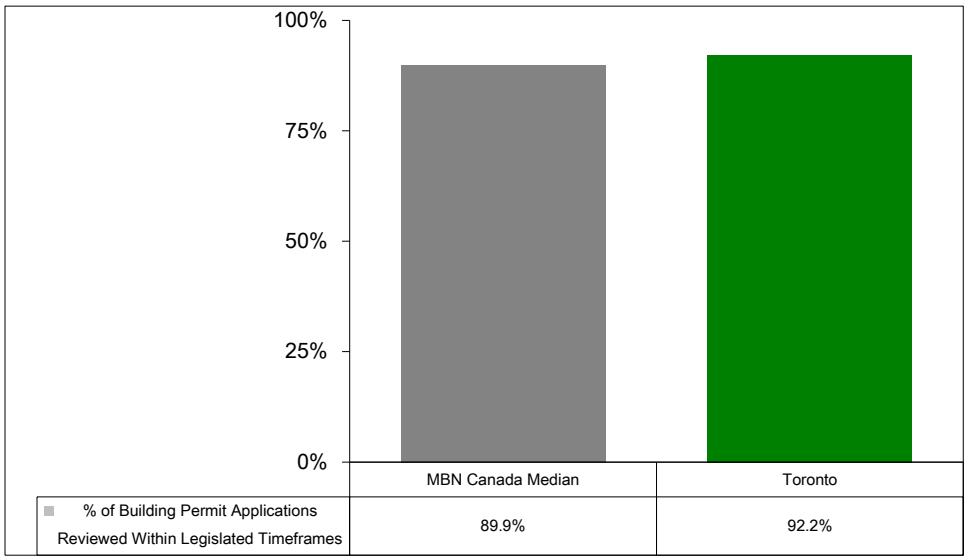


Chart 2.9 shows Toronto's ranks higher than the MBNCanada median in terms of having a high percentage of permits processed within the legislated timeframe.

Chart 2.9 (MBNC 2016) % of Building Permits Processed within Legislated Timeframes

2.10 - ARE RESIDENTIAL FASTRACK BUILDING PERMIT APPLICATIONS IN TORONTO REVIEWED WITHIN THE DESIGNATED 10 DAY TURNAROUND?

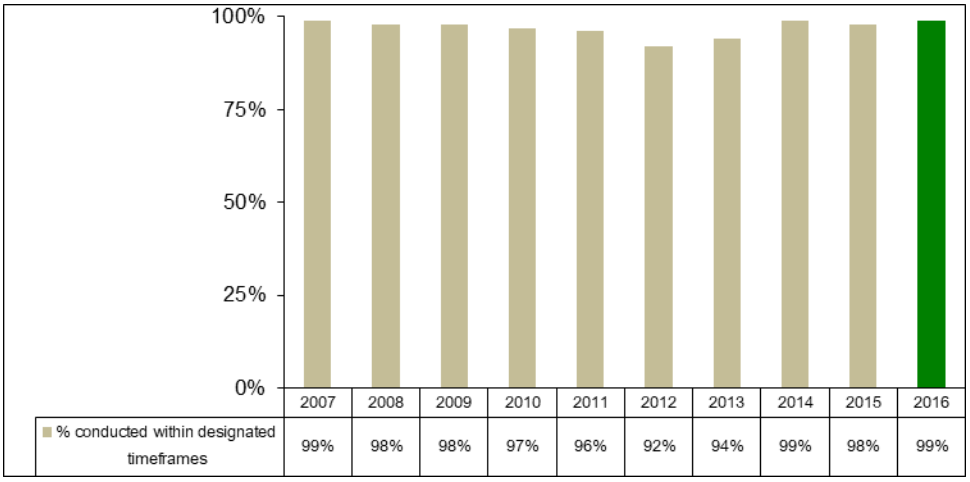


Chart 2.10 shows Toronto's results under the *Residential Fastrack* service.

Chart 2.10 (City of Toronto) % of Residential Fastrack Building Permits Issued Within Designated Program Timeframe

Toronto's 2016 results was relatively stable and high with a slight increase compared to 2015.This service, for certain types of home renovation projects, allows customers to submit completed applications at counters in district offices. The goal is to issue a permit while customers wait, but in certain circumstances, it may take up to 10 business days to complete the review.

2.11 - ARE COMMERCIAL XPRESS BUILDING PERMIT APPLICATIONS IN TORONTO REVIEWED WITHIN THE DESIGNATED 10 DAY TIMEFRAME?

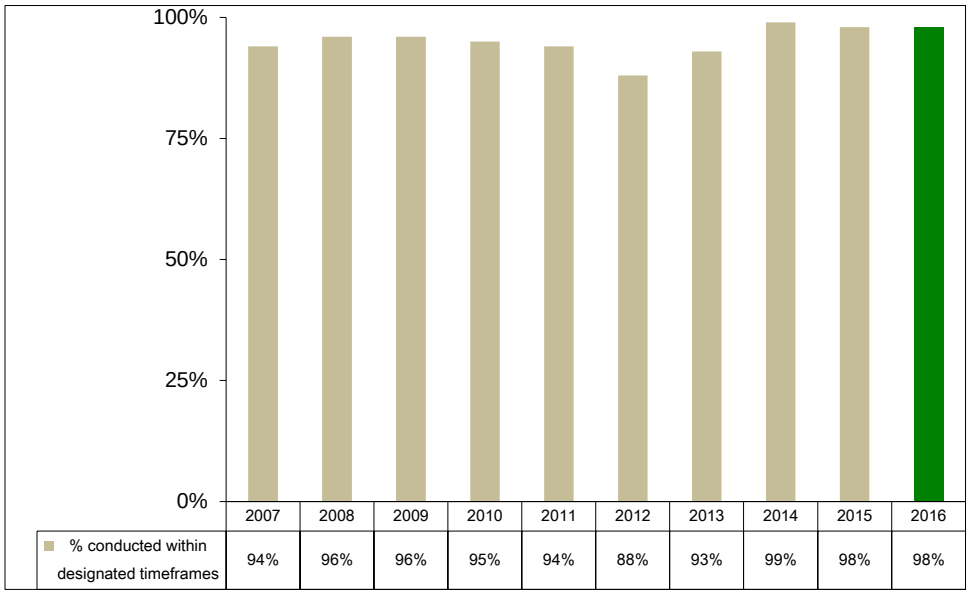


Chart 2.11 shows how Toronto's results for building permit review and issuance under the Commercial Xpress service.

Chart 2.11 (City of Toronto) % of Commercial Xpress Building Permits Issued Within Designated Program Timeframe

Results for 2016 are favourable as the Commercial Express service timeframe was met 98% of the time. Commercial Xpress is an enhanced Building Permit service for certain types of projects with a goal of reviewing eligible applications within 10 working days.

2.12 - ARE MANDATORY BUILDING INSPECTIONS IN TORONTO MADE WITHIN THE 2 DAY LEGISLATED TIMEFRAME?

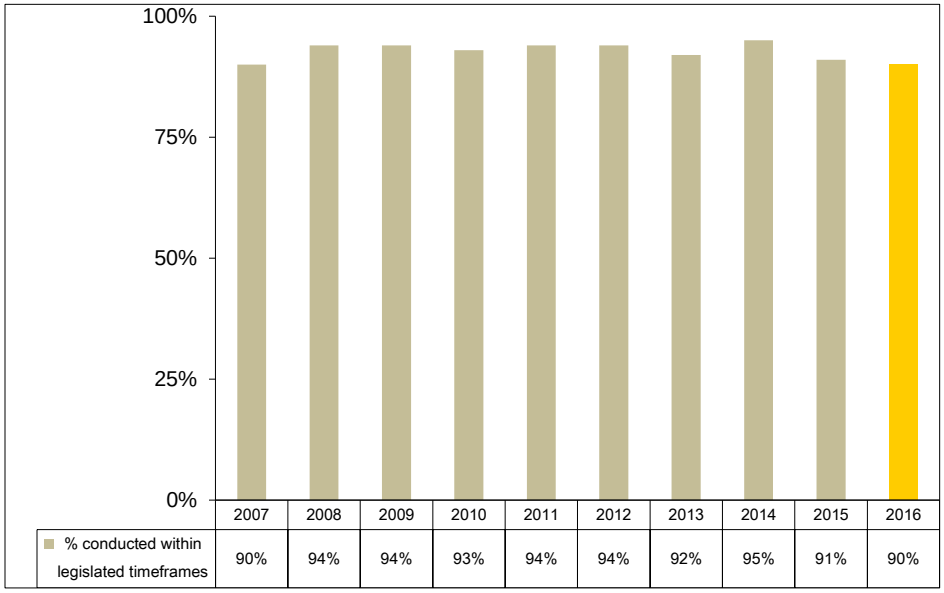


Chart 2.12 reflects results for mandatory inspections required for projects to proceed, which are to be completed within two days of receiving the request.

Chart 2.12 (City of Toronto) % of Mandatory Inspections within Legislated Timeframes

Results in 2016 remained relatively stable at 90 per cent, but slightly below target of 95% due to higher than expected volumes of inspection requests.

EFFICIENCY

The large size and technical complexity of developments in Toronto often require additional review and inspection work; thus, contributing to the operating costs of building services. The activities included in building services' operation costs include:

- Processing permit applications;
- Undertaking reviews to determine intention to comply with the Building Code and applicable law (i.e., zoning bylaw, Heritage Act, etc.);
- Issuing permits;
- Inspecting at key stages of construction;
- Issuing orders and prosecution where compliance is not obtained; and
- Other administration and support functions.

2.13 - HOW MUCH DOES IT COST, ON AVERAGE, TO ENFORCE THE BUILDING CODE IN TORONTO PER $1,000 OF CONSTRUCTION VALUE?

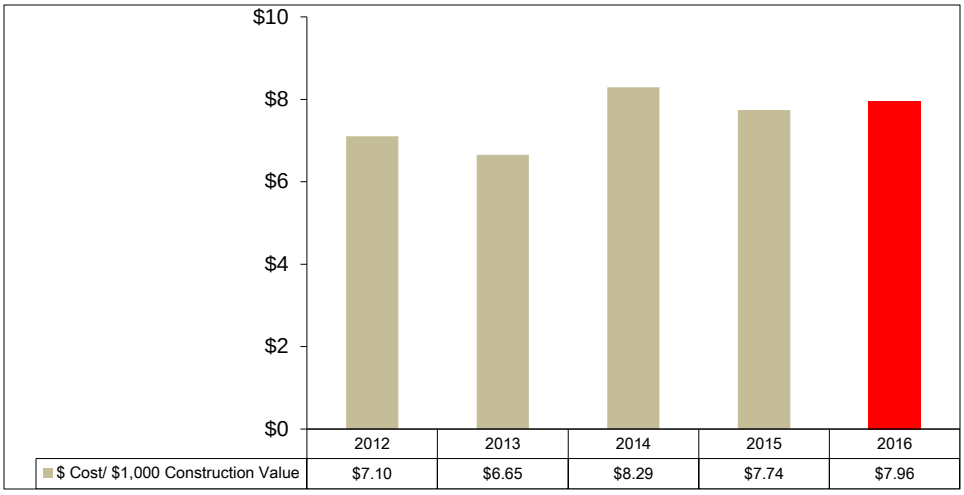


Chart 2.13 reflects Toronto's cost to enforce the Building Code per $1,000 of construction value.

Chart 2.13 (City of Toronto) Operating Cost of Enforcing the Building Code per $1,000 of Construction Value

The basis of cost for this measures changed in 2011 from the Building Code Statute Law Amendment Act, to the Financial Information Return. Year over year results are also significantly influenced by fluctuations in construction values. The 2016 increase in the rate is related to a modest increase in operating and corporate costs, and a decrease in construction values compared to previous the previous year.

2.14 - HOW DOES THE BUILDING COST PER $1,000 OF CONSTRUCTION VALUE IN TORONTO COMPARE TO OTHER MUNICIPALITIES?

Chart 2.14 compares Toronto's 2016 results to other municipalities for the operating cost to enforce the Building Code per $1,000 of Construction Value.

Chart 2.14 (MBNC 2016) Operating Cost of Enforcing the Building Code per $1,000 of Construction Value

In terms of lowest cost, Toronto ranks fourth of eight (second quartile) compared to other municipalities.

2016 ACHIEVEMENTS AND 2017 PLANNED INITIATIVES

The following initiatives are intended to further improve the efficiency and effectiveness of Accounts Payable Services:

2016 Initiatives Completed/Achievements

- Reduced the inventory of dormant permits through the completion of the first phase of the Divisions' Open Permit Pilot Project.
- Toronto Building was able to achieve efficiency savings of 0.397 Million gross and 0.122 million net through a review and realignment of program resource requirements.
- Supported transit expansion through facilitating of permit review and issuance process.
- Advanced further modernization of service delivery through the Division's Electronic Customer Service Initiative.
- Developed and implemented a Divisional Succession Planning Program.
- Participated in the development of legislative and Building Code changes related to the regulation of existing signs, fire safety for mid-rise wood construction and climate change resiliency and energy efficiency.

2017 Initiatives Planned

- Maintain and improve the rate of processing applications and responding to inspection request within legislated time frames.
- Implement improvements to customer service, including response to complaints regarding infill construction sites.
- Expand Committee of Adjustment application intake in all districts including introduction of email submission.
- Further modernization of service delivery including implementation of first stage of e-Service website.
- Address and further reduce existing dormant permit inventory.
- Implement enhanced training program for building inspectors.
- Support delivery of further Transit Expansion.

Factors Influencing Results of Municipalities

The results of each municipality found in the charts included in this report are influenced to varying degrees by factors such as:

- Permit requirements: municipal policy for what type of construction requires a permit and the phasing of permits (one for the foundation, one for plumbing, one for the structure, etc.).
- Complexity: size and technical complexity of permit applications and construction work requiring varying amounts of review/inspection times, e.g. costs associated with reviewing and inspecting tract housing (new suburbs) tend to be lower than costs associated with infill projects, custom homes, renovations and larger buildings.
- Established service standards: some municipalities have opted to deliver enhanced services such as targeting a higher turn-around time for reviews and thus issuance of certain categories of permits.
- Geographic size: can lead to more travel time and fewer inspections per day resulting in higher costs per permit.