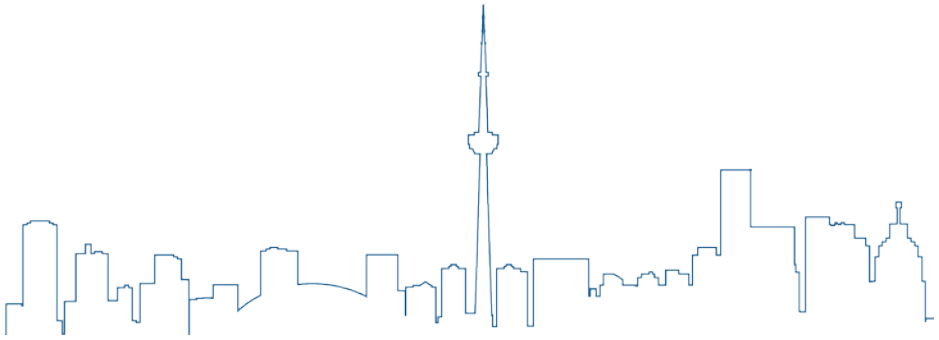
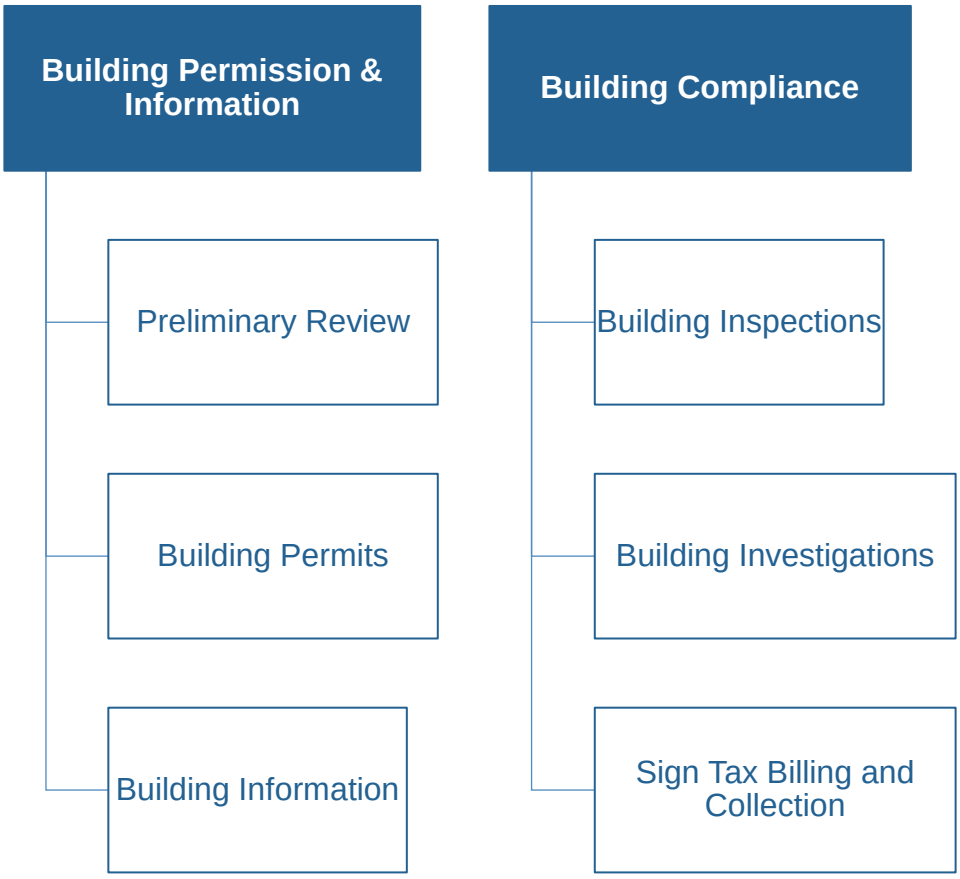
TORONTO



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 2017 vs. 2016 Results	External Comparison to Other Municipalities (MBNC) By Quartile for 2017	Chart & Page Ref.
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)	Increase Number of ICI permits issued increased (activity level indicator)	2 Higher rate of ICI permits issued compared to median (activity level indicator)	2.1 2.2 pg. 6
What is the construction value for all types of building permits issued?	Construction Value of Total Building Permits Issued per capita (Community Impact)	Increase Value of all construction types increased (no graph) (Community Impact)	1 Higher rate of total construction value of all permit types compared to others (Community Impact)	2.3 2.4 pg. 7/8
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 (Community Impact)	N/A	2.3 pg. 7
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)	Increase Value of ICI construction projects increased (Community Impact)	N/A	2.3 pg. 7

Question	Indicator/Measure	Internal Comparison of Toronto's 2017 vs. 2016 Results	External Comparison to Other Municipalities (MBNC) By Quartile for 2017	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)	Increase Increase, a high proportion of commercial & industrial construction value to residential (Community Impact)	1 High proportion of commercial industrial construction value compared to others (Community Impact)	2.5 2.6 pg. 9
How many new housing units are being created?	New Residential Units Created per 100,000 Population – (Community Impact)	Increase Number of new residential units created increased (no graph) (Community Impact)	3 Lower rate of new residential units created compared to others (Community Impact)	2.7 pg. 10
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 2017 (Customer Service)	1 Higher percentage reviewed within legislated timeframe compared to others (Customer Service)	2.8 2.9 pg. 11
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 2017 (Customer Service)	N/A	2.10 pg. 12
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 High proportion (96%) reviewed within designated program timeframe (Customer Service)	N/A	2.11 pg. 12
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 2017 (Customer Service)	N/A	2.12 pg. 13

Question	Indicator/Measure	Internal Comparison of Toronto's 2017 vs. 2016 Results	External Comparison to Other Municipalities (MBNC) By Quartile for 2017	Chart & Page Ref.
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)	Decrease Cost per $1,000 of construction value decreased (Efficiency)	2 Low cost to enforce Building Code per $1,000 of construction permit issued compared to others (Efficiency)	2.13 2.14 pg. 14

SUMMARY OF OVERALL RESULTS

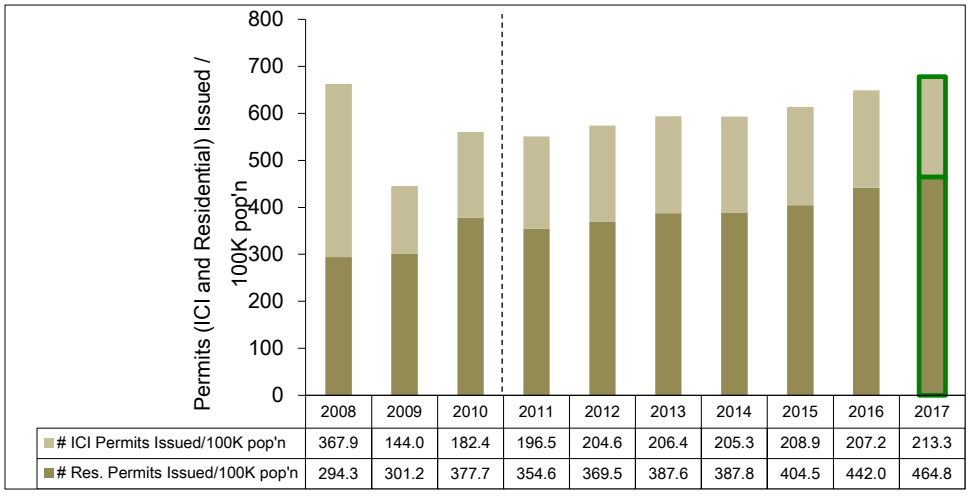
Internal Comparison of Toronto's 2017 vs. 2016 Results	Internal Comparison of Toronto's 2017 vs. 2016 Results	External Comparison to Other Municipalities (MBNC) By Quartile for 2017	External Comparison to Other Municipalities (MBNC) By Quartile for 2017
Activity Level Indicators (Resources)	Performance Measures (Results)	Activity Level Indicators (Resources)	Performance Measures (Results)
3 - Increased 0 - Stable 0 - Decreased	7 - Favourable 3 - Stable 0 - Unfavourable	0 - 1st quartile 1 - 2nd quartile 0 - 3rd quartile 2 - 4th quartile	3 - 1st quartile 1- 2nd quartile 1 - 3rd quartile 0 - 4th quartile
100% stable or increased	100% favourable or stable	33% in 1st and 2nd quartiles	80% 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 11 municipalities.

SERVICE/ACTIVITY LEVELS

One method of reviewing building activity levels is to examine the number of building permits issued. MBNCanada 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?



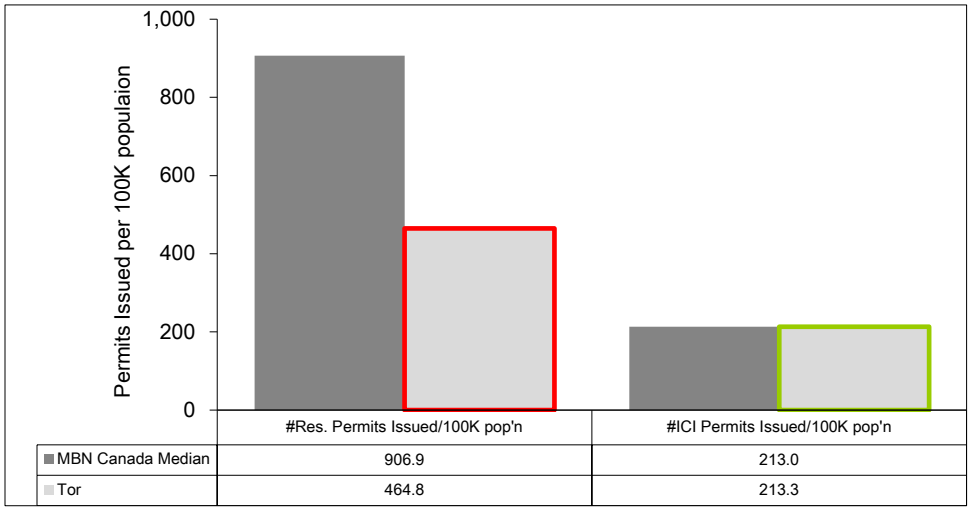
	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
# ICI Permits Issued/100K pop'n	367.9	144.0	182.4	196.5	204.6	206.4	205.3	208.9	207.2	213.3
# Res. Permits Issued/100K pop'n	294.3	301.2	377.7	354.6	369.5	387.6	387.8	404.5	442.0	464.8

Chart 2.1 provides Toronto's data expressed per 100,000 population for the components of ICI and residential permits issued. In 2017, Toronto experienced an increase in ICI permits and 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

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.

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	906.9	213.0
Tor	464.8	213.3

Chart 2.2 compares Toronto's 2017 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 2017) Number of Residential Permits and ICI Permits Issued per 100,000 Population

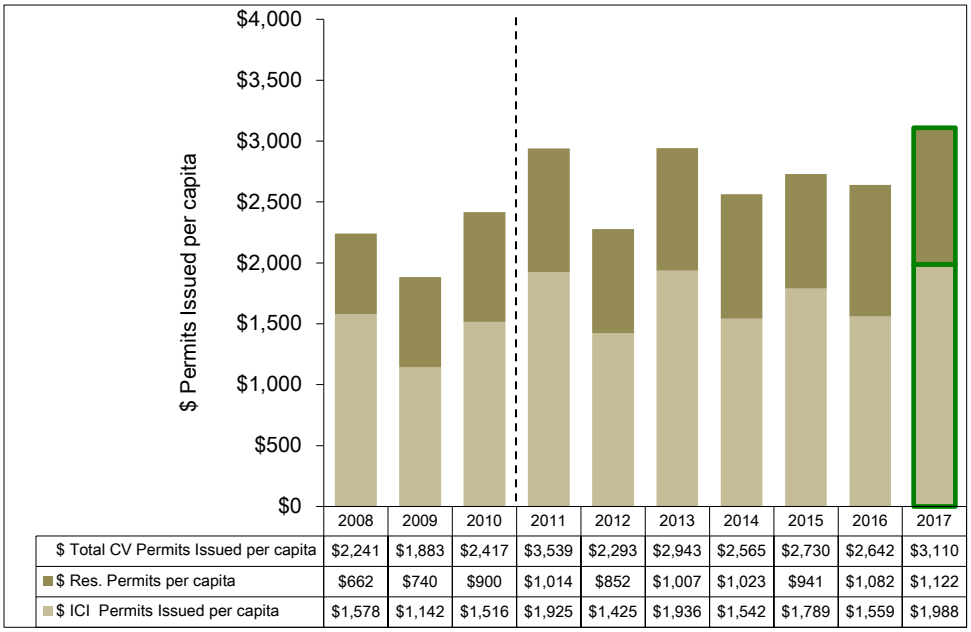
The office vacancy rate for Toronto has been the lowest across Canada for the past few years. This accounts for the higher than average number of ICI permits in 2017 as the market responds to the need for more office space. In 2017 there were seven major office towers under construction in Toronto.

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?



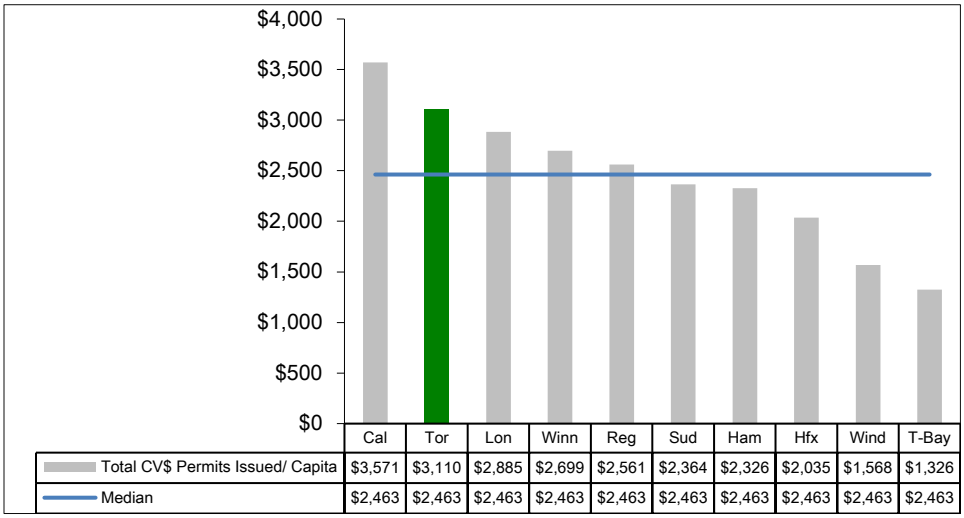
	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
$ Total CV Permits Issued per capita	$2,241	$1,883	$2,417	$3,539	$2,293	$2,943	$2,565	$2,730	$2,642	$3,110
$ Res. Permits per capita	$662	$740	$900	$1,014	$852	$1,007	$1,023	$941	$1,082	$1,122
$ ICI Permits Issued per capita	$1,578	$1,142	$1,516	$1,925	$1,425	$1,936	$1,542	$1,789	$1,559	$1,988

Chart 2.3 provides 2008 to 2017 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 2017 construction activity amounted to just over $9.1 billion, there was a significant increase of 25% from 2016 levels, caused primarily by an increase in construction value in the non-residential (i.e. Industrial and Commercial) sectors in the City such as office tower developments.

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



	Cal	Tor	Lon	Winn	Reg	Sud	Ham	Hfx	Wind	T-Bay
Total CV$ Permits Issued/ Capita	$3,571	$3,110	$2,885	$2,699	$2,561	$2,364	$2,326	$2,035	$1,568	$1,326
Median	$2,463	$2,463	$2,463	$2,463	$2,463	$2,463	$2,463	$2,463	$2,463	$2,463

Chart 2.4 compares Toronto's 2017 construction value of all building permits issued per capita to other municipalities.

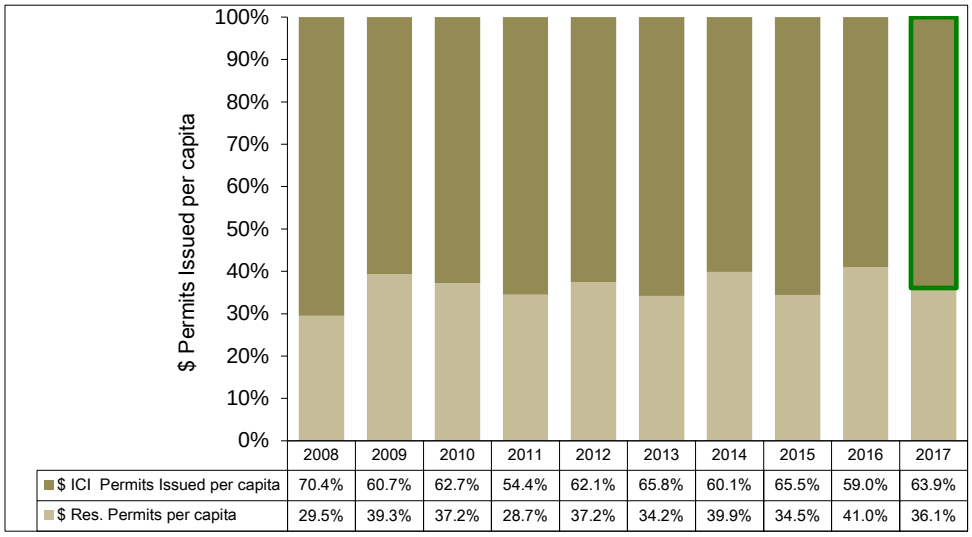
Chart 2.4 (MBNC 2017) Construction Value of Building Permits Issued per Capita

In terms of the highest construction value per capita, Toronto ranks second of ten (first 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 ranked favourable this year because of higher volume in creation of new residential units and higher volume of new office building projects in 2017 over 2016. Typically, 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?



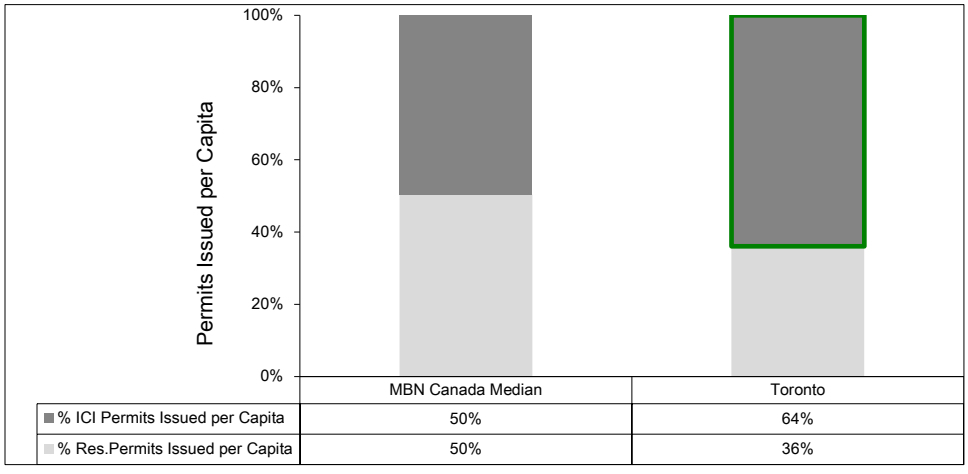
	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
$ ICI Permits Issued per capita	70.4%	60.7%	62.7%	54.4%	62.1%	65.8%	60.1%	65.5%	59.0%	63.9%
$ Res. Permits per capita	29.5%	39.3%	37.2%	28.7%	37.2%	34.2%	39.9%	34.5%	41.0%	36.1%

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

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

In 2017, the ICI share of total construction value was 63.9%, an increase from 2016 levels and still well above 50%. It should be noted that Toronto issues many additional permits that are not presented in this chart. The high number of office tower developments in 2017 shifted percentage of construction value of residential developments over 2016.

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



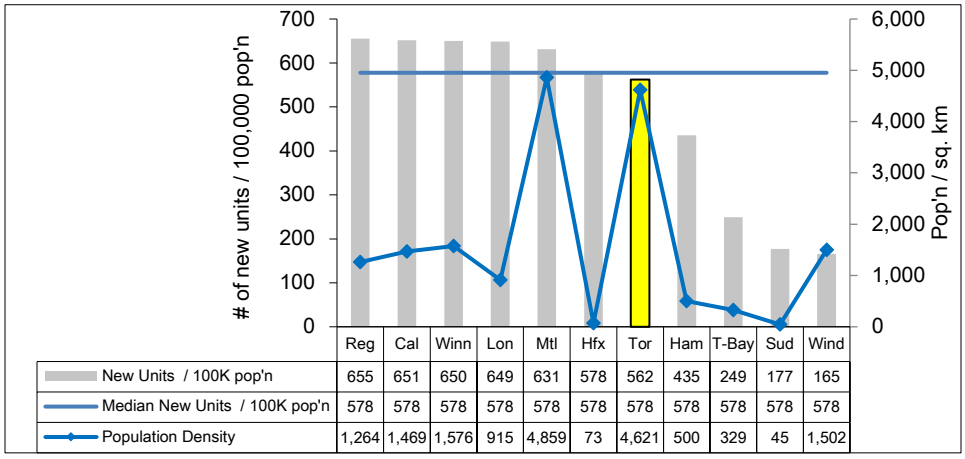
	MBN Canada Median	Toronto
% ICI Permits Issued per Capita	50%	64%
% Res.Permits Issued per Capita	50%	36%

Chart 2.6 compares Toronto to other municipalities for the 2017 component split of total construction values.

Chart 2.6 (MBNC 2017) Commercial/ Residential Split of Total Construction Value

Sorted from highest to lowest percentage of ICI construction, Toronto ranks above the MBNCanada 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 2017 result of 562 new units per 100,000 population increased by 13.16% compared to 2016 levels.

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



	Reg	Cal	Winn	Lon	Mtl	Hfx	Tor	Ham	T-Bay	Sud	Wind
New Units / 100K pop'n	655	651	650	649	631	578	562	435	249	177	165
Median New Units / 100K pop'n	578	578	578	578	578	578	578	578	578	578	578
Population Density	1,264	1,469	1,576	915	4,859	73	4,621	500	329	45	1,502

Chart 2.7 compares Toronto's 2017 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.

Chart 2.7 (MBNC 2017) New Residential Units Created per 100,000 population

In terms of having the highest rate of new housing created, Toronto ranks seventh of eleven (third 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?

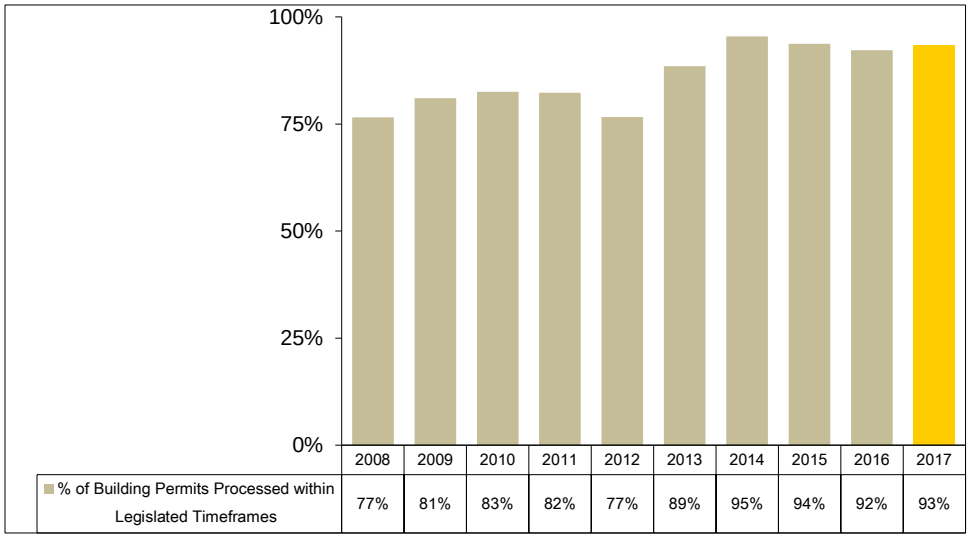


Chart 2.8 shows Toronto's results over time for the percentage of applications reviewed within these standards.

Results for 2017 have been steady in the past few years. In 2017, complete applications were processed within legislative timeframes 93% of the time.

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

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

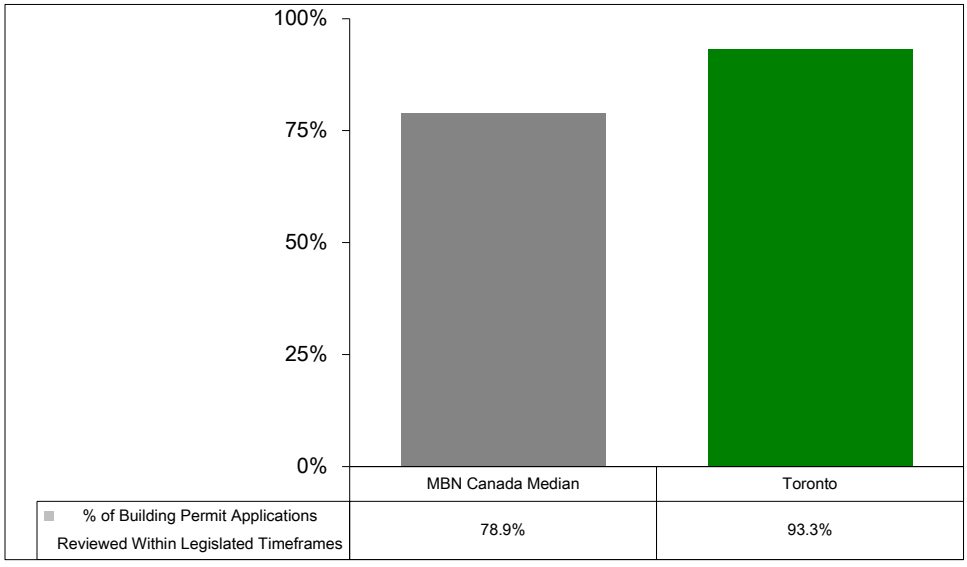
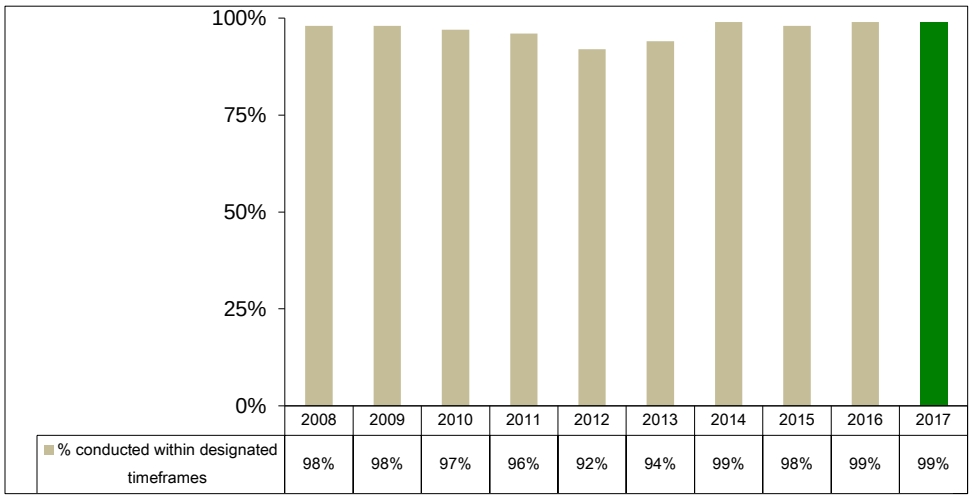


Chart 2.9 shows Toronto's ranks higher than the MBNCanada median in terms of having a high percentage of permits processed within the legislated timeframe.

Chart 2.9 (MBNC 2017) % of Building Permits Processed within Legislated Timeframes

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



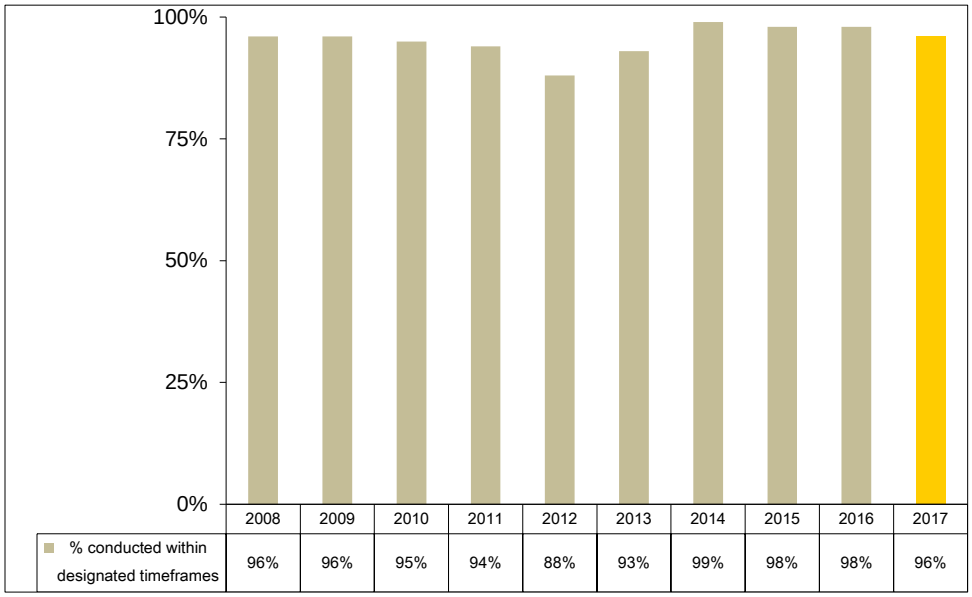
	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
% conducted within designated timeframes	98%	98%	97%	96%	92%	94%	99%	98%	99%	99%

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 2017 results was stable and high. The Residential Fastrack service, for certain types of home renovation projects, allows customers to submit less complicated applications at counters in district offices. On average reviews are completed within 5-6 business days.

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



	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
% conducted within designated timeframes	96%	96%	95%	94%	88%	93%	99%	98%	98%	96%

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 2017 was relatively stable as the Commercial Express service timeframe was met 96% 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?

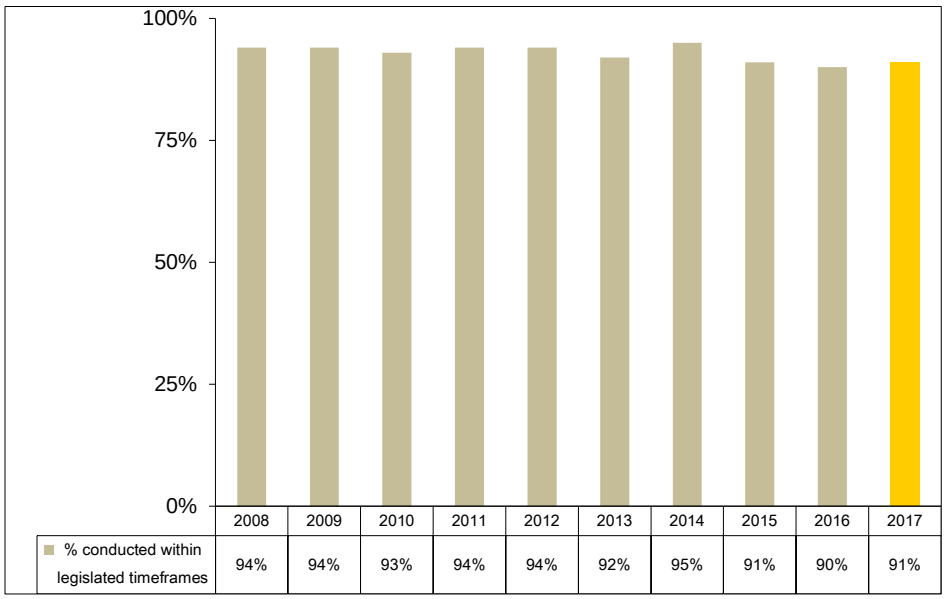


Chart 2.12 reflects results for mandatory inspections required for projects to proceed, which are to be completed within two days of receiving the request.

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

Results in 2017 remained relatively stable at 91 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?

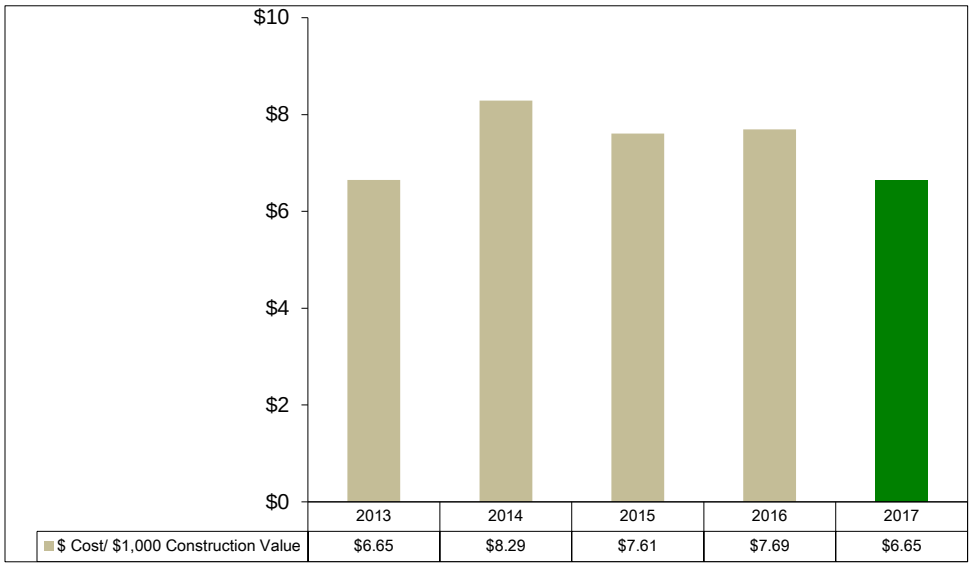


Chart 2.13 reflects Toronto's cost to enforce the Building Code per $1,000 of construction value.

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 cost per construction value of permits was less in 2017 compared to 2016 due to the higher volume of work without an increase in operating costs.

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

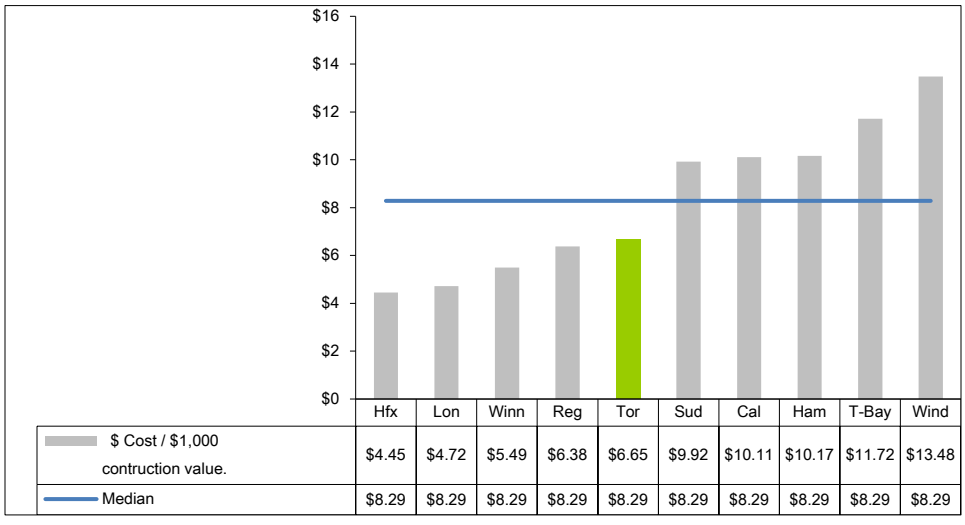


Chart 2.14 compares Toronto's 2017 results to other municipalities for the operating cost to enforce the Building Code per $1,000 of Construction Value.

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

Chart 2.14 (MBNC 2017) Operating Cost of Enforcing the Building Code per $1,000 of Construction Value

2017 ACHIEVEMENTS AND 2018 PLANNED INITIATIVES

The following initiatives are intended to further improve the efficiency and effectiveness of Building Services.

2017 Initiatives Completed/Achievements

- Processed and managed a high volume of permit application intake and permit issuance.
- Reduced the inventory of dormant permits through completion of first phase of the Division's Open Permit Pilot Program
- Strategy to minimize negative impacts of residential infill construction being implemented with all actions underway
- Advanced further modernization of service delivery through the Division's Electronic Customer Service Initiative
- Advanced Divisional Succession Planning Program
- Participated in the development of legislative and Building Code changes related to the high-rise wood construction and climate change resiliency and energy efficiency

2018 Initiatives Planned

- Invest in a knowledgeable and engaged workforce
  - Implement formal on-the-job training and mentoring program
  - Implement employee leadership development program
  - Implement new Internship Program

- Advance strategic initiatives and fiscal responsibility
  - Continue comprehensive fiscal review of full cost-recovery model
  - Prepare for new edition of Building Code, expected in 2020
  - Prepare for Excellence Toronto Silver Assessment

- Drive service quality, efficiency, and innovation
  - Develop I&T roadmap and capital plan
  - Pilot quality assurance unit in Inspection Services
  - Develop new policy and procedure management process

- Pursue a seamless customer service experience
  - Implement web portal and digital first service strategy
  - Implement enhancements to complaint monitoring and management system
  - Refresh Code of Conduct for Building Officials and develop training.

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.