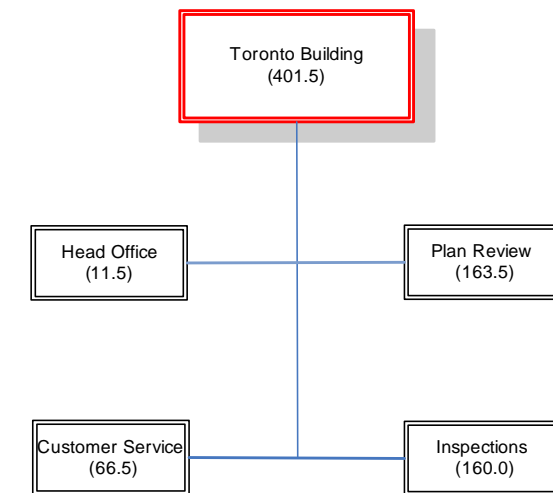


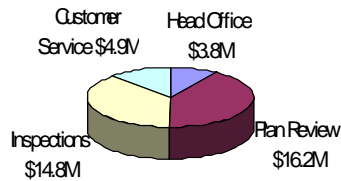
## Toronto Building

***“Together Striving for Excellence” We guide and support the construction and rehabilitation of all buildings to ensure structurally sound design, suitability for occupancy, accessibility and public safety, as well as reviewing projects for compliance with other legally mandated objectives. We provide our advice and make our assessment through the issuance of Building Permits and on-site inspections of construction to ensure compliance with all applicable law.***

### Program Profile



**2007 Recommended Operating Budget by Service**  
Total = \$39.7M



**2007 Funding Sources**



### 2007 Key Strategic Directions and Priorities

#### A Clean and Beautiful City

Toronto Building will continue to support architectural excellence in Toronto by ensuring that, where applicable, city building projects, as well as those done by the private sector, have been subjected to review by the new Toronto Design Review Panel.

#### Environmental Sustainability

The 2007 Recommended Operating Budget includes a \$100 thousand funding proposal towards funding policy studies in areas such as Green Roof Technologies.

#### Make Housing Affordable

Toronto Building will support the City's plans to create 1,000 units of affordable housing each year for the next four years on the Railway Lands, the West Don Lands, and redevelopment existing locations. This will be achieved through provision of innovative technical advice and other expert resources within the Division when needed.

### 2006 Key Accomplishments

Activities	Volumes
Building permits issued	33,176 / \$3.74B (Construction Value)
Building Inspections Conducted	162,000
Development approval applications processed	4,328

#### Program Efficiency

- Implemented new programs that improved processing of permit applications and service to the public resulting in 80% of applications being reviewed within the legislated timeframe.

#### Technology

- Completed Phase I of the Remote Computing Pilot Program.
- Completed Phase I of the TelePermit IVR program.
- Launched web based Applications Status public information utility.

#### Resources

- Completed mandatory qualification under Building Code Act.
- Initiated preparation on the new Building Code Regulations in the Objective Based Format.

#### Initiatives

- Completed Building Vibration Studies leading to Bylaw recommendations.

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## 2008 / 2009 Outlook

The strategic direction for Toronto Building in the next 3 years is driven by Council's priority for improving the Planning Process and meeting legislative timeframes established for processing permit applications and conducting inspections and responding to other changes to legislation that affects the Division, such as, Brownfields Statute Law Amendment Act, Clean Water Act, Heritage Act and technical changes introduced in the Building Code Regulations. The Program will continue to face challenges especially in maintaining the service standards in light of vacancies, changing legislative requirements, and demand for service in the coming three years.

Other than salary related increases and review of revenue forecasts based on volumes, there are no other cost drivers that are likely to impact on the 2008 and 2009 operating budgets.

### Program Objectives for 2007

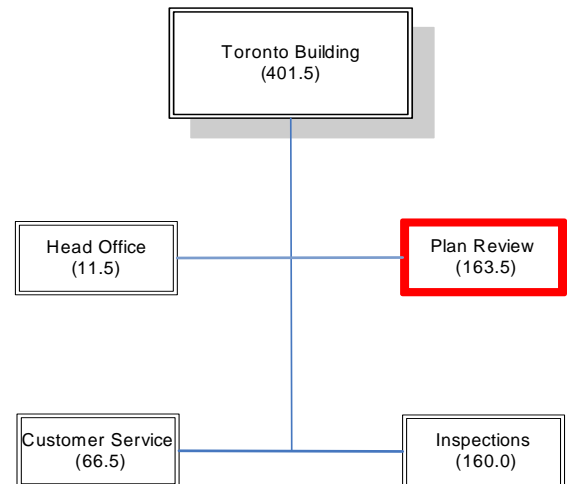
- To guide, support and monitor building construction, renovation and demolition to ensure the health, safety and accessibility through their compliance with provisions of the Building Code Act, Building Regulations and all other applicable law.
- To enhance the quality of life in the City of Toronto for all residents, businesses and visitors, through the delivery of quality services designed to maintain high levels of public safety, community integrity, consumer protection, and responsible business activities.
- Respond to legislative changes:
  - City of Toronto Act (COTA)
  - Building Code Act, 2006 Amendments, Brownfields Statute Law Amendment Act,
  - Clean Water Act, Planning Act, Environmental Protection Act, Heritage Act
- Enhance the organizational infrastructure
  - Business Systems upgrades
  - Staff Training and Qualification
- Leadership in Building Regulations
  - Develop standards for Green Roof construction to implement new COTA authority
  - Provide leadership in Green Building standards affecting construction in Toronto
  - Influence building regulations to achieve City objectives
- Enhance services to the public
  - Meeting legislated performance requirements
  - Improving Customer Service
  - Continuous improvements to processing development review applications:
  - Inspection Services; participate in program review for Integration of Inspection, Investigation and Enforcement
  - Contribute toward harmonization of the Site Plan, Condominium and Subdivision Agreement processes city-wide
  - Transfer of responsibilities for Plan Review and Inspections services in new construction from Fire Services
- Advance the planning process
  - Provide one-window service where feasible.
  - Implement new Road Damage Deposit payment procedure in conjunction with building permit payments.
  - Continue to provide resources and support to the new Zoning Bylaw project team.
  - Continue to provide resources for the Harmonized Sign Bvlaw.

## Plan Review

### Program: Toronto Building

#### Service Area Description:

Review of building permit and other applications. The Plan Review Section guides and supports property owners and contractors in obtaining permits for demolition, construction and renovation of buildings to ensure that the buildings are safe, healthy, structurally sufficient, accessible and environmentally sustainable.



#### Services provided

- **Building Permission – Review Plan & Issue Permit**
  - Permits for Construction / Demolition
  - Preliminary Project Review (PPR)
  - Review Zoning
  - Preliminary Applicable Law Review (PAL)
  - Sign Variance Permits and Sign Variances
  - Zoning Review for Business Licence
  - Zoning Review for Liquor Licence

#### *Emerging Challenges and Opportunities:*

- *Implementing the new Objective Based Code process as set forth in the 2006 Edition of the Building Code Act.*
- *In an environment where development and construction are experiencing significant growth, continue to process high volumes of permit applications while incorporating and adopting process and legislative changes.*
- *Increase capacity to meet legislated performance standards for permit reviews.*
- *Transfer of responsibilities for Plan Review of Active Fire Suppression and Early Warning Systems in new construction from Fire Services.*
- *Increase Health and Safety training and Awareness to support achieving the goal of zero accidents in the workplace.*

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# Inspections

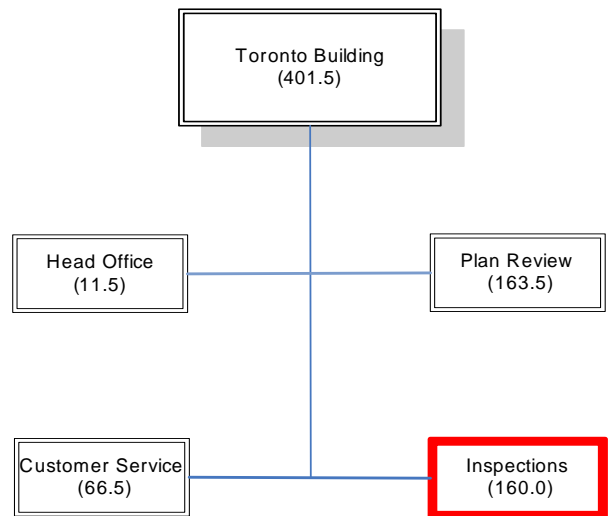
## Program: Toronto Building

### Service Area Description:

Inspection Section conducts inspections for new building construction to ensure that the buildings are safe, healthy, structurally sufficient, accessible and environmentally sustainable.

### Services provided

- **Conduct Inspections**
  - Construction Inspection
  - Demolition Inspection
  - Sign Inspection
- **Respond to Complaints**
  - Emergency – (Unsafe Buildings)
  - Work without permits
  - Zoning and other complaints relating to new construction
  - Address illegal third party sign construction



### ***Emerging Challenges and Opportunities:***

- ***Implementing the new Objective Based Code process as set forth in the 2006 Edition of the Building Code Act.***
- ***Increase capacity to meet legislated performance standards for inspections.***
- ***Transfer of responsibilities for Inspections of Active Fire Suppression and Early Warning Systems in new construction from Fire Services.***
- ***Increase Health and Safety training and Awareness to support achieving the goal of zero accidents in the workplace.***

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# Customer Service

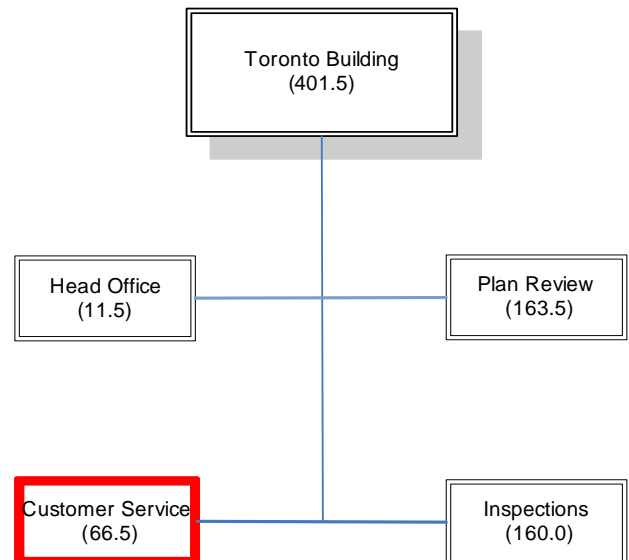
## Program: Toronto Building

### Service Area Description:

Customer Service Section manages the administration of the application process to guide and support property owners and contractors in obtaining building permits as well as providing building information and property records in accordance with Freedom of Information (FOI) policies and procedures.

### Services provided

- **Customer Service**
  - Building and planning applications intake and permit issuance
  - Fee determination and collection
  - FOI Document Request
  - FOI Drawings
  - Compliance Information Letters
  - Property Information Letters
  - General Zoning Information
  - Sale of Materials (Zoning Bylaw / Maps)



### ***Emerging Challenges and Opportunities:***

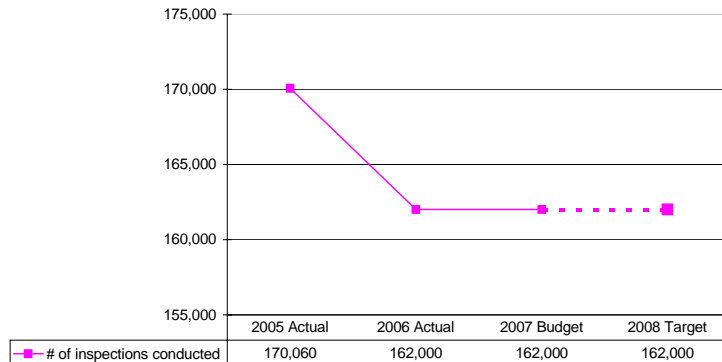
- ***Implementing the new Objective Based Code process as set forth in the 2006 Edition of the Building Code Act.***
- ***Continue development and implementation of a “one-window” service delivery approach for all development related fee payments in each district.***
- ***Achieve 100% response rate for all FOI requests.***
- ***Integration of 311 Initiatives that affect the Building Division.***
- ***Increase Health and Safety training and Awareness to support achieving the goal of zero accidents in the workplace.***

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## Key Performance Measures:

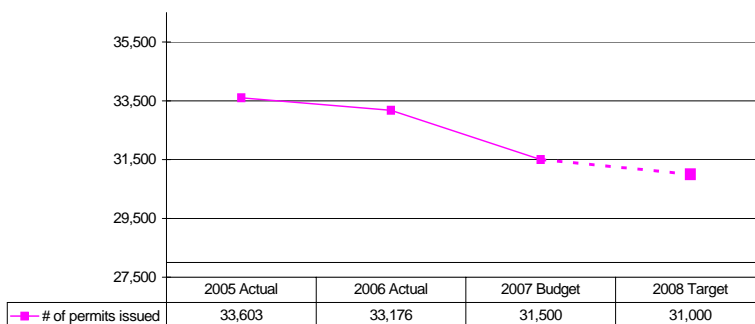
- **Efficiency Measures:**

### Building Inspections



This measure indicates the number of building inspections conducted not including the number of complaints investigated annually by the Building Division. This indicator shows inspection activity commensurate with the volume of building permit issuance.

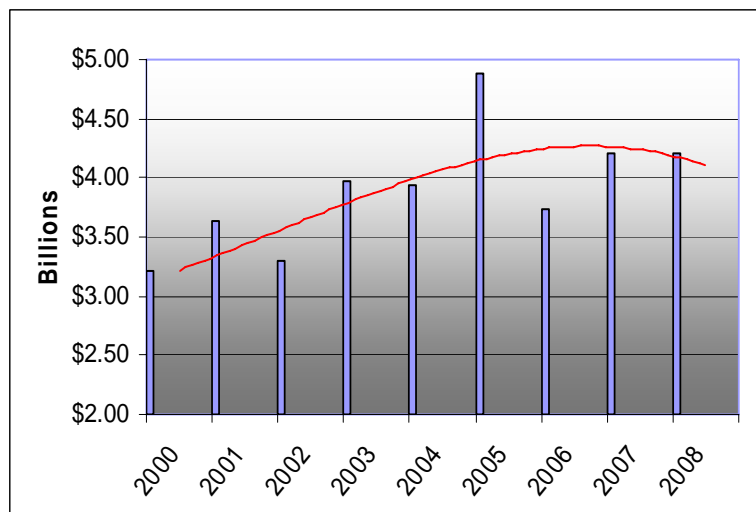
### Building Permits



This measure indicates the number of building permits issued annually by the Building Division. The number of permits issued peaked in 2004. Construction industry forecasts indicate a slight reduction in volume of development will occur over the next two years, which will result in a minor reduction in the volume of permit output.

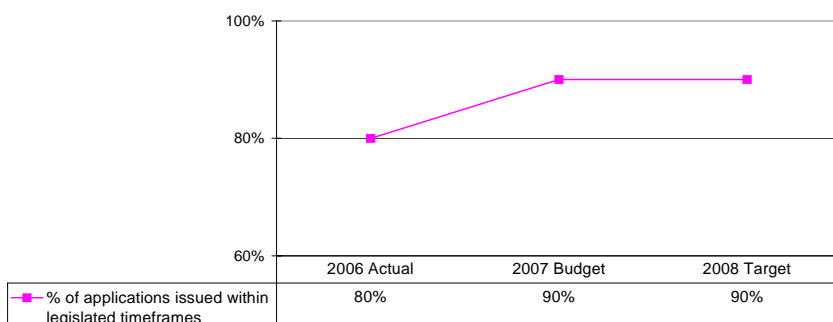
## Key Performance Measures (continued):

**Construction Value of Permits Issued**



This measure indicates the estimated construction value of the building permits issued annually by the Building Division. Since amalgamation, there has been a steady increase in the construction value of permits issued principally due to the large number of high-rise residential developments that have transpired across the city peaking in 2005. Construction industry forecasts indicate a steady condominium market over the next two years with low rise residential development slowing in the number of projects.

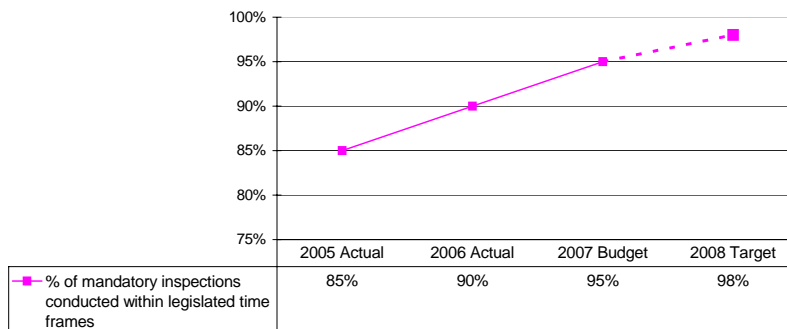
**Building Permit Issuance**



This measure indicates the percentage of complete applications for all types of buildings that are reviewed for compliance with the building code and all applicable law within the legislated time frames. Time frames: small residential (houses): 10 days; residential high rise: 20 days; mixed residential projects: 20 days; and other Part 3 projects of a more complex nature: 30 days. Starting January 2006 all complete applications for building permit are to meet these time frames.

## Key Performance Measures (continued):

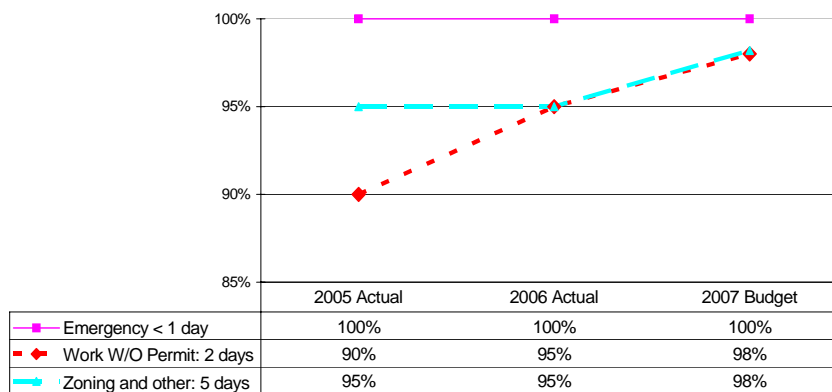
### Building Inspections



This measure indicates the percentage of requested mandatory inspections that are completed within 2 days of receiving the request for inspection. The building code requires that an inspection be conducted within the time frame specified and if not conducted the construction is permitted to proceed.

### Complaint Investigations

Percentage of complaint investigations completed within performance objectives



This measure indicates that staff has consistently responded to emergency calls in less than 1 day and continue to provide after hours emergency response on a 24/7 basis. The measure also indicates that staff has improved their response time to address complaints over the past few years. Additional staff resources approved in the 2005 budget will enable the division to meet performance objectives in 2007.

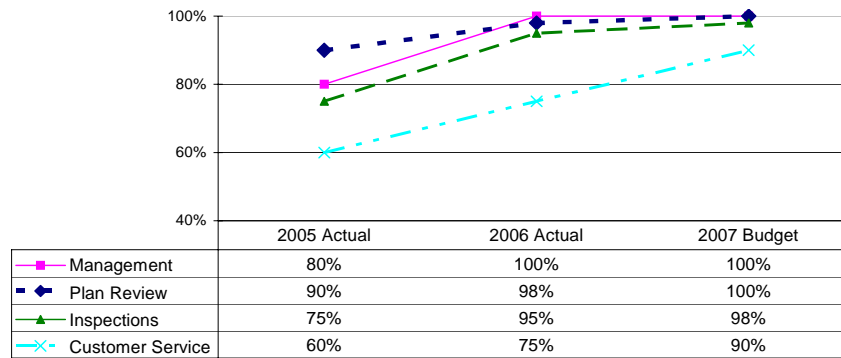


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## Key Performance Measures (continued):

### Staff Qualified Under O.Reg 305/06

Percentage of staff qualified



This measure indicates the percentage of staff that has achieved full qualification under the new Building Code Act (BCA) and regulations in all required categories. The building code requires that an “inspector” (plan review and inspection staff) and all management and supervisory staff to be appointed under the Act must be qualified in all categories covering those areas of responsibility.

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## **Key OMBI Benchmarks**

OMBI measures currently under development for Building include the following:

- Four in the service level measure category: (Core Framework Measures)
  1. Number of Building Permits Issued per 100,000 population
  2. New Residential Units Created per 100,000 population
  3. Percentage of Construction Value of Issued ICI (Industrial Commercial Institutional) Building Permits of the Total Construction Value of Issued Building Permits
  4. Construction value of Building Permits Issued per 100,000 Population
- One efficiency measure category:
  1. Cost per Building permit issued.