

Building and By-Law Services Department

About the Building and By-law Services Department

The Building and By-law Services Department is responsible for public health and safety and property protection.

The Building Division is responsible for the administration of the Ontario Building Code, ensuring minimum building standards are achieved for new buildings, additions and renovations with reference to public health and safety, structural sufficiency, fire protection, energy conservation, accessibility and water and sewage protection. Qualified building officials review and inspect all construction projects within the Town of Aurora as mandated for compliance with the Ontario Building Code, the Town of Aurora Zoning By-law and other applicable legislation.

The By-law Enforcement and Licensing Division is responsible for promoting healthy, safe and harmonious communities through the investigation and resolution of by-law complaints. This Division's goal is to achieve voluntary compliance with Town by-laws and regulations through regular and consistent dialogue and education of residents and the public. At times, progressive enforcement may be necessary to achieve compliance.

Building and By-law Services delivers a wide range of programs and services to meet the needs of the Corporation, residential and business communities, the development industry and other stakeholders. Our mandate is to ensure a healthy and safe environment in the buildings and community where we live, work and play.

Customer Service

In January of 2011, the Town's Customer Service Initiative was assigned to this department to lead the development and implementation of a customer service strategy. In 2011, the following work was completed;

- Award of contract for consulting services related to the development of a customer service strategy
- Establishment of Project Team
- Discovery sessions and gap analysis
- Presentation of customer service models to Project Team, ELT and Council and approval of a "We Can Help" model to consolidate general enquiries with an option for future full service consolidation
- Development of customer service manual, training manual and performance measures
- Development of implementation plan

The goal for the year 2012 is to execute the implementation plan. It is estimated implementation will take twelve to eighteen months. The implementation stage includes but is not limited to workflow mapping, determination of services to be

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transferred and allocation of staffing, determination of required technology, physical setup and the development of a communication strategy.

Services That We Provide

The Department has two major divisions:

- Building Division
 - Review and issuance of building permits
 - Conducting on-site inspections
 - Zoning by-law administration and interpretation
 - Issuance and inspection of sign permits, pool enclosures and hot tubs

- By-law Enforcement and Licensing Division:
 - Parking control
 - Property standards
 - Clean yards
 - Noise
 - Business licensing, mobile and stationary
 - Animal licensing and control
 - Enforcement support for other departments

Key Objectives for 2012

Improved Operational Efficiency

- Implement legislative changes and changes related to Building By-law including residential occupancy permits, energy efficiency requirements and changes to permit fees
- Develop policies and procedures related to the security of confidential documents and information
- Complete implementation of the Property/Land Use Management System
Scope includes:
 - Permit applications
 - Permit management
 - Building inspections
 - By-law enforcement
 - Licensing (business, taxi, pet)
 - On-line services options (inspection scheduling, online applications, application status)
 - Mobile/remote working

Positioning for our Future

- Investigate and consider municipal partnership and options for animal control
- Participate in the comprehensive Zoning By-law review
- Develop interdepartmental service level agreements for enforcement services

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Client Service and Satisfaction

- Lead the Town's customer service implementation plan for the "We can Help" model of a centralized service approach
- Co-host round table discussions with development industry to obtain feedback and improve service
- Review and amend Sign By-laws (permanent and temporary)

Key Performance Measures

Key Performance Measure	2012 Target
Median number of days to review a complete building permit application and issue a permit or not issue a permit, and provide all reasons for refusal - Category 1	10 working days
Median number of days to review a complete building permit application and issue a permit or not issue a permit, and provide all reasons for refusal - Category 2 Small Buildings	15 working days
Median number of days to review a complete building permit application and issue a permit or not issue a permit, and provide all reasons for refusal - Category 3 Large Buildings	20 working days
Median number of days to review a complete building permit application and issue a permit or not issue a permit, and provide all reasons for refusal - Category 4 Complex Buildings	30 working days
Initial response to acknowledge complaint received	1 working day
Initial response to investigate complaint from initial response	2 working days
Closure of complaint file (unfounded, compliance or court action)	6 months

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Full-Time Approved Complement:

	Starting Approved	2012 Request
• Building Services	15FT+1PT	
• Customer Service		1 Contract Extension
• By-law Services	4FT+5PT	1 Contract Extension
	19FT+6PT	2 Contract Extensions

2012 Budget Highlights:

The 2012 budget compared to the 2011 budget shows a 6.6% increase in personnel costs related to COLA, step increases and increased benefits rates for existing staff. All other operating expenditures have increased by 21.3% compared to 2011's Budget.

The 2012 budget compared to the 2011 budget reflects a 14.5% increase in external revenues with increases in both building permits & other related fees and By-law revenues, offset by a decrease in Animal Tags revenue.

Building & By-law Services	2010 Actual	2011 Actual (unaudited)	2011 Budget (adjusted)	2012 Final Budget	2012 Budget vs 2011 Budget Fav / (UnFav)	
					\$	%
					Building Department	-
By-law Services	356,900	288,000	429,700	415,900	13,800	3.2%
Animal Control	136,200	162,200	114,000	155,500	(41,500)	(36.4%)
Customer Service	-	54,300	56,200	103,700	(47,500)	(84.5%)
NET DEPARTMENT COST	493,100	504,500	599,900	675,100	(75,200)	(12.5%)

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The overall departmental costs and revenues are as follows:

Building & By-law Services	2010 Actual	2011 Actual (unaudited)	2011 Budget (adjusted)	2012 Final Budget	2012 Budget vs 2011 Budget Fav / (UnFav)	
					\$	%
Personnel Costs	1,778,700	1,864,500	2,039,600	2,174,200	(134,600)	(6.6%)
Other Costs:						
Animal Control Contract	191,400	200,800	202,000	204,000	(2,000)	(1.0%)
Mandatory & Other Courses	12,600	13,000	16,900	15,600	1,300	7.7%
Mileage & Vehicle Repairs	10,400	8,900	17,000	11,000	6,000	35.3%
All Other Controllable Expenditures	73,200	57,800	73,500	59,600	13,900	18.9%
Total Controllable Expenses	287,600	280,500	309,400	290,200	19,200	6.2%
Allocation of Costs from Other Depts.	444,400	441,000	441,000	619,800	(178,800)	(40.5%)
Total Other Costs	732,000	721,500	750,400	910,000	(159,600)	(21.3%)
Total Expenditures	2,510,700	2,586,000	2,790,000	3,084,200	(294,200)	(10.5%)
Revenues:						
Building Permits	(1,499,210)	(1,022,200)	(1,075,000)	(1,300,000)	225,000	20.9%
All Other Building Revenues	(33,590)	(13,400)	(30,400)	(11,000)	(19,400)	(63.8%)
POA Fines	(172,100)	-	-	-	-	-
All Other By-law Revenues	(164,500)	(259,500)	(165,500)	(196,800)	31,300	18.9%
All Other Revenues	(57,300)	(41,700)	(90,000)	(37,000)	(53,000)	(58.9%)
Transfer from Building '124' Reserve	(261,300)	(744,700)	(829,200)	(864,300)	35,100	4.2%
Total Revenues	(2,188,000)	(2,081,500)	(2,190,100)	(2,409,100)	219,000	10.0%
Net	322,700	504,500	599,900	675,100	(75,200)	(12.5%)

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Building Services

Division Overview:

The Building Services Division of Building and By-law Services provides service in a regulatory role as mandated by the *Building Code Act*. Service activities include permit application review and acceptance, zoning and building code plan review, permit issuance including applicable law compliance and on-site inspections. The Building Services Division is also responsible for the administration and interpretation of the Town's Zoning By-law.

The *Building Code Act* stipulates that the total fees collected for construction and demolition permits shall not exceed the anticipated reasonable costs to administer and enforce the *Building Code Act*. The regulations do permit the municipality to establish an obligatory reserve fund to offset seasonal and economical workload fluctuations.

Expenditures:

The Division's budget has increased from 2011. The increase in salaries are due increase in personnel costs related to COLA, step increases and increased benefits rates for existing staff.

The 21.3% increase in other expenditures represents a decrease in operating expenditures of 13.9% for items such as supplies, mileage, office equipment, but includes a substantial increase in interdepartmental transfers due to a refined methodology for calculating the indirect costs related to building permit administration.

Revenues:

Revenues are generated at the onset of the building permit process. Expected revenues for 2012 have increased. The Building By-law is under review with the intent of increasing fees to reflect effort. The draft bylaw proposes a fee increase for industrial, commercial and institutional projects. If a shortfall in revenues is realized it is made up through contributions from the Building Reserve.

Building Services Division Staff Complement:

15 Full-Time + 1 Part-Time

Director of Building and By-law Services
Administrative Assistant

Manager of Building Services
Zoning and Application Examiner (2)
Permit Technician/Plan Examiner

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Zoning Examiner
Building Clerk
Summer Student

Manager of Code Review and Inspections
Senior Building Inspector/Plan Examiner
Senior Plumbing Inspector
Building Code Specialist
Plan Examiner/Inspector (3)

2012 Divisional Highlights:

Building Department	2010 Actual	2011 Actual (unaudited)	2011 Budget (adjusted)	2012 Final Budget	2012 Budget vs 2011 Budget	
					Fav / (UnFav)	
					\$	%
Personnel Costs	1,277,400	1,293,500	1,433,100	1,490,400	(57,300)	(4.0%)
Other Expenditures	72,300	82,500	60,500	52,100	8,400	13.9%
Overhead Allocation	444,400	404,300	441,000	619,800	(178,800)	(40.5%)
Total Expenditures	1,794,100	1,780,300	1,934,600	2,162,300	(227,700)	(11.8%)
Permit & Fee Revenue	(1,532,800)	(1,035,600)	(1,105,400)	(1,311,000)	205,600	18.6%
Transfer From Reserve	(261,300)	(477,800)	(829,200)	(851,300)	22,100	2.7%
Total Revenue	(1,794,100)	(1,513,400)	(1,934,600)	(2,162,300)	227,700	11.8%
Net	-	266,900	-	-	-	-

By-law Services

Division Overview:

The By-law Services Division of Building and By-law Services administers and enforces the Town By-laws and regulations to ensure a sustainable community with a focus on public health and safety. By-law Services oversees maintenance of properties, business licensing, parking and animal control. By-law Services also provides support to other departments in the enforcement of other Town By-laws.

Expenditures:

The Division's expenditure budget has increased by 2.4% from 2011. The increase in personnel costs are related to COLA, step increases and increased benefits rates for existing staff and the extension of the by-law enforcement

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contract position. Other expenditures have decreased by a total of 5.6% due to a close examination of historical information and budget allocation which includes a CPI increase in the contracted services for animal control.

Revenues:

Revenues are generated mainly through parking violations, other fines imposed by the Courts and business licensing. It is anticipated these revenues will increase in 2012 based on increased enforcement patrols in the community with the extension of the contract by-law enforcement position.

Revenues generated from the licensing of pets continue to fall short of original projections. Specifically, the targets for cat licensing were much less than anticipated. Therefore, 2012 projections have been adjusted to reflect revenue reduction.

By-law Services Division Staff Complement:

4 Full-Time + 1 Full-Time (Contract Extension) Budget Request + 4 Part-Time (+1 seasonal Part-Time)

- Manager of By-law Services
- By-law Services Clerk
- By-law Enforcement/Licensing Officer (2)
- Parking Control Officer (4 PT + 1 Seasonal PT)

- By-law Enforcement Officer (2012 contract extension request)

2012 Divisional Highlights:

By-law Services (excluding Animal Control)	2010 Actual	2011 Actual (unaudited)	2011 Budget (adjusted)	2012 Final Budget	2012 Budget vs 2011 Budget	
					Fav / (UnFav)	
					\$	%
Personnel Costs	501,300	518,300	551,300	584,300	(33,000)	(6.0%)
Other Expenditures	20,100	29,200	43,900	28,400	15,500	35.3%
Total Expenditures	521,400	547,500	595,200	612,700	(17,500)	(2.9%)
Revenues	(164,500)	(259,500)	(165,500)	(196,800)	31,300	18.9%
Net	356,900	288,000	429,700	415,900	13,800	3.2%

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Animal Control	2010 Actual	2011 Actual (unaudited)	2011 Budget (adjusted)	2012 Final Budget	2012 Budget vs 2011 Budget Fav / (UnFav)	
					\$	%
Personnel Costs	-	-	-	-	-	-
Other Expenditures	193,500	203,900	204,000	205,500	(1,500)	(0.7%)
Total Expenditures	193,500	203,900	204,000	205,500	(1,500)	(0.7%)
Revenues	(57,300)	(41,700)	(90,000)	(50,000)	(40,000)	(44.4%)
Net	136,200	162,200	114,000	155,500	(41,500)	(36.4%)

By-law Services (incl Animal Control)	2010 Actual	2011 Actual (unaudited)	2011 Budget (adjusted)	2012 Final Budget	2012 Budget vs 2011 Budget Fav / (UnFav)	
					\$	%
Personnel Costs	501,300	518,300	551,300	584,300	(33,000)	(6.0%)
Other Expenditures	213,600	233,100	247,900	233,900	14,000	5.6%
Total Expenditures	714,900	751,400	799,300	818,200	(18,900)	(2.4%)
Revenues	(221,800)	(301,200)	(255,500)	(246,800)	(8,700)	(3.4%)
Net	493,100	450,200	543,800	571,400	(27,600)	(5.1%)

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Customer Service

Division Overview:

The goal for the year 2012 is to execute the implementation plan. It is estimated implementation will take twelve to eighteen months. The implementation stage includes but is not limited to workflow mapping, determination of services to be transferred and allocation of staffing, determination of required technology, physical setup and the development of a communication strategy.

Expenditures:

The expenditures for this Division are still to be defined and will continue to evolve in 2012. The current division expenses are mainly salaries and wages and the increase is due to the extension of the contract position to the full year. Other increases in expenditures relate to divisional needs for items such as office supplies and training.

Revenues:

There are no revenues attached directly to the Customer Service Division at this time. The implementation plan will identify services to be transferred from other departments which may have revenues attached to them.

Customer Services Division Staff Complement:

1 Full-Time Contract

Program Manager of Customer Service

2012 Divisional Highlights:

Customer Service	2010 Actual	2011 Actual (unaudited)	2011 Budget (adjusted)	2012 Final Budget	2012 Budget vs 2011 Budget	
					Fav / (UnFav)	
					\$	%
Personnel Costs	-	52,700	55,200	99,500	(44,300)	(80.3%)
Other Expenditures	-	1,700	1,000	4,200	(3,200)	(320.0%)
Total Expenditures	-	54,300	56,200	103,700	(47,500)	(84.5%)