

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 Services 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 with 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 meeting the needs of the corporation, residential and business communities, the development industry and all other stakeholders. Our mandate is to ensure a healthy and safe environment in buildings and across the community for today, tomorrow and our future.

Customer Care Centre – “Access Aurora – Serving Our Community”

Commencing 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 the fall of 2011 Council endorsed the customer service model of “We Can Help” with general enquiries being managed by a single customer service unit. The Customer Care Centre has established their brand as “Access Aurora – Serving Our Community”

2012 achievements include the development of an implementation plan, customer service standards and training manuals, current state mapping, confirmation of services to be transferred, technology requirements, and the development of a human resources strategy and a change management plan.

In 2013 staff will continue with the implementation plan establishing service level agreements between departments, developing an extensive communication plan for internal and external stakeholders, delivery of corporate wide customer service training, documenting future state process mapping and the procurement of technology to support the customer contact centre.

Building and By-Law Services Department

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

Initiatives that advance the Strategic Plan in 2013

Community Goal: Supporting an exceptional quality of life for all

- Continue to advance the customer service implementation plan with a goal to launch “Access Aurora” customer care centre providing a single point of contact for general enquiries.
- Investigate e-services for pet tags, new and renewals and for submitting sign permit applications.
- Participate in the Zoning Bylaw review including developing a zoning review program.
- Develop a protocol to ensure heritage attributes on buildings designated under the Ontario Heritage Act are protected.
- Develop an Emergency Response Protocol for unsafe buildings.
- Establish flexible enforcement scheduling to increase bylaw availability on weekends and after hours.
- Create and implement a new Administrative Policy and Protocol with respect to marijuana grow operation response and cost recovery, in consultation with Legal Services.
- Amend The Town’s Licensing Bylaw and other regulatory by-laws as required to create a “Licensing Committee” and/or By-law appeals Committee” to deal with certain appeals matters in consultation with Legal Services.

Economy Goal: Enabling a diverse, creative and resilient economy

- Continue with the Sign Bylaw Review including public and stakeholder consultation and drafting of an amending bylaw for enactment
- Participate in the launch of the Business Concierge Service.

Building and By-Law Services Department

Environment Goal: Supporting environmental stewardship and sustainability

- Promote green building initiatives through various channels, such as zoning provisions that recognize green initiatives.
- Develop a 'GreenFast' building program for building permit applications to provide improved turnaround times on green building projects.

Key Performance Measures

Key Performance Measure	2013 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

TOWN OF AURORA
2013 BUSINESS PLAN AND BUDGET

Building and By-Law Services Department

Full Time Approved Complement:

	Starting Approved	2013 Request
• Building Services	15FT+1PT	-
• Customer Services		1 Contract Conversion
• By-law Services	4FT+5PT	1 Contract Conversion
	<u>19FT+6PT</u>	<u>2 Contract Conversions</u>

2013 Budget Highlights:

Base Budget

Total Building & By-law Services	2010 Actual	2011 Actual	2012 Budget (adjusted)	2012 Actual (estimated)	2013 BASE Budget	2014 Outlook	2015 Outlook	2016 Outlook
Personnel Costs	1,778.7	1,864.5	2,174.2	1,929.5	2,224.1	-	-	-
Other Expenditures	732.0	721.5	934.9	944.7	970.8	-	-	-
Total Expenditures	2,510.7	2,586.0	3,109.1	2,874.2	3,194.9	-	-	-
External Revenue	(1,926.7)	(1,336.7)	(1,557.7)	(1,737.1)	(1,820.0)	-	-	-
Transfer From Reserve	(261.3)	(744.7)	(851.3)	(491.0)	(698.7)	-	-	-
Total Revenue	(2,188.0)	(2,081.4)	(2,409.0)	(2,228.1)	(2,518.7)	-	-	-
Net	322.7	504.6	700.1	646.1	676.2	-	-	-

Change from 2012 Budget (3.4%)

New Items

- Annualization of prior year approved positions - \$69,200
- Conversion of Contract for Program Manager, Customer Service \$7,500
- Conversion of Contract for By-law Enforcement Officer \$7,300

TOWN OF AURORA
2013 BUSINESS PLAN AND BUDGET

Building and By-Law Services Department

2013 Draft Budget

Building & By-law Services	2010 Actual	2011 Actual	2012 Budget (adjusted)	2012 Actual (estimated)	2013 Draft Budget	2013 Budget vs 2012 Budget Fav / (UnFav)	
						\$	%
Personnel Costs	1,778.7	1,864.5	2,174.2	1,929.5	2,308.1	(133.9)	(6.2%)
Other Costs:							
Animal Control Contract	191.4	200.8	204.0	204.0	206.5	(2.5)	(1.2%)
Mandatory & Other Courses	12.6	13.0	15.6	14.2	20.8	(5.2)	(33.3%)
Mileage & Vehicle Repairs	10.4	8.9	11.0	11.7	12.3	(1.3)	(11.8%)
Info Aurora Grant (Customer Service)	-	-	25.0	25.0	25.0	-	-
Other Customer Service Costs	-	1.7	4.2	3.3	12.9	(8.7)	(207.1%)
All Other Controllable Expenditures	73.2	56.1	55.3	66.7	62.3	(7.0)	(12.7%)
Total Controllable Expenses	287.6	280.5	315.1	324.9	339.8	(24.7)	(7.8%)
Allocation of Costs from Other Depts.	444.4	441.0	619.8	619.8	631.0	(11.2)	(1.8%)
Total Other Costs	732.0	721.5	934.9	944.7	970.8	(35.9)	(3.8%)
Total Expenditures	2,510.7	2,586.0	3,109.1	2,874.2	3,278.9	(169.8)	(5.5%)
Revenues:							
Building Permits	(1,499.2)	(988.0)	(1,300.0)	(1,410.2)	(1,530.0)	230.0	17.7%
All Other Building Revenues	(33.6)	(47.6)	(11.0)	(69.8)	(13.0)	2.0	18.2%
By-law Revenues	(393.9)	(301.1)	(246.7)	(257.1)	(277.0)	30.3	12.3%
All Other Revenues	(1,926.7)	(1,336.7)	(1,557.7)	(1,737.1)	(1,820.0)	262.3	16.8%
Transfer from Building '124' Reserve	(261.3)	(744.7)	(851.3)	(491.0)	(698.7)	(152.6)	(17.9%)
Total Revenues	(2,188.0)	(2,081.4)	(2,409.0)	(2,228.1)	(2,518.7)	109.7	4.6%
Net	322.7	504.6	700.1	646.1	760.2	(60.1)	(8.6%)

Expenditures

- The 2013 base budget compared to the 2012 adjusted budget indicates a 6.2% increase in personnel costs related to step increases and increased benefits rates for existing staff and the impact of the requested contract conversions of the Program Manager, Customer Service and Bylaw Officer commencing June 1, 2013. Other operating expenditures have increased by 3.8% over 2012 mainly due to onset of operating costs associated with the customer care centre and increased training budget for the new 2012 building code that requires maintenance of qualifications.

Revenues

- The 2013 base budget compared to the 2012 adjusted budget reflects a 16.8% increase in external revenues with increases in both building permits & other related fees and By-law revenues, offset by a small decrease in Animal Tags revenue.

Building and By-Law Services Department

Building Services

Division Overview:

The Building Division of the Building and By-law Services Department is a service department 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 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 2013 budgeted Personal Cost has increased 4.2% from 2012 adjusted budget due to personnel increases related to step rate, benefits and COLA increases.

Other expenditures have experienced an increase of 2.5% due to an inflationary increase in the overhead allocation (indirect costs related to building permit activity) and an increase for mandatory training required for maintenance of qualifications under the new 2012 building code.

Revenues:

Revenues are generated at the onset of the building permit process. 2012 revenues were slightly higher than expected. Revenues for 2013 are expected to increase by 17.7% over 2012's budget. Any shortfall in revenues is made up through contributions from the Building Reserve.

Building and By-Law Services Department

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)
Zoning Examiner
Permit Technician/Plan Examiner
Building Clerk
Summer Student (Part Time)

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

2013 Budget Highlights:

Building Services	2010 Actual	2011 Actual	2012 Budget (adjusted)	2012 Actual (estimated)	2013 Draft Budget	2014 Outlook	2015 Outlook	2016 Outlook
Personnel Costs	1,277.4	1,293.5	1,490.4	1,293.4	1,552.9	-	-	-
Overhead Allocation	444.4	441.0	619.8	619.8	631.0	-	-	-
Other Expenditures	72.3	45.8	52.1	57.8	57.8	-	-	-
Total Expenditures	1,794.1	1,780.3	2,162.3	1,971.0	2,241.7			
Permit & Fee Revenue	(1,532.8)	(1,035.6)	(1,311.0)	(1,480.0)	(1,543.0)	-	-	-
Transfer From Reserve	(261.3)	(744.7)	(851.3)	(491.0)	(698.7)	-	-	-
Total Revenue	(1,794.1)	(1,780.3)	(2,162.3)	(1,971.0)	(2,241.7)	-	-	-
Net	-	-	-	-	-	-	-	-

Available January 12, 2013

Building and By-Law Services Department

By-law Services

Division Overview:

The By-law Services Division 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 Personal Costs budget has increased by 11.7% compared to 2012 adjusted budget due to the annualization of the previously approved position of a By-law Officer and the conversion of the contract for the same. Other personnel increases are related to step rate, benefits and COLA increases for existing staff.

Included in the 10.6% increase to Other Expenditures is a 1.2% CPI increase for animal control services provided to the Town by the Ontario Society for the Prevention of Cruelty to Animals (OSPCA).

Revenues:

Revenues are generated mainly through parking violations, business and pet licensing and Court imposed fines for where a conviction is registered. All revenues with the exception of pet licensing have increased due to the additional contract position coming on board in 2011.

2012 revenues generated from the licensing of pets fell short of original projections. Specifically, the targets for cat licensing were not realized. Therefore 2013 projections have been adjusted to reflect revenue reduction.

By-law Services Division Staff Complement:

4 Full Time + 1 Full Time (Contract) Conversion Request + 4 Part Time (+1 seasonal Part Time)

Manager of By-law Services

By-law Services Clerk

By-law Enforcement Officer (2)

Parking Control Officer (4 PT + 1 Seasonal PT)

By-law Enforcement Officer (1 Contract - Request for Conversion)

TOWN OF AURORA
2013 BUSINESS PLAN AND BUDGET

Building and By-Law Services Department

2013 Budget Highlights:

By-law Services (incl Animal Control)	2010 Actual	2011 Actual	2012 Budget (adjusted)	2012 Actual (estimated)	2013 Draft Budget	2014 Outlook	2015 Outlook	2016 Outlook
Personnel Costs	501.3	518.3	584.3	537.3	652.8	-	-	-
Other Expenditures	215.3	233.0	233.8	238.8	244.1	-	-	-
Total Expenditures	716.6	751.3	818.1	776.1	896.9	-	-	-
Revenues	(393.9)	(301.1)	(246.7)	(257.1)	(277.0)	-	-	-
Net	322.7	450.2	571.4	519.0	619.9	-	-	-

Change from 2012 Budget 8.5%

Available January 12, 2013

Building and By-Law Services Department

Customer Services

Division Overview:

Commencing 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. The goal for the year 2013 is to launch "Access Aurora". The unit will be staffed with 4 staff from the existing complement and a Manager to oversee the day to day operations. The launch is expected to occur in the fall of 2013.

Expenditures:

The increase of 9.0% in total expenditures is attributed to the annualization of the Manager's position and the requested conversion of the contract to full time. Other increases in expenditures are costs associated with the day to day operational costs of the unit. These costs will continue to evolve with the roll out and phasing of "Access Aurora".

Revenues:

There are no revenues attached directly to "Access Aurora" at this time. Service Level Agreements between the unit and other departments will be developed in the first quarter of 2013. Potential revenues may be identified at that time.

Customer Services Division Staff Complement:

Customer Service Program Manager – 1 Contract (Request for Conversion)

2013 Budget Highlights:

Customer Service	2010 Actual	2011 Actual	2012 Budget (adjusted)	2012 Actual (estimated)	2013 Draft Budget	2014 Outlook	2015 Outlook	2016 Outlook
Personnel Costs	-	52.7	99.5	98.8	102.4			
Other Expenditures	-	1.7	29.2	28.3	37.9			
Total Expenditures	-	54.4	128.7	127.1	140.3			

Change from 2012 Budget 9.0%

Available January 12, 2013