

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 & 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 all 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

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 2011 is to determine the best long term fit for the emerging customer service unit in the organization and to develop a plan that includes a customer service policy, standards and training.

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

Building and By-Law Services Department

- 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 2011

Improved Operational Efficiency

- Review and update Building Bylaw to reflect changes in legislation and changes to permit fees
- Continue to define service levels for plan review and inspections
- Continue to implement changes resulting from the review 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

- Continue to define and develop the Town's by-law enforcement approach
- Review and enhance inspections, compliance and enforcement practices in the Town
- Continue with enforcement related training for all staff
- Implement changes of space accommodation plan
- Consider and report on options for animal control

Client Service and Satisfaction

- Lead the Town's customer service initiative with the vision "to provide a customer service focus that is informative and easily accessible"
- Continue with Evening Hour Program for small residential construction projects
- Continue round table discussions with development industry to obtain feedback and improve service
- Participate in the review of Town By-laws respecting development

Building and By-Law Services Department

Key Performance Measures

Key Performance Measure	2011 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

Full Time Approved Complement:

	Starting Approved	2011 Request
• Building Services	14FT+1PT	1 FT
• Customer Services	1FT	-
• By-law Services	4FT+5PT	1 Contract
	<u>19FT+6PT</u>	<u>2 FT</u>

TOWN OF AURORA
2011 BUSINESS PLAN AND BUDGET

Building and By-Law Services Department

2011 Budget Highlights:

Base Budget

Building & By-law Services	2010 Actuals (unaudited)	2010 Adjusted Budget	2011 Base	Variance (Favourable)/UnFavourable	
				\$	%
Personnel Costs	1,778,700	1,886,700	1,939,300	52,600	2.79%
Other Expenditures	730,300	723,800	745,400	21,600	2.98%
Total Expenditures	2,509,000	2,610,500	2,684,700	74,200	2.84%
External Revenue	(1,754,600)	(1,621,500)	(1,360,900)	260,600	16.07%
Transfer From Reserve	(261,300)	(528,700)	(829,200)	(300,500)	(56.84%)
Total Revenue	(2,015,900)	(2,150,200)	(2,190,100)	(39,900)	(1.86%)
Net	493,100	460,300	494,600	34,300	7.45%

New Items

- Manager of Customer Service \$56,700
- By-law Enforcement Officer \$42,600
- Office Equipment for new staff \$6,000

2011 Approved Budget:

Building & By-law Services	2010 Actuals (unaudited)	2010 Adjusted Budget	2011 Budget	Variance (Favourable)/UnFavourable	
				\$	%
Personnel Costs	1,778,700	1,886,700	2,038,600	151,800	8.05%
Other Expenditures	730,300	723,700	751,400	27,700	3.83%
Total Expenditures	2,509,000	2,610,500	2,790,000	179,500	6.88%
External Revenue	(1,754,600)	(1,621,500)	(1,360,900)	260,600	16.07%
Transfer From Reserve	(261,300)	(528,700)	(829,200)	(300,500)	(56.84%)
Total Revenue	(2,015,900)	(2,150,200)	(2,190,100)	(39,900)	(1.86%)
Net	493,100	460,300	599,900	139,600	30.33%

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 base budget has increased from 2010. The increase in salaries and benefits includes the conversion of the contract Zoning Examiner to full-time. Other increases in salaries are due to step rate progression of applicable staff, and corporate increases for salary grid adjustment and benefits cost increases.

The other expenditures have experienced an overall decrease of 0.67% due to a thorough review and adjustment based on historical information.

Revenues:

Revenues are generated at the onset of the building permit process. 2010 revenues were slightly higher than expected. Revenues for 2011 are expected to be less than previous years as the 2C lands are just coming online for development. Any shortfall in revenues is made up through contributions from the Building Reserve.

Building and By-Law Services Department

Building Services Division Staff Complement:

14 Full Time + 1 Full Time Budget Request + 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
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)

Zoning Examiner (Conversion from Contract to Full Time Request)

2011 Budget Highlights:

Building Department	2010 Actuals (unaudited)	2010 Adjusted Budget	2011 Budget	Variance (Favourable)/UnFavourable	
				\$	%
Personnel Costs	1,277,400	1,394,100	1,433,200	39,100	2.80%
Other Expenditures	516,700	504,800	501,400	(3,400)	(0.67%)
Total Expenditures	1,794,100	1,898,900	1,934,600	35,700	1.88%
Permits & Fees Revenue	(1,532,800)	(1,370,200)	(1,105,400)	264,800	19.33%
Transfer From Reserve	(261,300)	(528,700)	(829,200)	(300,500)	(56.84%)
Total Revenue	(1,794,100)	(1,898,900)	(1,934,600)	(35,700)	(1.88%)
Net	-	-	-	-	-

Building and By-Law Services Department

By-law Services

Division Overview:

The By-law Services Division of Building and By-law 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 base expenditure budget has increased by 6.00% from 2010. Salaries and benefits have increased by 3.00% due to step rate progression of applicable staff, and corporate increases for salary grid adjustment and benefits cost increases. Other expenditures have increased 13.25% for items such as mandatory training and general equipment. Prior to the re-organization in the fall of 2009 Bylaw Services office supplies and equipment were absorbed in the Corporate Services budget.

Also Included in the 13.25% increase is a 3.65% CPI increase for the one year contract extension for animal control services that are provided to the Town by the Ontario Society for the Prevention of Cruelty to Animals (OSPCA).

Revenues:

Revenues are generated mainly through parking violations and business licensing. It is anticipated that these revenues will remain fairly constant for 2010.

2010 revenues generated from the licensing of pets fell short of original projections. Specifically, the targets for cat licensing were not realized. Therefore 2011 projections have been adjusted to reflect revenue reduction.

By-law Services Division Staff Complement:

4 Full Time + 1 Full Time (Contract) 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 (2011 new request)

TOWN OF AURORA
2011 BUSINESS PLAN AND BUDGET

Building and By-Law Services Department

2011 Budget Highlights:

By-law Services (incl Animal Control)	2010 Actuals (unaudited)	2010 Adjusted Budget	2011 Budget	Variance (Favourable)/UnFavourable	
				\$	%
Personnel Costs	501,300	492,700	550,800	58,100	11.79%
Other Expenditures	213,600	218,900	247,900	29,000	13.25%
Total Expenditures	714,900	711,600	798,700	87,100	12.24%
Revenues	(221,800)	(251,300)	(255,500)	(4,200)	(1.67%)
Net	493,100	460,300	543,200	82,900	18.01%

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 2011 is to determine the best long term fit for the emerging customer service unit in the organization and to develop a plan that includes a customer service policy, standards and training. The implementation plan will include budget considerations for the year 2012 and outlook years.

Expenditures:

The expenditures for this division are still to be defined and will continue to evolve during 2011. The current division expenses are 96.47% salaries and wages. Salaries and benefits have increased by 12.40% due to a reclassification of the job level, and corporate increases for salary grid adjustment and benefits cost increases.

Revenues:

There are no revenues attached directly to the Customer Services 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

Manager of Customer Services

2011 Budget Highlights:

Customer Service	2010 Actuals (unaudited)	2010 Adjusted Budget	2011 Budget	Variance (Favourable)/UnFavourable	
				\$	%
Personnel Costs	-	-	54,700	54,700	-
Other Expenditures	-	-	2,000	2,000	-
Total Expenditures	-	-	56,700	56,700	-