



BUILDING SERVICES DIVISION

Annual Report

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Chief Building Official

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ADMINISTRATIVE

INTRODUCTION

The Ontario Building Code (OBC) is a regulation made under the Building Code Act. The focus of this provincially legislated service is to ensure the technical requirements of the OBC are met. The OBC contains minimum provisions respecting the functionality of buildings with reference to safety, health, fire protection, accessibility, energy efficiency and structural sufficiency.

Building permits are issued for all sizes and types of projects from a deck or shed, to a high-rise residential or large industrial building. The province mandates that building permit applications be reviewed within set time frames which range from 10 to 30 working days. Building Services offers an online permit and inspection portal that allows all types of building permit applications to be submitted online at any time. This also allows customers to review the status of their permits at their convenience.

MISSION STATEMENT

The Building Services Division provides services to 7 municipalities in Dufferin County, encompassing approximately 1,470.7 square kilometres. We ensure all buildings defined under the Ontario Building Code comply to the minimum standards set out by the Province, to protect the health, safety and general welfare as they relate to the construction and occupancy of buildings and structures.

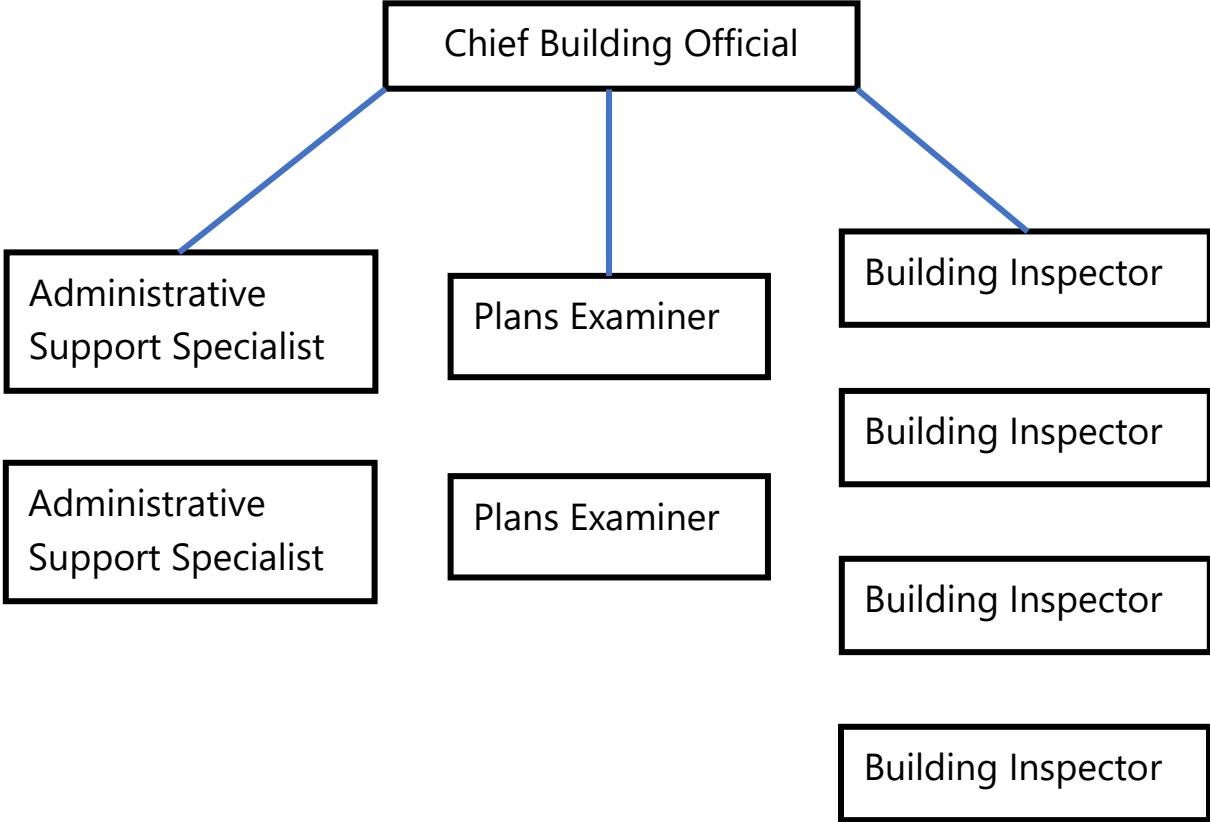
CORE SERVICES

It's the continuous goal of the Building Services team to improve on the many services provided to our customers. Our services include:

- Permit review and issuance
- Building Inspections
- Code Enforcement

DEPARTMENT STRUCTURE

Building is a department within Development & Tourism Division. In 2022, the team consisted of 9 full time positions.



ACCOMPLISHMENTS

Record Numbers

We experienced a record number of 926 permits issued and 5,630 inspections conducted in 2022. Our team was able to stay within our legislative timeframes during our busiest year ever.

Training

The Building team completed various training in 2022 to support their roles, in addition to the legislative required training. We organized and supplied training to building staff and lower tier staff on enforcement, prosecution and dog bite training.

New Policies

We have implemented three new policies within the department:

- Sign policy – to determine when a permit is required.
- When is a permitted needed policy – to provide direction on when a permit is required when it's not clear in the code.
- Notice of Change policy – to provide clear direction on when a Notice of Change is required and when approval can be provided on site from the inspector.

OBJECTIVES

Goal to close dormant permits.

We currently have approximately 2200 open permits within the county. Our goal is to have all of these closed in the next 8 years, which means each inspector will be required to close 68 file per year in addition to their regular inspections.

Policies

Our goal is to continue creating policies within the department. This will provide clear direction and consistency amongst our team and will in turn provide better customer service to our residents and developers.

Enforcement

We are creating an Enforcement Module and Policy with a DEIA lens, to sure all enforcement cases are treated fairly. Legislations requires us to enforce non-compliant buildings under the Building Code Act, we want to ensure that all steps and processes are followed consistently and fairly.

Legislative Timeframes

Our goal is to continue meeting our legislative timeframes mandated by the province.

Customer Service Initiatives

We plan to provide additional user-friendly permit reference guides in the form of online video tutorials. We are looking at options in providing a customer feedback tool to help us recognize where customer service enhancements are required, for an efficient and positive permitting experience.

PERMITS

INTRODUCTION

Our team is responsible for accepting, reviewing and issuing building permits for all construction projects with Dufferin County. Our department consists of two full time Plans Examiners and two full time administrative support specialists.

Plans Examiners

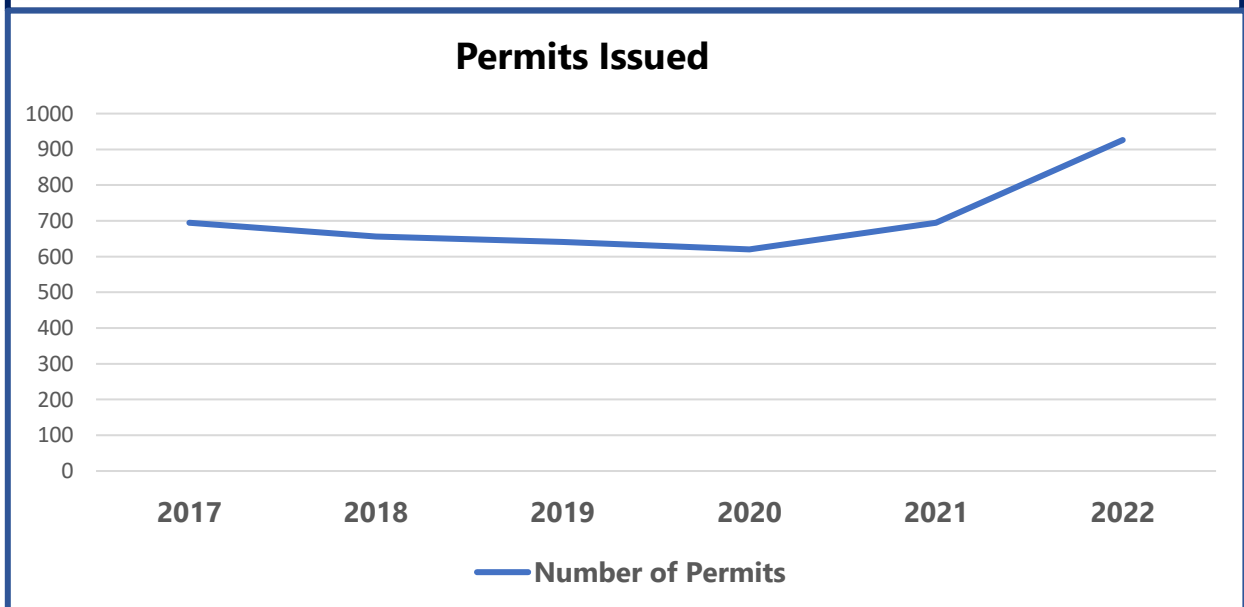
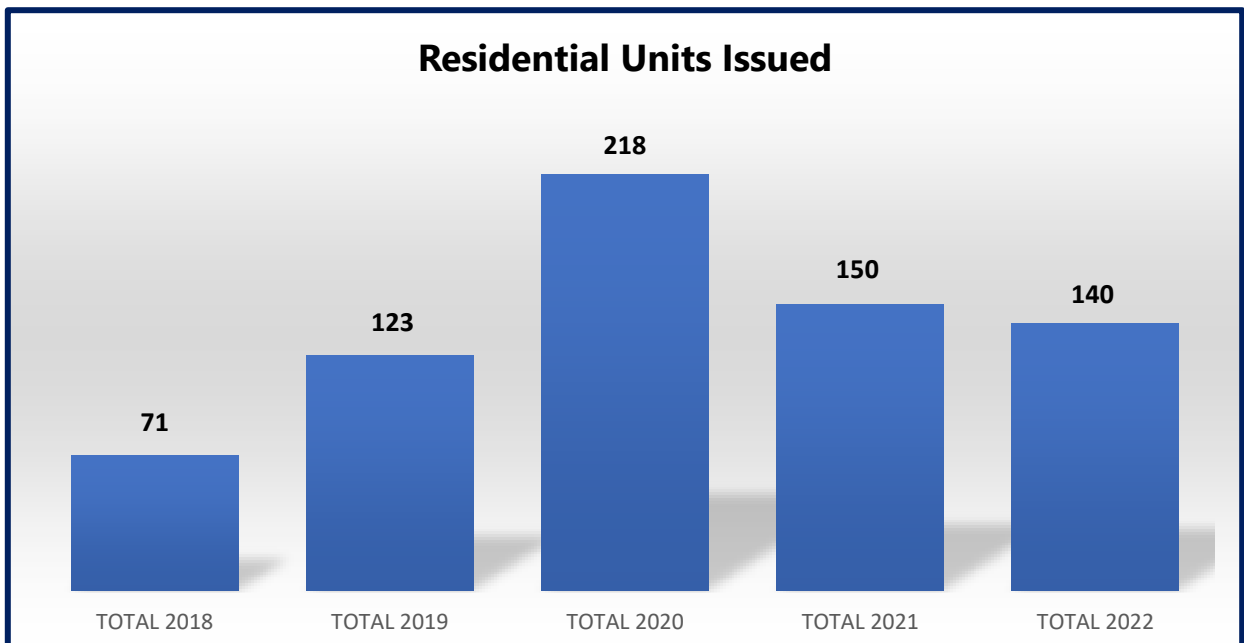
In addition to permit review, our Plans Examiner team reviewed and commented on approximately 196 planning applications in 2022. Our staff stayed within the regulated timeframes for permit applications and reviews under Div. C 1.3.1.3 Table. We issued a record high of 926 permits with a Total Construction Value: \$181,037,041.

Administrative Support Specialists

Our Admin team provide support services to the entire department. They are responsible for customer service, permit intake and processing, collecting fees, running reports, booking inspections, creating enforcement files, property searches, compliance letters, MPAC services and additional duties as required.

PERFORMANCE MEASURES

Total Permits Issued	2017	2018	2019	2020	2021	2022
	695	656	641	620	695	926
Average file for each Plans Examiner per day	2.8	2.7	2.6	2.5	2.8	3.8
Number of Plans Examiners per year	1	1	2	2	2	2



MAJOR BUILDING PROJECTS

Permit Number	Construction Value	Description	Town/Township
PRMU202200019	\$11,040,672.00	New Hampton Inn	Mono
PRAD202200515	\$10,000,000.00	Tire Discounter Addition	East Garafraxa
PRSF202200197	\$3,000,000.00	New House	Mulmur
PRSF202200399	\$2,000,000.00	New House	East Garafraxa
PRNR202200033	\$1,847,087.00	New Medical Centre	Mono



INSPECTIONS

INTRODUCTION

The Inspection Services team is responsible for all construction and demolition inspection related activity regulated by the OBC. In addition to inspecting the construction of buildings, Inspection Services is also responsible for plumbing, HVAC and energy efficiency inspections.

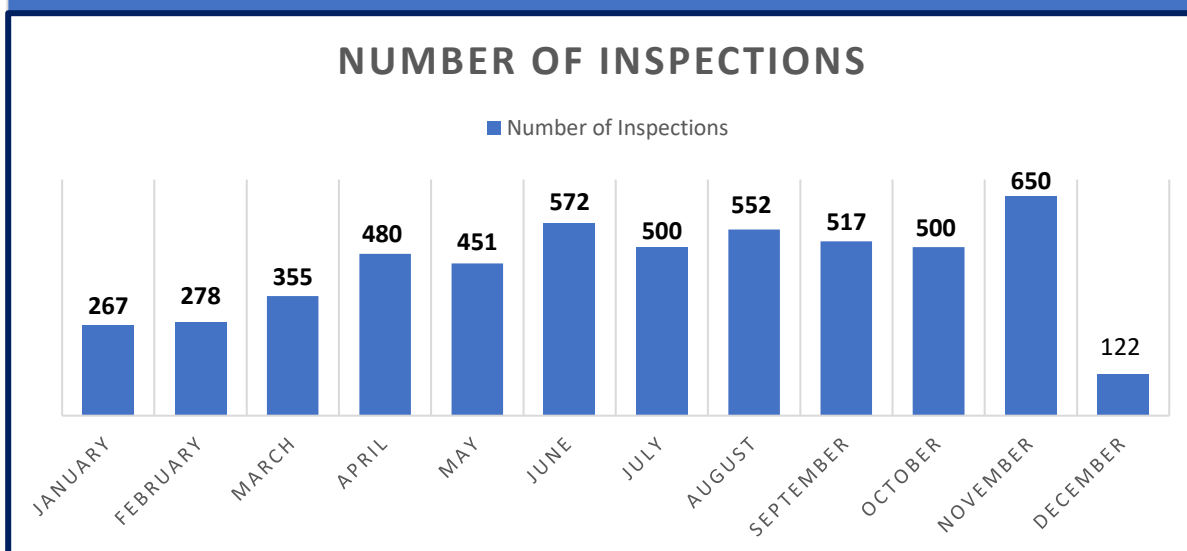
The province legislates that building inspections are to be carried out within two business days and we are currently meeting this service level, with most being carried out the next business day and sometimes same day. This level of service generally meets the needs of customers.

Dufferin County had a record number of inspections for 2022 with 5,630 inspections completed, November being the busiest month with 650 inspections. This total does not include site visits on dormant permit or inspections conducted under our enforcement files.

The Building Services Division hired a fourth inspector July 2022 to help with the overflow of inspections. Although we hired a fourth inspector, the department experienced a staffing shortage due to unplanned absences, with resulted in operating with an average of 2.8 inspectors for all of 2022, averaging about 8.2 inspections per day per inspector.

PERFORMANCE MEASURES

Total Inspections Completed	2017	2018	2019	2020	2021	2022
	3,647	2,437	3,758	4,138	4,978	5,630
Average inspections for each inspector per day	4.9	3.3	5	5.6	6.7	5.7 (actual 8.2 due to absences)
Number of Inspectors each year	3	3	3	3	3	4 (actual 2.8 average due to absences)



FINANCIALS

BUDGET

Building Services is responsible for the Building Budget and is funded solely by building permit fees.

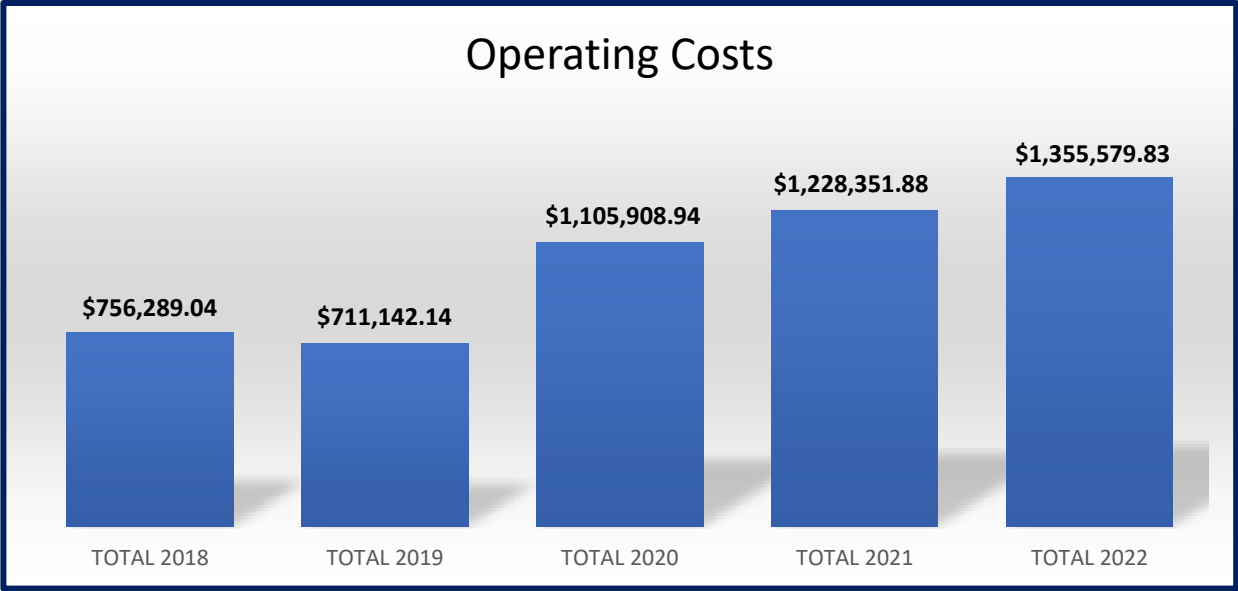
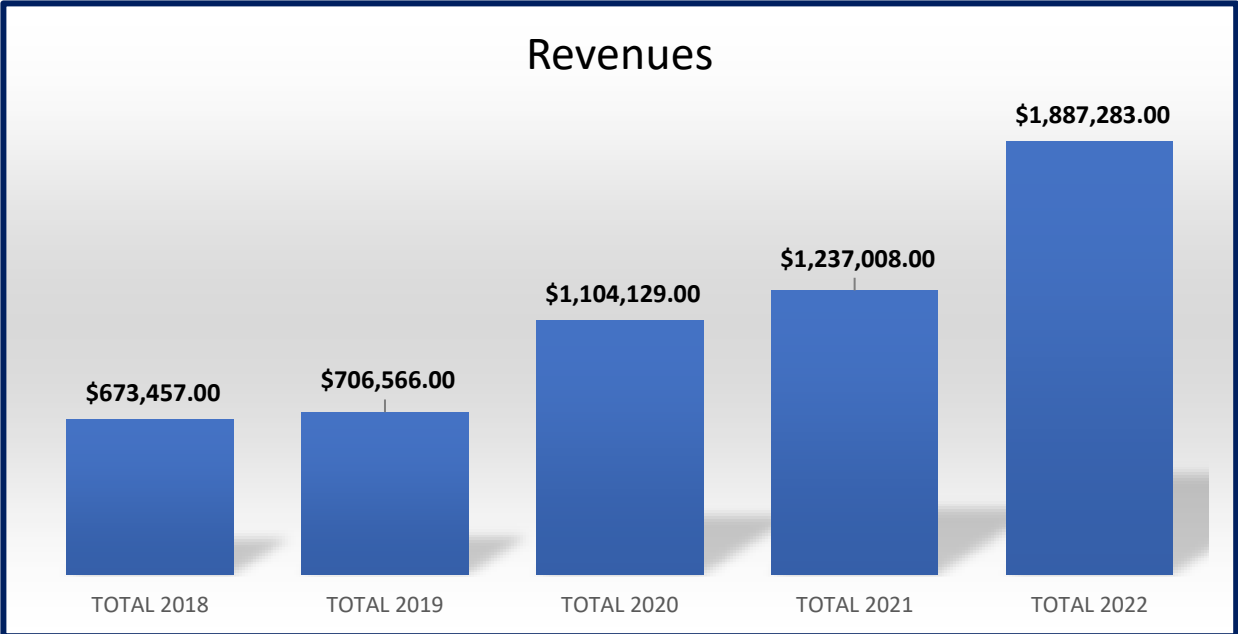
	2020 ACTUAL	2021 ACTUAL*	2021 BUDGET	2022 BUDGET	2023 PLAN	2024 PLAN	2025 PLAN
Revenues							
User Fees	-\$1,104	-\$1,072	-\$831	-\$886	-\$781	-\$641	-\$641
Other Revenue	-\$4	-\$4	-\$3	-\$3	-\$3	-\$3	-\$3
Total Revenues	-\$1,108	-\$1,076	-\$834	-\$889	-\$784	-\$644	-\$644
Expenditures							
Salaries and Benefits	\$1,003	\$864	\$951	\$1,012	\$1,026	\$1,050	\$1,075
Administrative and Office	\$51	\$89	\$84	\$113	\$90	\$92	\$114
Service Delivery	\$11	\$9	\$11	\$11	\$11	\$11	\$11
IT and Communications	\$112	\$233	\$96	\$106	\$110	\$114	\$119
Vehicles and Equipment	\$12	\$21	\$15	\$22	\$22	\$22	\$23
Internal Services Used	\$96	\$114	\$114	\$117	\$118	\$123	\$0
Capital Contribution	\$33	\$33	\$33	\$33	\$40	\$40	\$40
Total Expenditures	\$1,318	\$1,363	\$1,303	\$1,413	\$1,417	\$1,453	\$1,381
Transfers							
Transfers from Reserves	-\$215	-\$287	-\$470	-\$525	-\$633	-\$809	-\$737
Transfers to Reserves	\$5	\$0	\$0	\$0	\$0	\$0	\$0
Total Transfers	-\$210	-\$287	-\$470	-\$525	-\$633	-\$809	-\$737
Total Building and Bylaw	\$0	\$0	\$0	\$0	\$0	\$0	\$0

REVENUES

OBC Permit and Inspections

The OBC revenues generated in 2022 were approximately \$1,887,283. The total cost of delivery services related to the administration and enforcement of the Building Code Act was \$1,355,579.83.

Amendments to the Building By-law and Reserve Fund Policy were approved by Council in 2019 that updated the fee indexing methodology to recover our costs through permit fees and address the systemic draw on the reserves.



ONTARIO BUILDING CODE RESERVE FUND

The Building Code Act allows permit fees to be set to recover the costs associated with the administration and enforcement of the Act, as well as reasonable contributions to a reserve fund. The OBC reserve fund can be used to offset lean years, implement service enhancements and cover unexpected expenses related to the administration and enforcement of the Act.

