



## 2020 to 2023 Business Plan

### Service: Building Approvals

**\$-0.01**

Cost per day for the average rate payer (2020 to 2023)

**-0.06%**

Percentage of the 2020 to 2023 City of London Net Property Tax Supported Budget

#### Who we are:

- Building Approvals serves the building industry and the public through building permit issuance and related inspections.

#### What we do:

- Building Approvals contributes towards the protection of public health and safety by ensuring compliance with the Building Code Act, Ontario Building Code and other applicable law primarily in support of a reliable infrastructure.

#### Why we do it:

- **Mandatory** - Pursuant to Section 3.1 of the Building Code Act (BCA), municipalities are mandated the responsibility to enforce the BCA and in doing so, are required to appoint a Chief Building Official and such inspectors under Section 3(2) of the BCA.

The following table provides an overview of the budget for this service:

Budget Summary (\$000's)	2020	2021	2022	2023	2020 to 2023 TOTAL
Gross Operating Expenditures	\$6,773	\$6,967	\$7,126	\$7,156	<b>\$28,022</b>
Other Revenues	-\$7,201	-\$7,351	-\$7,502	-\$7,613	<b>-\$29,667</b>
<b>Net Tax Levy Supported Operating Budget</b>	<b>-\$428</b>	<b>-\$384</b>	<b>-\$376</b>	<b>-\$457</b>	<b>-\$1,645</b>
Total Capital Expenditures	\$27	\$0	\$0	\$0	<b>\$27</b>
Full-Time Equivalents (FTE's)	61.6	61.6	61.6	61.6	N/A

Reflects 2020 - 2023 Council Approved Budget - January 12, 2021.

The following section provides an overview of the key activities the service plans to undertake from 2020 to 2023 to implement the Corporation's 2019 to 2023 Strategic Plan, as well as an overview of the risks and challenges the service is anticipated to experience during this period:

### Service Highlights 2020 to 2023

- Full implementation of electronic permit submissions, reviews and issuance.
- Enhancements to the Building portal providing 'real-time' permit application review status.
- Establish remote/fully mobile work facilities for all inspection staff.

### Risks and Challenges Anticipated in 2020 to 2023

- Will need to implement additional less-manually intensive processes with respect to the acceptance and processing of all building permit application types seeing these are exclusively digital now and were set up within short notice due to COVID-19.
- Ongoing legislative changes pertaining to the Building Code Act and maintenance requirements and reports for existing buildings.
- Ensure all staff maintain or upgrade their Provincial qualifications as required by the Ministry of Municipal Affairs.
- Province-wide shortage of qualified building official applicants – succession planning issues.

The service directly supports the following components of the Corporation's 2019 to 2023 Strategic Plan:

## Growing Our Economy

London creates a supportive environment where entrepreneurs, businesses and talent can thrive.

**Expected Result:** Increase efficiency and consistency for administrative and regulatory processes.

**Strategy:**

- Improve administrative and regulatory processes and by-law requirements to enhance London's competitiveness. (GOE-23)

Metric	2019	2020	2021	2022	2023
# of building processes reviewed and improved.	7	6	3	4	2
% of building permit applications reviewed within legislated timeframes.	TBD	TBD	TBD	TBD	TBD

## Leading in Public Service

Londoner's experience exceptional and valued customer service.

**Expected Result:** Increase community and resident satisfaction of their service experience with the City.

**Strategy:**

- Streamline customer intake and follow-up across the Corporation. (LPS-07)

Metric	2019	2020	2021	2022	2023
22 building and development processes reviewed and improved.	7	6	3	4	2

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