

Building Safety

Led by: Calgary Building Services

Description:

The Building Safety service provides Calgarians with the assurance that the buildings they live, work, and play in, are safe. This service reviews building plans submitted to ensure compliance with provincial and national safety codes prior to issuing a permit, then follows up with site inspections to ensure construction also complies. The service responds to building and construction site safety concerns reported by first responders, citizens, and partner agencies providing guidance and direction to ensure a safe resolution. The service works proactively with industry and partner agencies to identify, educate, and promote safety best practices to reduce incidents and public safety concerns.

Customers:

All persons that undertake constructing, renovating, or demolishing a building which includes: Home owners, business owners, land developers, builders, contractors, trade professionals, supporting professionals. Indirect customers include: Property owners and renters, citizens, communities, and partnering construction industry associations.

What is delivered to customers:

Building Safety provides citizens, communities and customers assurance that new construction projects have been reviewed and inspected to meet Alberta's safety standards prior to granting occupancy. The service also addresses citizen inquiries on construction sites, existing buildings and responds to urgent calls related to public safety.

Partners:

Building Safety collaborates with industry associations including BILD, the Calgary Construction Association, ENMAX and ATCO. It works closely with agencies such as Alberta Health Services to identify and investigate public safety concerns. The service participates in safety code changes with the National Research Council, and works with industry to improve construction safety.

Service need (value proposition):

Building Safety provides its customers direct value through review and inspection of construction, in a timely and consistent manner, to ensure Alberta's safety standards are met. It assists customers on application, code requirements and regulatory changes to support their projects. In addition, the service works collaboratively with industry to help them develop best practices, and identifies growing safety concerns for correction. For citizens and communities, Building Safety provides urgent response service for public safety concerns related to construction sites and existing buildings. It administers important bylaw and safety requirements through the Building Maintenance Bylaw, Public Protection Site Safety Plan, and Infill Construction Collaboration Program.

Current state service value

<p>16,071 2017 building permits issued</p> <p>62,785 2017 building inspections performed</p>	<p>51,593 2017 safety code permits issued</p> <p>92,522 2017 safety code inspections performed</p>	<p>2018 Budgeted Gross Operating Expenditures Funding Breakdown (\$ Millions)*</p> <p>* Gross operating budget and the service cost ratio may include internal recoveries that are also included in other services gross operating budget.</p>	<p>\$9 Annual operating cost per \$1,000 in building permit construction value</p>
<p>Connections to Citizen Priorities</p>		<p>What the service includes This service has no sub-services.</p> <p>Key Capital Investments Investments include initiatives that enhance service delivery and the customer experience through targeting improvements to customer facing systems, supporting technology platforms and processes.</p>	



What we've heard and service outlook

What we heard: Research & Engagement Results

Research on customer expectations was completed through a Zero-based Review. Our customers value transparent processes that are applied fairly with fast and predictable approval of building permits. They value City staff time to help guide them through the process or understand code requirements. Delivery of inspections was deemed 'important' and rated as 'satisfied' by 89% of Calgarians in 2017. The ability to apply, pay and book inspections online is valuable in saving them time and money. Finally, customers expect The City to keep them informed and updated on changes that might impact their application or project.

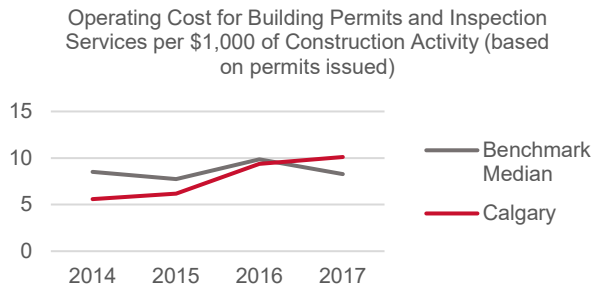
What Council has directed

Building Safety plays a role in the Council Directives of A City of Safe and Inspiring Neighbourhoods (N1, N4, N5), A Prosperous City (P3), and A Healthy and Green City (H1). Ensure public safety around construction sites by responding and coordinating efforts with first responders, stakeholders and partner agencies. Enable timely occupancy of buildings through plans review and inspections in accordance with safety codes. Support the safety of occupied buildings by administering the requirements of the Building Maintenance Bylaw. Continue to strive to improve internal processes and services for customers to encourage development, and support existing businesses. Participate and influence the National Energy Code to encourage more energy-efficient buildings, proactively develop climate adaptation strategies such as rainwater harvesting and solar panels.

What are we watching?

Construction activity and economic trends can significantly impact construction activity resulting in unexpected changes to permit volumes and fee revenues which can strain staff resources and service levels. The service continually monitors and tracks economic indicators to minimize impacts to service. There is rigor in balancing costs relative to the service provided. Various safety and energy codes are updated periodically that typically increase permit volumes impacting service levels. The service will expand online services to better meet client expectations and monitor technology utilized by the construction industry in order to maximize technology system upgrades on service delivery. Emergencies such as extreme weather can require resources to be diverted for Emergency Management purposes impacting business continuity.

Benchmarking



Source: Municipal Benchmarking Network Canada

The Municipal Benchmarking Network Canada benchmark of Operating Cost for Building Permits and Inspection Services per \$1,000 of Construction Activity (based on permits issued) is used to compare the service to other Municipalities across Canada. Calgary has experienced considerable fluctuations in construction values over the past ten years when compared to other cities included in this comparison. Overall construction value in Calgary decreased by 25 per cent in 2016 affecting the operating cost ratio while the operating cost remained fairly stable.

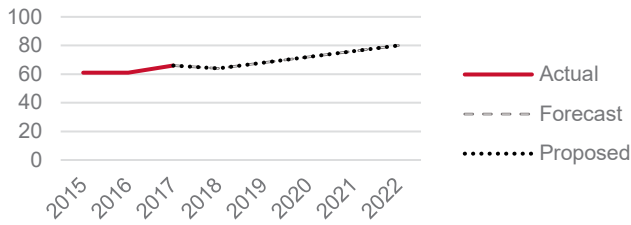
What matters to Calgarians

VALUE DIMENSION	DESCRIPTION
Responsiveness	Provide timely responses to permit applications, performing required inspections, and/ to emergency situations.
Legislative Compliance	Ensure safety standards are met by reviewing plans and inspecting construction according to the Safety Codes Act.
Informs	Provide customers guidance on requirements regarding public safety, energy codes, accessibility, and construction safety.
Prevention	Prevent public safety incidents from occurring through education, and awareness with industry partners and customers.
Safety	Respond to public site safety and building concerns, review plans and inspect construction to ensure safety.

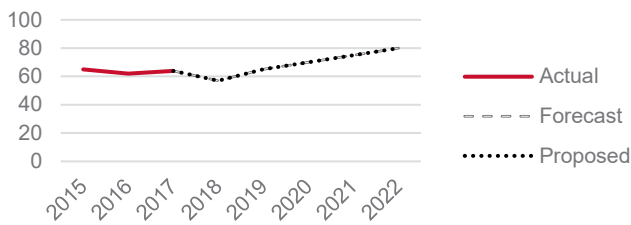


How is the Service performing? Where we are headed and where do we want to go?

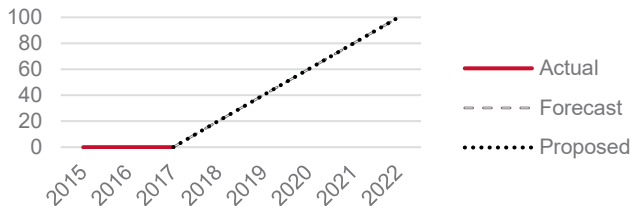
Per cent of new home construction that meets building safety standards upon first-final inspection. (%)



Per cent of Residential Improvement Projects that required a single inspection (%)



Per cent of buildings five storeys or greater and older than 10 years that submit a Building Envelope Visual Inspection for review (%)

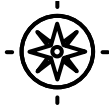


Story behind the curve

All new homes are inspected to ensure the construction meets provincial and national safety codes. New homes require a series of inspections through the construction cycle. Optimally, a single inspection during the final stage of construction would be preferred in order to obtain Permission to Occupy. Safety Code Officers return to re-inspect the home when safety code concerns are found. To improve the customer experience and benefit customers with fewer inspections, the service will create educational strategies to identify and assist customers more easily meet safety code requirements. In addition, internal efficiencies and opportunities will be explored.

Residential Improvement Projects are upgrades to existing residential properties such as basement developments, additions, and raised decks that represent a different market segment than new home construction. Many of these permits are taken out by independent contractors and homeowners that are often inexperienced and represent a higher risk of not meeting safety code requirements. The service aims to provide these customers upfront education of common safety issues before they start their project that will improve the overall customer experience and benefit customers with fewer inspections.

As Calgary's buildings age, it becomes important to assess the exterior condition of existing buildings. The Building Safety service now has the tools to assess these buildings through the Building Maintenance Bylaw. A number of buildings will be identified and audited each year to confirm that the Building Envelope Visual Assessment (BEVA) was completed. Those BEVA assessments with issues are required to be reported, and permits for remediation obtained through The City. Building Safety will analyze the data collected, look for trends and identify growing areas of concern with owners and industry to develop strategies to mitigate public safety risk. The City wants to ensure that buildings within Calgary are being adequately maintained.



What do we propose to do?

What we propose to continue doing

STRATEGY
Keep buildings safe through a safety codes review.
Strengthen culture utilizing an 'outside in' view to foster the successful realization of development.
Enhance online service offerings and leverage technology to improve our service delivery.
Focus on developing and utilizing data in support of decision-making.
Utilize risk management principles to realize efficiencies and maximize safety.
Continue to monitor costs by reviewing fees to reflect appropriate levels of service while meeting customer expectations.
Proactively manage project submissions to customer expected timelines and reduce review and release times.

Why?

The service will continue to strengthen a culture of enabling outcomes, and leverage technology to enhance the customer experience while maintaining public confidence that buildings in Calgary are safe.

What we propose to do less of

STRATEGY

Why?

What we propose to do more of or include as a new offering

STRATEGY
Use alternate methods of verifying safety to reduce the number of inspections while maintaining service levels.
Ensure site safety through education and collaboration with industry partners.
Proactive site safety inspections to ensure public safety and reduce number of complaints that are received.
Ensure existing buildings are safe through the Building Maintenance Bylaw auditing.
Concurrent plan review with internal services and external agencies.

Why?

The service intends to alter its focus to be more proactive and work collaboratively with customers regarding safety for both new construction and existing buildings. Employing a risk management strategy to increase efficiency with inspections allowing for greater interaction earlier in the process.



What Operating Budget do we need to achieve these results and strategies?

For Council Approval

SERVICE PERFORMANCE RESULTS FOR 2019-2022	CURRENT	TREND
Per cent of new home construction that meets building safety standards upon first-final inspection. (%)	64	↑
Per cent of Residential Improvement Projects that required a single inspection. (%)	57	↑
Per cent of buildings five storeys or greater and older than 10 years that submit a Building Envelope Visual Inspection for review. (%)	20	↑

Breakdown of net operating budget (\$000s)

	2019	2020	2021	2022
Previous Year's Budget	-	-	-	-
Less Previous Year one Time	-	-	-	-
Base	-	-	-	-
Revenue Changes	(2,971)	(956)	(956)	(899)
Internal Recovery Changes	3,211	-	-	-
Inflation	937	1,091	1,096	1,026
Operating Impact of Previously Approved Capital	-	-	-	-
Operating Impact of New Capital (Incremental)	-	-	-	-
Efficiencies	(1,067)	-	-	-
Service Reductions	-	-	-	-
Service Increases	-	-	-	-
One Time	-	-	-	-
Realignments	(110)	(135)	(140)	(127)
Total	-	-	-	-

Total Operating Budget (\$000s) for Approval

	2018 Budget	2019			2020			2021			2022		
	At Mar 31	Base	One-Time	Total	Base	One-Time	Total	Base	One-Time	Total	Base	One-Time	Total
Expenditure	41,408	42,183	-	42,183	43,258	-	43,258	44,405	-	44,405	45,563	-	45,563
Recoveries	(2,731)	(2,472)	-	(2,472)	(2,472)	-	(2,472)	(2,472)	-	(2,472)	(2,472)	-	(2,472)
Revenue	(38,677)	(39,711)	-	(39,711)	(40,786)	-	(40,786)	(41,933)	-	(41,933)	(43,091)	-	(43,091)
Net	-	-	-	-	-	-	-	-	-	-	-	-	-



Recommended Capital Investment to Support Service Delivery

For Council Approval

Capital Budget for Council Approval

ACTIVITY	DESCRIPTION	2019 REQUEST (\$000s)	2020 REQUEST (\$000s)	2021 REQUEST (\$000s)	2022 REQUEST (\$000s)	2023+ REQUEST (\$000s)	Total REQUEST (\$000s)
Annual Investment Program(s)		3,000	4,000	8,000	8,000	-	23,000
470140	Business Technology Sustainment	3,000	4,000	8,000	8,000	-	23,000
Project(s)		-	-	-	-	-	-
Program(s)		-	-	-	-	-	-
Sub-Total (New Budget Requests)		3,000	4,000	8,000	8,000	-	23,000
Previously Approved Budget Remaining		281	-	-	-	-	281
Total Capital Investment		3,281	4,000	8,000	8,000	-	23,281

Explanation of Capital Budget Requests

Annual Investment Program(s)

Activity 470140: Business Technology Sustainment

New Budget Request of \$23,000 thousand for ongoing investment in citizen, community and customer focused enhancements and the continuous improvement of business processes and information management.

Funding from Capital Reserves

Operating Impact of Capital: None