ST. J@HN'S

Regular Meeting - City Council Agenda

	uary 21	1, 2022	
3:00	p.m.		
4th F	-loor Ci	ity Hall	Pages
1.	CALL	TO ORDER	
2.	PROC	CLAMATIONS/PRESENTATIONS	
	2.1.	Proclamation - Heritage Week	3
3.	APPR	ROVAL OF THE AGENDA	
	3.1.	Adoption of Agenda	
4.	ADOF	PTION OF THE MINUTES	
	4.1.	Adoption of Minutes - February 14, 2022	4
5.	BUSI	NESS ARISING FROM THE MINUTES	
6.	DEVE	LOPMENT APPLICATIONS	
7.	RATIF	FICATION OF EPOLLS	
8.	COM	MITTEE REPORTS	
	8.1.	Committee of the Whole Report - February 9, 2022	11
		 St. John's International Airport Authority Nomination Reappointments 	15
		2. Municipal Election 2021 – Final Report	17
		 Envision St. John's Development Regulations – Housekeeping Amendment 	34
	8.2.	Audit & Accountability Standing Committee Report - February 9, 2022	55

		1.	Review of Permit Process	60
		2.	Approval of Revised Internal Audit Charter Policy	114
		3.	2022 Audit Plan	125
9.	DEVE	LOPME	INT PERMITS LIST (FOR INFORMATION ONLY)	
	9.1.	Develo	opment Permits List February 10 to 16, 2022	129
10.	BUILD	DING PE	RMITS LIST (FOR INFORMATION ONLY)	
	10.1.	Buildir	ng Permits List for week ending February 16, 2022	130
11.	REQU	JISITION	NS, PAYROLLS AND ACCOUNTS	
	11.1.	Week	ly Payment Vouchers for week Ending February 16, 2022	132
12.	TEND	ERS/RF	PS	
	12.1.	20220	014 - Painting Services Various Sites (Standing Offer)	133
	12.2.	20220	018 – Supply and Delivery of Annuals	136
13.	NOTIO	CES OF	MOTION, RESOLUTIONS QUESTIONS AND PETITIONS	
14.	OTHE	R BUSI	NESS	
	14.1.	Shea	Heights Board Appointment	138
15.	ACTIO	ON ITEM	IS RAISED BY COUNCIL	

16. ADJOURNMENT

Proclamation

Heritage Day 2022 February 21, 2022

WHEREAS: the third Monday in February is recognized provincially as Heritage Day; and

WHEREAS: Heritage Day is a time to reflect on the achievements of past generations and to accept responsibility for protecting our heritage; and

WHEREAS: our citizens should be encouraged to celebrate Newfoundland and Labrador's uniqueness and to rejoice in their heritage and environment; and

WHEREAS: in 2022 the residents of Newfoundland and Labrador will celebrate their rich and diverse heritage;

THEREFORE: I, Mayor Danny Breen, do hereby proclaim February 21, 2022 as Heritage Day and February 21-25 as Heritage Week in the City of St. John's.

Signed at City Hall, St. John's, NL on this 21 day of February 2022.

Danny Breen, Mayor

ST. J@HN'S

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Minutes of Regular Meeting - City Council

Council Chamber, 4th Floor, City Hall

February 14, 2022, 3:00 p.m.

Present:	Mayor Danny Breen
	Deputy Mayor Sheilagh O'Leary
	Councillor Maggie Burton
	Councillor Ron Ellsworth
	Councillor Sandy Hickman
	Councillor Debbie Hanlon
	Councillor Jill Bruce
	Councillor Ophelia Ravencroft
	Councillor Jamie Korab
	Councillor Ian Froude
	Councillor Carl Ridgeley

Staff:Derek Coffey, Deputy City Manager of Finance & Administration
Tanya Haywood, Deputy City Manager of Community Services
Jason Sinyard, Deputy City Manager of Planning, Engineering &
Regulatory Services
Lynnann Winsor, Deputy City Manager of Public Works
Cheryl Mullett, City Solicitor
Susan Bonnell, Manager, Communications & Office Services
Ken O'Brien, Chief Municipal Planner
Karen Chafe, City Clerk
Christine Carter, Legislative Assistant

Land Acknowledgement

The following statement was read into the record:

"We respectfully acknowledge the Province of Newfoundland & Labrador, of which the City of St. John's is the capital City, as the ancestral homelands of the Beothuk. Today, these lands are home to a diverse population of indigenous and other peoples. We would also like to acknowledge with respect the diverse histories and cultures of the Mi'kmaq, Innu, Inuit, and Southern Inuit of this Province."

1. CALL TO ORDER

Mayor Danny Breen called the meeting to order at 3:00 pm.

2. PROCLAMATIONS/PRESENTATIONS

3. APPROVAL OF THE AGENDA

3.1 Adoption of Agenda

SJMC-R-2022-02-14/47 Moved By Councillor Froude Seconded By Councillor Bruce

That the Agenda be adopted as presented.

For (11): Mayor Breen, Deputy Mayor O'Leary, Councillor Burton, Councillor Ellsworth, Councillor Hickman, Councillor Hanlon, Councillor Bruce, Councillor Ravencroft, Councillor Korab, Councillor Froude, and Councillor Ridgeley

MOTION CARRIED (11 to 0)

4. ADOPTION OF THE MINUTES

4.1 Adoption of Minutes - February 7th, 2022

<u>SJMC-R-2022-02-14/48</u> **Moved By** Councillor Hanlon **Seconded By** Councillor Hickman

That the minutes of February 7th, 2022, be adopted as presented.

For (11): Mayor Breen, Deputy Mayor O'Leary, Councillor Burton, Councillor Ellsworth, Councillor Hickman, Councillor Hanlon, Councillor Bruce, Councillor Ravencroft, Councillor Korab, Councillor Froude, and Councillor Ridgeley

MOTION CARRIED (11 to 0)

5. BUSINESS ARISING FROM THE MINUTES

5.1 <u>Notice of Motion - Deferral of Planning and Development</u> <u>Applications in Wetland Buffers</u> SJMC-R-2022-02-14/49 Moved By Councillor Froude Seconded By Councillor Ridgeley

That Council rescind the following motion approved at the October 4, 2021, Regular Meeting of Council:

SJMC-R-2021-10-04/467 Moved By Councillor Burton Seconded By Councillor Skinner

That Council defer all planning and development applications on sites located within a wetland buffer as delineated under the City's 2019 Wetlands Delineation Study, Phase 1, until the 2021 Wetlands Study Phase 2A is completed and implemented, in accordance with Section 5.1.3(4) "Planning Studies - Deferral of Applications".

For (11): Mayor Breen, Deputy Mayor O'Leary, Councillor Burton, Councillor Ellsworth, Councillor Hickman, Councillor Hanlon, Councillor Bruce, Councillor Ravencroft, Councillor Korab, Councillor Froude, and Councillor Ridgeley

MOTION CARRIED (11 to 0)

3

6. **DEVELOPMENT APPLICATIONS**

6.1 Request for Variance on Lot Frontage – 346 Back Line – SUB2100062

SJMC-R-2022-02-14/50 Moved By Councillor Korab Seconded By Councillor Ridgeley

That Council approve the 9.16% Variance to allow the subdivide of a new Lot at 346 Back Line with a Lot Frontage of 27.5 metres.

For (11): Mayor Breen, Deputy Mayor O'Leary, Councillor Burton, Councillor Ellsworth, Councillor Hickman, Councillor Hanlon, Councillor Bruce, Councillor Ravencroft, Councillor Korab, Councillor Froude, and Councillor Ridgeley

MOTION CARRIED (11 to 0)

6.2 Notices Published – 430 Topsail Road - DEV2100192

SJMC-R-2022-02-14/51 Moved By Councillor Korab Seconded By Councillor Burton

That Council approve the Discretionary Use application for a Lounge that is located on the 2nd storey of the Village Mall at 430 Topsail Road.

For (11): Mayor Breen, Deputy Mayor O'Leary, Councillor Burton, Councillor Ellsworth, Councillor Hickman, Councillor Hanlon, Councillor Bruce, Councillor Ravencroft, Councillor Korab, Councillor Froude, and Councillor Ridgeley

MOTION CARRIED (11 to 0)

6.3 <u>Crown Land License for Private Access to a Quarry- Foxtrap Access</u> <u>Road – CRW2200001</u>

<u>SJMC-R-2022-02-14/52</u> **Moved By** Councillor Korab **Seconded By** Councillor Hickman

That Council approve the Crown Land License for 1.04 hectares for the proposed private access off the Foxtrap Access Road.

For (11): Mayor Breen, Deputy Mayor O'Leary, Councillor Burton, Councillor Ellsworth, Councillor Hickman, Councillor Hanlon, Councillor Bruce, Councillor Ravencroft, Councillor Korab, Councillor Froude, and Councillor Ridgeley

MOTION CARRIED (11 to 0)

6.4 Notices Published – 607 Torbay Road - DEV2100191

SJMC-R-2022-02-14/53 Moved By Councillor Korab Seconded By Councillor Bruce

That Council approve the Discretionary Use application for a Clinic at 607 Torbay Road.

For (11): Mayor Breen, Deputy Mayor O'Leary, Councillor Burton, Councillor Ellsworth, Councillor Hickman, Councillor Hanlon, Councillor Bruce, Councillor Ravencroft, Councillor Korab, Councillor Froude, and Councillor Ridgeley

MOTION CARRIED (11 to 0)

7. RATIFICATION OF EPOLLS

8. <u>COMMITTEE REPORTS</u>

9. <u>DEVELOPMENT PERMITS LIST (FOR INFORMATION ONLY)</u>

9.1 <u>Development Permits List February 3 to 9, 2022</u>

10. BUILDING PERMITS LIST (FOR INFORMATION ONLY)

10.1 Building Permits List for week ending February 9, 2022

11. REQUISITIONS, PAYROLLS AND ACCOUNTS

11.1 Weekly Payment Vouchers Week Ending February 8, 2022

SJMC-R-2022-02-14/54 Moved By Deputy Mayor O'Leary Seconded By Councillor Ellsworth

The weekly payment vouchers for the week ending February 8, 2022, in the amount of \$3,909,931.28, be approved as presented.

For (11): Mayor Breen, Deputy Mayor O'Leary, Councillor Burton, Councillor Ellsworth, Councillor Hickman, Councillor Hanlon, Councillor Bruce, Councillor Ravencroft, Councillor Korab, Councillor Froude, and Councillor Ridgeley

MOTION CARRIED (11 to 0)

12. <u>TENDERS/RFPS</u>

13. NOTICES OF MOTION, RESOLUTIONS QUESTIONS AND PETITIONS

14. OTHER BUSINESS

14.1 <u>19 King's Bridge Road, Adoption, MPA2100004</u>

SJMC-R-2022-02-14/55 Moved By Councillor Froude Seconded By Councillor Burton That Council adopt the attached resolutions for St. John's Municipal Plan Amendment Number 4, 2022 and St. John's Development Regulations Amendment Number 6, 2022, and appoint Ms. Marie Ryan, a member of the City's commissioner list, to conduct a virtual public hearing on the proposed amendments. The proposed date for the hearing is Wednesday, March 16, 2022, at 7 p.m.

For (10): Mayor Breen, Deputy Mayor O'Leary, Councillor Burton, Councillor Hickman, Councillor Hanlon, Councillor Bruce, Councillor Ravencroft, Councillor Korab, Councillor Froude, and Councillor Ridgeley

Abstain (1): Councillor Ellsworth

MOTION CARRIED (10 to 0)

14.2 Expropriation of 379 and 380 Bay Bulls Road

SJMC-R-2022-02-14/56 Moved By Councillor Ridgeley Seconded By Councillor Hickman

That Council approve the expropriation of: 1)380 Bay Bulls Road for the realignment of Old Bay Bulls Road at Bay Bulls Road

For (11): Mayor Breen, Deputy Mayor O'Leary, Councillor Burton, Councillor Ellsworth, Councillor Hickman, Councillor Hanlon, Councillor Bruce, Councillor Ravencroft, Councillor Korab, Councillor Froude, and Councillor Ridgeley

MOTION CARRIED (11 to 0)

14.3 <u>6 Lambe's Lane, Adoption, MPA2000005</u>

Several members of council voiced their support for this project and the many benefits it will bring to the area. They felt that it is the type of housing and development that is needed in the City and will be a great benefit to those who are seeking housing near the university area.

The proponent has added more parking spaces into the plan, which was expressed as a concern during public consultations. The plan also includes covered bike parking spaces, indoor bike storage, it is near several bus stops and tenants will be provided with 25 Metrobus passes. It was noted, however, that this may impact some homeowners in the area in renting their basement apartments, and also impact the residence building at the University.

SJMC-R-2022-02-14/57 Moved By Councillor Froude Seconded By Councillor Burton

That Council adopt the attached resolutions for St. John's Municipal Plan Amendment Number 6, 2022 and St. John's Development Regulations Amendment Number 9, 2022, and appoint Ms. Marie Ryan, a member of the City's commissioner list, to conduct a virtual public hearing on the proposed amendments. The proposed date for the hearing is Wednesday, March 23, 2022, at 7 p.m.

For (10): Mayor Breen, Deputy Mayor O'Leary, Councillor Burton, Councillor Ellsworth, Councillor Hanlon, Councillor Bruce, Councillor Ravencroft, Councillor Korab, Councillor Froude, and Councillor Ridgeley

Against (1): Councillor Hickman

MOTION CARRIED (10 to 1)

15. ACTION ITEMS RAISED BY COUNCIL

16. <u>ADJOURNMENT</u>

There being no further business, the meeting adjourned at 3:45 pm.

MAYOR

CITY CLERK

ST. J@HN'S

Report of Committee of the Whole - City Council

Virtual

February 9, 2022, 9:30 a.m.

Present:	Mayor Danny Breen Councillor Maggie Burton Councillor Ron Ellsworth Councillor Sandy Hickman Councillor Debbie Hanlon Councillor Jill Bruce Councillor Ophelia Ravencroft Councillor Jamie Korab Councillor Ian Froude Councillor Carl Ridgeley
Regrets:	Deputy Mayor Sheilagh O'Leary
Staff:	Derek Coffey, Deputy City Manager of Finance & Administration Tanya Haywood, Deputy City Manager of Community Services Jason Sinyard, Deputy City Manager of Planning, Engineering & Regulatory Services Lynnann Winsor, Deputy City Manager of Public Works Cheryl Mullett, City Solicitor Susan Bonnell, Manager - Communications & Office Services Ken O'Brien, Chief Municipal Planner Karen Chafe, City Clerk Jennifer Squires, Legislative Assistant

1. St. John's International Airport Authority Nomination Reappointments

Recommendation Moved By Councillor Ridgeley Seconded By Councillor Hanlon

That Council approve the reappointment of Ken Baggs and Andrea Marshall as the City's representatives on the St. John's International Airport Authority Board of Directors for a three year term once their current term expires on August 31, 2022.

For (9): Mayor Breen, Councillor Ellsworth, Councillor Hickman, Councillor Hanlon, Councillor Bruce, Councillor Ravencroft, Councillor Korab, Councillor Froude, and Councillor Ridgeley

MOTION CARRIED (9 to 0)

2. Municipal Election 2021 – Final Report

The City Clerk provided an overview of the Municipal Election Final Report. Voter turnout was slightly less than previous elections, and the acclamation of three positions, as well as voter fatigue may have influenced the decline. This was the tenth election that included the option to vote by mail, which has established itself as a viable, safe, and accessible method of voting. This was especially important to accommodate those who were reluctant to vote in-person during the pandemic.

The work of Trisha Rose, Elections Co-Ordinator, to ensure that the Election was accessible and inclusive was then highlighted. In collaboration with the CNIB and the City's Inclusion Advisory Committee, a braille ballot was available to voters, and the Elections Co-Ordinator inspected all satellite drop off-centres to ensure they met accessibility criteria. She also provided training on accessibility and inclusivity for elections staff. These initiatives can be implemented going forward to ensure accessibility for future elections.

The budget for the 2021 election was on par with previous years, as increased costs for doubling the number of satellite centres and professional and special services, were offset by decreased labour costs from previous years. There was a challenge in hiring sufficient staff due to the pandemic. The shortage in Staff resulted in a delay in results, and suggestions to remedy the shortage for future elections, as well as a number of additional recommendations have been included in the report. The Mayor reflected on the challenges of the 2021 election and commended the work of the City Clerk, the former City Clerk Elaine Henley, and the Elections Co-Ordinator.

Recommendation Moved By Councillor Hickman Seconded By Councillor Ellsworth

That Council accept the Election 2021 Final Report and the recommendations contained therein.

For (10): Mayor Breen, Councillor Burton, Councillor Ellsworth, Councillor Hickman, Councillor Hanlon, Councillor Bruce, Councillor Ravencroft, Councillor Korab, Councillor Froude, and Councillor Ridgeley

MOTION CARRIED (10 to 0)

3. Envision St. John's Development Regulations – Housekeeping Amendment

Councillor Froude informed Council on the proposed housekeeping amendments to the Envision St. John's Development Regulations, highlighting the inclusion of a land acknowledgement in the interest of reconciliation between settler populations and Indigenous groups that had been living on the land before European settlement.

Councillor Burton asked for additional clarification on item 11.e, recommending that a maximum parking limit not be set for Residential Uses. The Chief Municipal Planner replied that a maximum parking limit had been previously set for residential parking, and that in general parking lot limits are aimed toward large, commercial lots to avoid excessive, unused parking lots. Looking at residential lots, if a resident wished to add extra spaces for visitor parking, it would require Council's approval as it is beyond the maximum, which was not the intent. Residential parking lots are usually small, and apartment building lots are generally not oversized, as developers do not want to pay for unnecessary parking. Councillor Burton would like the regulations to include a provision to ensure that parking is not overbuilt, especially when it comes to new developments. Councillor Froude responded that the amendment would remove constraints on those wishing to add parking for subsidiary units and as such he is supportive of the amendment as it would assist a form of gentle density in the R1 zone. He then advised that the changes would be advertised for public review and comment. All comments will be considered by Council before formal approval.

Recommendation Moved By Councillor Froude Seconded By Councillor Burton

That Council consider draft Envision St. John's Development Regulations Amendment Number 8, 2022 and advertise the amendment for public review and comment.

For (10): Mayor Breen, Councillor Burton, Councillor Ellsworth, Councillor Hickman, Councillor Hanlon, Councillor Bruce, Councillor Ravencroft, Councillor Korab, Councillor Froude, and Councillor Ridgeley

MOTION CARRIED (10 to 0)

Mayor

DECISION/DIRECTION NOTE

Title:	St. John's International Airport Authority Nomination Reappointments
Date Prepared:	January 28, 2022
Report To:	Committee of the Whole
Councillor and Role:	Mayor Danny Breen, Governance & Strategic Priorities
Ward:	N/A

Decision/Direction Required:

Council is required to provide direction on the approval of reappointments to the St. John's Airport Authority Board of Directors (SJIAA).

Discussion – Background and Current Status:

Mr. Tom Williams, Board Chair of the SJIAA has requested that Council approve the reappointment of Mr. Ken Baggs and Ms. Andrea Marshall who currently fulfill the role of Directors and whose appointments will expire on August 31, 2022. They will both be eligible for reappointment for a further three year term.

Key Considerations/Implications:

- 1. Budget/Financial Implications: N/A
- 2. Partners or Other Stakeholders: St. John's International Airport Authority
- 3. Alignment with Strategic Directions/Adopted Plans: An Effective City: A city that performs effectively and delivers result.
- 4. Legal or Policy Implications: N/A
- 5. Privacy Implications: N/A
- 6. Engagement and Communications Considerations: N/A unless it is Council's wish to advertisement for the replacement of the two encumbents.
- 7. Human Resource Implications: N/A
- 8. Procurement Implications: N/A
- 9. Information Technology Implications: N/A



10. Other Implications: N/A

Recommendation:

That Council approve the reappointment of Ken Baggs and Andrea Marshall as the City's representatives on the St. John's International Airport Authority Board of Directors for a three year term once their current term expires on August 31, 2022.

Prepared by: Approved by:

DECISION/DIRECTION NOTE

Title:	Municipal Election 2021 – Final Report
Date Prepared:	February 3, 2021
Report To:	Committee of the Whole
Councillor and Role:	Mayor Danny Breen, Governance & Strategic Priorities
Ward:	N/A

Decision/Direction Required:

The Office of the City Clerk has prepared the final report from the Municipal Election of 2021. A number of recommendations are outlined at the end of the report for Council's consideration and direction.

Discussion – Background and Current Status:

The Final Report outlines the electoral processes, statistics on candidates and voters as well as budget costs associated with the 2021 Municipal Election. It is typically a post-mortem of the election and references the successes as well as the areas in need of improvement. A number of recommendations are outlined at the end of the report for Council's consideration.

Key Considerations/Implications:

- 1. Budget/Financial Implications: Election Budget as outlined in the Final Report
- 2. Partners or Other Stakeholders: Candidates, Voters, Elections staff
- 3. Alignment with Strategic Directions/Adopted Plans: An Effective City: A City that performs effectively and delivers results
- 4. Legal or Policy Implications: Legislative requirements as per the *Municipal Elections Act* and the St. John's Municipal Elections Vote by Mail By-Law
- 5. Privacy Implications: As per the Access to Information and Protection of Privacy Act
- 6. Engagement and Communications Considerations: N/A
- 7. Human Resource Implications: As outlined in the Final Report
- 8. Procurement Implications: As outlined in the Final Report
- 9. Information Technology Implications: N/A



10. Other Implications: N/A

Recommendation:

That Council accept the Election 2021 Final Report and the recommendations contained therein.

Prepared by: Approved by:

MUNICIPAL ELECTION 2021



FINAL REPORT February 2022

Contents

EXECUTIVE SUMMARY	3
1.0VOTERS' LIST AND ON-LINE VOTER REGISTRATION PORTAL	4
2.0 ELECTION PERIOD – Vote by Mail	5
3.0 ELECTION RESULTS	8
4.0 VOTERS	. 11
5.0 ELECTION COSTS	. 12
6.0 ACCESSIBILITY	. 13
7. RECOMMENDATIONS	. 15

The City of St. John's conducted its 2021 Municipal General Election as per the Vote by Mail By-Law which was passed by Council on July 10, 2001. The 2021 Municipal Election is the 6th general election held in this manner in addition to 4 by-elections since the inception of the by-law, bringing the total number to 10 vote by mail elections.

The 2021 Vote by Mail election period extended from Wednesday, September 8th, 2021 to Election Day, Tuesday, September 28, 2021. On Election Day, 11 satellite drop off centres were situated throughout the five wards for voters to deposit their return envelopes or vote in person. All ballots received throughout the Election Period were also counted on Election Day.

An Elections Co-Ordinator was hired in May to oversee the election and a Business Plan was prepared identifying the direction to be taken to ensure that the election was conducted in accordance with the applicable legislation, namely the *Municipal Elections Act, S.N.L. 2001, c. M20.2* and the *St. John's Municipal Elections Vote by Mail By-Law*.

Council during its Regular Meeting of May 25, 2021 approved contracts for the following companies based on the request for proposals process:

- Comprint Systems Incorporated (DataFix) for the preparation of the vote by mail kits and the use of Municipal VoterView software to host the voters list.
- Dominion Voting Systems Corporation- for the scanning and tabulation of all ballots on Election Day.

The voters list was supplied by Elections Newfoundland and Labrador via an information sharing agreement with the City of St. John's. The City also entered into a Business Reply Mail Account with Canada Post for the distribution and return of the vote by mail kits.

The Election successfully concluded with a voter turnout of 47.10% of registered voters electing a gender and age diverse council. The turnout is slightly less than the past number of elections, however several factors may have influenced the slight decline including:

- Acclamation of the Mayoral, Deputy Mayoral and Ward 4 Councillor seats.
- Voter fatigue, given the municipal election was the third election in 8 months for voters in Newfoundland and Labrador. The Provincial Election took place in February/March 2021 and the Federal Election took place simultaneously during the City's Municipal Election Period.

1.0 VOTERS' LIST AND ON-LINE VOTER REGISTRATION PORTAL

The City of St. John's used the Permanent List of Electors provided by Elections Newfoundland & Labrador which is established and maintained for election purposes.

Table 1.1

Voters' List (Permanent List of Electors) Statistics				
Date	Date Action			
2021 06 02	Elections NL provides list to City as per information sharing agreement.	76847		
2021 08 26	Subsequent to data cleansing process, master list sent to DataFix (For printing/distribution of vote by mail kits)	67149		
2021 09 28	Voters List Total as of Election Day	69145		
2022 01 26	Post Election - Approximate # of Return to Sender kits)	4500		

Immediately upon receipt of the permanent list of electors (voters list) provided by Elections NL, the City's Land Information Systems (LIS) Division conducted the following work on behalf of the Elections Office:

- Delineated each of the five wards within the voters list to ensure voters within each ward would receive the correct VBM kit. As the Province's electoral districts have different boundaries than the City's ward boundary system, this delineation must be done for each election.
- Reconciled the list of sales data since the last election to remove voters from those properties which had sold. Though voters were removed from sold properties, their data was not entirely deleted from the voters list and could still be used by election workers to verify and reallocate to different properties through the on-line voter registration portal.
- Removed the deceased from the voters list as provided by Vital Statics via an information sharing agreement with the City. Approximately 1832 electors were removed as a result.

Overall, the reduction in the number of electors from June to August 26, 2021 when the Master List was sent to Datafix for distribution of vote by mail kits was 9698 electors. Subsequently, the list continued to be updated by the Access Center and Elections staff up to and beyond the Election period in response to individual enquiries and on-line registrations.

As of January 26, 2022, there were an estimated 4500 vote by mail kits returned by Canada Post as being undeliverable.

The City offered on-line voter registration so that voters could confirm/update their information or register to vote via their mobile devices/computers. The portal was also used by the Access Center and elections staff to assist those preferring to register in person, at City Hall or via telephone.

Overall, 16,755 hits were made to the registration portal and a total of 3332 people registered to vote in that manner.

Table 1.2

On-Line Registration Statistics				
Viewed with No Change	Updated	Added	Total	
11007	2416	3332	16755	

2.0 ELECTION PERIOD – Vote by Mail

The election period occurred from Wednesday, September 8th (the date the vote by mail kits were delivered to the Canada Post Toronto plant) and ended on Election Day, Tuesday, September 28 at 8:00 pm. The Canada Post local plant received the VBM kits on the weekend following induction and processed for circulation by Monday, September 13th. Most kits were delivered by Wednesday, September 15.

As the City has demonstrated in its 20 years of experience, Vote by Mail has established itself as a viable and accessible method of voting. But perhaps more importantly, it has become an indispensable means by which to conduct safe elections during the pandemic era.

Election Period (September 8 to September 28)				
Date Activity				
2021 09 08	 Vote by Mail Kits inducted into mail system by Canada Post. 			
2021 09 08	Drop Box placed outside City Hall			
2021 09 13	Election staff begin workCity begins receiving & processing completed kits			
2021 09 13 - 2017 09 28	 Completed kits/ballots returned & processed daily Replacement and new kits issued as requested 			
2021 09 28	 Election Day Staff start Satellite Drop Off Centres open Ballots removed from secure area and scanned Results tabulated and released at 11:30 pm 			

Table 2.1

Accepted and Rejected Ballots & Percentages					
Date	Total # Accepted	Total # Rejected*	Total # Received	% Received Per Day	Cumulative Total
Sep 13-2021	6	0	6	0.02%	0.02%
Sep 14-2021	73	1	74	0.22%	0.24%
Sep 15-2021	115	2	117	0.35%	0.60%
Sep 16-2021	1234	19	1253	3.79%	4.39%
Sep 17-2021	3677	36	3713	11.24%	15.62%
Sep 20-2021	5316	56	5372	16.26%	31.88%
Sep 21-2021	221	16	237	0.72%	32.60%
Sep 22-2021	5973	84	6057	18.33%	50.93%
Sep 23-2021	5255	60	5315	16.08%	67.01%
Sep 24-2021	2837	49	2886	8.73%	75.75%
Sep 27-2021	2177	29	2206	6.68%	82.42%
Sep 28-2021	5683	126	5809	17.58%	100%
Total	32567	478	33045	100%	100%

Table 2.2

A total of 478 rejected votes were processed (1.4% of the total votes received). The vast majority of rejected votes were due to voter declaration forms not being returned with the kit (132 instances) or they were returned but unsigned (251 instances).

Table 2.3

Rejecte	d Ballots Explanations and Totals	
Code	Explanation	Number Received
VN	Voter declaration form not included	132
VU	Voter Declaration Form - Unsigned/Improperly Signed	251
VS	Voter Declaration Form - Too Many Signatures	1
VM	Voter Declaration Form - Too Many	0
VR	Voter Declaration Form - Voter Invalid (ie used forwarded	26
	kit from old address in different ward)	
VA	Voter Declaration Form - Already Accepted/Voted	8
SI	Secrecy Envelope - Identifying Marks	0
SN	Secrecy Envelope - NOT included	28
SM	Secrecy Envelope - Too Many	1
SE	Secrecy Envelope – Empty	0
SU	Secrecy Envelope - Unsealed & unable to be resealed	0
RL*	Return Envelope - Received Late (after 8:00 pm Sept. 28)	31
	TOTAL	478

A total of 1965 votes (6.03 % of the overall number) were received and processed throughout the eleven satellite drop off centers situated throughout the City. On average 178 ballots were processed per site, with the lowest number (51) at Kenmount Terrace Community Centre and the highest number (345) at the Goulds Recreation Centre.

Та	ble	2.4

Votes Processed in Person at Satellite Centres. (Does not include completed votes dropped off at Satellite Centres).

Ward	Satellite Centre	Total Votes Received from Satellite Centre	Votes Received at Satellite Centres Per Ward	
1	Holiday Inn	82	224	
	Paul Reynolds Comm. Centre	249	331	
2	Knights of Columbus	324		
	Virginia Park Comm. Centre	117	441	
3	HGR Mews Centre	173	392	
	Shrine Centre	219		
4	Swilers Rugby Club	145	100	
	Kenmount Terrace Comm. Centre	51	196	
_	Shea Heights Comm. Centre	81		
5	Southlands Comm. Centre	179	605	
	Goulds Recreation Centre	345		
	Total Votes Received in Person a	at Satellite Centres	1965	

The 6.03 percent of voters who visited satellite drop centers justify the continuation of these centers; however, a review of their number and locations may be merited.

Table 2.5

Comparison of Votes Received via drop Box/Mail vs. In Person at Satellite Drop off Centres					
Total Votes Received	Total Votes Received from Satellite Centres	Total Votes Received by Drop Box or Canada Post	Percentage Received via SDOC	Percentage Processed Via Drop Box or Canada Post	
32567	1965	30602	6.03%	93.97%	

Though the trend of returns varies slightly in the table below, most returns occur in the second week of the election period.

Comparison of Daily Ballots Received from Previous Years								
Day	2009		2013		2017		2021	
	Rec'd	Daily % Rec'd	Rec'd	Daily % Rec'd	Rec'd	Daily % Rec'd	Rec'd	Daily % Rec'd
Day 1	0	0	0	0	2	0.005%	6	0.02%
Day 2	107	0.2%	41	.1%	17	0.044%	74	0.22%
Day 3	3092	8.16%	1076	3.01%	405	1.05%	117	0.35%
Day 4	3399	8.97%	3193	8.95%	903	2.35%	1253	3.79%
Day 5	3151	8.31%	3224	9.03%	941	2.44%	3713	11.24%
Day 6	2394	6.32%	3231	9.05%	4045	10.53%	5372	16.26%
Day 7	5061	13.36%	5277	14.78%	3595	9.32%	237	0.72%
Day 8	2924	7.72%	3113	8.72%	908	2.35%	6057	18.33%
Day 9	2960	7.81%	3286	9.20%	9321	24.22%	5315	16.08%
Day 10	3094	8.17%	4602	12.89%	3972	10.32%	2886	8.73%
Day 11	4692	12.38%	2711	7.59%	6628	17.22%	2206	6.68%
Day 12	7004	18.49%	5935	16.62%	7754	20.14%	5809	17.58%
TOTAL:	37878	100%	35689	100%	38491	100%	33045	100%

Table 2.6

3.0 ELECTION RESULTS

The following are the official results of the 2021 Municipal Election:

Table 3.1

Mayor		
Candidate	Number of Votes	Percentage
Breen, Danny	Acclaimed	N/A
TOTAL:	N/A	N/A

Table 3.2

Deputy Mayor		
Candidate	Number of Votes	Percentage
O'Leary, Sheilagh	Acclaimed	N/A
TOTAL:	N/A	N/A

Table 3.3

At Large Councillors					
Candidate	Number of Votes	Percentage			
BURTON, Maggie	16,851	14.74%			
HICKMAN, Sandy	12,992	11.36%			
ELLSWORTH, Ron	12,933	11.31%			
Hanlon, Debbie	12,179	10.65%			
HOLLETT, Meghan	11,887	10.40%			
PUDDISTER, Jess	11,487	10.05%			
SMITH, Greg	11,330	9.91%			
MALONE, Anne	6,856	6.00%			
DAVIS, Tom	6,650	5.82%			
HOUSE, Mark	4,479	3.92%			
COMBDEN, Paul	3,696	3.23%			
PARSONS, Steve	2,206	1.93%			
PETTEN, Raymond	770	0.67%			
TOTAL:	114,316	100.00%			

Table 3.4

At Large Councillors (Breakdown by Ward)							
Candidate	Total Number of Votes	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Percentage of Overall Vote
BURTON, Maggie	16,851	3778	3841	3421	2687	3124	14.74%
HICKMAN, Sandy	12,992	3167	2038	2783	2139	2865	11.36%
ELLSWORTH, Ron	12,933	3318	2118	2490	2115	2892	11.31%
Hanlon, Debbie	12,179	2671	2182	2814	1739	2773	10.65%
HOLLETT, Meghan	11,887	2360	3049	2277	1931	2270	10.40%
PUDDISTER, Jess	11,487	2501	3075	2102	1926	1883	10.05%
SMITH, Greg	11,330	2514	2150	2719	1482	2465	9.91%
MALONE, Anne	6,856	1249	1920	1411	1107	1169	6.00%
DAVIS, Tom	6,650	1623	978	1419	962	1668	5.82%
HOUSE, Mark	4,479	1148	641	1134	693	863	3.92%
COMBDEN, Paul	3,696	768	590	843	497	998	3.23%
PARSONS, Steve	2,206	452	361	519	301	573	1.93%
PETTEN, Raymond	770	142	141	194	118	175	0.67%
	114,316	25691	23084	24126	17697	23718	100%

Table 3.5

Ward 1		
Candidate	Number of Votes	Percentage
BRUCE, Jill	2871	40.06%
DEON, Jenn	2115	29.51%
Nichols, Mark	2181	30.43%
TOTAL:	7167	100.00%

Table 3.6

Ward 2					
Candidate	Number of Votes	Percentage			
PUDDISTER, Art	1561	25.03%			
RAVENCROFT, OPHELIA	2758	44.23%			
WHITTLE, Peter	1237	19.84%			
WINSOR, Derek	680	10.90%			
TOTAL:	6236	100.00%			

Table 3.7

Ward 3		
Candidate	Number of Votes	Percentage
HARDING, Walter	883	13.22%
KORAB, Jamie	3109	46.55%
NOSEWORTHY, Greg	2687	40.23%
TOTAL:	6679	100.00%

Table 3.8

Ward 4		
Candidate	Number of Votes	Percentage
Froude, lan	Acclaimed	N/A
TOTAL:	N/A	N/A

Table 3.9

Ward 5		
Candidate	Number of Votes	Percentage
EARLE, Donnie	2462	36.13%
Fitzgerald, Scott	1250	18.34%
Ridgeley, Carl	2476	36.34%
Walsh, Brenda	626	9.19%
TOTAL:	6814	100.00%

4.0 VOTERS

The following tables provide a breakdown of votes and percentages per ward as well as voter turnout by age range. The under and over votes section outlines the number of votes lost due to not voting for the maximum on the ballot or voting for too many.

Table 4.1

Voter Turnout			
Poll	Total Ballots Cast	Eligible Voters	Turnout
Ward 1	7304	13852	52.73%
Ward 2	6457	14592	44.25%
Ward 3	6787	14245	47.64%
Ward 4	5061	12343	41.00%
Ward 5	6958	14113	49.30%
Total	32567	69145	47.10%

Table 4.2

% of Voter Turnout by Age

, 3						
Age	Total Registrant Count	% of Overall Registrants	Actual Voted	% of Turnout within Age Range	% Turnout Overall Registrants	% Turnout Overall Voted
18-24	2951	4.27%	1447	49.03%	2.09%	4.44%
25-34	8999	13.01%	2721	30.23%	3.94%	8.36%
35-44	12380	17.90%	3842	31.03%	5.56%	11.79%
45-54	11372	16.45%	4860	42.73%	7.03%	14.92%
55-64	12738	18.42%	7379	57.92%	10.67%	22.66%
65-74	11493	16.62%	7327	63.75%	10.60%	22.50%
75-84	6509	9.99%	3913	60.11%	5.66%	12.02%
85+	2703	3.91%%	1078	39.88%	1.56%	3.31%
Total	69145	100%	32567	47.01%	47.01%	100%

Table 4.3		
Under votes and Over Votes		
Poll	Under Votes	Over Votes
Mayor	N/A	N/A
Deputy Mayor	N/A	N/A
At-Large	15540	412
Ward 1	133	4
Ward 2	162	59
Ward 3	102	6
Ward 4	N/A	N/A
Ward 5	139	5
Total	16076	486

5.0 ELECTION COSTS

Overall, the budget is on par with previous years, despite increased costs associated with doubling the number of satellite centers as well as the increased costs of professional and special services. However, these increases were offset by the significant reduction in labour costs from previous years (approximately \$20,000). The hiring of sufficient staff proved to be challenging in 2021, particularly during the Covid 19 pandemic.

Table 5.1

Election Costs: Vote by Mail for General Elections 2001 - 2021					
2001	2005	2009	2013	2017	2021
\$474,751	\$343,213	\$270,903	\$349,982	\$352,394	\$354,755

Table 5.2

Election Costs: Vote by Mail for By-Elections		
2001	2016	2020
Not available	104,738	89,934

Table 5.3 Detailed Election Cos	sts: 2013 – 2021 (Gene	eral Elections)	
Budget	2013	2017	2021
Labour – Regular	\$62,926	\$61,066.54	41,013
Labour – Overtime	\$26,863	\$3,187.84	4,318
Labour – Payroll Costs/Benefits	\$14,366	\$14,123.29	9,790
Postage	\$67,102	\$77,068.07	84,698
Messenger Services	\$1,534	\$0	0
Cellular Phones	\$436	\$0	0
Advertising	\$21,591	\$25,000	14,918
Professional & Special Services	\$150,482	\$167,358.18	\$192,858
Servicing of Office Equipment	\$481	\$0	\$0
Rental/Lease Property		\$1,697.15	\$2880.00
Materials & Supplies	\$2,211	\$0	426
Stationery & Office Supplies	\$1,990	\$875.75	782
Computer Equipment		\$0	3,072
Total	\$349,982	\$352,393.82	\$354,755

6.0 ACCESSIBILITY

The 2021 Election Coordinator had extensive inclusion and accessibility knowledge and is a staff member of the City's Inclusion Advisory Committee. On July 20th, 2021 the Election Coordinator presented an overview to the Committee of the inclusion and accessibility considerations for the 2021 Municipal Election. The Committee was very supportive of the considerations proposed and a summary of these is outlined below:

- 1. Election information dissemination in multiple formats including:
 - a. Website
 - b. Social Media
 - c. Mailouts
 - d. Phone
 - e. Email
 - f. Inclusion Advisory Committee network

- 2. The Election Coordinator is the point of contact for information sharing and requests for accommodation.
- 3. Satellite Centre Election staff receive inclusion and accessibility orientation including facility and set up considerations as well as etiquette for supporting voters with disabilities, gender, and cultural diversity.
- 4. Election voting kits and information meet Clear Print Guideline standards.
- 5. Election information available in alternate formats upon request (e.g. large size, Braille, audio)
- A <u>How to Vote</u> descriptive video was created and promoted by Communications and the Election Coordinator. This provided voters with visual and auditory demonstrations of how to complete the voting kit and how to return it to the City.
- Satellite Centres were inspected and selected based on their adherence to accessibility standards. The following are some of the features of the Satellite Centres:
 - a. Wheelchair accessible
 - b. Provision of ASL interpreters (reserved upon advanced request)
 - c. Use of personal assistive devices (own pen, mobile device, smart phone, reader apps)
 - d. Large print list of candidates available
 - e. Braille/Tactile voting including:
 - i. Braille candidate list
 - ii. Braille ballot
 - iii. Braille instructions for voting
 - f. Signature guides available
 - g. Magnifiers available
 - h. Voting booth lighting
 - i. Service animals welcome
 - j. Elections staff assistance available to assist voters to mark their ballot if required

Community stakeholders that contributed to the improved accessibility of the City's Election Include:

- The Inclusion Advisory Committee
- The Canadian National Institute for the Blind
- The Association for New Canadians, Renata Lang
- LGBTQ2S advocate, TJ Jones
- Empower, The Disability Resource Centre and Inclusion NL's, Kathy Hawkins
- The City's Local Immigration Partnership Committee

7.0 RECOMMENDATIONS/CONSIDERATIONS

1. **Recruitment of Election Staff**: During this Election, there were challenges with hiring temporary election staff, particularly on Election Day. The reduced staff resulted in delays at some of the satellite drop off centers and the lack of runners to accommodate each area. Traditionally, internal staff are given the first option to participate, and the uptake has always been enthusiastic. Elections provide employees with an opportunity to experience the electoral process first-hand and many of them have previous election experience.

The significant reduction in resources during this election may be attributed in part to people's concern about working the front line during a pandemic. Secondly, there was also a lack of incentive as employees willing to work on Election Day would have to use one day of vacation to do so and would have to work at a lesser straight hourly rate. The challenge of hiring staff was further exacerbated by the doubling of satellite drop off centers from five to eleven. It is recommended that consideration be given to the following to encourage recruitment for the next election:

- Switch focus to the recruitment of external election workers and ensure they have sufficient software training well in advance of Election Day.
- Consider increasing the hourly rate currently set at \$17.00
- For internal staff, eliminate the requirement to use annual leave and instead offer them time off in lieu and/or overtime options as a means of compensation.
- 2. Logistical Improvements: The following areas are identified:
 - a. Ensure staff familiar with the operation of letter opener machinery are on hand to offset the instances of torn ballots which must be recreated in front of scrutineers.
 - b. Reconsider layout of counting room and the placement of election workers so that scrutineers can observe safely from a distance while adhering to social distancing rules.
 - c. Consider the use of food delivery apps to offset delays in delivery of meals to election workers at satellite drop off centers.

DECISION/DIRECTION NOTE

Title:	Envision St. John's Development Regulations – Housekeeping Amendment
Date Prepared:	February 2, 2022
Report To:	Committee of the Whole
Councillor and Role:	Councillor Ian Froude, Planning
Ward:	N/A

Decision/Direction Required:

To consider a housekeeping amendment to the Envision St. John's Development Regulations.

Discussion – Background and Current Status:

The Envision St. John's Municipal Plan and Development Regulations came into effect on November 5, 2021. Since that time staff have identified some provisions that require modification or clarification. The purpose of this amendment is to improve the relevant sections. This type of housekeeping amendment is common after new regulations come into effect. The proposed changes are generally minor in nature.

A draft of the amendment is attached. Rationale for each change is provided in the background section. Should Council agree to consider the amendment, it will be advertised for public review. The amendment applies to the entire city, so public consultation will not include a mail-out in this case.

One particular proposed change to note is the addition of a land acknowledgement. This is the same statement read by the Mayor at each regular meeting of Council and at public meetings and hearings organized by the City, in the interest of indigenous reconciliation.

As staff continue to use the new Envision Municipal Plan and Development Regulations, other housekeeping amendments may be required in future.

Key Considerations/Implications:

- 1. Budget/Financial Implications: Not applicable.
- 2. Partners or Other Stakeholders: City residents and property owners.
- Alignment with Strategic Directions/Adopted Plans: St. John's Strategic Plan 2019-2029 – A Sustainable City – Plan for land use and preserve and enhance the natural and built environment where we live.



- 4. Legal or Policy Implications: Text and map amendments to the Envision St. John's Development Regulations are required.
- 5. Privacy Implications: Not applicable.
- 6. Engagement and Communications Considerations: The draft amendment will be advertised for public review as per Section 4.8 of the Development Regulations.
- 7. Human Resource Implications: Not applicable.
- 8. Procurement Implications: Not applicable.
- 9. Information Technology Implications: Not applicable.
- 10. Other Implications: Not applicable.

Recommendation:

That Council consider draft Envision St. John's Development Regulations Amendment Number 8, 2022 and advertise the amendment for public review and comment.

Prepared by: Ann-Marie Cashin, MCIP, Planner III – Urban Design & Heritage Approved by: Ken O'Brien, MCIP, Chief Municipal Planner

Report Approval Details

Document Title:	Envision St. John's Development Regulations - Housekeeping Amendment.docx
Attachments:	- DR Amend 8, 2022 - Housekeeping - TEXT and MAP (amc).pdf
Final Approval Date:	Feb 3, 2022

This report and all of its attachments were approved and signed as outlined below:

Ken O'Brien - Feb 2, 2022 - 4:24 PM

Jason Sinyard - Feb 3, 2022 - 4:40 PM

City of St. John's Development Regulations, 2021

St. John's Development Regulations Amendment Number 8, 2022

Various Housekeeping Items to Modify and Clarify Wording in the Envision St. John's Development Regulations, 2021

January 2022



URBAN AND RURAL PLANNING ACT, 2000

RESOLUTION TO ADOPT

CITY OF ST. JOHN'S Development Regulations, 2021

Amendment Number 8, 2022

Under the authority of section 16 of the *Urban and Rural Planning Act, 2000*, the City Council of St. John's adopts the City of St. John's Development Regulations Amendment Number 8, 2021.

Adopted by the City Council of St. John's on the _____ day of Click or tap to enter a date..

Signed a	ind sealed this day of	·	
			Town Seal
Mayor:			
Clerk:			

Canadian Institute of Planners Certification

I certify that the attached City of St. John's Development Regulations Amendment Number 8, 2022 has been prepared in accordance with the requirements of the *Urban and Rural Planning Act, 2000.*

MCIP/FCIP:

MCIP/FCIP Stamp

CITY OF ST. JOHN'S

Development Regulations Amendment Number 8, 2022

BACKGROUND

The new Envision St. John's Development Regulations, 2021 came into effect on November 5, 2021. Since that time staff have identified some provisions that require modification or clarification. The purpose of this amendment is to address the pertinent sections. The rationale for each amendment is briefly provided below.

- Council uses a land acknowledgement at the start of each regular meeting to recognize the various Indigenous groups who lived here before European settlement, and still live here. As the Development Regulations is a land use document, staff recommend including the land acknowledgement. The City has consulted with First Light, a registered non-profit organization that serves the urban Indigenous and non-Indigenous community, and they agreed. The proposed wording is the same used at Council meetings.
- 2. The definition of Car Sales Lot allows for the sale but not the rental of vehicles. A new definition is proposed that includes both the sale and rental. (Page 2-3)
- 3. Convenience Stores
 - a. The definition of Convenience Store does not include a maximum floor area. To control the size of the Use within neighbourhoods it is recommended to add a maximum size to the definition. Without a maximum size a larger grocery store could be permitted which is not the intent of the defined Use. The previous Development Regulations set a maximum floor area of 200 square metres. Staff recognize that over the past decade the size of this type of Use has generally increased, with larger units at the entrance to new subdivisions, therefore it is recommended to increase the maximum floor area to 500 square metres. (Page 2-4)
 - b. While the size of an individual Convenience Store building in a neighbourhood is a concern, the size of a Convenience Store or Service Shop within an Apartment Building is less of a concern. It is further recommended to remove the 50 square metres maximum floor area for a Convenience Store or Service Shop in an Apartment Building. The use would still be limited to the entrance floor level, and separated from occupancies in the Apartment Building, but the City would not regulate the size of the Convenience Store or Service Shop. That would be left to the discretion of the developer. (Page 6-3)
- 4. The definition of Wharves and Stages does not mention the Stage (the building portion attached to the wharf). The definition should be updated to reference the Stage as an Accessory Building. (Page 2-14)
- 5. The provisions for Public Consultation are included in Section 4.8. In practice, the City advertises public notices in a newspaper at least two times. This should be

clarified and included in Section 4.8 (2)(b). (Page 4-6)

- 6. Section 4.9 outlines when Land Use Reports are required and what the reports may address. While the terms of reference are approved by Council this section should be clarified to state that the Land Use Reports also require Council's approval. (Page 4-7)
- 7. Section 4.10 addresses waterways, wetlands, ponds or lakes. Sections 4.10 (4) and (6) address residential decks and residential patios. While both terms refer to the same structure, only the term "decks" should be used, to remain consistent with other sections of the Regulations. Also, in Section 4.10 (5) and (6), the terms Landscaping, Wharves and Stages, and Driveways and Accessory Buildings should be capitalized to indicate that there are defined terms. (Pages 4-9 and 4-10)
- 8. Section 6.2.4 addresses Accessory Building location. This should be reworded so that reference to Section 7.2.3 (Corner Lots and Yards Abutting a Street) only applies to a location in reference to a Street. (Page 6-1)
- 9. Section 7.2.3 addresses Corner Lots and Yards Abutting a Street. Subsection 3 allows the Transportation Engineer to allow a fence, accessory building, water utility enclosure or other obstruction where it does not impede sight lines along the street. This should be revised from "Transportation Engineer" to "staff engineer" as City engineering staff from other departments can also make recommendations in relation to obstructions in corner triangles and sight lines. (Page 7-2)
- 10. Section 7.6 Landscaping and Screening requires a 1 metre separation between Driveways. Staff have advised that the 1 metre separation does not provide useable snow storage and the separation is difficult to enforce. Therefore, it is recommended to remove Section 7.6.1 (6) which outlines this requirement. (Page 7-6)
- 11. There are a few parts of Section 8 Parking Requirements to be updated. (Pages 8-1 to 8-8)
 - a. First, the title will be updated to remove "Revised" and "New";
 - b. The Apartment Building section will be updated to remove the word "minimum". Minimum and Maximum are found on the table header.
 - c. A new "Type or Nature of Building" will be added to include Dwelling Units in Commercial and Institutional Zones with the same standards as Apartment Building. This would allow Dwelling Units above commercial units to use the Apartment Building parking standards rather than the general Residential Use parking standards.
 - d. The parking requirement for Health and Wellness Clinic is more excessive than necessary. Therefore it is recommended to reduce the requirement from a minimum of 1 parking space for every 5 m² of Gross Floor Area to 1 parking space for every 15 m² of Gross Floor Area.
 - e. It is recommended to not set a maximum parking limit for Residential Uses (such as Single Detached Dwellings, Semi-detached Dwellings, Townhouses, and so on). By limiting each residential dwelling unit to a maximum of 2 parking spaces the City was indirectly prohibiting double stacked driveways where one car parks in front of the other. This type of

driveway is common. The landscaping requirements (minimum 50% of the front yard to be landscaped) will prevent driveways from spanning across full properties.

- f. The regulations regarding Non-Residential Parking in the Downtown Parking Area should be updated to allow exemption for existing buildings. For example, a retail store in an existing downtown building should not be required to provided parking if the previous business was exempt from parking requirements. This will save application processing time because each request for parking relief requires Council approval.
- g. For parking lots outside the Downtown Parking Area, a 6 metre buffer from the street and a 3 metre buffer from any other lot line is required, in addition to a 1.8 metre fence when the property abuts a Residential Use, unless otherwise approve by Council. Currently Council only has discretion on requiring the fence or not, when the intention was that Council would have discretion on all buffers.
- 12. Heritage Use is found in a number of residential and institutional zones, however in the commercial zone it is only included in the Commercial Office (CO) Zone. It is recommended to add Heritage Use to other Zones where Designated Heritage Buildings are found or may be designated in the future. This would include the Apartment Zones, most Commercial Zones, Industrial Zones, the Agricultural Zone and all Rural Zones. Adding Heritage Use to these zones will allow additional flexibility for Heritage Buildings. It is recommended to add Heritage Use as a Discretionary Use in the following Zones:
 - a. Apartment 1 (A1) Zone
 - b. Apartment 2 (A2) Zone
 - c. Apartment 3 (A3) Zone
 - d. Apartment Downtown (AD) Zone
 - e. Apartment Special (AA) Zone
 - f. Commercial Downtown (CD) Zone
 - g. Commercial Downtown Mixed (CDM) Zone
 - h. Commercial Highway (CH) Zone
 - i. Commercial Local (CL) Zone
 - j. Commercial Local Downtown (CLD) Zone
 - k. Commercial Mixed Use (CM) Zone
 - I. Commercial Neighbourhood (CN) Zone
 - m. Commercial Office Hotel (COH) Zone
 - n. Commercial Regional (CR) Zone
 - o. Industrial Commercial (IC) Zone
 - p. Industrial General (IG) Zone
 - q. Industrial Quidi Vidi (IQV) Zone
 - r. Agriculture (AG) Zone
 - s. Rural (RUR) Zone
 - t. Rural Residential (RR) Zone
 - u. Rural Residential Infill (RRI) Zone
- 13. The minimum Side Yard requirement for dwellings in the Residential Downtown
 - (RD) Zone is 1.8 metres on Corner Lots, with the exception of Townhouse.

Townhouse has a minimum Flanking Yard of 6 metres. This is a typo and should be corrected to 1.8 metres to align with the other dwelling types. (Page 10-21)

- 14. The Residential Reduced Lot (RRL) Zone, Atlantic Place Parking Garage (APG) Zone, Atlantic Place (AP) Zone, Commercial Downtown (CD) Zone, Commercial Downtown Mixed (CDM) Zone, Commercial Downtown Mixed 2 (CDM 2) Zone, and Institutional Downtown (INST-DT) Zone have standards that do not specify if the measurement is a minimum or a maximum. This will be corrected. (Pages 10-27, 10-43, 10-44,10-45, 10-47, 10-49, 10-76)
- 15. The Atlantic Place Parking Garage (APG) Zone references the wrong section in the zone standards regarding parking spaces for discretionary uses. This will be corrected. (Page 10-43)
- 16. The Commercial Downtown (CD) Zone lists "Dwelling Unit 1st story or higher" as a Discretionary Use. This is a typo and should be corrected to "Dwelling Unit – 1st storey", because Dwelling Units on the second or higher storey are a Permitted Use. (Page 10-45)
- 17. There is a reference to Gas Station in the Zone Standards of the Commercial Office (CO) Zone, Commercial Office Hotel (COH) Zone and Institutional (INST) Zone where Gas Station is not a use allowed in those zones. This should be corrected. Further, any Zones that include Gas Station as a Permitted or Discretionary Use should be updated to refere the Gas Station standards found in Section 6.15. (Pages 10-45, 10-50, 10-52, 10-56, 10-58, 10-60, 10-62, 10-63, 10-66 and 10-75)
- 18. Place of Amusement and Place of Assembly were inadvertently omitted from the Commercial Regional (CR) Zone. This should be corrected. (Page 10-63)
- 19. The minimum Building Line in the Industrial Commercial (IC) Zone is 18 metres. This is a typo; it should be 20 metres. (Page10-67)
- 20. Most standards in the Industrial General (IG) Zone are listed being in the discretion of Council. This has caused every application in this Zone to require Council's approval. By establishing the standards in the Zone it will save an applicant time by shortening the subdivision or development approval stage. It is recommended to add standards similar to the Industrial Commercial (IC) Zone. (Page 10-69)
- 21. Within the Agricultural (AG) Zone, "Single Detached Dwelling not associated with Forestry or Agricultural Use and only where Lot is serviced" is listed as a Discretionary Use. However, there are some instances where an unserviced lot could be used for a Single Detached Dwelling in the AG Zone, therefore it is recommended to remove "and only where Lot is serviced" from this use. (Page 10-78)
- 22. The abbreviation for the Rural Zone is "R". It is recommended to change this to "RUR" to match the Municipal Plan District abbreviation. This will also require a text change to the Zoning Map legend in Appendix B. This will avoid confusion with the residential zones such as R1 and R2. (Page 10-82 and Appendix B)
- 23. The Planned Mixed Development 2 (PMD2) Zone allows Stacked Townhouse as a Permitted Use. This building type has been replaced with Four-Plex and the Zone should be updated to reflect this change. (Pages 10-98, 10-100 and 10-102)

24. The Planned Mixed Development 2 (PMD2) Zone also references "Section 8.7 -Snow Storage", This is a typo and should to corrected to "Section 7.3 – Snow Storage". (Pages 10-98 to 10-101)

PUBLIC CONSULTATION

To be completed following public consultation.

ST. JOHN'S URBAN REGION REGIONAL PLAN

The proposed amendment is in line with the St. John's Urban Region Regional Plan.

ST. JOHN'S DEVELOPMENT REGULATIONS AMENDMENT NUMBER 8, 2022

The City of St. John's Development Regulations, 2021 is amended by:

1) Adding a Land Acknowledgement after the cover page, as follows: "Land Acknowledgement

We respectfully acknowledge the Province of Newfoundland & Labrador, of which the City of St. John's is the capital City, as the ancestral homelands of the Beothuk. Today, these lands are home to a diverse population of indigenous and other peoples. We would also like to acknowledge with respect the diverse histories and cultures of the Mi'kmaq, Innu, Inuit, and Southern Inuit of this Province."

2) Repealing Section 2 – Definitions for Car Sales Lot and substituting the following:

"CAR SALES LOT means a Building or an open area used for storage or display, for sales or rental purposes, of motor vehicles."

3) Repealing Section 2 – Definitions for Convenience Store and substituting the following:

"CONVENIENCE STORE means a Building which is used as a store that serves the primary needs of the adjacent neighbourhood not exceeding a Floor Area of 500 square metres and in which at least 80% of the retail floor space is devoted to the sale and display of grocery items and may include a delicatessen or snack bar provided that same is contained within the Building."

- 4) Repealing Section 2 Definitions for Wharves and Stages and substituting the following:
 "WHARVES AND STAGES means a structure affixed to land which a boat or ship may be moored to load and unload, along with the associated working table and Accessory Building."
- 5) Repealing Section 4.8(2)(d) for Public Consultation and substituting the following:
 "4.8(2)(d) be placed in the newspaper twice, with the first advertisement being at least 14 calendar days prior to the date Council will consider the

proposed amendment or application, or Public Meeting and be sent to the property owners referred to in Subsection (1) where possible, at least 14 calendar days prior to the date Council will consider the proposed amendment or application."

6) Repealing Section 4.9(2) for Land Use Report and substituting the following: "4.9(2) Council shall require and approve a Land Use Report as part of the Development application review process for applications related to or involving:

(a) all applications for an amendment to the Municipal Plan or Development Regulations;

(b) approval of a non-residential development in or adjoining a Residential District;

(c) development of new Streets;

(d) residential Subdivisions of five (5) or more Lots in an Unserviced Area; (e) development in the Watershed Zone;

(f) Wind Turbine – Small Scale;

(g) buildings with a height greater than 18 metres in the Commercial Downtown (CD) Zone, which Land Use Report shall address wind impact on adjacent properties and pedestrians; and

(h) buildings with a height greater than 18 metres in the Institutional Downtown (INST-DT) Zone and the Commercial Downtown Mixed 2 (CDM2) Zone."

 Repealing Section 4.10(5)(f) landscaping, 4.10(5)(h) wharves and stages and 4.10(5(i) driveways and substituting the following:

"4.10(5) (f) Landscaping";

"(h) Wharves and Stages";

"(i) Driveways"

8) Repealing Section 4.10(6) for Waterways, Wetlands, Ponds or Lakes and substituting the following:

"4.10(6) Prior to approval being given for a Development outlined in Subsection (4) or (5) the Environment and Sustainability Experts Panel shall be consulted, except in the case of the construction of residential decks, residential fencing, residential Accessory Buildings and residential Driveways."

9) Repealing 6.2.4(1) for Accessory Building Location and substituting the following:

"6.2.4(1) Accessory Buildings shall be:

(a) located in Rear and Side Yards and shall be located behind the Building Line;

- (b) located a minimum of 1.2 metres from any Lot Line;
- (c) located a minimum of 2.4 metres from any other Building on the Lot; and
- (d) located a minimum of 3.0 metres from a Street, subject to Section 7.2.3

(Corner Lots and Yards Abutting a Street)."

- 10)Repealing Section 6.9(a) for Convenience Store or Service Shop in Apartment Building and renumbering the remaining sections.
- 11) Repealing Section 7.2.3(3) for Corner Lot and Yard Abutting a Street and substituting the following:

"7.2.3(3) No Fence, Accessory Building, Water Utility Enclosure, or other obstruction may be permitted in any Yard abutting a Street, except where in the opinion of a City engineer, it does not impede sight lines along the Street. In such cases, the height and location of the Fence, Accessory Building or Water Utility Enclosure shall be as determined by a City engineer."

- 12)Repealing Section 7.6.1(6) under Landscaping and Screening for Residential Development and renumbering remaining section.
- 13)Section 8 Parking Requirements
 - a. Repealing the Section 8 title and substituting the following: "Section 8 – Parking Requirements"
 - b. Repealing the Apartment Building standards in Section 8.3 Parking Standards and substituting the following:

"Type of Nature of Building	Range of Parking Spaces			
0	Minimum		Maximum	
Apartment	Dwelling Size		Dwelling Size	
Building	Studio	0.8	Studio	1.2
	1 Bedroom Dwelling	0.9	1 Bedroom Dwelling	1.2
	2 Bedroom Dwelling	1.0	2 Bedroom Dwelling	1.5
	3 Bedroom Dwelling or Greater	1.2	3 Bedroom Dwelling or Greater	2.0
	Visitor Parking: 0 visitor parking spaces for the Dwellings; 1 visitor parking space 7 Dwellings thereafter		Maximums are cumulative building and inclusive of v parking"	for isitor

c. Adding Dwelling Units in a Commercial or Institutional Zone to Section 8.3 Parking Standards as follows"

"Type or	Range of Parking Spaces			
Nature of				
Building				
	Minimum		Maximum	
Dwelling	Dwelling Size		Dwelling Size	
Units in a	Studio	0.8	Studio	1.2
Commercial	1 Bedroom Dwelling	0.9	1 Bedroom Dwelling	1.2
or	2 Bedroom Dwelling	1.0	2 Bedroom Dwelling	1.5
Institutional	3 Bedroom Dwelling or Greater	1.2	3 Bedroom Dwelling or Greater	2.0
Zone				
	Visitor Parking:		Maximums are summed for bui	ilding
	0 visitor parking spaces for the	first 7	and inclusive of visitor parking"	_
	Dwellings; 1 visitor parking space	e per		
	7 Dwellings thereafter			

d. Repealing the Health and Wellness Clinic standards in Section 8.3 Parking Standards and substituting the following:

"Type or Nature of Building	Range of Parking Spaces	
	Minimum	Maximum
Health and Wellness	1 parking space for every 15 m ²	
Clinic	of Gross Floor Area	of Gross Floor Area"

e. Repealing the Residential Use standards in Section 8.3 Parking Standards and substituting the following:

"Type or Nature of Building	Range of Parking Spaces	
	Minimum	Maximum
Residential Use, except Apartment Building, Dwelling Units in a Commercial or Institutional Zone, Micro Unit Dwelling and Tiny Home Dwelling	1 parking space for every Dwelling Unit	Not applicable"

- f. Repealing Section 8.6.1 Non-Residential Parking in the Downtown Parking Area and substituting the following:
 - **"8.6.1 Non-Residential Parking in the Downtown Parking Area**
 - (1) For new non-Residential Development in the Downtown Parking Area, the minimum and maximum number of required parking spaces shall be 50 percent of those shown in Section 8.3.
 - (2) For a change of use application for non-Residential to another non-Residential Use in the Downtown Parking Area where floor area is not

changing, the applicant shall not be required to comply with the parking requirement under Section 8.3."

g. Repealing Section 8.8(1)(b) for Parking Lots Outside the Downtown Parking Area and substituting the following:
"8.8(1)(b) have a Buffer of 6 metres from any Street Line and a Buffer of 3 metres from any other Lot Line, and where abutting a Residential Use have a privacy fence not less than 1.8 metres in height, unless otherwise approved by Council;"

14)Section 10 – Use Zone Schedules

- a. Adding "Heritage Use" as a Discretionary Use to the following Zones:
 - i. Apartment 1 (A1) Zone
 - ii. Apartment 2 (A2) Zone
 - iii. Apartment 3 (A3) Zone
 - iv. Apartment Downtown (AD) Zone
 - v. Apartment Special (AA) Zone
 - vi. Commercial Downtown (CD)
 - vii. Commercial Downtown Mixed (CDM) Zone
 - viii. Commercial Highway (CH) Zone
 - ix. Commercial Local (CL) Zone
 - x. Commercial Local Downtown (CLD) Zone
 - xi. Commercial Mixed Use (CM) Zone
 - xii. Commercial Neighbourhood (CN) Zone
 - xiii. Commercial Office Hotel (COH) Zone
 - xiv. Commercial Regional (CR) Zone
 - xv. Industrial Commercial (IC) Zone
 - xvi. Industrial General (IG) Zone
 - xvii. Industrial Quidi Vidi (IQV) Zone
 - xviii. Agriculture (AG) Zone
 - xix. Rural (RUR) Zone
 - xx. Rural Residential (RR) Zone
 - xxi. Rural Residential Infill (RRI) Zone
- b. Repealing Residential Downtown (RD) Zone Section (6)(e) Side Yard and substituting the following:

"(6)(e) Side Yards (minimum)

0 metres, except on a Corner Lot where the Side Yard abutting the Street shall be 1.8 metres and except for the end unit where the Side Yard on the unattached side shall be 1.2 metres" c. Repealing Residential Reduced Lot (RRL) Zone Section (2) Zone Standards and substituting the following: "(2) Zone Standards

(Z) ZONE	e Stanuaru	5
(a)	Lot Area	(minin

(b)

(C)

(d)

(e)

(f)

- Lot Area (minimum)250 metres squareLot Frontage (minimum)10 metresBuilding Line (minimum)7 metresBuilding Height (maximum)8 metresSide Yard (minimum)Two of 1.2 metres, except on a
corner Lot where the Side
Yard abutting the Street shall
be 6 metresRear Yard (minimum)6 metres"
- d. Repealing Atlantic Place Parking Garage (APG) Zone Section (3) Zone Standards and substituting the following:
 - "(3) Zone Standards
 - (a) Building Height (maximum)

12 storeys (not exceeding 47 metres)

- (b) Parking Spaces, Permitted Uses (minimum) 670
- (c) Parking Spaces, Discretionary Uses Section 8.6
- (d) Floor Area Ratio (maximum)
- (e) All other Zone Standard shall be in the discretion of Council"
- e. Repealing Atlantic Place (AP) Zone Section (2)(a) Zone Standards Building Height and substituting the following:
 "(2)(a) Building Height (maximum)
 13 storeys as measured

from Water Street"

2.5

- f. Repealing Commercial Downtown (CD) Zone Section (2) Discretionary Use for "Dwelling Unit 1st story or higher" and substituting the following:
 "Dwelling Unit 1st storey"
- g. Repealing Commercial Downtown (CD) Zone Section (3) title and substituting the following"
 "(3) ZONE STANDARDS EXCEPT GAS STATION, PARK, PUBLIC USE, PUBLIC UTILITY, AND PARKING LOT"
- h. Repealing Commercial Downtown (CD) Zone Section (3)(b) Building Line and substituting the following:
 "(3)(b) Building Line (minimum)
 0 metres"

i.	Adding the following to the Commercial Downtown (C (3) and renumbering the remaining Sections: "(3) ZONE STANDARDS FOR GAS STATION ACCORDANCE WITH SECTION 6.15."	
j.	Repealing Commercial Downtown Mixed (CDM) Zo Building Line and substituting the following: "(3)(b) Building Line (minimum)	one Section (3)(b) 0 metres"
k.	Repealing Commercial Downtown Mixed 2 (CDM2) Z Building Line and substituting the following: "(3)(b) Building Line (minimum)	cone Section (4)(b) 0 metres"
I.	Repealing Commercial Highway (CH) Zone Section (4 substituting the following "(4) ZONE STANDARDS EXCEPT GAS STATION, PLA PARK, PUBLIC USE, PUBLIC UTILITY, AND PARKING	CE OF WORSHIP,
m.	Repealing Commercial Highway (CH) Zone Section (4) and substituting the following: "Lot Coverage (maximum))(g) Lot Coverage 50%"
n.	Adding the following to the Commercial Highway (CH (5) and renumbering the remaining Sections: "(5) ZONE STANDARDS FOR GAS STATION SHALL B ACCORDANCE WITH SECTION 6.15."	
ο.	Repealing Commercial Kenmount (CK) Zone Section substituting the following "(3) ZONE STANDARDS EXCEPT GAS STATION, PLA PARK, PUBLIC USE, PUBLIC UTILITY, AND PARKING	CE OF WORSHIP,
р.	Repealing Commercial Kenmount (CK) Zone Section and substituting the following: "(3)(g) Lot Coverage (maximum)	(3)(g) Lot Coverage 50%"
q.	Adding the following to the Commercial Kenmount (C (4) and renumbering the remaining Sections: "(4) ZONE STANDARDS FOR GAS STATION SHALL B	

r. Repealing the "Commercial Local – (CL)" title and substituting the following:

"Commercial Local (CL) Zone"

ACCORDANCE WITH SECTION 6.15."

- s. Repealing Commercial Mixed Use (CM) Zone Section (4) title and substituting the following
 "(4) ZONE STANDARDS EXCEPT GAS STATION, PLACE OF WORSHIP, PARK, PUBLIC USE, PUBLIC UTILITY, AND PARKING LOT"
- t. Adding the following to the Commercial Mixed Use (CM) Zone as Section (5) and renumbering the remaining Sections:
 "(5) ZONE STANDARDS FOR GAS STATION SHALL BE IN ACCORDANCE WITH SECTION 6.15."
- u. Repealing Commercial Neighbourhood (CN) Zone Section (3) title and substituting the following:
 "(3) ZONE STANDARDS EXCEPT GAS STATION, PARK, PUBLIC UTILITY, PARKING LOT AND PLACE OF WORSHIP"
- v. Repealing Commercial Neighbourhood (CN) Zone Section (3)(g) Lot Coverage and substituting the following: "(3)(g) Lot Coverage (maximum) 50%"
- w. Adding the following to the Commercial Neighbourhood (CN) Zone as Section (4) and renumbering the remaining Sections:
 "(4) ZONE STANDARDS FOR GAS STATION SHALL BE IN ACCORDANCE WITH SECTION 6.15."
- x. Repealing Commercial Office (CO) Zone Section (4)(h) Lot Coverage and substituting the following:
 "(4)(h) Lot Coverage (maximum) 50%"
- y. Repealing Commercial Office Hotel (COH) Zone Section (3)(g) Lot Coverage and substituting the following:
 "(3)(g) Lot Coverage (maximum) 50%"
- z. Adding "Place of Amusement" and "Place of Assembly" to the Commercial Regional (CR) Zone Section (2) Discretionary Uses, except former Memorial Stadium – Lake Avenue and King's Bridge Road (PID #47316).
- aa. Repealing Commercial Regional (CR) Zone Section (5) title and substituting the following
 "(5) ZONE STANDARDS EXCEPT GAS STATION, PLACE OF WORSHIP, PARK, PUBLIC USE, PUBLIC UTILITY, AND PARKING LOT"
- bb.Repealing Commercial Regional (CR) Zone Section (5)(g) Lot Coverage and substituting the following: "(5)(g) Lot Coverage (maximum) 50%"

cc. Adding the following to the Commercial Regional (CR) Zone as Section (6) and renumbering the remaining Sections:

"(6) ZONE STANDARDS FOR GAS STATION SHALL BE IN ACCORDANCE WITH SECTION 6.15."

- dd.Repealing Industrial Commercial (IC) Zone Section (4) title and substituting the following
 "(4) ZONE STANDARDS, EXCEPTING GAS STATION, PARK, PUBLIC USE, PUBLIC UTILITY, PLACE OF WORSHIP AND 456 EMPIRE AVENUE (PID #25041)"
- ee. Repealing Industrial Commercial (IC) Zone Section (4)(c) Building Line and substituting the following: "(4)(c) Building Line (minimum) 20 metres"
- ff. Repealing Industrial Commercial (IC) Zone Section (4)(g) Lot Coverage and substituting the following:
 "(4)(g) Lot Coverage (maximum)
 50%"
- gg.Adding the following to the Industrial Commercial (IC) Zone as Section
 (5) and renumbering the remaining Sections:
 "(5) ZONE STANDARDS FOR GAS STATION SHALL BE IN ACCORDANCE WITH SECTION 6.15."
- hh.Repealing Industrial General (IG) Zone Section (4) Zone Standards, excepting Park, Parking Lot, Public Use, Public Utility, and Freshwater Bay and substituting the following:

"(4) ZONE STANDARDS, EXCEPTING PARK, PARKING LOT, PUBLIC USE, PUBLIC UTILITY, AND FRESHWATER BAY

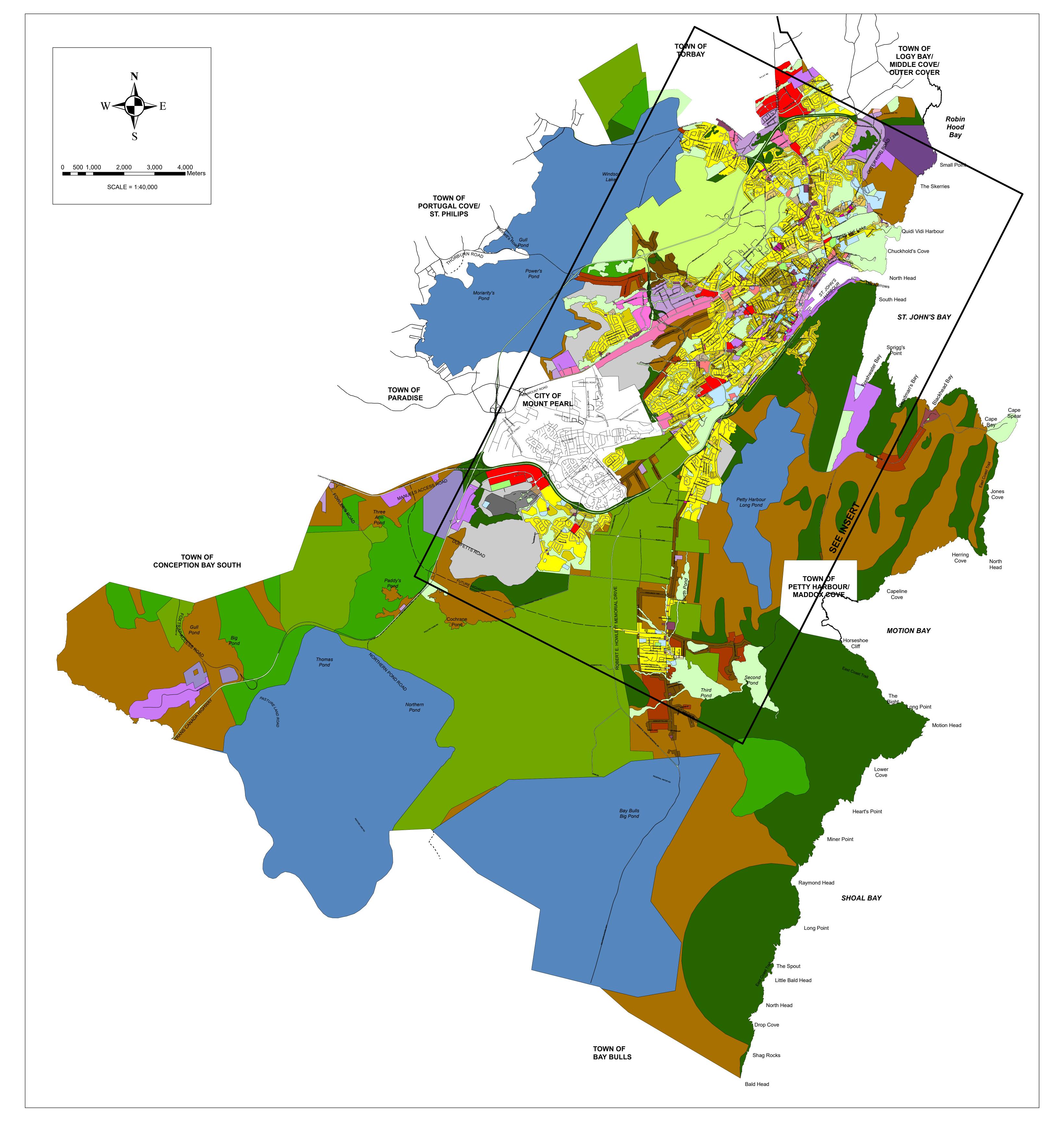
(a) Lot Area (minimum)	1800 metres square
(b) Lot Frontage (minimum)	45 metres
(c) Building Line (minimum)	20 metres
(d) Building Height (maximum),	18 metres
except Lots abutting the shore line or	
on Harbour Drive	
(e) Building Height (maximum),	14 metres
Lots abutting the shore line or on	
Harbour Drive	
(f) Side Yards <mark>(minimum)</mark>	Two of 3 metres, except
	on a corner Lot where
	the Side Yard abutting
	the Street shall be 6
	metres
(g) Rear Yard <mark>(minimum)</mark>	6 metres"

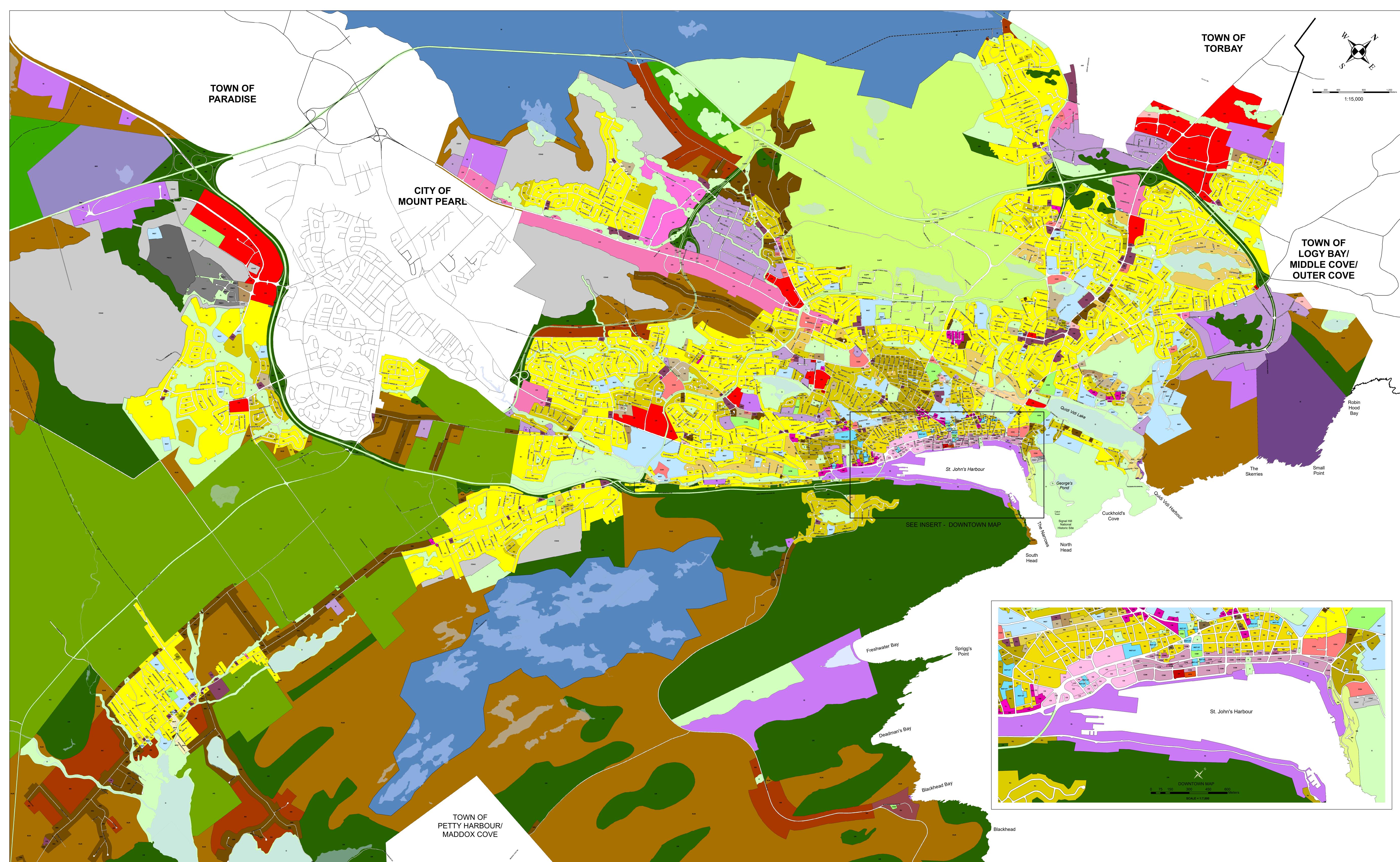
- ii. Repealing Institutional (INST) Zone Section (3)(h) Lot Coverage and substituting the following:
 "(3)(h) Lot Coverage (maximum) 50%"
- jj. Repealing Institutional Downtown (INST-DT) Zone Section (3)(b) Building Line and substituting the following:
 "(3)(b) Building Line (minimum)
 0 metres"
- kk. Repealing "Single Detached Dwelling not associated with Forestry or Agricultural Use and only where Lot is serviced" in Section (2) Discretionary Uses of the Agricultural (AG) Zone and substituting the followings:

"Single Detached Dwelling not associated with Forestry or Agricultural Use"

- II. Repealing the Rural (R) Zone title and substituting the following: "Rural (RUR) Zone"
- mm. Repealing "Stacked Townhouse" in Section (1) of the Planned Mixed Development 2 Zone (PMD2) and substituting the following: "Four-Plex"
- nn.Repealing Planned Mixed Development 2 (PMD2) Zone Section (2) title and substituting the following: "(2) ZONE STANDARDS (SUBJECT TO SECTION 7.3 – SNOW STORAGE) FOR SINGLE DETACHED DWELLING"
- oo.Repealing Planned Mixed Development 2 (PMD2) Zone Section (3) title and substituting the following: "(3) ZONE STANDARDS (SUBJECT TO SECTION 7.3 – SNOW STORAGE) FOR SEMI-DETACHED DWELLING"
- pp.Repealing Planned Mixed Development 2 (PMD2) Zone Section (4) title and substituting the following:
 "(4) ZONE STANDARDS (SUBJECT TO SECTION 7.3 SNOW STORAGE) FOR TOWNHOUSE"
- qq.Repealing Planned Mixed Development 2 (PMD2) Zone Section (5) title and substituting the following:
 "(5) ZONE STANDARDS (SUBJECT TO SECTION 7.3 SNOW STORAGE) FOR TOWNHOUSE CLUSTER"
- rr. Repealing Planned Mixed Development 2 (PMD2) Zone Section (6) title and substituting the following:
 "(6) ZONE STANDARDS (SUBJECT TO SECTION 7.3 SNOW STORAGE) FOR FOUR-PLEX"

- ss. Repealing Planned Mixed Development 2 (PMD2) Zone Section (7) title and substituting the following: "(7) ZONE STANDARDS (SUBJECT TO SECTION 7.3 – SNOW STORAGE) FOR APARTMENT BUILDING"
- tt. Repealing Planned Mixed Development 2 (PMD2) Zone Section (8) title and substituting the following:
 "(8) ZONE STANDARDS (SUBJECT TO SECTION 7.3 SNOW STORAGE) FOR COMMERCIAL USE"
- uu.Repealing Planned Mixed Development 2 Zone (PMD2) Section (9) for Stacked Townhouse and substituting the following: "Residential – Four-Plex 1 space per Dwelling Unit"
- vv.Repealing Appendix B Zoning Map to change the Rural Zone abbreviation from (R) to (RUR) and substituting the attached Zoning Map.







ENVISION ST. JOHN'S DEVELOPMENT REGULATIONS

Council Adoptio	n
Council Approva	al
Mayor	
City Clerk	

ST. J@HN'S

M. C. I. P. signature and seal

I hereby certify that this map has been prepared in accordance with the Urban and Rural Planning Act

ST. J@HN'S

Report of Audit and Accountability Standing Committee

February 9, 2022 2:00 p.m. Virtual

Present:	Boyd Chislett, Citizen Representative, Chair Councillor Jill Bruce, Council Lead
	Councillor Ron Ellsworth
	Derek Coffey, Deputy City Manager of Finance and
	Administration
	Sean Janes, City Internal Auditor
	Sean McGrath, Senior Internal Auditor
	Jason Sinyard, Deputy City Manager PERS
	Tanya Haywood, Deputy City Manager Community Services
	Jennifer Squires, Legislative Assistant
Others:	Randy Carew, Manager, Regulatory Services

1. <u>Review of Permit Process</u>

The Senior Internal Auditor provided an overview on the attached Review of Permit Process Audit Report. The objective of the review was to determine if the function of the Regulatory Services Division effectively and efficiently manages the permit process. This included the process for Building, Electrical, and Plumbing permits. Background information on the department was provided, as well as an explanation of the application process, and the methodology and scope of the audit. The Inspection Services function ("Inspection Services") under the Regulatory Services Division has been overseeing the entire permit process since January 4, 2021, via the permit counter, and the focus of the audit was from January 2021 onward.

Overall, audit testing results were encouraging, and the Division has applied numerous best practices, such as detailed procedural documents in place to help guide permitting operations, utilizing standardized forms and checklists to communicate application requirements, and using an electronic permitting system to generate oversight reports, which have resulted in an efficient and effective permit service. Issued permits contain accurate information and associated permit fees are calculated correctly, with a 1% error rate. Testing also indicated that applications are processed in a timely manner, averaging 9.5 days for a Building Permit, and 1 day for both Plumbing and Electrical permits.

The audit identified opportunities to use additional best practices to enhance the effectiveness and efficiency of the permit process as well as opportunities to build upon processes and controls already in place to further improve permitting operations. The Senior Internal Auditor then informed the Committee of the recommendations as detailed in the Report.

Councillor Bruce asked for additional information on the use of MS Govern ("Govern"), the information management system used to facilitate the permitting process. The system has certain limitations which are impacting the effectiveness and oversight of the process. Staff informed Councillor Bruce that Govern has been used to process complaints since 2017 and Building Inspections since 2018. It is an engine that drives a lot of City Business, such as mapping and assessment. Overall, it is a decent solution but not a perfect fit for many areas of the City and Staff are looking at upgrading to OpenForms over the next 2 to 3 years.

Currently, any floors below grade, regardless of whether they are finished or not, are not factored into the permit cost for new constructions. Audit Staff are recommending that management consider incorporating the square footage of all finished levels below grade into the cost of obtaining a new construction permit to ensure equity of permit costs. Councillor Ellsworth asked if incorporating the cost would be a policy change, or if it would be at the staff level. The Manager of Regulatory Services advised that should a modification be required a recommendation would be brought forward to Council for consideration.

Recommendation Moved By Boyd Chislett Seconded By Jill Bruce

That Council approve the Review of Permit Process Audit Report and the associated action plans put forth by management.

MOTION CARRIED

2. Approval of Revised Internal Audit Charter Policy

The Audit & Accountability Standing Committee Terms of Reference recommend an annual review of the Internal Audit Charter. The Charter had not been revised for quite some time and Staff have reviewed and updated the Charter to be consistent with the best practices of the Institute of Internal Auditors (IIA), an international professional association that represents the internal auditing profession. Staff are recommending that the existing Charter Policy be rescinded and replaced with the updated Internal Audit Charter Policy.

Councillor Bruce asked if there were any major changes that Council should be made aware of, and Staff replied that the document is now completely aligned with the Best Practices of the IIA and highlighted the areas of change. These included the following:

• 3.2 Standards for the Professional Practice of Internal Auditing

 This section has been updated to indicate that the Office of the City Internal Auditor shall be guided by the Institute of Internal Auditors' (IIA) International Professional Practices Framework (IPPF), including the Core Principles for the Professional Practice of Internal Auditing, the Code of Ethics, the International Standards for the Professional Practice of Internal Auditing, and the Definition of Internal Auditing. The City Internal Auditor will now report annually to the Audit Committee regarding the Office of the City Internal Auditor's compliance to the IIA Code of Ethics.

3.3 Authority

 This section establishes the authority of the Office of the City Internal Auditor to fulfil their duties, as listed in the Charter. This has also been updated to include the Annual Code of Ethics and Independence Declaration.

Recommendation Moved By Boyd Chislett Seconded By Jill Bruce

That Council rescind the existing Internal Audit Charter Policy and replace it with the revised Internal Audit Charter Policy.

MOTION CARRIED

3. 2022 Audit Plan

Using the audit planning process as discussed in the meeting of December 15, 2021, Staff have selected the areas of review for 2022. Areas have been chosen via a risk-based process, and Staff advised should there be requests from Staff or Council this would require the postponement of the items selected. The program reviews for 2022 are as follow:

- Fleet Preventative Maintenance (from 2021 plan)
- Aquatics Safety (from 2021 plan)
- GoBus (from 2021 plan)
- Cyber Security (IS systems & Scada)
- Construction Engineering
- Occupational H&S (time permitting)

Work on Fleet Preventative Maintenance and Aquatics Safety are near completion and work on the GoBus review began in 2021. The Cyber Security review would be a double audit, including both Information Services and Scada systems. This would be a high-level review, looking at the governance aspects of the area, and may result in a recommendation to hire a consultant to take a more in-depth look.

Follow up reviews will take place for the following:

- Metrobus Cash Handling
- Citizen Service Centre Cash Handling
- RHB Scale House Operations
- Permit to Operate Water Distribution
- Vendor Master File, EFT, & Wire Transfer
- Training Division
- Fuel Process

Follow ups are initiated on reviews with recommendations that have not been implemented, and as such cannot be closed. In addition to the reviews and follow ups listed above, Staff will continue to maintain the Whistleblower Hotline, update the Office of the City Internal Auditor Policy and Procedure Manual, hire and onboard a new Internal Auditor, and continue their work on updating the Risk-Based Audit Plan. The Risk-Based Audit Plan involves a 3-year update cycle, with 1/3 of City units being asked to complete questionnaires each year. Staff are currently on the 2nd year of the 3-year cycle.

Councillor Ellsworth asked how the addition of a new Internal Auditor would impact the plan going forward. Staff responded that it would be hard to determine, as it would depend on the experience of the individual hired. Staff expect that it would permit them to progress further into the Occupational Health & Safety audit than anticipated. Councillor Ellsworth recommended that Staff begin the recruitment process as soon as possible to fill the vacancy.

Recommendation Moved By Jill Bruce Seconded By Ron Ellsworth

That Council approve the 2022 audit plan.

MOTION CARRIED

CHAIR, BOYD CHISLETT

DECISION/DIRECTION NOTE

Title:	Review of Permit Process
Date Prepared:	February 3, 2022
Report To:	Audit Committee
Councillor and Role:	Jill Bruce, Audit & Accountability Standing Committee
Ward:	N/A

Decision/Direction Required: To approve the Review of Permit Process Audit Report and the associated action plans put forth by management.

Discussion – Background and Current Status:

The Office of the City Internal Auditor recently completed a review of the permit process involving the Regulatory Services Division of the Department of Planning, Engineering and Regulatory Services.

The review identified numerous positive outcomes. However, the review also found various areas for improvement. Details of these opportunities and related recommendations can be found in the attached audit report. Management have responded to all recommendations and have also provided action plans and implementation dates for the recommendations.

The Office of the City Internal Auditor would like to thank the Supervisor, Inspections Services and Manager, Regulatory Services Division for their invaluable help and time during this review.

Key Considerations/Implications:

- 1. Budget/Financial Implications:
 - There may be budget implications depending on how management decides to mitigate the risks highlighted in the report.
- 2. Partners or Other Stakeholders:
 - City staff involved in permit operations.
 - City staff involved in maintaining the City's website.
 - Customers of the permit service.



- 3. Alignment with Strategic Directions/Adopted Plans:
 - The recommendations and corresponding management action plans outlined in this report align with the Effective City strategic direction.
- 4. Legal or Policy Implications:
 - Policies and/or procedures have been recommended throughout this report.
- 5. Privacy Implications:
 - There may be privacy implementations depending on how management decides to mitigate the risks highlighted in the report.
- 6. Engagement and Communications Considerations:
 - There may be engagement and communications considerations depending on how management decides to mitigate the risks highlighted in the report.
- 7. Human Resource Implications:
 - There may be human resource implications depending on how management decides to mitigate the risks highlighted in the report.
- 8. Procurement Implications:
 - There may be procurement implications depending on how management decides to mitigate the risks highlighted in the report.
- 9. Information Technology Implications:
 - There may be information technology implications depending on how management decides to mitigate the risks highlighted in the report.
- 10. Other Implications:
 - There may be other implications depending on how management decides to mitigate the risks highlighted in the report.

Recommendation:

That Council approve the Review of Permit Process Audit Report and the associated action plans put forth by management.

Prepared by: Sean McGrath, Senior Internal Auditor **Approved by:** Sean Janes, City Internal Auditor

Report Approval Details

Document Title:	Review of Permit Process.docx
Attachments:	- Review of Permit Process Audit Report.pdf
Final Approval Date:	Feb 4, 2022

This report and all of its attachments were approved and signed as outlined below:

No Signature - Task assigned to Kevin Breen was completed by workflow administrator Karen Chafe

Kevin Breen - Feb 4, 2022 - 12:59 PM

INTERNAL AUDIT REPORT

Department of Planning, Engineering and Regulatory Services – Regulatory Services Division

Review of Permit Process

Assignment # 21-01

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Department of Planning, Engineering and Regulatory Services – Regulatory Services Division

Review of Permit Process

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for mili

Sean McGrath CPA, CA, CFE Senior Internal Auditor Date: September 26, 2021

Sean Janes

Sean P. Janes, CPA, CMA, CIA, CFE City Internal Auditor Date: September 26, 2021

ST. J@HN'S

TABLE OF CONTENTS

INTRODUCTION	1
OBJECTIVES	1
BACKGROUND Permits and Legislation Permit Counter and Responsibility Information Management System Overview of Process.	1 2 3
METHODOLOGY & SCOPE	5
CONCLUSION	6
EXECUTIVE SUMMARY	8
DETAILED ANALYSIS	11
Overview and Results of Substantive Testing Completeness of Building Applications Accuracy of Fees Accuracy and Completeness of Permit Poster Processing Timelines Overall Results of Substantive Audit Procedures	11 13 14 15
Section 1 – Improving Performance and Reporting Issue 1.1 – Permit Processing Times Issue 1.2 – Messaging System Issue 1.3 – New Permitting System Issue 1.4 – Building Permit Equality	18 22 24
Section 2 – Improving the Municipal Website Issue 2.1 – Website Quality Issue 2.2 – Permit Wait Times on Website	27
Section 3 – Application Forms, Checklists and Schedule of Fees Issue 3.1 – Application Packages Issue 3.2 – Permit Forms Issue 3.3 – Schedule of Fees Issue 3.4 – Building Permit Costs	33 34 36
Section 4 – Oversight and Review Issue 4.1 – File Monitoring Issue 4.2 – Periodic Reviews of Files Issue 4.3 – Project Customer Surveys Issue 4.4 – Team Meetings	41 43 45

То:	Chair & Council Members, City of St. John's Audit Committee
Area Responsible:	Jason Sinyard, Deputy City Manager – Planning, Engineering and Regulatory Services
Copy to:	Kevin Breen, City Manager

INTRODUCTION

OBJECTIVES

In accordance with the City of St. John's approved audit plan, the objective of the audit was to determine if the Inspection Services function of the Regulatory Services Division effectively and efficiently manages the permit process.

BACKGROUND

Permits and Legislation

The City of St. John's ("City") provides a robust permit and inspection service that aims to protect the public and individual citizens by ensuring various construction activities are completed according to the proper code or standard. This service is enforced through various City by-laws which require residents and businesses to obtain an applicable permit before construction activities begin. Permits, once issued, allow for the necessary follow-up inspection by City inspectors.

The City's Building by-law (no. 1438) states that a building permit is required for all new constructions, extensions, additions, structural changes affecting loadbearing members, floor layout changes and relocation of existing buildings. Other construction work, including renovations, accessory buildings, decks, fences, site work, demolition, home offices and signs, also requires a building permit. Similarly, a repair permit must be obtained when minor work is being carried out without any structural changes taking place. In 2020, management noted that a total of 2,703 building and repair permits were issued by the City with associated permit revenues of \$1,056,207.

Electrical and plumbing permits are also required prior to starting any electrical or plumbing work. These permits are enforced through the City's Electrical by-law (no. 1321) and Plumbing by-law (no. 1320). In 2020, management noted revenues of \$399,340 from issuing 1,801 electrical permits and \$132,478 from issuing 533 plumbing permits. Like building permits, electrical and plumbing permits allow for the necessary follow-up inspection by City inspectors to ensure the work has been completed pursuant to the proper code or standard.

Permit Counter and Responsibility

The City offers in-person customer service at its permit counter to assist residents with permit related issues. To obtain a permit, applicants must complete and send a permit application to the City along with applicable supporting documents. Applications can be submitted in-person through the counter service or electronically by email or fax.

The Inspection Services function ("Inspection Services") under the Regulatory Services Division has been overseeing the entire permit process since January 4, 2021. Previous to this, the permit intake and application process, including the permit counter, was administered through the Access St. John's Service Centre under the Department of Community Services. As part of the reorganization, the permit counter was relocated from the Access St. John's Service Centre at City Hall to the entrance of Inspection Services at the City Hall Annex. These changes were made to improve efficiency by allowing applicants to deal directly with Inspection Services staff rather than Access St. John's Service Centre staff. The former has an in-depth knowledge of the permitting process and are therefore better able to respond to enquiries from permit applicants at the permit counter.

Information Management System

The information management system MS Govern ("Govern") is used to facilitate the permit process. This system is a comprehensive revenue and land management system that is widely used at the City for various business processes. Inspection Services uses the Permits and Inspections Module of Govern to track all activities related to individual permit files. The system is also used to create various reports that management uses for oversight purposes.

Overview of Process

The permit process starts when Inspection Services receives a permit application form. The steps involved and the overall length of time to process an application depends on the type of permit requested and the complexity of the associated construction project. A basic overview of how Inspection Services processes permits is outlined in Figure 1.0 below:

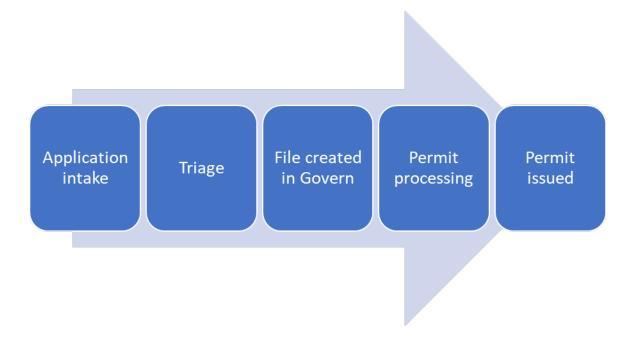


Figure 1.0 – Permit Application Processing Steps

Permit applications are reviewed upon receipt to ensure all required documents are included with the application. Building permit applications are then "triaged" by a building inspector. During this process, the inspector provides the necessary details to setup the application in Govern. Conversely, electrical and plumbing permit applications are reviewed by a clerical staff member as they are generally simpler to process compared to building permits.

After triage, a corresponding electronic permit file is created in Govern. The file contains details of the permit application such as permit type, the purpose of the permit, the property class (e.g., residential, or commercial), the structural type (e.g., shed, fence, house etc.) and the name and contact information of the applicant.

Each permit file in Govern is processed according to a standardized process referred to as activity steps. Activity steps are essentially the steps in Govern that must be completed to approve an application and issue a permit. Inspection Services staff update permit files by recording the date a given activity step is started and the date the step is completed. The number of activity steps that must be completed to process a permit varies upon the permit type and complexity of the construction project.

Given the legislative requirements relating to permits and the number of permit applications processed each year, it is essential that the above permit process operates in an effective and efficient manner. To achieve this, the process must employ industry best practices that operate within a strong internal control environment.

METHODOLOGY & SCOPE

The scope of the audit included a review of current permit processes and related internal controls. Specifically, the audit focused on processes that contribute to the effective and efficient processing of permits. This included an examination of the various steps and subprocesses that must be undertaken for Inspection Services to issue a permit. Additionally, the audit determined if adequate policy and procedure is in place to support these processes and if it reflects current best practices.

How the division measures its success, including any applicable performance standards and related reporting, was also scoped into the audit. This area was reviewed to determine if service targets exist, and if so, if they are being achieved and reported on.

Permit information within Govern was reviewed to ensure permit data is accurate and complete. Likewise, associated reporting features were also examined to ensure the software is being maximized to allow adequate oversight and monitoring of permit applications.

The audit also determined if accurate processing fees are consistently being charged for various permits. This included a recalculation of permit fees on a sample size basis and an examination of related internal controls.

Given that responsibility for the permit counter and related processes transitioned to Inspection Services in January 2021, only policies, procedures, and workflows applicable to the new process was included in the scope of the audit. When selecting permit files for review in Govern, only permit files from January 2021 onward were included in the population for sampling purposes. All types of building permits, electrical permits and plumbing permits were scoped into the audit and thus included in the population. Development permits, which are required for activities such as subdivision development, rezoning, and discretionary use applications were scoped out of the audit because they are administered by the Planning and Development Division rather than Inspection Services.

The processes related to performing the actual inspections required to close out permit files were also scoped out of the audit. These processes were reviewed as part of an Inspection Services audit that was performed in 2012 and followed up on in 2014. As such, it was decided that focusing on the new permit process would provide the most value to Inspection Services. However, the inspections process is included in Internal Audit's annual risk assessment and therefore may be subject to a standalone audit in the future.

CONCLUSION

The audit determined that Inspection Services is applying numerous best practices to help achieve an efficient and effective permit service. These include having detailed procedural documents in place to help guide permitting operations, utilizing standardized forms and checklists to communicate application requirements, and using an electronic permitting system to generate oversight reports. Additionally, substantive audit testing indicated that issued permits contain accurate information and associated permit fees are calculated correctly. Audit testing also suggested that permits, on average, are processed in a timely manner.

Nevertheless, the audit identified opportunities to use additional best practices to enhance the effectiveness and efficiency of the permit process. We also noted opportunities to build upon processes and controls already in place to further improve permitting operations. These include maximizing the use of Govern to potentially track processing times and to improve communication with applicants, updating the permitting section of the City's website to provide clearer guidance on the permit process, documenting oversight processes in procedure, and developing or updating permit forms to better communicate application submission requirements.

EXECUTIVE SUMMARY

Internal Audit's review of the City's permit process focused on whether adequate systems, processes and controls are in place to ensure permits are processed in an effective and efficient manner.

Audit procedures carried out during the review identified several positive outcomes. Foremost, although Inspection Services only assumed full responsibility of the permit process at the beginning of the year, audit testing indicated that management has already done an impressive amount of work to help ensure the entire process runs as effectively and efficiently as possible.

For instance, management has developed multiple procedural documents including the Permit Counter Operational Manual and the Permit Counter Process standard operating procedure. The former is a detailed document that provides step-by-step instructions on how to setup various types of permit files in Govern and how to perform associated tasks. The latter document provides guidance on other areas of the permit process including application intake, file triage, and review procedures. Both documents contribute to process effectiveness and efficiency as they enable staff to carry out various permit processes in an accurate and consistent manner.

Substantive audit testing results were also encouraging. The testing showed that Inspection Services is accurately calculating permit fees and that issued permits are free from error, contain all required permit details, and are appropriately signed off. Additionally, further testing suggested permits are being processed in a timely manner and internal service standards regarding permit wait times are being achieved. The audit also disclosed that governance and review mechanisms are in place to provide oversight of the permit process. These include informal file reviews by management and the utilization of management reports to ensure files are processed in a timely manner.

Furthermore, Inspection Services provides a variety of standardized forms, checklists, and schedules to aid applicants in submitting an accurate and complete permit application. To ensure accessibility, these forms are provided both in-person at the permit counter and on-line on the City's website. Other tools, such as periodic customer surveys, are also utilized by management in an effort to continuously improve the permit process.

Management should be commended for having the aforementioned controls and work processes in place for the permit process. Nevertheless, we did identify opportunities to enhance the effectiveness and efficiency of the permit process.

Foremost, there is an opportunity for management to begin tracking permit processing times. This is a common best practice utilized in the permitting industry and would allow management to better measure divisional performance. Our review indicated that Govern may have the potential to track processing times, however, further analysis by Inspection Services is required to determine feasibility. Likewise, a messaging system within Govern, which is not currently utilized, can potentially be setup to provide automated status updates to applicants and thereby improve communication.

In the long term, management should also consider implementing a new information management system to take advantage of the technological advancements that have been made to electronic permitting systems. These new permitting systems, such as the one used in Halifax, Nova Scotia, allow applicants to check on the status of their permit application in real-time through a web-based platform and better streamline the permit process.

Our substantive testing also disclosed an issue regarding applicants submitting building applications that are either incomplete or incorrect. Over half of the building application samples we reviewed during the audit were either missing required documents or contained application errors. As such, we made recommendations to update permitting forms, checklists, and schedules to improve the quality of submitted applications and reduce the likelihood of resubmissions. We also made recommendations to improve the layout and clarity of the permitting section of the City' website and to develop formal application packages that can be used by applicants.

There are also opportunities for management to build upon and formalize controls that are already in place. For example, oversight mechanisms can be improved by documenting them in procedure to ensure consistency of application. Additionally, increasing the frequency of customer surveys to ensure all applicants can offer feedback on the permit process will provide greater opportunities for improvement.

These recommendations and other observations outlined in the report will assist Inspection Services in its continued effort in providing an effective and efficient permit process.

DETAILED ANALYSIS

To help measure the effectiveness and efficiency of the permit process, we performed substantive audit procedures to determine if Inspection Services is:

- receiving accurate and complete permit applications from applicants.
- levying accurate fees for processing permits.
- issuing permits that are free from error and contain all necessary information.
- processing permits in a timely manner.

The results of our testing regarding these issues are summarized below.

Overview and Results of Substantive Testing

Completeness of Building Applications

An application form and supporting documents must be submitted to Inspection Services to begin the permit process. Different permit types have different submission requirements. Building permit applications generally require additional supporting documents to accompany the application whereas electrical and plumbing applications do not.

For example, in order to obtain a permit for a fence, an Application to Construct or Demolish form must be submitted along with a legal survey or approved site plan and a detailed structural drawing of the fence. A permit application to build a new house requires more supporting documentation such as site plans showing building and yard dimensions, floor plans, structural information, foundation plans, roof plans, elevation illustrations, building material and thermal resistance calculations. To avoid unnecessary delays in the permit process, it is important that permit applications are free from error and contain all required supporting documentation.

To help gain an understanding of the quality of building applications that are being submitted by applicants, we obtained a listing of all permit applications received by Inspections Services between January and May of 2021. From this listing, we selected samples and obtained the corresponding application form and supporting documents. We reviewed this documentation to determine if the application form contained errors or if any required documentation was missing which would inhibit the processing of the permit. Errors and missing documentation were considered material if it resulted in staff having to follow-up with the applicant to gain further information to process the permit. The results are shown in Table 1.0 below:

Table 1.0 – Review of Permit Applications		
# of building permit applications reviewed	# of applications with errors and/or incomplete documentation	Error/incomplete application rate
67	34	51%

As noted above, 34 of the 67 building applications reviewed were not completed correctly and/or were missing adequate supporting documentation upon first submission. As such, staff had to follow-up with the applicant to either resubmit the permit application or provide additional documents to process the permit. This is inefficient as it takes time away from staff who could otherwise be engaging in productive activities.

Accuracy of Fees

The City charges permit fees based on the type of permit being processed. For example, most building permit fees are based on the construction value of the project. Most electrical permit fees are based on the cost of the electrical work being performed, while plumbing permit fees are calculated from the number of plumbing fixtures being installed. Other types of permits, such as signs or changes of occupancy, also have their own fee structures.

Permit fees are calculated automatically within Govern based on data entered by staff. For example, the square footage of a floor or the cost of a renovation must be entered in the system for Govern to calculate the permit fee. As such, the integrity of the fee calculated in Govern is dependent on the quality of inputs entered by staff.

To help determine if Inspection Services is levying correct permit fees, we recalculated 57 building permit fees, 20 electrical permit fees, and 16 plumbing fees. The results are summarized in Table 2.0 below:

Table 2.0 – Review of Fee Accuracy			
Type of permit	# of permit fees recalculated	Errors	Error/incomplete application rate
Building	57	1	2%
Electrical	20	0	0%
Plumbing	16	0	0%
Totals	93	1	1%

As noted in Table 2.0, only one permit fee was charged incorrectly. This error resulted in the City undercharging an applicant by approximately \$37. However, the miscalculation was due to human error regarding system inputs rather than any systemic internal control deficiencies present in Govern. Overall, 92 of the 93 permits were recalculated without issue indicating no significant issues regarding the accuracy of permit fees.

Accuracy and Completeness of Permit Poster

If a permit application is successful a permit will be issued to the applicant. The face of the permit, which management refers to as the permit poster, provides details regarding the permit and may outline conditions under which the related construction project must adhere to. For example, a permit for a fence may state that the height of the fence from grade may not exceed 6ft and the fence may not extend past the building line. The permit poster also contains other standard details such as the type of permit, date of issue and expiry, the owner and applicant name, address, and the signature of an approving Inspection Services official.

Given that permits are legal documents and are required under legislation, it is essential that the details on the permit poster are accurate and complete. To determine this, we reviewed a sample of permit posters to ensure that the permits were accurate with respect to name, address, issued date and expiry date. We also determined if the sampled permits were free from spelling errors, contained appropriate wording relevant to the permit, and if the permit was appropriately signed off by staff. The results are summarized in Table 3.0 below:

Table 3.0 – Review of Permit Poster			
Type of permit	# of permit posters reviewed	Errors	Error/incomplete application rate
Building	30	1	3%
Electrical	20	1	5%
Plumbing	16	1	6%
Totals	66	3	5%

As noted above, three of the 66 permit posters reviewed had an error. Two of the errors related to minor spelling mistakes while the other error related to an incorrect unit of measurement being listed on the permit regarding the allowable height of a shed (e.g., meters used instead of feet). Overall, these errors were not significant and audit testing did not identify any pervasive issues related to permit posters.

Processing Timelines

To gain an understanding of how long it takes Inspection Services to process permits, we selected a sample of completed building, electrical and plumbing permit files for testing. Building permit files included permits related to accessory buildings, decks, fences, new constructions, renovations, and changes in occupancy. We reviewed each sampled file and compared the date a complete application was sent to Inspection Services to the date the applicant was notified the permit was ready. Permit processing time was calculated as the number of workdays between these two dates. Results are shown in Table 4.0 below.

Table 4.0 – Processing Timelines			
Type of permit	# of permit files reviewed	Average # of days to process	
Building	22	9.5	
Electrical	20	1	
Plumbing	16	1	
Totals	58	4	

Our sample indicated that it takes approximately 9 and a half days to process a building permit once complete information is received from the applicant. Applicants are generally told it should take 10-14 days to process a building permit and therefore our sample suggested building permits are being processed in a timely manner. Likewise, testing indicated that electrical and plumbing permits are being processed within a day of receiving a complete application. These timelines correspond with management's internal expectations regarding processing times for these types of permits.

Although the above results indicate permits are being processed in a timely manner, precise conclusions can only be drawn if all permit processing times are measured and analyzed. This was not possible during the audit given that management does not have a system in place to formally track permit processing times. However, the permit files that were reviewed during the audit did not disclose any significant issues with respect to processing times.

Overall Results of Substantive Audit Procedures

The majority of the substantive audit procedures performed during the audit resulted in positive audit findings. For the most part, testing showed that permit fees were accurately being charged, issued permits were accurate and free from error, and permits were being processed within stated timelines. However, the testing did identify some areas of the permit process that can be improved, specifically relating to improving the quality of received permit applications and formally tracking permit processing times. These areas are further discussed below, along with other areas where Inspection Services has opportunities to improve the permit process.

Section 1 – Improving Performance and Reporting

Issue 1.1 – Permit Processing Times

Tracking and reporting on permit processing times is a standard best practice within the permitting industry as it is difficult to measure divisional performance if processing timelines are not tracked. As previously highlighted, discussions with management indicated Inspection Services does not track permit processing times. Management also disclosed that they have not designed or implemented a system specifically for this purpose.

Other municipalities across Canada were reviewed during the audit to determine if they are formally tracking permit processing times. Our research disclosed that other City's such as Halifax, NS, Winnipeg, MB, and Edmonton, AB, actively monitor processing times. Furthermore, some of these municipalities make processing times available to the public by posting the information on their websites. For example, Winnipeg posts actual processing times on its website every month while Edmonton updates its website weekly outlining how many days it will take to review an application after submission. Such information is beneficial to applicants as it allows them to better plan their construction projects which results in higher levels of customer satisfaction.

Considering the above, there is an opportunity for Inspection Services to implement a permit tracking system which would enable management to better measure divisional performance, align with industry best practices, and improve the overall permit process.

Given that Govern is already embedded in the permit process, we performed a preliminary review of the system to determine if it can be used to track processing times. Our review consisted of discussions with management, an inspection of the type of information already available in Govern, and a detailed review of the Govern user manual to determine system capabilities. We also tested the accuracy of activity step completion dates recorded in Govern to determine if the information can potentially be relied upon to help calculate processing times. We did this by vouching information listed in Govern to source documents (e.g., comparing the date the application was received as noted in Govern to the date the email containing the application was sent to the City).

The following observations were made:

- The "application received" activity step in Govern does not accurately reflect the date a permit application is initially received by the City. Instead, this date represents the date the permit file was created in Govern. Further testing indicated that it generally takes a few days to create a file in Govern once an application has been received by Inspection Services. As such, the application received date in Govern cannot be relied upon to accurately calculate processing times.
- There is no activity step setup in Govern to record the date when all necessary permit application information is received by Inspection Services. This information is required to calculate processing times given that processing times generally only include the number of days it takes to issue a permit after all necessary information has been submitted.
- Per the user manual, new activities can be created in Govern to customize the permit process. Additionally, the manual states that custom reports can be created to query specific tables or fields such as the various activities in the permit process.

Given the above, Govern cannot accurately track permit processing times under its current configuration. However, tracking processing times may be possible if Govern is modified to allow additional information to be accurately captured and if that information can be extracted through summary reports. Further analysis is required to determine if Govern can be utilized to accurately track permit processing times.

Recommendation 1.1

- i. Management, in conjunction with Corporate Information Services, should determine if Govern can be configured to accurately track and monitor permit processing times. Management should consider the following when determining feasibility:
 - if additional activities can be added to the permit process in Govern. For example, the following activity steps would have to be created to capture relevant information to allow permit processing times to be tracked:
 - a. the date the application is received by Inspection Services.
 - b. the date the application is reviewed for completeness.
 - c. the date any missing information is requested.
 - d. the date the application is considered complete.
 - e. the date the permit is issued.
 - if customized permit summary reports can be generated outlining permit processing times. For example, a report comparing the date a permit application is considered complete to the date the permit is issued would allow processing times to be calculated.
- ii. If management determines that Govern is capable of accurately tracking permit processing times in an effective and efficient manner, the system should be utilized to do so.
- iii. If it is not feasible to use Govern to track permit processing times, management should develop and implement an alternate system to help track permit processing times effectively and efficiently.

- iv. When management has the capability to track permit processing times, management should:
 - monitor performance by generating formal reports that measure actual permit processing times against expected processing times.
 - revise expected permit wait times based on these results to ensure they are accurate.
 - make average wait times for each type of permit available to the public to improve transparency and better serve customers.

Management Response and Intended Course of Action 1.1

Management staff will consult with the IT Division to determine if MS Govern can be configured to track permit processing times. Should this method not be possible, implementing other tracking means would be very labor intensive and may not be feasible.

Conclusion 1.1

The recommendations pertaining to consultation with IT regarding the feasibility of configuring Govern to track processing times and potentially implementing such a system will be completed as outlined above. If Govern cannot be utilized to track processing times, management indicated it may not be possible to efficiently implement other tracking means. Updates regarding the potential for Govern to track processing times, as well as any other means management has considered, will be addressed through follow-up work.

Action By: Manager, Regulatory Services Action Date: March 2022 Supervisor, Inspection Services

Information Only: Deputy City Manager, Planning, Engineering & Regulatory Services

Issue 1.2 – Messaging System

It is best practice within the permitting industry to continually try to improve communication with permit applicants as increased communication generally results in a better overall permit experience and higher levels of customer satisfaction. Through our research of best practices and discussions with management and staff, we identified an opportunity to potentially improve Inspections Services' communication with applicants.

Research indicated that other municipalities, such as Halifax, NS, and Edmonton, AB, provide real time updates to applicants as permit applications proceed through the approval process. For example, Edmonton notifies building permit applicants via automatic emails when their application is queued, and again when assigned for review. Halifax makes similar updates available to applicants through its on-line permitting system by allowing applicants to log in and check on the status of permits.

Discussions with management disclosed that there is no standardized process setup to provide updates to applicants on the status of their application. This is partly due to the fact that the City does not utilize a fully on-line permitting system. Such systems fully integrate the customer into the permit process and provide automatic updates to applicants through system notifications. However, a review of the Govern system manual noted that Govern may be able to provide a similar service.

The review of the system manual indicated that Govern has a messaging system setting that can be activated. As part of this messaging system, there is a "notify client" feature that can be used to define a standardized email that is sent to the applicant. These emails can be used for various reasons, however, the manual states that the feature can be used to notify applicants on the status of a permit. These notifications can be tied to activity steps and can be setup to automatically send when specified activity steps are completed. For example, predefined, automatic messages can potentially be sent from Govern notifying applicants when an application is received, when an application is reviewed, and/or upon the completion of any activity management feels the client should be appraised of. This messaging system, if implemented, will improve communication with applicants and reduce the risk of customer dissatisfaction regarding the permit process.

Recommendation 1.2

- i. To potentially improve communication with applicants regarding the status of permit applications, management, with the help of Corporate Information Services, should review the messaging system capability in Govern to determine if it can be successfully implemented as part of the permit process.
- ii. The messaging system in Govern should be implemented if it is feasible to do so. Standardized messages to applicants should be tied to the completion of key activity steps such as when an application is received, when an application has been reviewed for completeness, and when a permit is generated.

Management Response and Intended Course of Action 1.2

Management will discuss with IT to determine if this is a feasible option. It is our understanding that this is more for internal referrals, but we will explore further.

Conclusion 1.2

The recommendations will be implemented as stated above.

Action By: Manager, Regulatory Services Action Date: March 2022 Supervisor, Inspection Services

Information Only: Deputy City Manager, Planning, Engineering & Regulatory Services

Issue 1.3 – New Permitting System

Maximizing technology as part of the permit process is a best practice within the permitting industry as advancements in technology, especially those related to information management systems, generally allow for permits to be processed more effectively and efficiently. Although opportunities were identified during the audit to better utilize Govern to help improve the permit process, the system itself does not allow for a fully customer integrated permit process whereby applicants can monitor the progress of their application in real-time. As such, there is an increased risk of customer dissatisfaction as information regarding the status of permits may not be communicated in a timely manner.

Conversely, Halifax's Online Permitting, Planning, Licensing & Compliance System allows an applicant to create an account and submit a permit application and supporting documents through the online system. Once submitted, applicants can monitor the status of their permit applications in real time by logging into their account. The applicant is also notified through the system if additional information is required or if edits/revisions need to be made to the application. Such systems are a technological advancement over the City's current system and allow for a fully streamlined permit process with enhanced customer service.

Recommendation 1.3

To ensure management is offering the same service standards and processes as other municipalities and maximizing the customer service experience, management should examine the feasibility of implementing a fully online permitting system in the coming years that enables applicants to track the status of their application in real time.

Management Response and Intended Course of Action 1.3

It is managements intention to have an on-line portal to support the permitting process. A new version of MS Govern has started to be explored by the City. It is

our understanding that there may be opportunities for a similar tool within MS Govern that will provide similar results.

Conclusion 1.3

The recommendation will be implemented as stated above.

Action By:	Manager, Regulatory Services	Action Date: May 2022
	Supervisor, Inspection Services	

Information Only: Deputy City Manager, Planning, Engineering & Regulatory Services

Issue 1.4 – Building Permit Equality

The majority of permit applications are submitted electronically through email to the City's permit inbox which is monitored by Inspections Services staff. However, to ensure accessibility, applications can also be submitted in-person at the permit counter. The permit counter has two different customer service windows. The first window is staffed with a building inspector who is available to assist with building permit matters. The other window is for plumbing and electrical permits and is staffed with a clerical staff member.

Discussions with management and observations of work processes disclosed that plumbing and electrical applications received at the permit counter are put in the same queue for processing as those applications received electronically. As such, all electrical and plumbing applications, no matter how they are sent to the City, are processed in the order they are received. Our jurisdictional scan indicated that this is the order other municipalities generally process permit applications as well¹.

¹ While some jurisdictions subdivide permits into various categories such as "complex" and "simple", permits under each category are still processed in the order they are first received.

Conversely, building permits for simple projects (e.g., construction of a small shed) can be issued over the counter to walk-in applicants and therefore bypass the queue. Discussions with staff indicated that this is done to get the entire application dealt with immediately and get more permits processed. However, in these instances, walk-in applicants are prioritized over those individuals who send in applications electronically. This can potentially lead to increased rates of customer dissatisfaction, especially if applicants in the queue become aware of such processing disparities. Additionally, this may lead to more customers using the walk-in process which is generally less efficient compared to receiving applications electronically.

Recommendation 1.4

To ensure all permit applications are treated in an equitable manner, management should consider no longer allowing simple building permits to be issued over the counter to walk-in applicants. Instead, all building applications, no matter how they are received, should be put into the same queue for processing similar to how electrical and plumbing permits are processed.

Management Response and Intended Course of Action 1.4

Agreed, however, it must be understood that there will be times when immediate permits must be given out for all discipline levels. Immediate permits can be used to address safety issues or in cases where it is determined to be necessary.

Conclusion 1.4

The recommendation will be implemented as stated above.

Action By: Manager, Regulatory Services Action Date: March 2022 Supervisor, Inspection Services

Information Only: Deputy City Manager, Planning, Engineering & Regulatory Services

Section 2 – Improving the Municipal Website

Issue 2.1 – Website Quality

Our research indicated that municipalities are rapidly improving the quality of websites as a portal to municipal bylaws, regulations, schedules, and application forms. Having a well-organized and user-friendly municipal website contributes to an efficient and effective permit process by allowing applicants access to a multitude of permitting documents and forms 24 hours a day. Information can be accessed on-line at the convenience of the applicant without having to make an in-person visit.

Management and staff indicated during the audit that the permitting section of the City's website could be improved to better communicate important information regarding the permit process. Specifically, staff noted that the presentation of the information could be enhanced to clarify application submission requirements. Staff noted they receive numerous questions from the public regarding what forms need to be completed and what supporting documentation must be provided, even after an applicant has reviewed the website.

To substantiate these concerns, we reviewed the permitting section of the City's website to determine if there are areas for improvement. We also reviewed the websites of other municipalities to provide a basis for comparison and help identify best practices. We made the following observations regarding the City's website:

 Much of the permit information is presented in paragraph form using small text with links to pertinent documents embedded in the paragraphs. As such, users may have difficulty locating important documents efficiently because information is not presented in an easily identifiable and concise manner.

- Communication mechanisms such as dropdown menus, bullet-points, headings, and lists are not readily or effectively used. Consequently, key points are not highlighted or summarized which inhibits users from quickly locating important information.
- Flowcharts and diagrams are not utilized to present permitting information. These tools can be used to simplify processes and allow a better understanding of the permit process. The absence of these tools means users may have to seek clarification directly from Inspection Services staff if processes are not understood.
- Different subsections of the website are not uniformly presented and appear disjointed. For example, the webpage relating to decks, fences, site work and accessory buildings has multiple sections relating to accessory buildings rather than having all pertinent documents grouped together. Such a layout is inefficient for users as they must gather information from different sections.
- The website does not have certain sections that were commonly present on other websites we reviewed. For example, the City's website does not offer a specific section outlining situations when a permit is required and when it is not, offer a single section outlining the expected wait times for each permit type, and provide background information on the screening and intake process and how permits are processed. Consequently, users may have to follow-up directly with Inspection Services staff for more information which reduces the time staff has to process permits.

Recommendation 2.1

i. Management should revamp its permitting website to ensure information is presented in an organized, concise, and user-friendly manner. General strategies management could utilize when revamping its website include:

- using bullet points instead of paragraphs to present information in a more organized and effective manner. Bullet points could be used to highlight and emphasize important information and quickly communicate that information to the reader.
- the use of dropdown menus or other similar mechanisms to organize permit information concisely and logically.
- using flowcharts or similar diagrams to educate applicants and offer clear guidance on the permit process.
- ii. Management should update its permit website to include additional sections and information that would further educate and inform applicants about the permit process. This includes:
 - a specific section outlining when a building permit is required and when a building permit is not required.
 - a centralized section outlining the expected wait times for each type of permit.
 - a single page that lists all permits and allows the user to select a specific type of permit to gather more information.
 - examples of how to complete applications and related forms.
 - information on the screening and intake process and the importance of submitting complete documentation, and what happens if incomplete information is not submitted.

• information regarding documentation standards and a disclaimer stating that it is the applicant's responsibility to submit complete information that is sufficiently organized and clear.

Management Response and Intended Course of Action 2.1

Agreed. The City will be undergoing a complete overhaul of the webpage. Inspection Services will be involved in the design and implementation of applicable related sections to the business functions of the division.

Conclusion 2.1

The recommendations will be implemented as stated above.

Action By:	Manager, Regulatory Services	Action Date: May 2022
	Supervisor, Inspection Services	

Information Only: Deputy City Manager, Planning, Engineering & Regulatory Services

Issue 2.2 – Permit Wait Times on Website

Providing accurate expected permit wait times to applicants is a best practice as it allows applicants to better plan their construction projects resulting in increased customer satisfaction. Although the City does not currently track permit processing times, expected wait times for different types of permits can be found on various sections of the website. Management indicated that these wait times were established a number of years ago based on operational experience. We summarized the expected wait times as listed on the City's website in Table 5.0 below:

Table 5.0 – Processing Timelines			
Type of permit	Expected processing time as per website		
Fixed and mobile signs	5 to 10 working days		
Decks	5 to 10 working days		
Fences	5 to 10 working days		
Sitework	Up to 10 working days		
New House	5 to 10 working days		
Repair Permits	2 to 5 working days		

Discussions with management and an inspection of email correspondence disclosed that the above processing times are different than those routinely communicated to applicants by staff. Instead, staff generally tell applicants it will take approximately 10-12 business days to process most building permits and 2-5 business days to process a repair permit. As such, some of the processing times listed on the website are shorter than what are verbally communicated to applicants. These inconsistencies may set unrealistic customer expectations for those who visit the website and result in customer dissatisfaction if expectations are not met.

Recommendation 2.2

i. To improve the accuracy of website information and better manage customer expectations, management should update its website to ensure expected permit wait times are correctly listed. ii. Management should periodically review its permit website throughout the year to ensure all information remains accurate and to determine if any updates are required.

Management Response and Intended Course of Action 2.2

Agreed. See 2.1 response.

Conclusion 2.2

The recommendations will be implemented as stated above.

- Action By:Manager, Regulatory ServicesAction Date: May 2022Supervisor, Inspection Services
- Information Only: Deputy City Manager, Planning, Engineering & Regulatory Services

Section 3 – Application Forms, Checklists and Schedule of Fees

Issue 3.1 – Application Packages

Permit application packages are a best practice tool used by municipalities to increase the accuracy and completeness of submitted permit applications. These packages generally include all the necessary documents an applicant is required to complete and submit in order to obtain a permit. Examples of how to complete and submit the required documents, information on related fees and deposits, expected wait times, and an overview of how permits are processed are also typically included in the packages.

Although Inspection Services does offer a number of standardized forms to assist applicants, such forms are not consolidated with other relevant information into application packages. This differs from other municipalities we reviewed such as Saint John, NB, which offers robust application packages. Given that 51 percent of the applications we reviewed during substantive testing were either inaccurate or incomplete upon initial submission, management has an opportunity to develop and implement application packages for each type of permit which should increase the quality of applications.

Recommendation 3.1

To increase the quality of application submissions and reduce the likelihood of resubmissions, management should develop clear, concise application packages for each type of permit. Such application packages should include all the necessary application forms and checklists that must be submitted to obtain a permit, along with guidance, applicable examples, fee information, expected processing timelines and an overview of how permits are processed.

Management Response and Intended Course of Action 3.1

Agreed. This will form part of the website refresh.

Conclusion 3.1

The recommendation will be implemented as stated above.

Action By: Manager, Regulatory Services Action Date: May 2022 Supervisor, Inspection Services

Information Only: Deputy City Manager, Planning, Engineering & Regulatory Services

Issue 3.2 – Permit Forms

Inspection Services uses a number of standardized forms to help facilitate the permit process. These include application forms, construction specification forms, and submission checklist forms. A schedule of fees is also available that outlines the cost of obtaining applicable permits. To help ensure an efficient and effective permit process, it is optimal that these forms contain sufficient and accurate information so that applicants have a clear understanding of submittal requirements. We reviewed such forms during the audit against these criteria and noted the following:

 Building permit applications are available at the permit counter and online as fillable pdf forms. Generally, each building construction project requires a separate application form to be submitted. However, this is not noted on the application form. Moreover, when completing the application form online, it is possible to tick multiple boxes under the "purpose of application" section. Both of these observations increase the risk that applicants incorrectly list multiple construction projects on a single building application. Instances of this were noted during our substantive testing which resulted in applicants having to resubmit applications.

- Inspection Services offers checklists to assist applicants with the application process. These checklists, such as the accessory building checklist, list the required documents that must be included with the application form and hence are an excellent tool to improve the quality of applications. However, the fence checklist form erroneously indicates that the location of the deck must be noted on the submitted legal survey instead of the location of the fence. This may cause applicants to submit incorrect documentation when applying for a fence permit thereby creating unnecessary inefficiencies.
- Discussions with management and an inspection of documents indicated that electrical permits for commercial projects with an estimated construction cost of \$2000 or more require a detailed quote to be submitted with the application. However, this requirement is not disclosed on the electrical permit application form. As such, applicants may not be aware of this requirement which may result in the submission of incomplete applications.

Recommendation 3.2

To help ensure applicants submit accurate and complete permit applications, management should:

- add a disclaimer to the building permit application form indicating that each new construction project requires the submission of a separate application form.
- ii. update the design of the fillable PDF building permit application form to ensure only a single box can be checked under the purpose of application section.
- iii. review the fence checklist form to ensure the submission requirements are

accurate and free from error.

iv. indicate on the electrical permit application that commercial projects with an estimated construction cost of \$2000 or more require a detailed quote to be submitted.

Management Response and Intended Course of Action 3.2

Agreed.

Conclusion 3.2

The recommendations will be implemented as stated above.

Action By:	Manager, Regulatory Services	Action Date: March 2022
	Supervisor, Inspection Services	

Information Only: Deputy City Manager, Planning, Engineering & Regulatory Services

Issue 3.3 – Schedule of Fees

Inspection Services provides a schedule of fees that outlines the cost of obtaining each permit. Such schedules must be accurate and contain enough information so that applicants have a clear understanding of permit costs and can adequately use the information for decision making purposes. We evaluated the schedule of fees against this best practice criteria and determined the following:

 The fee schedule indicates that the cost of obtaining a demolition permit is based on the construction value. However, discussions with management indicated that the cost of a demolition permit is based on the cost of the corresponding demolition. As such, the current wording is unclear and could lead to misunderstandings with applicants regarding demolition permit fees.

- To help perform the fee recalculations during our substantive testing, we obtained an internal document from Inspection Services outlining electrical and plumbing permit criteria. This document provided additional information on fees, including electrical renovation permit costs, that is not listed on the fee schedule. Without this additional guidance, we would have not been able to recalculate some of the permit costs related to electrical renovations. As such, there is a risk that applicants will experience the same uncertainly and directly contact Inspection Services for clarity. Doing so results in less time staff have available to process permits.
- The schedule of fees states that applicants must provide signed estimates from contractors, including a breakdown of the construction value, to verify construction costs. However, discussions with management indicated that this is not accurate. Generally, other than commercial electrical permits, written estimates must only be provided upon request. This occurs if Inspection Services believes the quoted cost of the project, as provided by the applicant on the application form, is too low. Accordingly, this part of the fee schedule regarding submitting estimates is not accurate and may cause applicants to needlessly obtain quotes increasing the risk of customer frustration.
- Discussions with management noted that applicants can contest the calculated cost of a permit. For example, the cost of obtaining a permit for an extension is based on the calculated construction cost which incorporates the square footage of the extension. However, an applicant may argue that the calculated construction cost exceeds the actual construction cost. In these cases, applicants have the option to provide a quote or estimate with a breakdown of the materials and labor cost to

substantiate their claim. If reasonable, the permit cost is then based on this lower construction amount. Although management indicated that this process is infrequently used, applicants should nonetheless be made aware of it to reduce the risk that permit costs are unfairly calculated.

Recommendation 3.3

To ensure applicants have accurate and sufficient information regarding permit costs, management should update its schedule of permit fees to:

- i. accurately specify how demolition permit fees are calculated.
- ii. include how permits for electrical renovations are costed.
- iii. accurately outline when signed construction value estimates must be submitted.
- iv. outline the process applicants can undertake if they think the calculated construction cost is higher than the actual project construction cost. If this isn't feasible given physical spacing constraints on the schedule of fees, then management should communicate this process through another medium (e.g., website posting).

Management Response and Intended Course of Action 3.3

Agreed. Management is currently in the process of reviewing this.

Conclusion 3.3

The recommendations will be implemented as stated above.

Action By: Manager, Regulatory Services Action Date: March 2022 Supervisor, Inspection Services

Information Only: Deputy City Manager, Planning, Engineering & Regulatory Services

Issue 3.4 – Building Permit Costs

Permits for new constructions are based on the construction value of the house being built. Inspection Services uses a formula to calculate the construction value which factors in the square footage of the house. For example, for one- and twofamily dwellings, construction value is currently calculated at \$120.90 per square foot of the main area, \$60.40 per square foot for an attached garage, and \$37.17 per square foot for a finished basement.

When calculating the cost of new construction permits, management indicated that only the floors above grade (e.g., main floor, second floor) are included in the calculation of construction cost. As such, any floors below grade, regardless of whether they are finished or not, are not factored into the permit cost for new constructions.

However, if an applicant proceeds to complete an unfinished basement after an occupancy certificate has been issued by the City, then a separate building permit must be obtained based on the calculated construction cost of finishing the basement. Given this, applicants who finish a basement after initial occupancy may deem the associated permit cost as unreasonable resulting in reduced customer satisfaction.

The above permit costing methodology was compared to the methodology used by selected Cities in other Atlantic provinces. It was determined that unlike St. John's, Moncton, NB, Halifax, NS, and Saint John, NB all incorporate the square footage of finished levels below grade into the cost of new construction permits. There is therefore an opportunity for management to change the fee structure for new construction permits to increase equality and better align with other municipalities fee structures. This will also result in increased revenues for the City.

Recommendation 3.4

To ensure the equality of permit costs, management should consider incorporating the square footage of all finished levels below grade into the cost of obtaining a new construction permit.

Management Response and Intended Course of Action 3.4

Agreed. Management is currently in the process of reviewing this.

Conclusion 3.4

The recommendation will be implemented as stated above.

Action By:	Manager, Regulatory Services	Action Date: March 2022
	Supervisor, Inspection Services	

Information Only: Deputy City Manager, Planning, Engineering & Regulatory Services

Section 4 – Oversight and Review

Issue 4.1 – File Monitoring

Building oversight processes such as ongoing monitoring into the permit process is a best practice as it helps ensure any processing issues are detected and addressed in a timely manner. Additionally, to help ensure monitoring activities are accurately and consistently carried out, it's optimal to document them in formal procedure.

Discussions with management and an inspection of related reports disclosed that management does utilize a monitoring process involving reports generated from Govern. The No Plans Notice Issued or No Plans Notice Approved report lists all the active permit files by the inspector assigned to the file. The report includes the initial application date and the date that the file was last updated by the inspector along with applicable comments. Management indicated that this report helps identify inactive files which may be indicative of processing issues. If needed, management indicated they follow-up directly with the inspector to help remediate any issues. Furthermore, the report is also utilized to close permit files when applicants have abandoned their permit application. Management noted that permit files with no activity for over two years are closed.

Discussions with management and staff also indicated that the No Inspector Assigned report, which is generated from Govern, is used to identify applications that are not yet assigned to an inspector for review. As such, this report is another tool that helps ensure permit files are processed in a timely manner. Management should be commended for having these controls embedded in the permit process.

However, further discussions with management disclosed that the above oversight processes are not formally documented in procedure. As such, there is a risk that these important processes may not be carried out correctly or consistently resulting in reduced oversight of the permit process.

Recommendation 4.1

Important oversight processes, such as generating and reviewing the No Plans Notice Issued or No Plans Notice Approved and No Inspector Assigned reports from Govern, should be documented in procedure to ensure they are consistently and correctly performed. The procedure should document:

- why the reports are generated (e.g., to determine if files have had no activity over the last two years and should be closed, to ensure no applications have been missed).
- how to generate the reports.
- who is responsible for generating and reviewing the reports.
- how often the reports are generated.
- if the reports need to be saved and if so, where they are saved.
- any follow-up actions that may be taken after reviewing the reports (e.g., closing inactive files).

Management Response and Intended Course of Action 4.1

These reports are currently consistently generated, however, there is no written procedure. Management will document the process.

Conclusion 4.1

The recommendation will be implemented as stated above.

Action By:Manager, Regulatory ServicesAction Date: March 2022Supervisor, Inspection Services

Information Only: Deputy City Manager, Planning, Engineering & Regulatory Services

Issue 4.2 – Periodic Reviews of Files

It is generally considered best practice to have some level of management review embedded in important processes as it allows management to evaluate performance and determine the quality of outputs. Furthermore, it contributes to continuous improvement as it helps identify areas of a process that may require change in order to meet goals and objectives. Review processes should also be formally documented to ensure they are consistently and properly applied.

Management stated that there is an informal file review process in place whereby the Regulatory Services Manager performs random reviews on completed permit files to ensure all steps within the permit process were carried out correctly and that file documentation is complete. This review process is especially important given that it is not feasible for management to review each step in the permit file process due to the large number of applications processed each year. Additionally, the permit counter process is still relatively new which further increases the importance of performing file reviews.

Discussions with management regarding the file review process noted that it is not formally documented in procedure. This increases the risk that file reviews will not be thoroughly or consistently performed.

Recommendation 4.2

Given the recent implementation of the new permit process and the large volume of permit applications received, management should:

- i. continue to periodically review completed permit files to ensure compliance with procedure. The periodic reviews should include files from all building inspectors and applicable clerical staff so that all staff is included in the review process. Any non-compliance/errors noted during the review process should be discussed with the applicable staff member to help improve performance and determine if additional training is required. The review process could also be expanded to involve:
 - verifying that physical file documentation is complete and accurate.
 - ensuring file information in Govern is complete and accurate, including information that was scanned into the file.
 - determining if appropriate timelines were adhered to or if the City was responsible for any undue delays in the permit process.
 - verifying permit fees were charged correctly.
 - reviewing the issued permit to ensure it is accurate and free from error.
 - ensuring overall compliance with procedure.
 - ensuring there is evidence that the file review occurred.

ii. formalize the above process in procedure to ensure it is carried out accurately and on a consistent basis.

Management Response and Intended Course of Action 4.2

Agreed. Management will develop a process to verify file accuracy.

Conclusion 4.2

The recommendations will be implemented as stated above.

Action By: Manager, Regulatory Services		Action Date: May 2022	
	Supervisor, Inspection Services		

Information Only: Deputy City Manager, Planning, Engineering & Regulatory Services

Issue 4.3 – Project Customer Surveys

Providing applicants with the opportunity to provide immediate feedback on the permit process is a common practice within the permitting industry as it helps identify what is working well and where additional improvements can potentially be made. Feedback also improves communication with applicants and can result in higher rates of customer satisfaction.

An inspection of documents and discussions with management showed that opinions of Inspection Services were gathered through the city-wide Citizen Satisfaction survey in 2020. Additionally, with the support of the City's Organizational Performance and Strategy Division, a customer service survey specific to Inspection Services was carried out in the first half of 2021. Discussions with management indicated that these surveys, especially the later, gathered important feedback from customers to help improve the permit and inspections process. Given this, there is an opportunity for management to gather additional timely feedback by implementing end of project surveys. This would allow all applicants the opportunity to provide feedback on the permit process and could be used for continuous improvement purposes.

Recommendation 4.3

Management should develop and implement end of project customer surveys to help identify areas of improvement for the permit process. Such surveys could be provided to applicants via email at the end of the permit process to ensure the applicant can offer feedback on the entire process.

Management Response and Intended Course of Action 4.3

Customer surveys are currently passed out with each permit that is issued electronically, however; we do not issue one at the end of each job. That said, we will accept this survey at any time during the permit process allowing the client to express any concerns at any time. Management will explore the option of submitting a survey at the end of the job instead of at the beginning.

Conclusion 4.3

Subsequent discussions with management noted that including customer surveys with electronically issued permits is a recently implemented process. The full recommendation will be implemented as outlined above.

Action By: Manager, Regulatory Services Supervisor, Inspection Services Action Date: May 2022

Information Only: Deputy City Manager, Planning, Engineering & Regulatory Services

Issue 4.4 – Team Meetings

Scheduling team meetings throughout the year with staff directly involved in the permit process is optimal as it allows direct feedback from staff regarding any issues they encounter. These meetings are especially beneficial when new processes are introduced as they can help identify and address unforeseen issues and offer clarity to staff. Furthermore, regularly meeting with staff and reinforcing process requirements helps create a consistent and standardized permit process.

Discussions with management and staff disclosed that team meetings were held when the new permit process was introduced back in January 2021. Management noted that these meetings were used to help clarify the new process and that staff actively participated in the meetings. However, these meetings are no longer regularly held. Multiple permit counter staff stated during the audit that they were still familiarizing themselves with the new process and were uncertain regarding certain areas, notably regarding file-setup. This is to be expected given that the permit counter process is still relatively new. As such, resuming regular team meetings throughout the year will allow staff to continue to ask questions and reduce the risk of process deficiencies.

Recommendation 4.4

To ensure continuous improvement and provide a mechanism to gather employee input on the permit process, management should resume their recurring team meetings throughout the year. Any issues or improvements discussed during these meetings should be documented and reexamined at subsequent meetings to ensure they were actioned.

Management Response and Intended Course of Action 4.4

Our current practice is to meet with staff regarding the Permit Counter quarterly to discuss any concerns, etc. This will continue.

Conclusion 4.4

Subsequent discussions with management noted that holding quarterly team meetings is a relatively new process. Management indicated these meetings will continue in the future and as such the recommendation has been implemented as stated above.

Action By:	Manager, Regulatory Services
-	Supervisor, Inspection Services

Action Date: Complete

Information Only: Deputy City Manager, Planning, Engineering & Regulatory Services

DECISION/DIRECTION NOTE

Date Prepared:December 14, 2021Report To:Audit CommitteeCouncillor and Role:Jill Bruce, Audit & Accountability Standing CommitteeWard:N/A	Title:	Approval of Revised Internal Audit Charter Policy
Councillor and Role: Jill Bruce, Audit & Accountability Standing Committee	Date Prepared:	December 14, 2021
	Report To:	Audit Committee
Ward: N/A	Councillor and Role:	Jill Bruce, Audit & Accountability Standing Committee
	Ward:	N/A

Decision/Direction Required:

Discussion – Background and Current Status:

Council originally approved the <u>Internal Audit Charter Policy</u> at its April 17, 2006 meeting (R2006-04-17/24 refers) and up to now, there had been no further updates.

The Office of the City Internal Auditor has reviewed and revised the policy to be consistent with best practices of the <u>Institute of Internal Auditors</u> (IIA), an international professional association that represents the internal auditing profession. Their International Professional Practices Framework (IPPF) provides the conceptual framework that organizes authoritative guidance approved by the IIA, including a Model Internal Audit Activity Charter, which was used to form the basis of the revised policy.

Key Considerations/Implications:

- 1. Budget/Financial Implications:
 - There are no expected budget or financial implications.
- 2. Partners or Other Stakeholders:
 - Audit Committee
- 3. Alignment with Strategic Directions/Adopted Plans:
 - "A sustainable city" goal: "Be financially responsible and accountable"
 - "An effective city" goal: "Work with our employees to improve organization performance through effective processes and policies"
- 4. Legal or Policy Implications:
 - The Office of the City Solicitor has reviewed and approved the policy.



- 5. Privacy Implications:
 - There were no privacy implications related to the development of the revised policy.
- 6. Engagement and Communications Considerations:
 - The Audit Committee was consulted during the development of the revised policy.
- 7. Human Resource Implications:
 - There are no expected human resources implications associated with the policy.
- 8. Procurement Implications: Not applicable.
- 9. Information Technology Implications: Not applicable.
- 10. Other Implications: Not applicable.

Recommendation:

That Council rescind the existing Internal Audit Charter Policy and replace it with the revised Internal Audit Charter Policy.

Prepared by:	Trina Caines, Policy Analyst
Reviewed by:	Sean Janes, City Internal Auditor
Approved by:	Kevin Breen, City Manager;
	Karen Chafe, City Clerk, Corporte Policy Committee (CPC) Co-Chair;
	Leanne Piccott, Manager - HR Advisory Services, CPC Co-Chair

Report Approval Details

Document Title:	Decision Note - Internal Audit Charter Policy.docx
Attachments:	- Draft Internal Audit Charter Policy - For Audit Committee.docx
Final Approval Date:	Feb 3, 2022

This report and all of its attachments were approved and signed as outlined below:

Karen Chafe - Feb 3, 2022 - 4:29 PM

DRAFT – For Discussion Only

City of St. John's Corporate and Operational Policy Manual

Policy Title: Internal Audit Charter	Policy #: 01-01-08
Last Revision Date: 2006-04-17	Policy Section: Organization> Administration
Policy Sponsor: Audit Committee	

1. Purpose

The purpose of this policy is to:

- a) outline the purpose and mission of the Office of the City Internal Auditor;
- b) provide the authority required for the Office of the City Internal Auditor to perform its work;
- c) set the standards that will guide the Office of the City Internal Auditor and its work;
- d) outline the scope of internal audit activities; and
- e) outline the responsibilities of the Office of the City Internal Auditor and the Audit Committee as they relate to internal audit.

2. Definitions

"Audit Committee" means the Committee approved by Council as detailed in the Audit Committee Terms of Reference.

"Department Head" means all Deputy City Managers and the City Manager or their designate.

"**Employee**" means any person employed by the City of St. John's as a permanent, term, part-time, casual, contract, seasonal, temporary, or student worker.

"Internal Auditing" means an independent, objective assurance, and consulting activity designed to add value and improve an organization's operations, helping the organization accomplish its objectives by bringing a



systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control, and governance processes.

"Supplier" shall have the same meaning as the Public Procurement Act, that is "an individual, partnership, corporation, joint venture or other form of business organization engaged in the lawful supply of commodities."

3. Policy Requirements

3.1 Purpose and Mission

- a) The purpose of the Office of the City Internal Auditor shall be to provide independent, objective assurance and consulting services designed to add value and improve the City's operations.
- b) The mission of the Office of the City Internal Auditor shall be to enhance and protect organizational value by providing risk-based and objective assurance, advice, and insight.
- c) The Office of the City Internal Auditor shall help the City accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of governance, risk management, and control processes.

3.2 Standards for the Professional Practice of Internal Auditing

- a) The Office of the City Internal Auditor shall be guided by the Institute of Internal Auditors' (IIA) International Professional Practices Framework (IPPF), including the Core Principles for the Professional Practice of Internal Auditing, the Code of Ethics, the International Standards for the Professional Practice of Internal Auditing, and the Definition of Internal Auditing.
- b) The City Internal Auditor shall report annually to the Audit Committee regarding the Office of the City Internal Auditor's compliance to the IIA Code of Ethics.

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3.3 Authority

- a) The City Internal Auditor shall report functionally to the Audit Committee and administratively (that is, day to day operations) to the City Manager.
- b) To establish, maintain, and assure that the Office of the City Internal Auditor has sufficient authority to fulfill its duties, the Audit Committee shall:
 - i. approve the Internal Audit Charter;
 - ii. approve the risk-based internal audit plan;
 - iii. recommend to Council an established budget for the Office of the City Internal Auditor;
 - iv. receive communications from the City Internal Auditor on the Office's performance relative to its plan and other matters;
 - v. approve decisions regarding the appointment and removal of the City Internal Auditor; and
 - vi. make appropriate inquiries of Department Heads and the City Internal Auditor to determine whether there is inappropriate scope or resource limitations.
- c) The City Internal Auditor shall have unrestricted access to, and communicate and interact directly with, the Audit Committee, including private meetings without Employees present.
- d) The Audit Committee shall authorize the City Internal Auditor to:
 - i. have full, free, and unrestricted access to all functions, records, property, and personnel pertinent to carrying out any engagement, subject to accountability for confidentiality and safeguarding of records and information;
 - ii. allocate resources, set frequencies, select subjects, determine scopes of work, apply techniques required to accomplish audit objectives, and issue reports; and
 - iii. obtain assistance from the necessary personnel of the City, as well as other specialized services from within or outside the City (subject to budgetary restrictions), in order to complete the engagement.

3.4 Independence and Objectivity

a) The City Internal Auditor shall ensure that the Office of the City Internal Auditor remains free from all conditions that threaten the ability of the internal auditors to carry out their responsibilities in an unbiased



manner, including matters of audit selection, scope, procedures, frequency, timing, and report content. If the City Internal Auditor determines independence or objectivity may be impaired in fact or appearance, the details of the impairments shall be disclosed to the appropriate parties.

- b) Internal auditors shall maintain an unbiased mental attitude that allows them to perform engagements objectively and in such a manner that they believe in their work product, that no quality compromises are made, and that they do not subordinate their judgement on audit matters to others.
- c) Internal auditors shall not have direct operational responsibility or authority over any of the activities audited. Accordingly, internal auditors shall not:
 - i. implement internal controls;
 - ii. develop procedures;
 - iii. install systems; and/or
 - iv. prepare records or engage in any activity that may impair their judgement.
- d) The activities noted in (c), include, but are not limited to:
 - i. assessing specific operations for which they had responsibility within the previous year;
 - ii. performing any operational duties for the City or its affiliates;
 - iii. initiating or approving transactions external to the Office of the City Internal Auditor; and/or
 - iv. directing the activities of any City Employee not employed by the Office of the City Internal Audit, except to the extent that such Employees have been appropriately assigned to auditing teams or to otherwise assist internal auditors.
- e) Where the City Internal Auditor has or is expected to have roles and/or responsibilities that fall outside of Internal Auditing, safeguards shall be established to limit impairments to independence and objectivity.
- f) Internal auditors shall:
 - i. disclose any impairment of independence or objectivity, in fact or appearance, to appropriate parties;
 - ii. exhibit professional objectivity in gathering, evaluating, and communicating information about the activity or process being examined;
 - iii. make balanced assessments of all available and relevant facts and circumstances; and



- iv. take necessary precautions to avoid being unduly influenced by their own interests or by others in forming judgements.
- g) The City Internal Auditor shall confirm to the Audit Committee, at least annually, the organizational independence of the Office of the City Internal Auditor.
- h) The City Internal Auditor shall disclose to the Audit Committee any interference and related implications in determining the scope of Internal Auditing, performing work, and/or communicating results.

3.5 Internal Audit Activities

- a) The scope of internal audit activities shall include, but is not limited to, objective examinations of evidence for the purpose of providing independent assessments to the Audit Committee, management, and outside parties on the adequacy and effectiveness of governance, risk management, and control processes for the City of St. John's.
- b) Internal audit assessments shall include evaluating whether:
 - i. risks relating to the achievement of the City's strategic objectives are appropriately identified and managed;
 - ii. the actions of the City's Employees, and Suppliers comply with the applicable policies, procedures, governance standards, and legislation;
 - iii. the results of operations or programs are consistent with established goals and objectives;
 - iv. operations and programs are being carried out effectively and efficiently;
 - v. established processes and systems comply with policies, procedures, and legislation that could significantly impact the City, as determined by Department Heads, the Office of the City Internal Auditor, and the Audit Committee;
 - vi. information and the means used to identify, measure, analyze, classify, and report such information are reliable and have integrity; and
 - vii. resources and assets are acquired economically, used efficiently, and protected adequately.
- c) The City Internal Auditor shall report periodically, as detailed below, to the Audit Committee regarding:
 - i. the Office of the City Internal Auditor's purpose, authority, and responsibility, on an annual basis;



- ii. the Office of the City Internal Auditor's plan and performance relative to its plan, on an annual basis;
- iii. the impact of resource limitations and/or any significant interim changes for the internal audit plan, as required;
- iv. annual confirmation of the organizational independence of the Office of the City Internal Auditor;
- v. the Office of the City Internal Auditor's conformance with the IIA's Code of Ethics and action plans to address any significant conformance issues, on an annual basis;
- vi. significant risk exposures and control issues, including fraud risks, governance issues, and other matters requiring the attention of, or as requested/required by, the Audit Committee;
- vii. results of audit engagement or other activities, as completed; and
- viii. resource requirements, as determined by the City Internal Auditor.
- d) The Office of the City Internal Auditor shall:
 - i. review and adjust the internal audit plan, as necessary, in response to changes in the City's business, risks, operations, programs, systems, and controls;
 - ii. execute each engagement of the audit plan, including the establishment of objectives and scope, the assignment of appropriate and adequately supervised resources, the documentation of work programs and testing results, and the communication of engagement results with applicable conclusions and recommendations to appropriate parties;
 - iii. follow up on engagement findings and corrective actions, and report periodically to Department Heads and the Audit Committee;
 - iv. apply and uphold the principles of integrity, objectivity, confidentiality, and competency;
 - v. consider trends and emerging issues that could impact the City and communicating them to Department Heads and the Audit Committee as appropriate;
 - vi. consider emerging trends and successful practices in Internal Auditing; and
 - vii. monitor adherence to the City's relevant policies and procedures, unless such policies and procedures conflict with this policy. Any such conflicts shall be resolved or otherwise communicated to Department Heads and the Audit Committee.
- e) The Office of the City Internal Auditor may coordinate activities, where possible, and consider relying upon the work of other internal and

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external assurance and consulting Suppliers as needed. The Office of the City Internal Auditor may perform advisory and related departmental service activities, the nature and scope of which shall be agreed by Department Heads, provided the Office of the City Internal Auditor does not assume management responsibility.

 f) Opportunities for improving the efficiency of governance, risk management, and control processes may be identified during engagements. These opportunities shall be communicated to the appropriate level of management.

4. Application

This policy applies to all City internal audit activities undertaken by the Office of the City Internal Auditor.

5. Responsibilities

5.1 The Office of the City Internal Auditor shall be responsible for:

- a) implementing this policy;
- b) submitting, at least annually, to the Audit Committee a risk-based internal audit plan for review and approval;
- c) ensuring the Office of the City Internal Auditor collectively possesses or obtains the knowledge, skills, and other competencies needed to meet the requirements of this policy;
- d) establishing and monitoring adherence to policies and procedures designed to guide the Office of the City Internal Auditor; and
- e) working with the Audit Committee on internal audit activities detailed in the Audit Committee Terms of Reference.

5.2 The Audit Committee shall be responsible for:

- a) complying with the requirements of this policy;
- b) approving activities, policies, and budgets for the Office of the City Internal Auditor; and
- c) performing internal audit activities as detailed in the Audit Committee Terms of Reference.



5.3 Department Heads and Employees shall be responsible for:

a) complying with the requirements of this policy.

6. References

- Audit Committee Terms of Reference
- Institute of Internal Auditors' (IIA) International Professional Practices
 Framework (IPPF), including:
 - Core Principles for the Professional Practice of Internal Auditing;
 - Code of Ethics; and
 - International Standards for the Professional Practice of Internal Auditing.

7. Approval

- Policy Sponsor: Audit Committee
- Policy Writer: City Internal Auditor; Policy Analyst
- Date of Approval from
 - Corporate Policy Committee: July 23, 2021
 - Senior Executive Committee:
 - Committee of the Whole:
- Date of Approval from Council:

8. Monitoring and Contravention

The Audit Committee and the Office of the City Internal Auditor shall monitor the application of the policy. Any contravention of the policy shall be reported to the Audit Committee and/or the City Manager for further investigation and appropriate action, which may include, but is not limited to legal action and discipline, up to and including dismissal.

9. Review Date

Every five years



DECISION/DIRECTION NOTE

Title:	2022 Audit Plan
Date Prepared:	January 4, 2022
Report To:	Audit Committee
Councillor and Role:	Jill Bruce, Audit & Accountability Standing Committee
Ward:	N/A

Decision/Direction Required: To approve the 2022 audit plan.

Discussion – Background and Current Status:

Audit Objectives

In accordance with audit standards prescribed by the Institute of Internal Auditors, each full program review conducted by the Office of the City Internal Auditor will have three main objectives:

- 1. To ensure services are managed with due regard to significant risks that could possibly have a negative impact on the ability of the division or department to meet its objectives.
- 2. To ensure services are delivered in accordance with prescribed policies, procedures and Council or Board directives.
- 3. To ensure that processes are implemented to inform, direct, manage and monitor activities that are intended to facilitate the achievement of the City's strategic goals.

In addition to program reviews, follow-up reviews and reporting will be conducted in accordance with generally accepted internal auditing standards on areas that were the subject of a prior program review to evaluate the effectiveness of changes made in response to the recommendations of the initial report.

Selection of Areas for Review

The 2022 audit plan has been developed using a new risk-based process. The process was developed using the Institute of Internal Auditor's Practice Guide entitled "Developing a Risk-based Internal Audit Plan". The 2022 Audit Plan incorporates risk information gathered from all levels of management within the City, a jurisdictional scan of audits recently performed by eight municipalities across Canada, and professional judgement. It should also be noted that the



proposed audit plan does not leave time for management or Council requests. Any request for audit services should be evaluated by the Audit Committee to determine if it should replace an item already included in the plan.

Audit Plan

2022 Audit Plan				
Program Reviews	Business Unit			
Fleet Preventative Maint. (from 2021 plan)	Public Works			
Aquatics Safety (from 2021 plan)	Community Services			
GoBus (from 2021 plan)	Metrobus			
Cyber Security (IS systems & Scada)	Finance & Administration/Public Works			
Construction Engineering	PERS			
Occupational H&S (time permitting)	Finance & Administration			
Follow-up Reviews	Business Unit			
Metrobus - Cash Handling	Metrobus			
Citizen Service Centre - Cash Handling	Community Services - CSC			
RHB - Scale House Operations	Public Works - Environmental Services			
Permit to Operate - Water Distribution	Public Works - Environmental Services			
Vendor Master File, EFT, & Wire Transfer	Finance & Admin. – Financial Services			
Training Division	SJRFD			
Fuel Process	Finance & Admin. – Supply Chain			
Consultations/Investigations				

Upon Request/As Required

Administration

Maintain Whistleblower Hotline

Office of the City Internal Auditor Policy and Procedure Manual Update

Hire and Onboard a New Internal Auditor

Key Considerations/Implications:

- 1. Budget/Financial Implications: N/A
- 2. Partners or Other Stakeholders: N/A
- 3. Alignment with Strategic Directions/Adopted Plans: N/A
- 4. Legal or Policy Implications: N/A
- 5. Privacy Implications: N/A
- 6. Engagement and Communications Considerations: N/A
- 7. Human Resource Implications: N/A
- 8. Procurement Implications: N/A
- 9. Information Technology Implications: N/A
- 10. Other Implications: N/A

Recommendation:

That Council approve the 2022 audit plan.

Prepared by: Sean Janes, City Internal Auditor **Approved by:** Sean Janes, City Internal Auditor

Report Approval Details

Document Title:	2022 Audit Plan.docx
Attachments:	
Final Approval Date:	Feb 4, 2022

This report and all of its attachments were approved and signed as outlined below:

No Signature - Task assigned to Kevin Breen was completed by workflow administrator Karen Chafe

Kevin Breen - Feb 4, 2022 - 12:56 PM

Development Permits List For the Period of February 10 to February 16, 2022

Code	Applicant	Application	Location	Ward	Development Officer's Decision	Date
RES		Building Lot for Single Detached Dwelling	310 Brookfield Road	5	Approved	22-02-10
INST	Pennecon Realty	Seniors Home & Adult Daycare	190 Pennywell Road	2	Approved	22-02-11
RES		Demo/Rebuild of Townhouse	53 Cook Street	2	Approved	22-02-16

*	Code Classification: RES - Residential INST - Institutional COM - Commercial IND - Industrial AG - Agriculture OT - Other
**	This list is issued for information purposes only. Applicants have been advised in writing of the Development Officer's decision and of their right to appeal any decision to the St. John's Local Board of Appeal.

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Lindsay Lyghtle Brushett Supervisor - Planning and Development

Building Permits List Council's February 21, 2022, Regular Meeting

Permits Issued: 2022/02/10 to 2022/02/16

Class: Residential

12 Ferryland St E	Renovations	Single Detached Dwelling	
180 Cheeseman Dr	New Construction	Single Detached Dwelling	
19 Goodview St	New Construction	Single Detached Dwelling	
20 Jacaranda Pl	Renovations	Single Detached Dwelling	
3 Bradbury Pl	Renovations	Single Detached Dwelling	
3 Chester Pl	Renovations	Single Detached Dwelling	
367 Newfoundland Dr	Renovations	Single Detached Dwelling	
38 Sugar Pine Cres	New Construction	Single Detached Dwelling	
5 Rowsell Pl	Renovations	Single Detached Dwelling	
515 Newfoundland Dr	Change of Occupancy	Single Detached w/ apt.	
64 Sunset St	Change of Occupancy/Renovations	Single Detached Dwelling	
9 Leonard J. Cowley St	New Construction	Single Detached w/ apt.	
96 Lemarchant Rd	Renovations	Single Detached Dwelling	
		This Week:	\$938,840.00

Class: Commercial

331 Water St	Change of Occupancy/Renovations	Bank
331 Water St	Change of Occupancy/Renovations	Office
446 Topsail Rd	Renovations	Service Station
45 Ropewalk Lane	Renovations	Retail Store
46 Kenmount Rd	Change of Occupancy/Renovations	Retail Store
694 Water St	Renovations	Service Station
86 Thorburn Rd	Renovations	Service Station
		This Week: \$4,378,300.00

Class: Government/Institutional

This Week: \$0.00

Class: Industrial

Class: Demolition

This Week: \$0.00

This Week: \$0.00

\$0.00

This Week's Total: \$5,317,140.00

Repair Permits Issued 2022/02/10 to 2022/02/16:

YEAR TO DATE COMPARISONS February 21, 2022			
			ТҮРЕ
Residential	\$3,162,810.62	\$5,840,119.10	85
Commercial	\$3,051,542.75	\$9,485,178.10	211
Government/Institutional	\$193,449.00	\$303,788.00	57
Industrial	\$4,000,000.00	\$0.00	-100
Repairs	\$265,000.00	\$122,759.99	-54
TOTAL	\$10,672,802.37	\$15,751,845.19	48
Housing Units (1 & 2 Family Dwelling)	6	17	

Respectfully Submitted,

Jason Sinyard, P.Eng., MBA Deputy City Manager Planning, Engineering and Regulatory Services

<u>Memorandum</u>

Weekly Payment Vouchers For The Week Ending February 16, 2022

Payroll

Public Works	\$ 525,351.07
Bi-Weekly Administration	\$ 783,675.29
Bi-Weekly Management	\$ 881,372.55
Bi-Weekly Fire Department	\$ 1,023,034.18
Accounts Payable	\$ 1,597,362.35

(A detailed breakdown available <u>here</u>)

Total:

\$4,810,795.44



BID APPROVAL NOTE

Bid # and Name:	2022014 - Painting Services Various Sites (Standing Offer)
Date Prepared:	Wednesday, February 16, 2022
Report To:	Regular Meeting
Councillor and Role:	Councillor Sandy Hickman, Public Works
Ward:	N/A
Department:	Public Works
Department: Division:	Public Works City Buildings
•	
Division:	City Buildings
Division: Quotes Obtained By:	City Buildings Sherri Higgins

Purpose:

The City requires painting services at its properties as part of general maintenance and/or repair of its buildings. The City currently does not have the resources or staff to accomplish these services in a timely manner.

Results:	As attached	\boxtimes As noted below
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Vendor Name	Bid Amount
Kelloway Construction Limited	\$315,000.00
Urban Contracting (J. J. Walsh) Limited	\$ 523,500.00
Arc Ent Ltd	\$ 662,100.00

Expected Value:
As

 \times

As above

Value shown is an estimate only for a 3 year period. The City does not guarantee to buy specific quantities or dollar value.

Contract Duration: Three (3) years with a possible two (2) year extension.

Bid Exception: None

Recommendation:

That Council approve for award this open call to the lowest bidder meeting specifications, Kelloway Construction Limited, for \$315,000.00 for a three year period (HST not incl.), as per the Public Procurement Act.

Attachments: 2022014 – Budget Codes



Report Approval Details

Document Title:	2022014 - Painting Services Various Sites (Standing Offer).docx
Attachments:	- 2022014 - Budget Codes.docx
Final Approval Date:	Feb 17, 2022

This report and all of its attachments were approved and signed as outlined below:

Rick Squires - Feb 17, 2022 - 1:19 PM

Derek Coffey - Feb 17, 2022 - 1:55 PM

2022014 - Painting Services Various Sites (Standing Offer)

Budget Codes

52524 1252 Maintenance of City Hall - MAINTENANCE OF BUILDINGS 52524 1254 Maintenance City Hall Annex - MAINTENANCE OF BUILDINGS 52524 1257 Maintenance Railway Coastal Museum - MAINTENANCE OF BUILDINGS 52524 1258 Maintenance of Civic # 245 Freshwater Road - MAINTENANCE OF BUILDINGS 52524 1259 Maintenance Conway Building - MAINTENANCE OF BUILDINGS 52524 1260 Archives Building - MAINTENANCE OF BUILDINGS 52524 2494 Central Fire Station - MAINTENANCE OF BUILDINGS 52524 2495 Kenmount Rd. Fire Station - MAINTENANCE OF BUILDINGS 52524 2496 Mt. Pearl Fire Station - MAINTENANCE OF BUILDINGS 52524 2497 Brookfield Rd. Fire Station. - MAINTENANCE OF BUILDINGS 52524 2499 West End Fire Station - MAINTENANCE OF BUILDINGS 52524 2501 Kent's Pond Fire Station - MAINTENANCE OF BUILDINGS 52524 2505 Paradise Fire Station - MAINTENANCE OF BUILDINGS 52524 2932 Animal Control Shelter Mtce. - MAINTENANCE OF BUILDINGS 52524 3241 Works Depot Maintenance - MAINTENANCE OF BUILDINGS 52524 3242 Maintenance of Asphalt Recycling Facility - MAINTENANCE OF BUILDINGS 52524 6341 Real Estate - MAINTENANCE OF BUILDINGS 52524 6624 Mtce. Gentara Bldg. - MAINTENANCE OF BUILDINGS 52524 6625 Maintenance - Quidi Vidi Visitors Centre - MAINTENANCE OF BUILDINGS 52524 7125 Mtce. of Buckmasters Rec. Centre - MAINTENANCE OF BUILDINGS 52524 7130 Maintenance of H.G.R. Mews Centre - MAINTENANCE OF BUILDINGS 52524 7133 Mtce. Rotay Park Chalet - MAINTENANCE OF BUILDINGS 52524 7134 Mtce. Sports Buildings - MAINTENANCE OF BUILDINGS 52524 7136 Mtce. Shea Heights Community Center - MAINTENANCE OF BUILDINGS 52524 7138 Mtce. Kilbride Community Center - MAINTENANCE OF BUILDINGS 52524 7139 Mtce. Southlands Community Center - MAINTENANCE OF BUILDINGS 52524 7140 Mtce. Paul Reynolds Community Centre - MAINTENANCE OF BUILDINGS 52524 7141 Anna Templeton Center - Mtce. - MAINTENANCE OF BUILDINGS 52524 7142 Mtce. Kenmount Terrace Community Centre - MAINTENANCE OF BUILDINGS 52524 7225 Bowring Park Bldg. Maintenance - MAINTENANCE OF BUILDINGS

BID APPROVAL NOTE

Bid # and Name:	2022018 – Supply and Delivery of Annuals
Date Prepared:	Wednesday, February 16, 2022
Report To:	Regular Meeting
Councillor and Role:	Councillor Sandy Hickman, Public Works
Ward:	N/A
Department:	Public Works
Department: Division:	Public Works Parks & Open Spaces
•	
Division:	Parks & Open Spaces

Purpose:

This open call was issued for the supply and delivery of annuals to Bowring Park. These flowers are then planted by staff at Parks such as Bannerman, Bowring, Victoria as well as at select monument sites and City Buildings.

Results: \Box As attached	\boxtimes As noted below
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Vendor Name	Bid Amount
Hickey's Greenhouses & Nurseries Ltd.	\$67,161.59
Pat's Plants and Gardens	\$69,222.50

Expected Value: \Box As above

 \boxtimes

Value shown is an estimate only for a 1 year period. The City does not guarantee to buy specific quantities or dollar value.

Contract Duration: One (1) year, with an option in favour of the City to extend the contract on the same terms and conditions for an additional term of up to one (1) year.

Bid Exception: None

Recommendation:

That Council approve for award open call 2022018 – Supply and Delivery of Annuals to the lowest bidder meeting specification, Hickey's Greenhouses & Nurseries Ltd., for \$67,161.59 plus HST, as per the Public Procurement Act.

Attachments:



Report Approval Details

Document Title:	2022018 - Supply and Delivery of Annuals.docx
Attachments:	
Final Approval Date:	Feb 17, 2022

This report and all of its attachments were approved and signed as outlined below:

No Signature - Task assigned to Rick Squires was completed by workflow administrator Karen Chafe

Rick Squires - Feb 17, 2022 - 2:16 PM

Derek Coffey - Feb 17, 2022 - 2:38 PM

DECISION/DIRECTION NOTE

Title:	Shea Heights Board Appointment
Date Prepared:	January 17, 2022
Report To:	Regular Meeting of Council
Councillor and Role:	Councillor Carl Ridgeley, Ward 5
Ward:	Ward 5

Decision/Direction Required:

To approve the appointment of two (2) new At Large members to fill vacancies on the Shea Heights Community Centre Board of Directors.

Discussion – Background and Current Status:

The Shea Heights Community Centre Board of Directors, appointed by the City of St. John's, is created to facilitate the development and implementation of social, recreational and educational benefits and services for the residents of Shea Heights.

The Shea Heights Community Centre Board of Directors currently consists of a maximum of twenty (20) Board members:

1.	One (1) Stakeholder Group	0 Filled
2.	One (1) Housing Rep	1 Filled
3.	Twelve (12) At Large	10 Filled
4.	Three (2) Resource Members	2 Filled
5.	Three (4) Ex-Officio Members	4 Filled

Approval of new Board Members

As the Shea Heights Community Centre Board of Directors are appointed by the City of St. John's, any new members must be ratified through City Council.

A public expression of interest was held to seek volunteers to fill current vacancies. Applications were received from **Joey Warford and Brittany Benson**. The application was discussed with the Board during regularly scheduled meetings on December 13th and January 24th. The applicants are supported by the Board for appointment to the vacant at large positions.



Key Considerations/Implications:

- 1. Budget/Financial Implications N/A
- 2. Partners or Other Stakeholders

The Recreation Division and Community Centre staff work closely with the Board of Directors to deliver programs, services and events to residents of Shea Heights.

3. Alignment with Strategic Directions/Adopted Plans

Directly supports the strategic direction of "A Connected City": Increase and improve opportunities for residents to connect with each other and the City.

4. Legal or Policy Implications

The approved terms of reference allow for a Board which consists of up to 20 members.

- 5. Privacy Implications N/A
- 6. Engagement and Communications Considerations N/A
- 7. Human Resource Implications N/A
- 8. Procurement Implications N/A
- 9. Information Technology Implications N/A
- **10. Other Implications**

Recommendation:

That Council approve the following appointments to the Shea Heights Board of Directors: Joey Warford and Brittany Benson be appointed to the Shea Heights Community Centre Board of Directors to fill the vacancies within the "at large" category of the Board structure.

Prepared by: Travis Maher, Community Services Coordinator

Approved by: Jennifer Langmead, Manager Community Development

Report Approval Details

Document Title:	Decision Note Shea Heights Board Applications January 2022.docx
Attachments:	- Board Contacts 2022.xlsx
Final Approval Date:	Feb 8, 2022

This report and all of its attachments were approved and signed as outlined below:

Jennifer Langmead - Feb 8, 2022 - 2:02 PM

Tanya Haywood - Feb 8, 2022 - 2:18 PM