



The City of Toronto Express Services Team held a meeting on December 3, 2024 to highlight changes being made at the City to the permit process. The City of Toronto has provided a summary of the meeting.

DEPARTMENTS:

- **Express Services** processes permit applications with 3 or less signs. As well, it will carry out inspection services for all signs. Express provides the outcome of application reviews within 3 days of the acceptance of the application.
- **City-Wide Priorities** processes permit applications with 4 or more signs, those with sign bylaw variance applications, any with sign bylaw amendments and other non-sign related City-Wide Priority projects.

NEW!:

Inspections:

After Feb. 1, 2025, Inspection changes now require that the applicant provide a report for each permit prior to the closing of all sign permits.

- The report is to be authored by an engineer where required as per the Ontario Building Code (OBC).
- Where the OBC does not require a report be submitted by an engineer, the report is to be authored by the installing contractor.

The installer's report needs to include:

- Addressed to CBO
- Permit number
- Address/unit
- Date of installation
- Confirmation that the installation has been carried out in conformance with the issued permit plans
- Name
- Signature
- Date

Note: A report from a professional engineer may be provided where a report from the installing contractor will be acceptable.

To ensure that applicants are getting inspections in a timely fashion, inspection requests for mandatory stages are required. To view a list of mandatory stages for inspection please click the link below.

Link to City of Toronto - [Inspection requests](#)

Illumination:

A large percentage of complaints regarding signs received by Toronto Building is around illumination. Prior to completing the installation of an illuminated sign, the necessary timers/dimmers should be set to meet the City of Toronto Municipal Code Chapter 694-18 Illumination. The regulations can be found here: [Sign by law subsection 694-18 Illumination](#) (pg. 25)

Customer Service:

Express Services will be implementing a new process to increase communication with clients. Coming soon will be introductory inspection discussions where the inspector will reach out to provide guidance and answer questions regarding timing and requesting inspections, inspection options including the upcoming remote video inspection service, reports, and permit closeout requirements.

Express Service will be implementing a remote video service where clients can have their inspections carried out using live streaming video.

The attachment provides information about submitting inspection requests, installer report content requirements, as well as contact information for City of Toronto Transportation Services to address construction in the right of way.