

Paperless Tribunals

Presentation of Digital Administration

May 29, 2019

Our Journey

Our Goal –

- Modernize our service delivery to the public
- Open up an online accessible channel for service
- Provide information 24/7
- Provide connectivity 24/7
- Reduce costs associated with a traditional court system
- Streamline processes
- Build trust and confidence in the public service
- Improve customer experience and stakeholder experience





- **Toronto Local Appeal Body (TLAB)**

- ❖ replaces the Land Planning Act Tribunal (LPAT), formerly OMB, that deals with consent applications (land division) and minor variances for the City of Toronto

- **Administrative Penalty Tribunal (APT)**

- ❖ parking violations



Administrative Penalty System (APS)

- customer experience



[APS video](#)

Administrative Penalty System (APS)

- staff experience

Before – paper based process

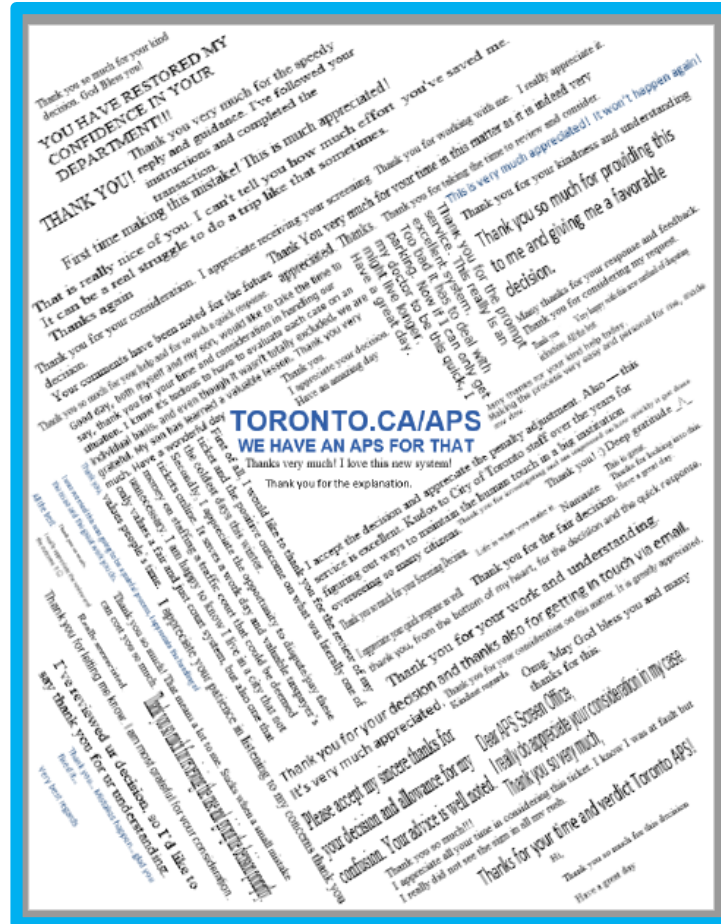
- Paper ticket
- Paper Notice of Trial, Reopening, Extension, etc.
- Paper – Justice of the Peace endorsement
- Paper evidence
- Paper disclosure
- Storage space for paper
- Purge paper records

Now – paperless process

- E-ticket
- E-Notice of screening
- E-disclosure – photos, GEO data
- E-officer notes
- E-evidence
- E-case management system
- E – decision document
- No storage space required
- Auto-purge of electronic records

Now the focus of staff is managing customer relationships vs. managing paper

APT Customer Testimonials



- I accept the decision and appreciate the penalty adjustment. Also – this service is excellent. Kudos to City of Toronto staff over the years for figuring out ways to maintain the human touch in a big institution overseeing so many citizens.
- Thanks very much! I love this new system!
- First of all, I would like to thank you for the review of my ticket and the positive outcome on what was literally one of the coldest days this winter. Secondly, I appreciate the opportunity to dispute/pay these tickets on line. It saves a work day and valuable taxpayer's money on staffing a traffic court that could be deemed unnecessary. I am happy to know I live in a city that not only values a fair and just court system, but also one that values people's time.

Toronto Local Appeal Body (TLAB) - customer experience



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Toronto Local Appeal Body

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Toronto Local Appeal Body

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Notice of Appeal
Form 1

Questions or concerns about this form or process can be directed to the Toronto Local Appeal Body by telephone 416-392-4697 or by email at tlab@toronto.ca.

The information collected on this form is considered to be a public record. The legal authority to make the information public is section 10.1 of the Planning Act. As stated in Section 27 of the Municipal Freedom of Information and Privacy Act, the privacy provisions of Part 2 of the Act would not apply to any information collected on this form. Questions of this collection can be directed to the Manager of Planning & Development, 137 Edward Street, 2nd Floor, Toronto, Ontario M5G 2P1 or by telephone at 416-392-7525.

Part 1: Appeal Type: A separate Notice of Appeal and additional appeal fee is required for each Subject of Appeal.

Subject of Appeal (check only one)	Type of Appeal (check only the boxes related to your appeal)	Planning Act Reference
☐ Planning Act Section 45 (12)	☐ Appeal a decision on minor variance from the provisions of any bylaw passed under section 34 or 35. ☐ Appeal a decision on enlargement or extension of a building or structure that is legal non-conforming. ☐ Appeal a decision on enlargement or extension of a building or structure that is legal non-conforming for a purpose that is similar or more compatible to a permitted use. ☐ Appeal the decision on a request to permit or refuse the use of land, building or structure that is legal non-conforming and that is similar to the purpose or more compatible to a permitted use. ☐ Appeal the decision on a request to permit or refuse a use of land, building or structure that is generally defined for any purpose that conforms with the uses permitted in the bylaw.	45(1) 45 (2) (a) (i) 45 (2) (a) (ii) 45(2)(b)
☐ Planning Act Section 53	☐ Appeal a decision. ☐ Appeal conditions imposed. ☐ Appeal changed conditions. ☐ Appeal for failure to make a decision on the application within 90 days.	53(19) 53(27) 53(14)

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On March 29, 2017, City Council passed [Toronto Municipal Code Chapter 142](#), creating the Toronto Local Appeal Body (TLAB) with an effective date of May 3, 2017.

The TLAB has locally appointed members who will make decisions about local planning matters affecting Toronto neighbourhoods in a fair, consistent, fact-based and informed manner.

Filing An Appeal

Step-by-step information on the Toronto Local Appeal Body's appeal submission process.

Forms

Find all Toronto Local Appeal Body forms.

Schedule & Decisions

Search for scheduled hearings and issued decisions.

Public Meetings

All Toronto Local Appeal Body business meetings are open to the public. Agendas are posted seven calendar days in advance of the meeting date.

Tribunal Member Biographies

The TLAB consists of seven members, including a Chair. Each hearing is conducted by one member.

Practice Directions

Practice Directions issued by the Toronto Local Appeal Body

Contact Information

Toronto Local Appeal Body
40 Orchard View Blvd.
Second Floor, Suite 211
Toronto, ON M4B 1R9

Mondays to Fridays
8:30 a.m. to 4:30 p.m.

Telephone: [416-392-4697](tel:416-392-4697)
Fax: [416-696-4307](tel:416-696-4307)
Email: tlab@toronto.ca

Related Information

[Rules of Practice & Procedure](#)

[Public Guide](#)

[Governing Legislation](#)

[Fee Schedule](#)

[Location Information](#)

[tps://www.toronto.ca](https://www.toronto.ca)



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Toronto Local Appeal Body (TLAB)

- staff experience

Before – paper based process

- Paper files
- Photocopying
- Physical transfer file from Committee of Adjustment to OMB
- Manual Notices, Paper for each step of process
- Paper exhibits and Decision

Now – paperless process

- Database source is the Committee of Adjustment file
- Seamless posting online
- 24/7 access to documents/case status
- System generated notices/documents

The screenshot displays the TLAB web application interface. On the left, a table lists applications with columns for Row ID, Description, and DOS Path. A red circle highlights the first two rows: 7071730 and 7071732, both labeled 'TLAB - Expert Witness Statement'. To the right, a 'Development Applications' window shows a list of documents with dates and download links. A red circle highlights the 'CA Letter of Support/Objection' and 'CA Councillor Letter' documents. On the far right, a map view shows the location of the application, with a red pin and a callout box displaying the reference number '18-111683' and the address '40 ST IVES CRES'.

Row ID	Description	DOS Path
7071730	TLAB - Expert Witness Statement	
7071732	TLAB - Expert Witness Statement	
7091467	TLAB - Motion Decision	
6892533	TLAB - Notice Of Appeal	
7156623	TLAB - Notice of Hearing	
7156622	TLAB - Notice of Hearing	
6900732	TLAB - Notice of Hearing	

Document	Date	Action
CA Letter of Support/Objection	Jan 8, 2018	Download
CA Councillor Letter	Jan 10, 2018	Download
TLAB - Notice of Appeal	Dec 22, 2017	Download
Updated Zoning Notice filed by DaviesHowe	Jan 30, 2018	Download
TLAB - Correspondence Notice of Hearing	Jun 14, 2018	Download
TLAB - Notice of Hearing	Feb 2, 2018	Download
TLAB - Notice of Hearing Mailing List	Feb 2, 2018	Download
TLAB - Notice of Hearing_40 St Ives Cres_June 18, 2018	Apr 10, 2018	Download
Correspondence Notice of Hearing_June 18, 2018	Apr 10, 2018	Download
TLAB - Applicant Disclosure	Feb 20, 2018	Download
TLAB - Election Party Status_C. Lewis	Feb 21, 2018	Download
Notice of Intention to be a Participant_C. Oliver	Feb 20, 2018	Download
Party Disclosure_Document Disclosure Book Part 1_Filed by C. Lewis	Mar 5, 2018	Download
Party Disclosure_Document Disclosure Book Part 2_Filed by C. Lewis	Mar 5, 2018	Download
Affidavit of Service - Exhibit D - Toronto Local Appeal Body Practice Direction 5_filed by C. Lewis	Mar 6, 2018	Download
Affidavit of Service - Exhibit C - 40 St Ives Cres - Document Disclosure Book_part_2 of 2_filed by C. Lewis	Mar 6, 2018	Download

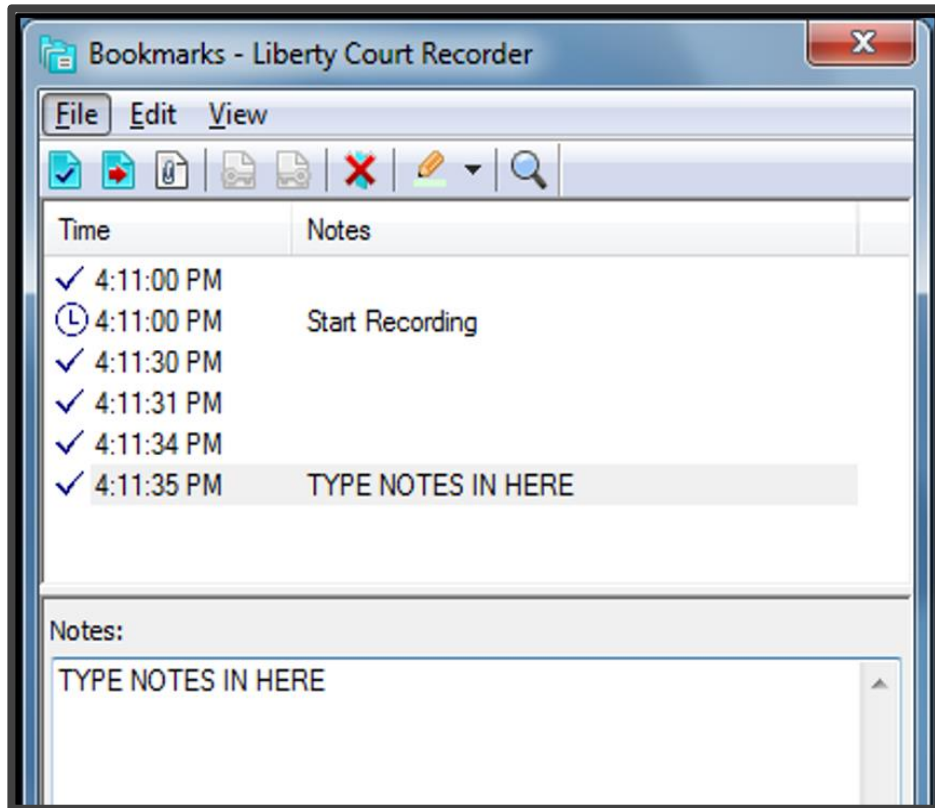
18-111683 S45 25 TLAB
Reference#: 18-111683
40 ST IVES CRES
Toronto Local Appeal Body
Learn more about this development.

TLAB Customer Testimonials

- Our experience with TLAB staff and members is that they generally have been helpful have tried to make the process as inclusive as possible so residents have an opportunity to have their voices heard.
- They have gone out of their way to allow participants an opportunity to speak and to try to accommodate their availability by flexibility in the order of evidence presented.
- The process is well thought out and procedures are fairer to residents than the OMB was..... a huge improvement.
- Commend the City and TLAB for the tremendous improvement in access to timely data (most particularly electronic data related to COA and TLAB proceedings), this accessibility has been accomplished by access through the AIC portal and TLAB portal and the City's Open Data initiative. This has come a long way in the last 5 years, where we had very paper intensive activities, and is giving us tremendous tools for us to prepare and get organized around Tribunal hearings.

Hearing Rooms

– Digital Audio Recording System (DAR)



Decision Package includes:

- Decision and Order template
- Word Doc of the requested variances

	Toronto Local Appeal Body	43 Orchard View Blvd. Suite 211 Toronto, Ontario M4R 1B9	Telephone: 416-392-4697 Fax: 416-696-4307 Email: tlab@toronto.ca Website: www.toronto.ca/tlab
DECISION AND ORDER			
Decision Issue Date Click here to enter a date			
PROCEEDING COMMENCED UNDER Section 53, subsection 53(19), and Section 45(12), subsection 45(1) of the Planning Act, R.S.O. 1990, c. P.13, as amended (the "Act")			
Appellant(s): DAVID DRUTZ			
Applicant: STANLEY MARCOVICI			
Property Address/Description: 1755-1757 BAYVIEW AVE			
Committee of Adjustment Case File Number 17 120049 NNY 28 CO, 17 120053 NNY 28 MV, 17 120055 NNY 28 MV			
TLAB Case File Number: 17 221749 S53 26 TLAB, 17 221752 S45 26 TLAB, 17 221753 S45 26 TLAB			
Motion Hearing date: Monday, May 28, 2018			
DECISION DELIVERED BY L. McPherson			
APPEARANCES			
INTRODUCTION			
BACKGROUND			
MATTERS IN ISSUE			
1 of 5			

Decision of Toronto Local Appeal Body Panel Member: L. McPherson TLAB Case File Number: 17 221749 S53 26 TLAB, 17 221752 S45 26 TLAB, 17 221753 S45 26 TLAB JURISDICTION
Provincial Policy – S. 3
A decision of the Toronto Local Appeal Body ("TLAB") must be consistent with the 2014 Provincial Policy Statement ("PPS") and conform to the Growth Plan of the Greater Golden Horseshoe for the subject area ("Growth Plan").
Consent – S. 53
TLAB must be satisfied that a plan of subdivision is not necessary for the orderly development of the municipality pursuant to s. 53(1) of the Act and that the application for consent to sever meets the criteria set out in s. 51(24) of the Act. These criteria require that " regard shall be had, among other matters, to the health, safety, convenience, accessibility for persons with disabilities and welfare of the present and future inhabitants of the municipality and to,
(a) the effect of development of the proposed subdivision on matters of provincial interest as referred to in section 2 of the Planning Act; (b) whether the proposed subdivision is premature or in the public interest; (c) whether the plan conforms to the official plan and adjacent plans of subdivision, if any; (d) the suitability of the land for the purposes for which it is to be subdivided; (d.1) if any affordable housing units are being proposed, the suitability of the proposed units for affordable housing; (e) the number, width, location and proposed grades and elevations of highways, and the adequacy of them, and the highways linking the highways in the proposed subdivision with the established highway system in the vicinity and the adequacy of them; (f) the dimensions and shapes of the proposed lots; (g) the restrictions or proposed restrictions, if any, on the land proposed to be subdivided or the buildings and structures proposed to be erected on it and the restrictions, if any, on adjoining land; (h) conservation of natural resources and flood control; (i) the adequacy of utilities and municipal services; (j) the adequacy of school sites;
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APT - Hearing Wickets



TLAB Hearing Rooms



Benefits

Digital
Forms

Digital Process

No paper
Records
No Storage
Costs

24/7
Public and
Adjudicator
Access to
Information

Cost
savings

Other Considerations



Thank you