



February 11, 2017

Sarah Rogers  
Acting Secretary Treasurer and Director, Committee of Adjustment  
City Planning,  
100 Queen St. W  
Toronto, ON  
M5H 2N2

Dear Ms. Rogers:

This is to draw your attention to the customer service issues arising from the staffing situation in Committee of Adjustment District offices. In North York, for example, the decisions from January 12 and 26 hearings are not yet posted as there are insufficient application technicians and support staff. As a result critical timely information about decisions is unavailable, and there are long callback delays.

These issues are not limited to North York; it appears that all Districts are suffering from insufficient staff and casual/temporary staff hiring. And as residents who are outside the City organization, it is impossible to know from where this situation emanates: whether City Budget reduction directives, staffing policies, City Planning prioritization decisions, or district management decisions?

However in your new role we urge you to investigate and ensure that sufficient trained and qualified staffing dedicated to this function are in place to serve applicants and residents alike.

We look forward to your response,

Yours truly,

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Cc: Mayor John Tory  
Councillor David Shiner, Chair, Planning and Growth Management Committee  
Jennifer Keesmaat, Chief Planner and Executive Director, City Planning  
Division  
Directors. Community Planning Districts  
Deputy Secretary Treasurers/Managers, Committee of Adjustment

**The Federation of North Toronto Residents' Associations (FoNTRA)** is a non-profit, volunteer organization comprised of over 30 member organizations. Its members, all residents' associations, include at least 170,000 Toronto residents within their boundaries. The residents' associations that make up FoNTRA believe that Ontario and Toronto can and should achieve better development. Its central issue is not *whether* Toronto will grow, but *how*. FoNTRA believes that sustainable urban regions are characterized by environmental balance, fiscal viability, infrastructure investment and social renewal.