



Municipal Licensing and Standards Division strives to be a leader supporting the City of Toronto as a safe, vibrant, creative and clean community through by-law administration and enforcement serving those who live, work and visit in the City. The Services provided include the operations of Toronto Animal Services, the issuance of business licenses, right-of-way permits (excluding former City of Scarborough) and temporary sign permits; the processing of rooming house licenses (former City of Toronto only), group home registrations (former City of Scarborough only), and bylaw exemption applications; and the inspection and investigation of business licenses, right-of-way permits, noise, zoning, garage sales, signs, clothing drop boxes, and property maintenance, including property standards, waste, fences, heat/vital services, long grass and weeds, and graffiti.

Toronto City Hall
16th fl. W, 100 Queen St. W.
Toronto ON M5H 2N2

Facsimile.....397-5463

The Executive Director provides overall leadership to the Division with a focus on business and financial planning, resource acquisition, developing and supporting staff and responding to Council and Committees. Further, the Office of the Executive Director processes staff related matters, freedom of information requests and other administrative tasks.

Executive Director
Tracey Cook392-8445
Acting Administrative Assistant
Pamela Akasaka397-4634

Policy & Planning Services

The Policy and Planning Services team conducts policy research, facilitates public/stakeholder consultations and drafts the intent of new bylaws, amendments and Council and Committee reports.

Toronto City Hall
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Toronto ON M5H 2N2

Facsimile.....397-5463

Manager
Rudi Czekalla392-9352

Support Assistant
Kimya Mignott (Acting).....392-6070
Coordinator, Quality Assurance
Glen Hayward.....338-5752
Senior Policy & Research Officers
Lan Vo.....392-0856
Sandro Testa338-5763
Business Administrator
Pratima Sharma392-6071
Policy & Research Consultants
Dawn-Marie Morgan397-5464
Warwick Perrin.....392-8096
Training & Development Specialist
Carol Ramchuram.....392-3388

Toronto Animal Services

35 Spadina Rd.
Toronto ON M5R 2A9

General Enquiry..... 338-PAWS (7297)
Facsimile.....338-6670
e-mail: animalservices@toronto.ca

Animal Services promotes responsible pet ownership through the enforcement of the Municipal Code, Chapter 349 and other animal related laws. Provide a 24 hour emergency response to calls for animals that are injured, in distress or are jeopardizing the safety of the public. Responsible for sheltering animals that are lost or surrendered by owners or animals that are available for adoption to new homes.

Manager	
Elizabeth Glibbery.....	338-1476
Facsimile	338-1345
Dog & Cat Licensing Dispatch	
Project Manager	
Carl Badow (Acting)	338-1804
Dog & Cat Licensing	
1300 Sheppard Ave. W.....	338-0454
Facsimile	338-8585
Animal Centres	
East Region	
Supervisor	
Sue Shearstone, 821 Progress Ave.	338-7543
Facsimile	338-7536
North Region	
Supervisor	
Kathy Quinn, 1300 Sheppard Av.W.....	338-1214
Facsimile	338-8585
South Region	
Supervisor	
Mary Lou Leiher, 140 Princes' Blvd.....	338-6686
Facsimile	338-6688
West Region	
Supervisor	
Fiona Venedam, 146 The East Mall	338-8520
Facsimile	338-6272
Enforcement & Mobile Response Unit	
Supervisor	
Kim Smithers, 50 Booth Ave.	338-6275
Facsimile	338-8585
Spay/Neuter Clinic	
1300 Sheppard Ave. W	
Facsimile	338-6282
Veterinarians	
Dr. Esther Attard	338-6286
Dr. Peter Copeland	338-7160
Dr. Carolyn Murray	338-6288
Dr. Stephanie Sparling.....	338-6677

Investigation Services

Investigation Services enforces by-laws by responding to complaints from the public and proactively initiating inspections and investigations related to right-of-way permits, noise, zoning, garage sales, signs, clothing drop boxes, and property maintenance, including property standards, waste, fences, heat/vital services, long grass and weeds, and graffiti.

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Toronto ON M5H 2N2

Facsimile.....397-5463

Director	
Lance Cumberbatch.....	392-7633
Administrative Assistant	
Felicity Scherk.....	392-7736
Co-ordinator	
Fernando Aceto	397-7788
Support Staff	
Vacant.....	392-7964

Etobicoke York District

4th fl., 2 Civic Centre Ct.
Etobicoke ON M9C 5A3

Facsimile.....394-2904

District Manager	
Curtis Sealock.....	394-2532
Supervisors	
Chip Au	394-2533
Joe Luzi	394-8575

North York District

North York Civic Centre
2nd fl., 5100 Yonge St.
Toronto ON M2N 5V7

Facsimile.....395-7056

District Manager

Eletta Purdy395-7020

Supervisors

Michael Carey395-7012

Bruce Schneller395-7013

Scarborough District

Scarborough Civic Centre
3rd fl., 150 Borough Dr.
Toronto ON M1P 4N7

Facsimile.....396-5650

District Manager

Bill Blakes396-8221

Supervisors

Gabor Fazekas 396-7731

Glenn Shimoda396-7371

Toronto & East York District

45 Strachan Ave.
Toronto ON M6K 1W7

Facsimile.....392-0384

District Manager

Gus Michaels392-1320

Supervisors

Joe Magalhaes392-0874

Vacant.....392-0815

Kimberly Kilburn392-7735

Supervisor, Investigation Support Unit

Deborah Barnard397-7654

Waste and Parks Enforcement

433 Eastern Ave. Building B, 2nd Floor
Toronto ON M4M 1B7

Manager

Rino Cipolletta392-7810

Parks Enforcement**Supervisor**

Moses Cabral 392-0045

Community Response Team**Supervisors**

Rose Burrows392-7680

East of Yonge St

Fiona Skurjat392-7778

West of Yonge St

Moses Cabral 392-0045

Multi Residential Building's city wide

Licensing Services

Licensing Services administers and enforces the Business Licensing by-laws, including the issuance of business licences, temporary sign permits, right-of-entry permits and road allowance permits. The Training Centre is responsible for the training of taxicab and limousine owners/drivers.

East York Civic Centre
3rd fl., 850 Coxwell Ave.
Toronto ON M4C 5R1

Licensing and Road Allowance Permit

Information Line.....392-6700

Facsimile -Licensing

- Client Services (Intake)392-4515

- Program Support (Renewals).....392-3196

- Cab Sales/Managers.....392-3102

- Road Allowance.....338-8225

Director

Bruce Robertson392-3070

Administrative Assistant

Denise Gamble392-3071

Facsimile.....392-3102

Licence & Permit Issuing Office

East York Civic Centre
3rd Floor, 850 Coxwell Ave.
Toronto ON M4C 5R1

Manager

Marcia Stoltz (Acting)392-3084

Supervisors

Ian Redfearn397-5667

Pat Thornback (Acting)392-3128

Alice Xu (Acting)338-7238

Prosecution & Investigations Support

666 Eglinton Avenue West
Toronto ON M5N 1B9

Supervisor

Jackie Arsenault (Acting)395-7159

Licensing Enforcement

4th fl., 2 Civic Centre Ct.
Etobicoke ON M9C 5A3

Complaints/Information Line392-3082

Facsimile.....392-3395

Manager

Richard Mucha (Acting)392-3067

Central Area

East York Civic Centre
3rd Floor, 850 Coxwell Ave.

Supervisor

Olga Kuszelska.....392-3105

East Area

1st fl., Scarborough Civic Centre

Supervisor

Scott Sullivan392-3086

West Area

4th fl., 2 Civic Centre Ct.

Supervisors

George Radjenovic392-3087

Training Centre

3rd fl., 1530 Markham Rd.
Toronto ON M1B 3G4

Information Line.....396-5471

Facsimile.....396-5475

Manager

Emilio Leonardis396-5476

Co-ordinator

Greg Roy396-5467