



## Municipal Licensing & Standards

### 2014 OPERATING BUDGET OVERVIEW

#### What We Do

Municipal Licensing & Standards (MLS) provides bylaw administration and enforcement services to the City of Toronto. MLS deliverables include By-Law Enforcement services with targeted strategies to address graffiti, noise, business inspections, parks regulations and animal services issues and include Business Licensing and Permitting, Property Standards, including inspection and owner compliance; and Animal Care including control, sheltering and adoption services.

#### 2014 Budget Highlights

The total cost to deliver this Program to Toronto residents is \$49.692 million as shown below:

(In \$000s)	Approved 2013 Budget	Recommended 2014 Budget	Change	
			\$	%
Gross Expenditures	49,298.4	49,691.6	393.2	0.8%
Gross Revenue	29,083.9	28,968.7	(115.2)	(0.4%)
Net Expenditures	20,214.5	20,722.9	508.4	2.5%

For 2014, MLS identified \$1.4 million in opening budget pressures arising from inflationary and operational requirements. Through a series of expenditure reductions and revenue changes MLS has been able to mitigate these pressures to \$0.5 million.

MLS will maintain their level of service in 2014 while at the same time offsetting all but \$0.5 million in operating pressures and begin improving customer service within Property Standards with the addition of a new front-line supervisor.

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### Our Service Deliverables for 2014

Municipal Licensing & Standards has established strategic directions with the following deliverables for 2014:

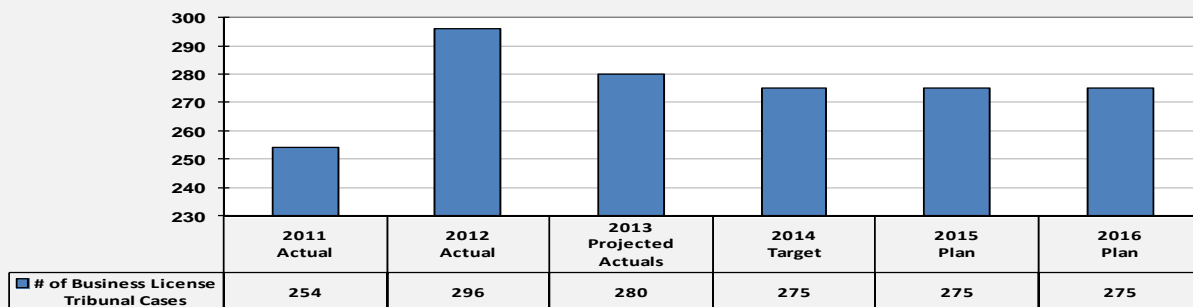
- Develop enhanced customer service strategies to improve service delivery, from response to resolution.
- Improve timelines through business processes, alternate response tools and the utilization of performance metrics.
- Develop prioritized internal training for effective service delivery and technical knowledge.
- Undertake policy/procedure reviews and implement organizational change to enhance the delivery of essential services including an overall revenue and user fee review.
- Develop and foster partnerships and engagement with all stakeholders as relevant to each business line.
- **By-Law Enforcement** will target strategies to manage community specific nuisance issues, such as graffiti, unauthorized posters, illegal waste disposal, City parks, animal conduct and the regulatory inspection of licensed businesses as well as enforcement strategies related to illegal and/or unlicensed businesses.
- **Business Licensing and Permitting** will identify procedural re-engineering opportunities to aid in efficiency of in-person and back office licence issuance processes including reduction of wait times for clients and enhancing eService license renewal.
- **Property Standards, Inspection and Compliance** will implement enforcement strategies related to housing issues including student housing, rooming houses and group homes as well as revising protocols for responding to issues such as bed bug complaints and clutter/hoarding.
- **Animal Care, Control and Sheltering** will seek to increase animal adoption numbers and decrease euthanasia rates; increase dog and cat licensing to support increased animal return to owners.

#### Fast Facts

- In 2013 MLS will:
  - ✓ Issue 81,819 dog and cat licenses;
  - ✓ Conduct 90,000 Property Standards inspections;
  - ✓ Issue 54,300 Business, Trade and Taxi licenses and permits.
- MLS has 12 district offices including Licensing, Investigation and Animal Services (including 4 animal shelters) across the City;
- 1 CHIP Truck for animal Radio Frequency Identification (RFID) and licensing; 145 vehicles for inspection and enforcement.

#### Trends

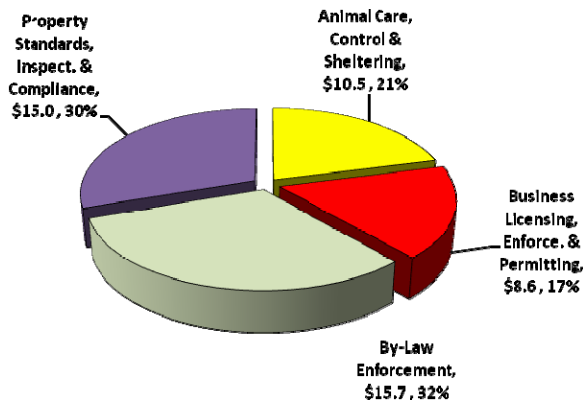
- License Tribunal cases have increased from 254 in 2011 to 296 in 2012 due to initiation of pre-hearing meetings so staff were able to clear a large backlog of cases.
- In 2013 the number of cases is expected to decrease to 280 with the target for 2014 to 2016 to average 275 per year.



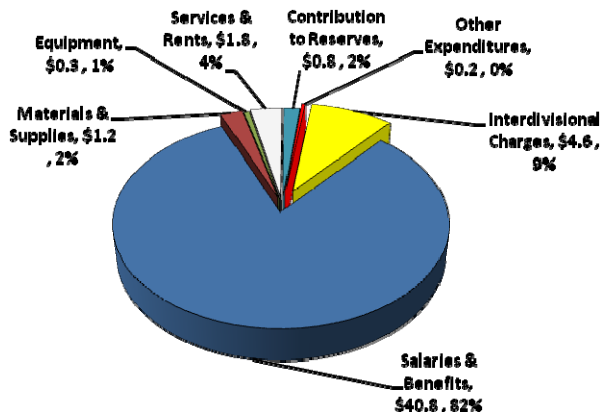
2014 Budget Expenditures & Funding

Where the money goes:

2014 Operating Budget by Service  
\$49.692 Million

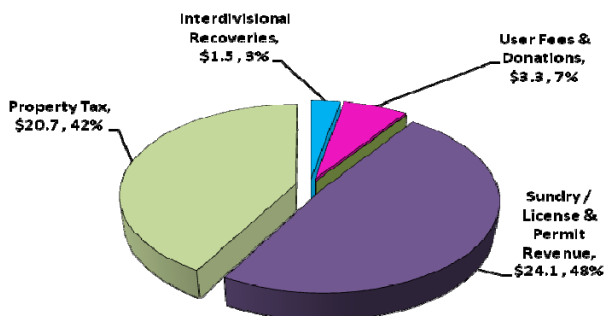


2014 Operating Budget by Expenditure Category  
\$49.692 Million



Where the money comes from:

2014 Operating Budget Funding Source  
\$49.692 Million



Our Key Challenges & Priority Actions

- Advance efficient service delivery with effective management structure:
  - Organizational structure review to align accountabilities and balance oversight, including adding supervisory capacities;
  - Full review and updating of Divisional operating procedures and training programs.
- Improve response and resolution outcomes:
  - MLS will prioritize enforcement activities and undertake deployment review to improve response and resolution times.
- Improve internal business processes:
  - Comprehensive review of current processes for Licensing Services and the development of recommendations to improve customer service.
- Develop long-term Divisional Strategic, IT and HR plans.
- Conduct a comprehensive user fee review to stabilize revenue:
  - In 2014, MLS will review of all fees to ensure fees recover full cost.

## II: RECOMMENDATIONS

### Recommendations

The City Manager and Chief Financial Officer recommend that:

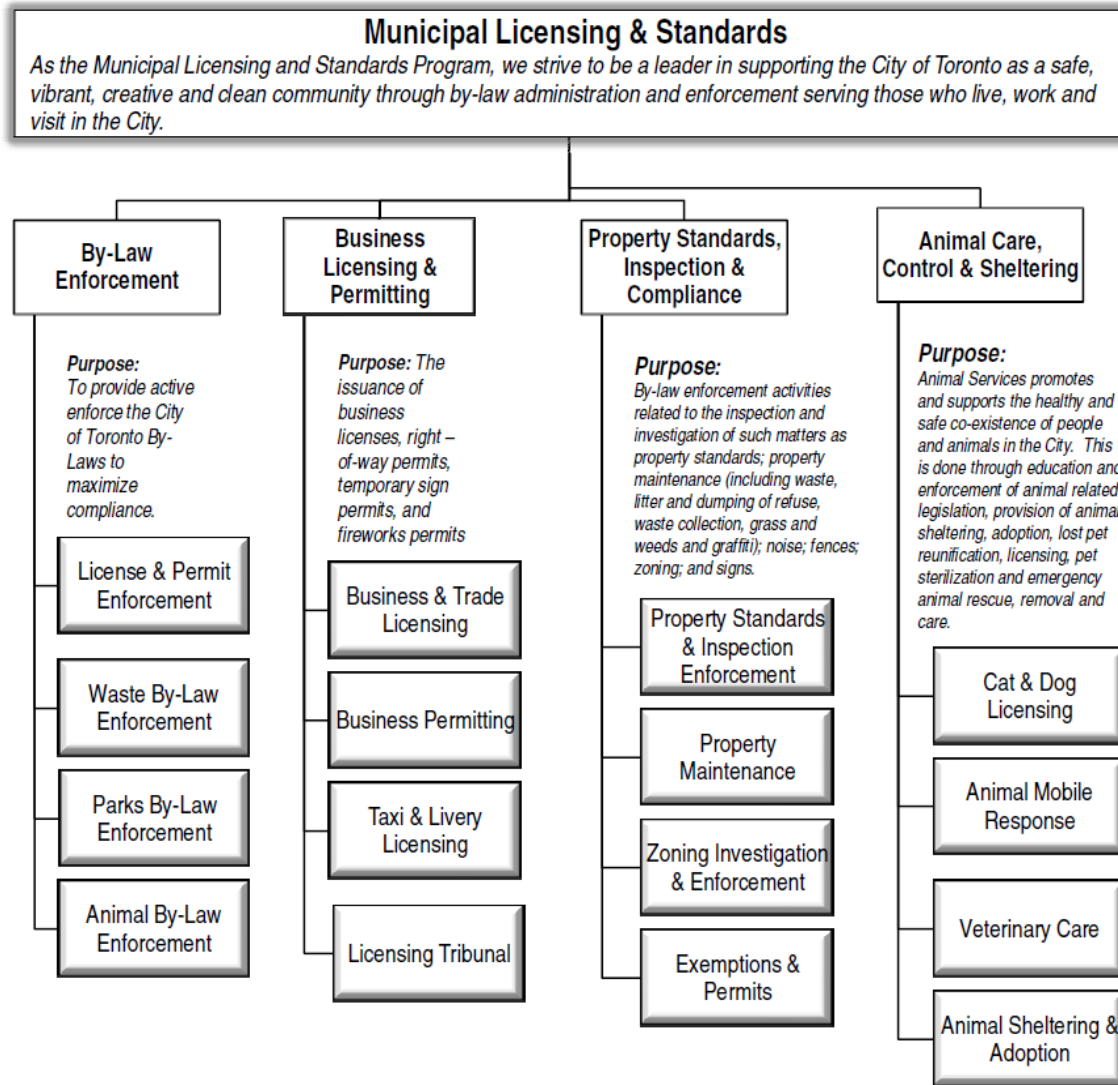
1. City Council approve the 2014 Recommended Operating Budget for Municipal Licensing & Standards of \$49.692 million gross and \$20.723 million net, comprised of the following services:

<u>Service:</u>	<u>Gross (\$000)</u>	<u>Net (\$000)</u>
Animal Care, Control & Sheltering	10,467.7	7,546.8
Business Licensing, Enforce. & Permitting	8,599.1	(14,106.0)
By-Law Enforcement	15,673.7	13,784.5
Property Standards, Inspect. & Compliance	<u>14,951.1</u>	<u>13,497.7</u>
Total Program Budget	<u><u>49,691.6</u></u>	<u><u>20,722.9</u></u>

2. City Council approve the Municipal Licensing & Standards' 2014 recommended service levels, as outlined on pages 7 to 16 and associated staff complement of 454.0 positions.
3. City Council request the Executive Director of Municipal Licensing & Standards to review the level of service for Property Standards, Inspection and Compliance following the implementation of the 4 district supervisors and modify this service level as required as part of the 2015 Budget process.
4. City Council request the Executive Director of Municipal Licensing & Standards and the Deputy City Manager and Chief Financial Officer to report to Budget Committee as part of the 2015 Budget Process on the findings and budget impact of the MLS comprehensive user fee and revenue review.
5. City Council approve the user fee adjustments detailed in Appendix 6 to adjust fee prices for inflation and to discontinue user fees as listed on page 52.

### III: 2014 SERVICE OVERVIEW AND PLAN

#### Program Map



Service Customer

**Business Licensing, Enforcement & Permitting**

- Boulevard Occupancy Applicant
- Business Licence Applicant
- By-law Exemption Permit Applicant
- Business User/Consumer/Patron

**Property Enforcement**

- By-Law violator (alleged)
- Community/By-law complaint people
- Complainant
- Council and Councillors
- Licensed/Permitted / Permissioned "Owner"

**Animal Care & Enforcement**

- Companion Animal Owners & caretakers
- By-Law/Act violator (alleged)
- Community/Individual By-law complainant
- Council and Councillors
- Animal Care & Welfare groups & individuals
- Domestic, non-indigenous & wild animals
- Park and public property users
- Domestic, non-indigenous & wild animals
- Businesses/Services such as Pet product suppliers and animal health service providers
- Animal Care & Welfare groups and individuals

Municipal Licensing and Standards (MLS) is a leader in 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 the City. The 2014 Recommended Operating Budget of \$49.692 million gross and \$20.723 million net for MLS will provide funding to continue to move forward with the following service deliverables for 2014 in order to meet its goals and objectives:

**2014 Service Deliverables**

- Implement targeted enforcement strategies to manage community specific nuisance issues, such as graffiti, unauthorized posters, illegal waste disposal, City parks and animal conduct.
- Implement targeted enforcement and deployment strategies to effectively address the regulatory inspection of licensed businesses.
- Implement targeted enforcement strategies to effectively address the community impacts of illegal and/or unlicensed businesses.
- Develop partnerships and coordinated enforcement plans and strategies to address complex and multi-jurisdictional enforcement challenges.
- Undertake a business process review of Licensing Services to identify procedural re-engineering opportunities to aid in efficiency of in-person and back office license issuance processes
- Reduction of wait times for clients at the License and Permit Issuing office by enhancing eService license renewal, alternative license application opportunities and improved operating procedures.
- Implement targeted enforcement strategies to manage community specific nuisance issues related to housing issues, such as student housing, rooming houses and group homes.
- Enhance service delivery by leveraging collaborations with other Divisions/ Agencies, including revising protocols for responding to cross-divisional issues, such as bed bug complaints and clutter/hoarding.
- Review and enhance business practices to identify alternative resolution opportunities in managing community conflicts.
- Expand partnership opportunities to aid in the increase of animal adoption numbers and decrease euthanasia rates.
- Increase dog and cat licensing compliance rates by implementing a rewards program, creating pet licensing partnerships, offering convenience options and promoting licensing through advertisement and campaigns to support increased animal return to owners.

**Service Profile: By-Law Enforcement****What we do**

To provide monitoring and active enforcement the City of Toronto By-Laws to maximize compliance. The core activities include:

- License and Permit Enforcement
- Waste By-Law Enforcement
- Parks By-Law Enforcement
- Animal By-Law Enforcement



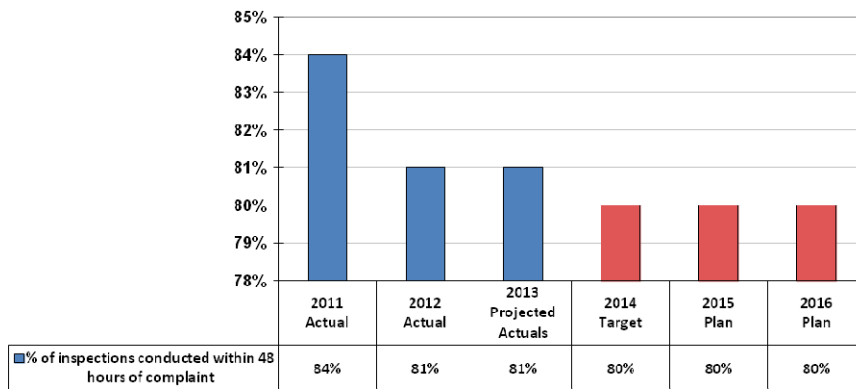
2014 Recommended Service Levels

Activity	Type	Service Levels			2014 Recommended
		2011	2012	2013	
License and Permit Enforcement	License and Permit Enforcement	100% initial response within 48 hours			100% initial response within 48 hours
Waste By-Law Enforcement	Abandoned Appliances	100% initial response within 48 hours			100% initial response within 48 hours
	Illegal dumping	100% initial response within 48 hours			100% initial response within 48 hours
Parks By-Law Enforcement	Parks By-Law Enforcement	100% initial response within 48 hours			100% initial response within 48 hours
Animal By-Law Enforcement	Dogs off-leash When owner/dog walker present	100% initial response within 48 hours			100% initial response within 48 hours
	Dog Bites	Emergency response within 2 hours, non-emergency initial response within 24 hours			100% initial response within 48 hours
	Stray Animals	90% initial response within 5 hours			90% initial response within 5 hours

Service Performance Measures

Effectiveness Measure

Inspections conducted within 48 hours of complaint



- Measures % of time staff respond to a waste complaint within targeted time frames.
- Waste inspections are completed within established targets. Since 2011, unfilled vacancies have contributed to the decline in achieved results.
- Targets have been redefined in 2014 and future years.



**Service Profile: Business Licensing and Permitting****What we do**

The issuance and monitoring of business licenses, right-of-way permits, temporary sign permits, and fireworks permits. The core activities include:

- Business and Trade Licensing
- Business Permitting
- Taxi and Livery Licensing
- Licensing Tribunal

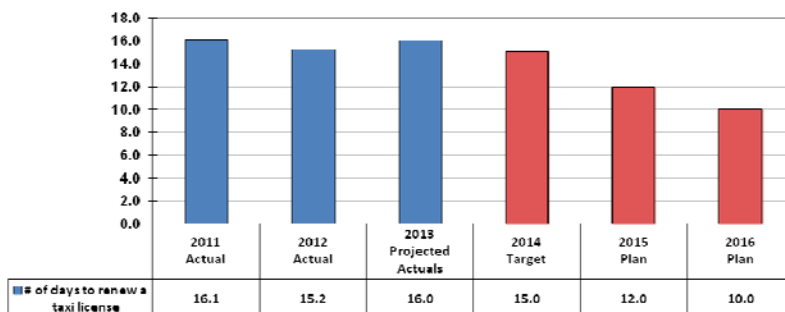
2014 Recommended Service Levels

Activity	Type	Service Levels			
		2011	2012	2013	2014 Recommended
Business and Trade Licensing	Occupational Licensing	60% issued in 20 days or less	71% issued in 20 days or less		71% issued in 20 days or less
	Retail Business	60% issued in 20 days or less	71% issued in 20 days or less		71% issued in 20 days or less
	Group Homes	60% issued in 20 days or less	71% issued in 20 days or less		71% issued in 20 days or less
	Rooming Houses	60% issued in 20 days or less	71% issued in 20 days or less		71% issued in 20 days or less
	Clothing Drop Box	60% issued in 20 days or less	71% issued in 20 days or less		71% issued in 20 days or less
	Fireworks Permit	60% issued in 20 days or less	71% issued in 20 days or less		71% issued in 20 days or less
	Temporary Sign	60% issued in 20 days or less	71% issued in 20 days or less		71% issued in 20 days or less
Business Permitting	Right of Way Permit	90% issued in 20 days or less			90% issued in 20 days or less
Taxi and Livery Licensing	Taxi Driver - Registration	60% issued in 20 days or less	71% issued in 20 days or less		71% issued in 20 days or less
	Taxi Driver - Training - Taxi School	60% issued in 20 days or less	71% issued in 20 days or less		71% issued in 20 days or less
	Taxi Driver - Licensing	60% issued in 20 days or less	71% issued in 20 days or less		71% issued in 20 days or less
	Taxi Owner - Inspection	60% issued in 20 days or less	71% issued in 20 days or less		71% issued in 20 days or less
	Taxi Owner - Licensing	60% issued in 20 days or less	71% issued in 20 days or less		71% issued in 20 days or less
	Taxi Owner - Training - Taxi School	60% issued in 20 days or less	71% issued in 20 days or less		71% issued in 20 days or less
	Limousine Licensing	60% issued in 20 days or less	71% issued in 20 days or less		71% issued in 20 days or less
	Tow Truck Licensing	60% issued in 20 days or less	71% issued in 20 days or less		71% issued in 20 days or less
	Other - Refreshment Vehicles	60% issued in 20 days or less	71% issued in 20 days or less		71% issued in 20 days or less
	Other - Driving Schools	60% issued in 20 days or less	71% issued in 20 days or less		71% issued in 20 days or less

Service Performance Measures

Efficiency Measure

Days to renew a taxi license



- Measures the number of days to renew a taxi licence.
- Consistent number of days to renew a taxi licence for the past three years.
- 2014 to 2016 will see proposed reduced targets based on efficiencies found through the 2014 business process review of licensing issuance.

**Service Profile: Property Standards, Inspection and Compliance****What we do**

To provide enforcement activities related to property standards; property maintenance (including waste, litter and dumping of refuse, waste collection, grass and weeds and graffiti); noise; fences; zoning and signs. The core activities include:

- Property Standards Inspection and Enforcement
- Property Maintenance
- Zoning Investigation and Enforcement
- Exemptions and Permits

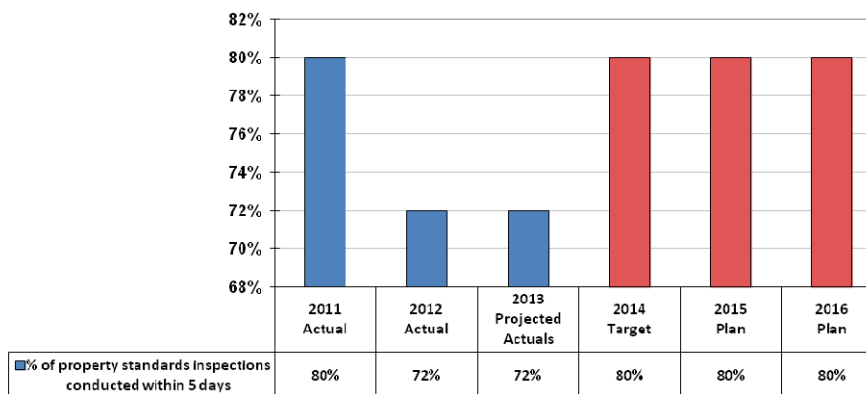
2014 Recommended Service Levels

Activity	Type	Service Levels			
		2011	2012	2013	2014 Recommended
Property Standards Inspection and Enforcement	Property Standards By-law	response time; emergency 24 hours 67% of the time, 5-days non-emergency 62% of the time			response time; emergency 24 hours 67% of the time, 5-days non-emergency 62% of the time
Property Maintenance	Property Maintenance	response time; emergency 24 hours 67% of the time, 5-days non-emergency 62% of the time			response time; emergency 24 hours 67% of the time, 5-days non-emergency 62% of the time
Zoning Investigation and Enforcement	Zoning Investigation and Enforcement	response time; emergency 24 hours 67% of the time, 5-days non-emergency 62% of the time			response time; emergency 24 hours 67% of the time, 5-days non-emergency 62% of the time
Exemptions and Permits	Fence / Noise / Natural Gardens	Application Heard by Community Council within 90 days of receipt of Complete Application			

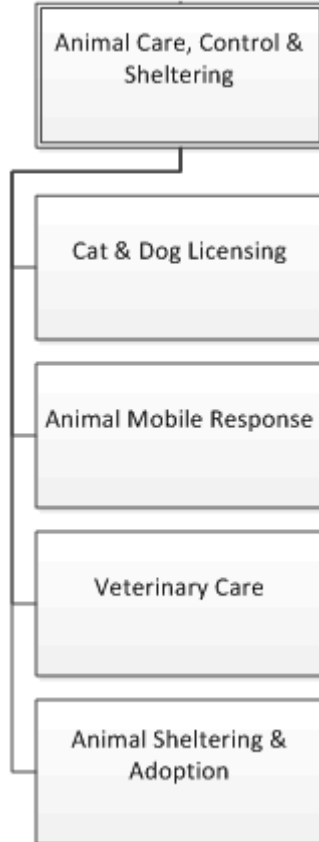
Service Performance Measures

Effectiveness Measure

Property standards inspections conducted within 5 days



- Measures % of time staff respond to a property standards complaint within targeted time frames (5 days).
- Since 2011, unfilled vacancies have contributed to decline in timeliness of actual response.
- With the push to fill vacancies the 2014 target remains at the 2011 actual levels.

**Service Profile: Animal Care, Control & Sheltering****What we do**

Animal Services promotes and supports the healthy and safe co-existence of people and animals in the City. This is done through education and enforcement of animal related legislation, provision of animal sheltering, adoption, lost pet reunification, licensing, pet sterilization and emergency animal rescue, removal and care. The core activities include:

- Cat and Dog Licensing
- Veterinary Care Response
- Animal Sheltering and Adoption
- Animal Mobile Response

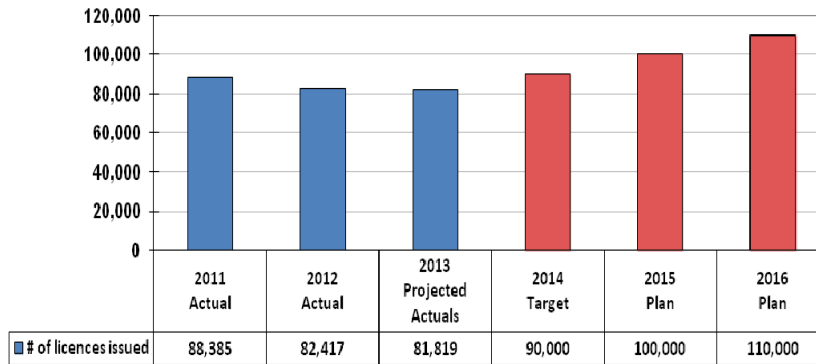
## 2014 Recommended Service Levels

Activity	Type	Service Levels			2014 Recommended
		2011	2012	2013	
Cat and Dog Licensing	Dog Licenses	30.16% and 64,835 Licenses			30.16% and 64,835 Licenses
	Cat Licenses	10.14% and 32,762 Licenses			10.14% and 32,762 Licenses
Animal Mobile Response	Emergency Animal Rescue & Care	emergency response within 2 hours			emergency response within 2 hours
	Animal Removal	picked up within 48 hours / 8,321 Animal Removals			picked up within 48 hours / 8,321 Animal Removals
	Municipal Code & Provincial Statute Investigations & Enforcement	initial response within 48 hours & 24 hours 85% / 14,250 Total Investigations			initial response within 48 hours & 24 hours 85% / 14,250 Total Investigations
	Animal Education & Awareness Programs & Events	122 Public Education Events			122 Public Education Events
Veterinary Care	Animal Sterilization	100% Animals Sterilized			100% Animals Sterilized
	Animal Health Care & Treatment	100% and 12,466 vaccinated / 3,497 micro-chipped			100% and 12,466 vaccinated / 3,497 micro-chipped
	Animal Prophylactic Care	100% treated			100% treated
Animal Sheltering and Adoption	Sheltered Animals	Average 18 Shelter Care Days per Animal			Average 18 Shelter Care Days per Animal
	Adopted Animals	Adopted Cats 2,958 or 33% / Adopted Dogs 1,492 or 51%			Adopted Cats 2,958 or 33% / Adopted Dogs 1,492 or 51%
	Animals Returned to Owner	100% and 2,049 Animals Returned to Owner			100% and 2,049 Animals Returned to Owner
	Owner Surrendered Animals	Total Owner Surrendered Animals 4,852 (response time within 48 hours max.)			Total Owner Surrendered Animals 4,852 (response time within 48 hours max.)

Service Performance Measures

Effectiveness Measure

Dog & Cat licenses issued



- Measures the number of dog & cat licences issued annually.
- Enhancing E-pet registration and creating a loyalty program to increase the number of pet licences issued will ensure continued success of the program in 2014 and beyond.
- Reduced target enforcement resulted in a decline in pets



## IV: 2014 Recommended Total Operating Budget

### 2014 Recommended Operating Budget (In \$000s)

(In \$000s)	2013		2014 Recommended Operating Budget			2014 Rec.dd vs. 2013 Budget Approved Changes		Incremental Change 2015 and 2016 Plan			
	Approved Budget	Projected Actual	2014 Rec'd Base	2014 Rec'd New	2014 Rec'd Budget	\$	%	2015		2016	
By Service	\$	\$	\$	\$	\$	\$	%	\$	%	\$	%
<b>Animal Care, Control &amp; Sheltering</b>											
Gross Expenditures	10,308.2	9,682.3	10,467.7		10,467.7	159.5	1.5%	238.5	2.3%	19.7	0.2%
Revenue	2,993.0	2,648.0	2,921.0		2,921.0	(72.1)	(2.4%)	49.3	1.7%		0.0%
Net Expenditures	7,315.2	7,034.3	7,546.8		7,546.8	231.6	3.2%	189.2	2.5%	19.7	0.3%
<b>Business Licensing, Enforce. &amp; Permitting</b>											
Gross Expenditures	8,354.8	7,862.7	8,599.1		8,599.1	244.3	2.9%	195.9	2.3%	16.1	0.2%
Revenue	22,387.3	20,583.5	22,705.1		22,705.1	317.7	1.4%	382.9	1.7%		0.0%
Net Expenditures	(14,032.6)	(12,720.8)	(14,106.0)		(14,106.0)	(73.4)	0.5%	(186.9)	1.3%	16.1	(0.1%)
<b>By-Law Enforcement</b>											
Gross Expenditures	15,942.0	15,003.2	15,673.7		15,673.7	(268.3)	(1.7%)	357.1	2.3%	29.4	0.2%
Revenue	2,061.9	1,712.7	1,889.3		1,889.3	(172.7)	(8.4%)	31.9	1.7%		0.0%
Net Expenditures	13,880.1	13,290.4	13,784.5		13,784.5	(95.6)	(0.7%)	325.3	2.4%	29.4	0.2%
<b>Property Standards, Inspect. &amp; Compliance</b>											
Gross Expenditures	14,693.4	13,828.1	14,840.0	111.1	14,951.1	257.7	1.8%	459.2	3.1%	33.0	0.2%
Revenue	1,641.6	1,317.6	1,453.4		1,453.4	(188.2)	(11.5%)	24.5	1.7%		0.0%
Net Expenditures	13,051.8	12,510.5	13,386.6	111.1	13,497.7	445.9	3.4%	434.7	3.2%	33.0	0.2%
<b>Total</b>											
Gross Expenditures	49,298.4	46,376.3	49,580.6	111.1	49,691.6	393.2	0.8%	1,250.8	2.5%	98.2	0.2%
Revenue	29,083.9	26,261.9	28,968.7		28,968.7	(115.2)	(0.4%)	488.5	1.7%		0.0%
Total Net Expenditures	20,214.5	20,114.4	20,611.8	111.1	20,722.9	508.4	2.5%	762.3	3.7%	98.2	0.5%

The 2014 Recommended Operating Budget of \$49.692 million gross and \$20.723 million net represents a \$0.508 million or 2.5% increase from the MLS 2013 Approved Operating Budget of \$20.215 million net and is comprised of the following services:

**The Animal Care, Control & Sheltering service** with a 2014 Recommended Budget of \$10.468 million gross and \$7.547 million net is \$0.232 million net or 3.2% over the 2013 Approved Budget of \$7.315 million net.

- Base pressures are primarily driven by costs associated with COLA increases, progression pay and related fringe benefits. These expenditures are partially offset by reduced inter-divisional charges. Increased expenditures are primarily centered in Veterinary Care and Animal Mobile Response.
- The 2015 and 2016 Plans reflect known pressures for salaries and fringe benefits and anticipated inflationary increases for user fees.

**The Business Licensing, Enforcement & Permitting service** with a 2014 Recommended Budget of \$8.599 million gross and \$14.106 million in net revenue will generate an additional \$0.073 million or 0.5% in net revenue, as compared to the 2013 Approved Budget of \$14.033 million net revenue.

- This increase in net revenue is mainly driven by the 1.85% user fee inflation increase for 2014 and reduced inter-divisional charges partially offset by cost increases for COLA, progression pay and related fringe benefits. In addition, 2014 revenues reflect the reversal of recoveries for the approved 2013 union one-time lump sum payment. The net revenue increase is primarily attributable to Business and Trade Licensing fees.
- The 2015 and 2016 Plans reflect known pressures for salaries and fringe benefits and anticipated inflationary increases for user fees.

***The By-Law Enforcement service*** with a 2014 Recommended Budget of \$15.674 million gross and \$13.785 million net is \$0.096 million net or 0.7% under the 2013 Approved Budget of \$13.880 million net.

- Key reductions below the 2013 approved budget are mainly driven by reduced cell phone data plan costs. 2014 revenues reflect the reversal of recoveries for the approved 2013 union one-time lump sum payment. At the same time the service is projecting increased costs associated with scheduled COLA increases and progression pay and related fringe benefits. These expenditures are partially offset by reduced inter-divisional charges. Increased expenditures are primarily centered in License & Permit Enforcement and Animal By-law Enforcement partially offset by Waste and Parks By-law Enforcement activities.
- The 2015 and 2016 Plans reflect known pressures for salaries and fringe benefits and anticipated inflationary increases for user fees.

***The Property Standards, Inspection & Compliance service*** with a 2014 Recommended Budget of \$14.951 million gross and \$13.497 million net is \$0.446 million net or 3.4% over the 2013 Approved Budget of \$13.052 million net.

- While scheduled expenditure increases for COLA, progression pay, related fringe benefits and net inter-divisional charges are included; 2014 revenues reflect the reversal of recoveries for the approved 2013 union one-time lump sum payment.
- In addition for 2014, \$0.111 million is budgeted for an additional supervisor position to improve effectiveness of district operations.
- The 2015 and 2016 Plans reflect known pressures for salaries and fringe benefits and anticipated inflationary increases for user fees.

Approval of the 2014 Recommended Operating Budget will result in the Program increasing its total staff complement by 1.4 positions, from 452.6 to 454.0 as highlighted below:

#### 2014 Recommended Total Staff Complement

Changes	2014 Budget	2015 Plan	2016 Plan
<b>Opening Complement</b>	452.6	454.0	455.0
In-year Adjustments			
<b>Adjusted Staff Complement</b>	<b>452.6</b>	<b>454.0</b>	<b>455.0</b>
<b>Recommended Change in Staff Complement</b>			
- Temporary Complement - capital project delivery			
- Operating impacts of completed capital projects			
- Internal organization changes	0.4		
- New / Enhanced	1.0	1.0	
<b>Total</b>	<b>454.0</b>	<b>455.0</b>	<b>455.0</b>
<b>% Change over prior year</b>	<b>0.3%</b>	<b>0.2%</b>	<b>0.0%</b>

- The Council approved complement for MLS for 2013 is 452.6 positions. This number consists of 451 permanent full-time positions, and 1.6 temporary positions of which 0.6 positions are part-time.
- As a result of internal organizational changes to improve service delivery, including creation and deletion of various positions, the 2014 Recommended Base Budget for MLS will increase 0.4 positions to 453 positions.
- The 2014 recommended budget also includes 1 new supervisory position for Property Standards, Inspection & Compliance in 2014 with an additional position planned for 2015.

**2014 Recommended Base Budget  
(In \$000s)**

(In \$000s)	2013 Approved Budget	2014 Rec'd Base	Change		Incremental Change			
			2014 Recommended Base vs. 2013 Approved Budget		2015 Plan		2016 Plan	
			\$	%	\$	%	\$	%
<b>By Service</b>	\$	\$	\$	%	\$	%	\$	%
<b>Animal Care, Control &amp; Sheltering</b>								
Gross Expenditures	10,308.2	10,467.7	159.5	1.5%	238.5	2.3%	19.7	0.2%
Revenue	2,993.0	2,921.0	(72.1)	(2.4%)	49.3	1.7%		0.0%
Net Expenditures	7,315.2	7,546.8	231.6	3.2%	189.2	2.5%	19.7	0.3%
<b>Business Licensing, Enforce. &amp; Permitting</b>								
Gross Expenditures	8,354.8	8,599.1	244.3	2.9%	195.9	2.3%	16.1	0.2%
Revenue	22,387.3	22,705.1	317.7	1.4%	382.9	1.7%		0.0%
Net Expenditures	(14,032.6)	(14,106.0)	(73.4)	0.5%	(186.9)	1.3%	16.1	(0.1%)
<b>By-Law Enforcement</b>								
Gross Expenditures	15,942.0	15,673.7	(268.3)	(1.7%)	357.1	2.3%	29.4	0.2%
Revenue	2,061.9	1,889.3	(172.7)	(8.4%)	31.9	1.7%		0.0%
Net Expenditures	13,880.1	13,784.5	(95.6)	(0.7%)	325.3	2.4%	29.4	0.2%
<b>Property Standards, Inspect. &amp; Compliance</b>								
Gross Expenditures	14,693.4	14,840.0	146.6	1.0%	338.1	2.3%	27.9	0.2%
Revenue	1,641.6	1,453.4	(188.2)	(11.5%)	24.5	1.7%		0.0%
Net Expenditures	13,051.8	13,386.6	334.8	2.6%	313.6	2.3%	27.9	0.2%
<b>Total</b>								
Gross Expenditures	49,298.4	49,580.6	282.2	0.6%	1,129.7	2.3%	93.1	0.2%
Revenue	29,083.9	28,968.7	(115.2)	(0.4%)	488.5	1.7%		0.0%
Net Expenditures	20,214.5	20,611.8	397.4	2.0%	641.2	3.1%	93.1	0.4%
Approved Positions	452.6	453.0	0.4	0.1%		0.0%		0.0%

The 2014 Recommended Base Budget of \$49.581 million gross and \$20.612 million net represents a \$0.397 million or 2% increase year over year from MLS' 2013 Approved Operating Budget of \$49.298 million gross and \$20.215 million net.

The 2014 Recommended Base Budget provides \$1.459 million in funding for base budget increases which have been partially offset by \$0.798 million in recommended base expenditure reductions and revenue increases.

Key cost drivers resulting in base budget pressures of \$1.459 million are detailed in the table below:

**Key Cost Drivers**  
(In \$000s)

(In \$000s)	2014 Rec'd Base Budget
<b>Gross Expenditure Changes</b>	
<b>Prior Year Impacts</b>	
>progression pay and re-earnable lump sums	136.3
>union step increases,	57.4
> associated fringe benefit adjustments; aligning salaries to actual expenditures	318.8
<b>Economic Factors</b>	
Non-labour economic factors	65.4
<b>COLA Union and Non-Union</b>	
Labour economic factors including 1.75% COLA union/non-union including related fringe benefit adjustments	700.7
<b>Other Base Changes</b>	
Increase in Facilities Management & Real Estate Inter-Divisional Charge for maintenance & custodial care	122.4
Increase in Court Inter-Divisional Charge for Licensing Tribunal unit	32.9
Increase for non-recoverable expenditures to remove graffiti associated with hate or where the property owner is a senior or vulnerable adult	16.0
<b>Total Changes</b>	<b>1,449.9</b>
<b>Revenue Changes</b>	
Elimination of Inter-Divisional Recovery from Facilities Management & Real Estate	(8.7)
<b>Total Changes</b>	<b>(8.7)</b>
<b>Net Expenditures</b>	<b>1,458.6</b>

- In order to offset the above pressures, base expenditure reductions of \$0.798 million are recommended based as detailed in the table below:

**2014 Recommended Service Change Summary by Program**  
(In \$000s)

Description (\$000s)	2014 Recommended Service Changes				Net Incremental Impact			
	Position Change	Gross Exp.	Net Expense	% Change over 2013 Budget	2015		2016	
					Net Expense	Pos.	Net Expense	Pos.
#	\$	\$	%	\$	#	\$	#	
<b>Base Changes:</b>								
<b>Base Expenditure Changes</b>								
<i>Absorb Non-Labour Economic Factors</i>		(65.4)	(65.4)	(0.3%)	(66.5)		(64.7)	
<i>Reduce Cost of Cell Phone Data Plan</i>		(110.0)	(110.0)	(0.5%)				
<i>Reduce Clerks IDC for Postage</i>		(100.0)	(100.0)	(0.5%)				
<i>Line by Line Reduction Based on Actual Experience</i>		(39.8)	(39.8)	(0.2%)				
<i>Absorb Non-recoverable cost of Graffiti removal</i>		(16.0)	(16.0)	(0.1%)				
<b>Base Expenditure Change</b>		(331.2)	(331.2)	(1.6%)	(66.5)		(64.7)	
<b>Base Revenue Changes</b>								
<i>User Fee Inflation Business Licenses</i>			(407.1)	(2.0%)	(414.7)			
<i>User Fee Inflation Property Enforcement</i>			(17.5)	(0.1%)	(17.8)			
<i>User Fee Inflation Animal Care</i>			(42.4)	(0.2%)	(43.2)			
<b>Base Revenue Change</b>			(467.0)	(2.3%)	(475.7)		-	
<b>Sub-Total</b>		(331.2)	(798.2)	(3.9%)	(542.2)		(64.7)	
<b>Total Changes</b>	-	(331.2)	(798.2)	(3.9%)	(542.2)		(64.7)	

The 2014 recommended service changes consist of base expenditure and revenue changes of \$0.798 million net bringing the 2014 Recommended Base Budget to \$0.397 million or 2% over the 2013 Approved Budget of \$20.215 million net.

The net incremental impact for the 2015 and 2016 Operating Budget is a further reduction of \$0.542 million and \$0.065 million respectively.

The 2014 recommended service changes and 2015 and 2016 incremental impacts are discussed below:

**Base Expenditure Changes: (Savings of \$0.331 million gross and net)**

*Absorb Non-Labour Economic Factors (\$0.065 million gross and net)*

- Expenditure reductions are recommended based on absorbing inflationary increases for non-labour accounts in 2014 of \$0.065 million, in 2015 of \$0.067 and in 2016 of \$0.065 million.

*Reduce Cost of Cell Phone Data Plan (\$0.110 million gross and net)*

- Expenditure reductions are recommended based on Investigation Services moving away from in-field laptops to handheld devices which are also telephone enabled. This is a significant change to advance service delivery with a technology that will support real time data entry out in the field.

Once the corporate application for emails is deployed, these units will replace both the existing RCS (laptop) and the need for a smart phone.

- Cost savings will result from the elimination of 1 data plan per unit once the smart phone contracts expire. The phasing out is anticipated to occur throughout 2014 with savings for 198 units @ \$50 per month or \$0.110 million per year.

*Reduce Clerks IDC for Postage (\$0.100 million gross and net)*

- Recommended expenditure reductions are based on Investigation Services modifying the process for the mailing of Property Standards Orders and Notices, from Registered Mail to regular mail. Based on an anticipated cost savings of \$8.56 per piece of mail, or \$0.080 million per year.
- In addition, Toronto Animal Services (TAS) is working towards modifying the process of licensing billings/renewals with the intent of having multiple pet licence renewals on one invoice and in turn one receipt for multiple renewals. TAS is currently working with Corporate IT Services to improve e-pet (on-line) licence sales by incorporating a "shopping cart", thereby allowing a pet owner to licence more than one pet at a time, which will reduce the number of correspondence sent via mail. TAS is also in consultation with Corporate IT Services to explore the option of sending receipts via email as opposed to regular mail. Anticipated cost savings are \$0.020 million per year.

*Line by Line Reduction Options Based on Experience (\$0.040 million gross and net)*

- A review of all operating expenditures and revenues based on actual experience and 2014 anticipated requirements has resulted in a reduction of \$0.040 million gross and net. This will contribute to reducing the 2014 budget pressure and better aligning the budget to actual requirements.

*Absorb Non-recoverable cost of Graffiti removal (\$0.016 million gross and net)*

- As part of the 2014 Recommended Operating Budget, MLS planned on increasing funding for non-recoverable graffiti removal costs for hate related graffiti or where the property owner is a senior or vulnerable adult that is mentally impaired. These exceptions will be absorbed by ML&S within the budget for the City-wide graffiti unit and will not be recovered through remedial action.



**Base Revenue Changes: (\$0.467 million in net revenue)***Inflation Increase for User Fees (\$0.467 million net revenue)*

- An increase of \$0.467 million for Business License Fees, Property Enforcement and Animal Care Fees are recommended to reflect annual inflation increases in accordance with the City's User Fee Policy which provides that fees shall automatically increase on the first day of January each year by a percentage increase for inflation currently calculated at 1.85%, 1.81% and 1.86% respectively.
- The most significant increase is for Business License Fees which will yield \$0.407 million in estimated additional revenue in 2014 and a further \$0.415 million in 2015 based on inflation at 2.3%. This will increase annual revenue from Business License Fees from \$22.4 million in 2013 to \$22.8 million in 2014 and to \$23.2 million in 2015.

**2014 Recommended New / Enhanced Service Priority Actions**  
(In \$000s)

Description	2014 Recommended			Net Incremental Impact			
	Gross Expenditures	Net Expenditures	New Positions	2015 Plan		2016 Plan	
				Net Expenditures	# Positions	Net Expenditures	# Positions
<b>Enhanced Services Priorities</b>							
Hire 2 New Supervisors to Improve Customer Service	111.1	111.1	1.0	121.1	1.0	5.1	
<b>Sub-Total</b>	<b>111.1</b>	<b>111.1</b>	<b>1.0</b>	<b>121.1</b>	<b>1.0</b>	<b>5.1</b>	<b>-</b>
<b>New Service Priorities</b>							
<b>Sub-Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total</b>	<b>111.1</b>	<b>111.1</b>	<b>1.0</b>	<b>121.1</b>	<b>1.0</b>	<b>5.1</b>	<b>-</b>

### Enhanced Service - Priority Action

#### Hire 2 New Supervisors to Improve Customer Service

- MLS has reviewed its current organizational structure and its various service lines to assess business and operational support needs and have identified gaps in management oversight in the four district operations. The lack of effective leadership and supervision has led to the deterioration in service delivery and customers' dissatisfaction particularly in the Property Standards service line. Timeliness of response and resolution, and inconsistency in application of the relevant by-laws and processes are frequent with a high volume of escalated complaints.
- It is recommended that 2 new Supervisor Positions be added to the complement of MLS; 1 position in 2014 and 1 position in 2015. In addition to this enhanced service priority action, 2 more positions will be re-purposed within the existing complement in order to have one position added to each of the 4 Districts to address management oversight and supervision within Investigation Services. The addition of these positions will assist the Service moving to extended hours while also addressing both the Auditor General findings, as well as issues raised in the Ombudsman report of 2012.
- This oversight will enable management to provide direct leadership and effective supervision where they can monitor front-line staff performance, timeliness of responses and resolutions, and assess individual needs including adequate training to assist in the effective performance of their duties. These positions are responsible for the mentoring and monitoring of MSO field performance, including customer service interactions, dealing with escalated and/or complicated complaints, and oversight of remedial action work undertaken by front-line staff. This supervision is essential from a City responsibility/liability and an Occupational Health & Safety perspective.

- The future service level is anticipated to be greatly improved as these positions will support the development and execution of a quality assurance program, ensuring consistency and appropriateness of staff's work records and that the performance is measured against established objectives. Through more effective supervision they will balance the assignment of workload, monitor attendance, reassign calls/complaints, respond to health and safety related issues, train and/or mentor staff on new policies and procedures, attend meetings as required, and respond to inquiries from the public, Members of Council and City staff.
- It is recommended that the level of service be reviewed following implementation of the 4 district supervisors and modified as required in time for the 2015 Budget process.

**2015 and 2016 Plan  
(In \$000s)**

Description (\$000s)	2015 - Incremental Increase					2016 - Incremental Increase				
	Gross Expense	Revenue	Net Expense	% Change	# Pos.	Gross Expense	Revenue	Net Expense	% Change	# Pos.
<b>Known Impacts:</b>										
Progression Pay	67.1		67.1	0.3%		70.1		70.1	0.3%	
Step Increases	91.6		91.6	0.4%		18.6		18.6	0.1%	
COLA	727.4		727.4	3.5%					0.0%	
Fringe Benefits	239.4		239.4	1.2%		24.4		24.4	0.1%	
<b>Sub-Total</b>	<b>1,125.5</b>		<b>1,125.5</b>	<b>5.5%</b>		<b>113.1</b>		<b>113.1</b>	<b>0.5%</b>	
<b>Anticipated Impacts:</b>										
<b>User Fee Inflation</b>										
Business Licenses		414.7	(414.7)	(2.0%)					0.0%	
Property Enforcement		17.8	(17.8)	(0.1%)					0.0%	
Animal Care		43.2	(43.2)	(0.2%)					0.0%	
Additional New Supervisor	121.1		121.1	0.6%	1.0	5.1		5.1	0.0%	
<b>Sub-Total</b>	<b>121.1</b>	<b>475.7</b>	<b>(354.6)</b>	<b>(1.7%)</b>	<b>1.0</b>	<b>5.1</b>	<b>-</b>	<b>5.1</b>	<b>0.0%</b>	
<b>Total Incremental Impact</b>	<b>1,246.6</b>	<b>475.7</b>	<b>770.9</b>	<b>3.7%</b>	<b>1.0</b>	<b>118.2</b>		<b>118.2</b>	<b>0.6%</b>	

Approval of the 2014 Recommended Budget for Municipal Licensing & Standards will result in 2015 and 2016 incremental increase of \$0.771 million net and \$0.118 million net, respectively, to maintain the 2014 level of service.

Future year incremental costs are primarily attributable to the following:

**Known Impacts**

- COLA (2015 only), Progression Pay, Step Increases and Fringe Benefits are estimated to increase by \$1.126 million in 2015 and \$0.113 million in 2016.
- COLA has not been included in the 2016 Plan as it is subject to future contract negotiations.

**Anticipated Impacts**

- User Fees for Business Licenses, Property Enforcement and Animal Care are recommended to increase by 1.85%, 1.81% and 1.86% respectively or \$0.467 million in 2014. The projected increase required for 2015 is 2.3% with total incremental net revenue of \$0.476 million.
- 2 new Supervisor Positions are being added to the complement of MLS; 1 position in 2014 and 1 position in 2015. The positions will address management oversight and supervision within Investigation Services. The 2016 plan reflects resultant incremental salaries & benefits adjustments.

## V: ISSUES FOR DISCUSSION

### 2014 and Future Year Issues

#### 2014 Issues

##### *User Fee Review*

As noted in the Program Findings Appendix to the Comprehensive User Fee Review (January 4, 2012), Municipal Licenses and Standards (ML&S) has 402 user fees that can be grouped into four categories: Business Licenses, Dog & Cat Licenses, Animal Services and Other User Fees that include service charges, Right of Entry permits, registration fees, photocopy and card replacement fees. In 2011, 9 user fees were discontinued in areas where the service is no longer offered to the public.

Business License fees recover the cost of providing the service (direct and indirect) based on the Program's internal full cost recovery model. Dog and cat licenses recover the direct cost of providing this service to the public. Animal Services fees recover less than 25% of the annual cost and have not been increased since 1999. All user fee categories need to be reviewed to determine full cost in accordance with the City's User Fee Policy.

All business license fees are subject to automatic inflationary increases. In the case of ML&S, the appropriate blended rate (based on specific inflationary factors for service inputs) has been determined to be 1.85% which will generate additional revenue of \$0.407 million in 2014. Ongoing review of all revenues to determine any revenue corrections that may be required has resulted in additional inflation adjustments for 2014. There may also be opportunities for additional user fees, particularly in the area of graffiti exemptions, natural garden exemptions, noise exemptions and personal services such as tattoo parlours and nail salons.

The 2012 Comprehensive User Fee Review recommended that full cost determination and confirmation for all user fees be undertaken and opportunities for new user fees be investigated during 2012 and reported back, as appropriate, through the 2013 Budget process.

In 2013, it was recommended that the study results be deferred to the 2014 budget process. As preparations for this study, including staff resources were still being developed, it is recommended that the Program report back in time for the 2015 Budget process on any required adjustments to Municipal Licenses and Standards' user fees.

##### **Efficiency Study Implementation Progress**

##### ***Core Service Review and Efficiency Study Implementation Progress***

On September 26, 27, 2011 City Council adopted a report that addressed the results of the detailed Core Service review conducted by KPMG. However, the 2012 Approved Operating Budget for Municipal Licensing and Standards did not include any savings as a result of Council's decisions arising from the Core Service Review. As directed by City Council during the Core

Service Review, the Executive Director of Municipal Licensing and Standards was to review, assess and report back on the following remaining matters:

- *Viability of the Dog & Cat Licensing Program and Recommended Options*

**Status:** Licensing revenues have and continue to exceed licensing program costs. Toronto Animal Services (TAS) continues to review potential savings options. These options include administrative streamlining of the licensing program such as electronic billing and bundle billing of multiple pet households. TAS continues to explore options to increase license sales while promoting responsible pet ownership, including the following:

- Chip Truck – Mobile License & Microchip Clinic
- Partnerships – increase license sales
- Benefit Card – rewards programs linked to pet licenses
- Bundle billing of multiple pet households
- Implementation of a late penalty fee for licenses in arrears

- *Benefits of Licensing Categories and Any Recommended Changes*

**Status:** The review of licensing categories is underway; a report to the Licensing and Standards Committee is scheduled for 2013.

The KPMG Core Service Review study has also identified opportunities in the following areas:

- *Delivery of Services City-Wide Instead of on a District Based Model*

**Status:** A review of service delivery is underway, MLS has commenced a review of the services currently provided on a district model basis and will report back in 2013.

## Issues Referred to the 2014 Operating Budget Process

### *2014 Service Level Review Process*

- At its meeting of July 16, 17, 18 and 19, 2013, City Council, in consideration of item EX33.29 - Revised Budget Process for 2014, directed "that the review of divisional service levels and activities along with any Standing Committee recommendations be referred to the 2014 Budget process for consideration and to guide staff during the 2014 administrative budget review process."
- At the September 19, 2013 meeting, the Licensing and Standards Committee received a service level presentation from MLS. In consideration of the presentation, the Committee:
  1. Referred the following recommendations to the Budget Committee, the City Manager and the Deputy City Manager and Chief Financial Officer for consideration as part of the 2014 Budget Process:

- a. That the Executive Director, Municipal Licensing and Standards, report to the Budget Committee on the urgent need to address the capital backlog for the City's animal shelters and on the funds needed to improve the City shelter facilities.
  - b. That the Executive Director, Municipal Licensing and Standards, report to the Budget Committee on ways and means to improve the effectiveness of the Multi-Residential Apartment Buildings Program on a cost recovery basis.
2. Referred the following motions to the Budget Committee, the City Manager and the Deputy City Manager and Chief Financial Officer for consideration as part of the 2014 Budget Process:

Motion 2:

"That City Council direct that the following service standards be included in the 2014 Service Standards for Municipal Licensing and Standards Division, and direct the Deputy City Manager and Chief Financial Officer to include the necessary resources in the 2014 recommended budget:

- a. time for initial response to property standards complaints be 90% within 5 days;
- b. response time for noise complaints for emergencies be within 24 hours 100% of the time and non-emergencies in 48 hours, 100% of the time."

Motion 3:

"That City Council direct that the following service standard for the Multi-Residential Apartment Audit and Enforcement Program be included in the 2014 Service Standards for Municipal Licensing and Standards Division, and direct the Deputy City Manager and Chief Financial Officer to include the necessary resources in the 2014 recommended budget:

- a. a minimum of 250 audits be conducted annually;
  - b. results of investigations be posted on the Municipal Licensing and Standards website within 72 hours; and
  - c. Notices of Appeals to the Property Standards Committee be provided to the affected parties 100 percent of the time."
- With respect to recommendation 1a, the Recommended 10-Year Capital plan for Facilities Management and Real Estate includes \$5.96 million to address the State of Good Repair of Toronto Animal Services' animal shelters and is on schedule.
    - ✓ Extensive work in the North Shelter (1300 Sheppard Ave West) has commenced and will continue through 2014; the West Shelter (146 The East Mall) work includes a new built in freezer, entire HVAC system and various renovations which will commence in 2014;
    - ✓ An assessment of the mechanical systems at the East Shelter (821 Progress Ave) has been conducted based on the existence of condensation, mould and other impacts associated with airflow, heating and cooling systems. The results of assessment and any



work associated with resolving the issues will be reflected in the SOGR budget. In all four shelters, painting of the dog pen areas will be scheduled every five years due to significant wear and tear from the animals. Staff in Toronto Animal Services and Facilities Management will continue to work together to address the state of good repair plan and there are no immediate concerns. Unexpected repairs of an emergency nature will be addressed through the appropriate process.

Description (\$000s)	2014			Net Incremental Impact			
	Gross Expenditure	Net Expenditure	New Positions	2015 Plan		2016 Plan	
				Net Expenditure	# Pos.	Net Expenditure	# Pos.
Service Level Changes							
Capital backlog for the City's animal shelters	<i>No Additional Expenditures Required</i>		<i>No Added Positions</i>				
<b>Total</b>							

- With respect to recommendation 1b, the Multi-Residential Apartment Buildings Program, Municipal Licensing and Standards is currently undertaking its annual review of the Multi-Residential Apartment Building (MRAB) Audit Program. MLS will report on the annual review to the Licensing and Standards Committee in April 2014.

The review will respond to recommendations from Committee motions as well as the 2013 Internal Audit review including:

- ✓ means to improve the effectiveness of the MRAB program on a cost recovery basis;
- ✓ developing more accessible ways to evaluate and communicate the property standards history of buildings; and,
- ✓ establishing overall program goals and measurable outcomes related to improving the quality of housing in Toronto.

Description (\$000s)	2014			Net Incremental Impact			
	Gross Expenditure	Net Expenditure	New Positions	2015 Plan		2016 Plan	
				Net Expenditure	# Pos.	Net Expenditure	# Pos.
Service Level Changes							
Multi-Residential Apartment Buildings Program	<i>No Additional Expenditures Required</i>		<i>No Added Positions</i>				
<b>Total</b>							

- For Motion 2 and Motion 3 b & c, MLS has determined that to reach the requested service standards for 2014, ML&S is proposing the following:
  - ✓ Implement a change in hours of work to ensure staff coverage after normal business hours and on weekends;
  - ✓ Analyze distribution of complaints throughout the city;

- ✓ Review workloads in districts to potentially redistribute staff resources;
- ✓ Look for efficiencies in 2014; no additional funds required for the 2014 Recommended Operating Budget; and,
- ✓ If additional staffing is then required, staff will develop a business case for consideration as part of 2015 Operating Budget Process.

Description (\$000s)	2014			Net Incremental Impact			
	Gross Expenditure	Net Expenditure	New Positions	2015 Plan		2016 Plan	
				Net Expenditure	# Pos.	Net Expenditure	# Pos.
<b>Service Level Changes</b>							
2a. time for initial response to property standards complaints	<i>No Additional Expenditures Required</i>	<i>No Added Positions</i>					
2b. response time for noise complaints							
3b. results of investigations							
3c. Notices of Appeals to the Property Standards Committee							
<b>Total</b>							

- For Motion 3 a, to conduct a minimum of 250 MRAB audits annually:
  - ✓ The financial impact is an additional \$0.380 million annually;
  - ✓ 4 new permanent full-time Municipal Standards Officers (MSO) would be required;
  - ✓ The number of audits would increase from approximately 200 to 250 annually. Staff would also conduct re-inspections, attend court when required and do follow-up in situations of non-compliance.

The financial impact of the service level changes referred to the Budget Process from the Licensing & Standards Committee is detailed in the following table:

Description (\$000s)	2014			Net Incremental Impact			
	Gross Expenditure	Net Expenditure	New Positions	2015 Plan		2016 Plan	
				Net Expenditure	# Pos.	Net Expenditure	# Pos.
<b>Service Level Changes</b>							
<b>Recommended</b>							
<b>Not Recommended</b>							
Conduct a minimum of 250 MRAB audits annually	380.0	380.0	4.0				
<b>Total</b>	<b>380.0</b>	<b>380.0</b>	<b>4.0</b>				

The above service level change to conduct a minimum of 250 MRAB audits annually is not being recommended at this time due to affordability constraints.

## Appendix 1

### 2013 Service Performance

In 2013, Municipal Licensing & Standards achieved the following:

- ✓ Completed the Taxi Industry review, launched the review of the Tow Truck and Limousine industries, and worked collaboratively with public health to institute the licensing of personal service settings to facilitate the "BodySafe" program.
- ✓ Developed a Service Improvement Management System (SIMS) to capture all customer service related complaints. Implementation of SIMS anticipated for July 2013.
- ✓ Completed an organizational rebalancing to facilitate effective management oversight and subject-matter expertise.
- ✓ Launched new communication tools including the e-newsletter for Council – "The Monitor" and an employee newsletter – "The Standard".
- ✓ Launched the city-wide Poster By-law enforcement strategy.
- ✓ Implementation of new remote computing application for Parks & Waste Enforcement Officers and Animal Care and Control officers for more efficient field responses.
- ✓ Introduced a 24/7 shift in Waste Enforcement to address service complaints occurring between 11:00 P.M. to 7:00 A.M.
- ✓ Completed a full review, update and amendments of the TMC Chapter governing Animals.
- ✓ Completed a standard legal agreement to enter into partnerships with external agencies for the purpose of selling Toronto animal licenses to the public.
- ✓ Introduced public Spay Neuter Clinics on Sundays, once per month, beginning in February 2013.
- ✓ Opened the Lost & Found Park at the North Shelter to promote animal wellness and care. Park completed in June and will be open to the public as an off leash park in July 2013.

## 2013 Financial Performance

### 2013 Budget Variance Analysis (In \$000s)

(\$000s)	2011 Actuals	2012 Actuals	2013 Approved Budget	2013 Projected Actuals*	2013 Approved Budget vs. Projected Actual Variance	
	\$	\$	\$	\$	\$	%
Gross Expenditures	46,100.3	43,891.2	49,298.3	46,376.3	(2,922.1)	(5.9)
Revenues	26,375.0	25,820.8	29,083.9	26,261.9	(2,822.0)	(9.7)
Net Expenditures	19,725.3	18,070.4	20,214.5	20,114.4	(100.1)	(0.5)
Approved Positions	432.6	398.6	452.6	452.6	-	-

\* Based on the 3rd Quarter Operating Budget Variance Report

### 2013 Experience

- For year-end 2013, MLS is projecting, as of the 3rd quarter, to be under budget by \$2.922 million or 5.9% compared to the 2013 Approved Operating Budget of \$49.278 million gross and \$2.822 million or 9.7% under the 2013 budgeted revenues of \$29.064 million. This results in an immaterial net revenue variance of \$0.100 million at year-end.
- The variance to date reflects the impact of less salaries and benefits due to vacancies that were not filled. Non-salary costs primarily included overspending for animal care, medical, surgical and contracted services for the Taxi Industry review, which were offset by savings in other accounts such as uniforms. The projected variance in revenues is mainly due to under-achieved revenue from user fees in Investigations Services, reflecting overstatement of the base revenue budget in re-inspection fees and sign by-law fees.
- For year-end, MLS is projecting net revenue of 0.5% or \$0.100 million. This is primarily due to savings generated from vacant positions which will be offset by lower than planned general revenues primarily including lower than planned volumes of Business Licenses and Permits and enforcement fees.

### Impact of 2013 Operating Variance on the 2014 Requested Budget

- The year-end projected favourable variance is being primarily driven by continued employee vacancies mostly offset by under-achieved revenue. Year-end actual positions should begin to approach the approved level as hiring is on-going in order to sustain service delivery levels. The shortfall in revenues will likely continue to year-end.
- The 2014 Recommended Operating Budget has been adjusted to re-align non-staff expenditures with actual costs and staff expenditures with known incremental increases based on a full staff complement. Revenue budgets have been adjusted for inflation and estimated donation growth but are generally only 2% higher than the 2013 Approved Operating Budget. While the plan is to maintain budget revenues in 2014, a comprehensive

review of user fees and revenue sources will be completed in order to re-align and adjust the revenue estimates in the 2015 Operating Budget for Municipal Licensing & Standards.

## Appendix 2

### 2014 Recommended Total Operating Budget by Expenditure Category

#### Program Summary by Expenditure Category (In \$000s)

Category of Expense	2011	2012	2013	2013	2014	2014 Change from		2015	2016
	Actual	Actual	Budget	Projected	Rec'd	2013 Approved	%	Plan	Plan
	\$	\$	\$	\$	\$	\$	%	\$	\$
Salaries and Benefits	37,924.2	35,980.3	40,119.3	37,267.2	40,845.1	725.8	1.8%	42,091.5	42,209.7
Materials and Supplies	703.6	797.8	1,211.5	1,066.5	1,186.2	(25.3)	(2.1%)	1,186.2	1,186.2
Equipment	57.5	37.1	311.5	276.5	311.5	0.0	0.0%	301.5	301.5
Services & Rents	1,765.8	1,395.1	1,876.0	1,986.0	1,751.5	(124.5)	(6.6%)	1,741.4	1,741.4
Contributions to Capital									
Contributions to Reserve/Res Funds	725.7	729.0	848.2	848.2	848.2	(0.0)	(0.0%)	848.2	848.2
Other Expenditures	236.1	243.5	194.0	194.0	194.0		0.0%	194.0	194.0
Interdivisional Charges	4,687.4	4,708.4	4,737.9	4,737.9	4,555.2	(182.7)	(3.9%)	4,579.5	4,559.5
<b>Total Gross Expenditures</b>	<b>46,100.3</b>	<b>43,891.2</b>	<b>49,298.3</b>	<b>46,376.3</b>	<b>49,691.6</b>	<b>393.3</b>	<b>0.8%</b>	<b>50,942.4</b>	<b>51,040.6</b>
Interdivisional Recoveries	1,188.9	1,140.3	2,092.7	1,494.1	1,510.5	(582.3)	(27.8%)	1,543.3	1,543.3
Provincial Subsidies		0.7							
Federal Subsidies									
Other Subsidies									
User Fees & Donations	2,438.7	1,940.6	3,271.1	3,271.1	3,310.0	39.0	1.2%	3,349.7	3,349.7
Transfers from Capital Fund	119.1								
Contribution from Reserve Funds			20.0	598.6	20.0		0.0%		
Contribution from Reserve									
Sundry/License & Permit Revenue	22,628.3	22,739.2	23,700.1	20,898.0	24,128.2	428.1	1.8%	24,564.2	24,564.2
<b>Total Revenues</b>	<b>26,375.0</b>	<b>25,820.8</b>	<b>29,083.9</b>	<b>26,261.9</b>	<b>28,968.7</b>	<b>(115.2)</b>	<b>(0.4%)</b>	<b>29,457.2</b>	<b>29,457.2</b>
<b>Total Net Expenditures</b>	<b>19,725.3</b>	<b>18,070.4</b>	<b>20,214.5</b>	<b>20,114.4</b>	<b>20,722.9</b>	<b>508.5</b>	<b>2.5%</b>	<b>21,485.2</b>	<b>21,583.4</b>
<b>Approved Positions</b>	<b>432.6</b>	<b>398.6</b>	<b>452.6</b>	<b>452.6</b>	<b>454.0</b>	<b>1.4</b>	<b>0.3%</b>	<b>455.0</b>	<b>455.0</b>

### 2014 Key Cost Drivers

Recommended adjustments to expenditures and revenues by category in 2014 total \$0.5 million and reflect recommended base budget changes and service enhancements. The following highlights the key variances:

- 2013, 2014 and 2015 salaries include provision for cost of living and other required adjustments for union and non-union employees in accordance with approved settlements.
- Salaries & Benefits: Increases to Salary and Benefits are driven by cost of living allowance (COLA) and union step and non-union progression pay increases. The 2014 Recommended Operating Budget and 2015 Outlook include the negotiated contract amounts reflecting wage increases of 1.75% and 2.25% respectively.
- Interdivisional Recoveries: Interdivisional recoveries in 2010 increased significantly with the establishment of greater recoveries from Solid Waste Management Service for bylaw enforcement of the City's 70% Waste Diversion Program. In 2013, recoveries were reduced by the loss of funding of \$0.151 million for Rabies Education and Control as this

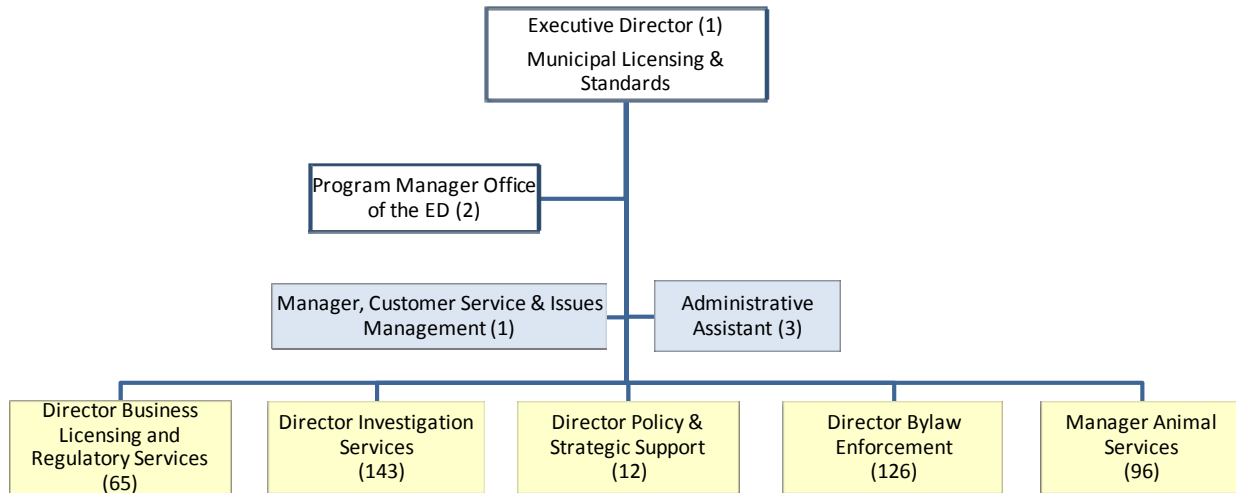
responsibility resides with Toronto Public Health. In 2014, recoveries were reduced by \$0.599 million for reversal of the 2013 one-time lump sum payment to union staff. In 2014, Interdivisional Charges have been reduced by \$0.183 million and is mainly driven by the cancelation of the IDC for IT Services. The systems analysis requirement related to this charge will be assumed internally by ML&S and hiring of required staff is currently underway.

- Sundry Revenues (including License & Permit Revenue) reflect an increase of \$0.428 million in 2014 and a similar increase in 2015 and are indicative of adjusting License & Permit Fees for inflation. It is recommended that, as part of the 2015 Budget process, the Program review and consider re-alignment of the revenue budget, as required, according to actual experience and service delivery levels.
- Approved positions for 2013 totaled 452.6. Recommended increases to approved positions for 2014 total 1.4 positions arising from the implementation of an internal re-organization in 2013 and 1 new supervisory position for Property Standards, Inspection & Compliance. In 2015, as MLS strives to improve customer service, 1 more supervisory position will be added.



## Appendix 2 - Continued

### 2014 Organization Chart



### 2013 Full and Part Time Staff

Category	Senior Management	Management	Exempt Professional & Clerical	Union	Total
Full-Time	1.0	53.0	10.0	389.0	453.0
Part-Time				1.0	1.0
<b>Total</b>	<b>1.0</b>	<b>53.0</b>	<b>10.0</b>	<b>390.0</b>	<b>454.0</b>

## Appendix 4

### Summary of 2014 New & Enhanced Service Changes

**2014 Operating Budget - Staff Recommended New and Enhanced Services  
Summary by Service  
(\$000s)**

Form ID		Citizen Focused Services B Program: Municipal Licensing & Standards	Adjustments				2015 Plan Net Change	2016 Plan Net Change
Category	Priority		Gross Expenditure	Revenue	Net	Approved Positions		

825	<b>Hire 2 New Supervisors to Improve Customer Service</b>	
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72	1	<b>Description:</b>
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Currently, there is a lack of adequate daily supervision of front line staff. Timeliness of response and resolution, and inconsistency in application of the relevant by-laws and processes are frequent with a high volume of escalated complaints. It is recommended that 2 new Supervisor Positions be added to the complement of MLS; 1 position in 2014 and 1 position in 2015. In addition to this new/enhanced service priority action, 2 more positions will be re-purposed within the existing complement in order to have one position added to each of 4 Districts to address management oversight and supervision within Investigation Services. The addition of these positions will assist the service moving to extended hours while also addressing both the Auditor General findings, as well as issues raised in the Ombudsman report of 2012.

**Service Level Impact:**

The future service level will be greatly improved as frontline staff will receive effective supervision, adequate workload distribution and proper training to provide appropriate customer service to residents. Improvements will be in the areas of effective communication and timely and thorough resolution, including follow-up to emails, telephone messages and written communication with the residents.

Service: MS-Allocable Service

Total Staff Recommended:	0.0	0.0	0.0	1.0	0.0	0.0
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Service: MS-Property Standards, Inspection & Compliance

Total Staff Recommended:	111.1	0.0	111.1	0.0	121.1	5.1
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**2014 Operating Budget - Staff Recommended New and Enhanced Services  
Summary by Service  
(\$000s)**

Form ID		Citizen Focused Services B Program: Municipal Licensing & Standards	Adjustments				2015 Plan Net Change	2016 Plan Net Change
Category	Priority		Gross Expenditure	Revenue	Net	Approved Positions		
<b>Staff Recommended New/Enhanced Services:</b>			111.1	0.0	111.1	1.0	121.1	5.1

**Category:**

- 71 - Operating Impact of New Capital Projects
- 72 - Enhanced Services-Service Expansion
- 74 - New Services
- 75 - New Revenues

**2014 Operating Budget - Staff Recommended New and Enhanced Services**  
**Summary by Service**  
(\$000s)

Form ID		Citizen Focused Services B Program: Municipal Licensing & Standards	Adjustments				2015 Plan Net Change	2016 Plan Net Change
Category	Priority		Gross Expenditure	Revenue	Net	Approved Positions		

**Summary:**

<b>Staff Recommended New/Enhanced Services:</b>	<b>111.1</b>	<b>0.0</b>	<b>111.1</b>	<b>1.0</b>	<b>121.1</b>	<b>5.1</b>
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**Category:**

- 71 - Operating Impact of New Capital Projects
- 72 - Enhanced Services-Service Expansion
- 74 - New Services
- 75 - New Revenues

## Appendix 5

### Inflows/Outflows to/from Reserves & Reserve Funds

#### Program Specific (In \$000s)

Reserve / Reserve Fund Name (In \$000s)	Reserve / Reserve Fund Number	Projected Balance as of Dec. 31, 2013 \$	Proposed Withdrawals (-) / Contributions (+)		
			2014 \$	2015 \$	2016 \$
<b>Projected Beginning Balance</b>		1,099.3	<b>742.8</b>	<b>0.0</b>	<b>534.2</b>
MLS Vehicle & Equipment Replacement Rese	XQ1202				
<i>Contributions -Total</i>		591.2	591.2	591.2	591.2
<i>(Withdrawals)- Total</i>		(947.7)	(1,334.0)	(57.0)	(229.0)
<b>Total Reserve / Reserve Fund Draws / Contributions</b>		<b>742.8</b>	<b>0.0</b>	<b>534.2</b>	<b>896.4</b>
<b>Balance at Year-End</b>		<b>742.8</b>	<b>0.0</b>	<b>534.2</b>	<b>896.4</b>

#### Corporate Reserve / Reserve Funds (In \$000s)

Reserve / Reserve Fund Name	Reserve / Reserve Fund Number	Projected Balance as of Dec. 31, 2013 \$	Proposed Withdrawals (-) / Contributions (+)		
			2014 \$	2015 \$	2016 \$
<b>Projected Beginning Balance</b>		<b>17,208.0</b>	<b>18,307.1</b>	<b>36,762.2</b>	<b>51,417.3</b>
Insurance Reserve Fund	XR1010				
<i>Contributions (+)</i>		257.0	257.0	257.0	257.0
<i>Withdrawals (-)</i>					
<b>Total Reserve / Reserve Fund Draws / Contributions</b>		<b>257.0</b>	<b>257.0</b>	<b>257.0</b>	<b>257.0</b>
<b>Other program / Agency Net Withdrawals &amp; Contributions</b>		<b>18,050.1</b>	<b>36,505.2</b>	<b>51,160.3</b>	<b>66,250.7</b>
<b>Balance at Year-End</b>		<b>18,307.1</b>	<b>36,762.2</b>	<b>51,417.3</b>	<b>66,507.7</b>

## Appendix 6

### 2014 User Fee Rate Changes

#### Inflation and Other Adjustments

Rate Description	Service	Fee Category	Fee Basis	2013	2014		2015	2016
				Approved Rate	Inflationary Adjusted Rate	Budget Rate	Plan Rate	Plan Rate
Photocopies of documents	Business & Trade Lic/Taxi & Livery Licens	Full Cost Recovery	Per page	\$0.51	\$0.01	\$0.52	\$0.53	\$0.53
Certification of documents	Business & Trade Lic/Taxi & Livery Licens	Full Cost Recovery	Per page	\$10.17	\$0.19	\$10.36	\$10.59	\$10.64
Duplicate paper licence	Business & Trade Lic/Taxi & Livery Licens	Full Cost Recovery	Per item	\$11.18	\$0.21	\$11.39	\$11.64	\$11.70
Duplicate licence sticker	Taxi & Livery Licens	Full Cost Recovery	Per item	\$5.08	\$0.09	\$5.17	\$5.29	\$5.32
Duplicate plate	Taxi & Livery Licens	Full Cost Recovery	Per item	\$25.42	\$0.47	\$25.89	\$26.47	\$26.61
Duplicate decal	Taxi & Livery Licens	Full Cost Recovery	Per item	\$11.18	\$0.21	\$11.39	\$11.64	\$11.70
Duplicate photo card	Business & Trade Lic/Taxi & Livery Licens	Full Cost Recovery	Per item	\$5.08	\$0.09	\$5.17	\$5.29	\$5.32
Filing of documents: standard taxicab lease	Taxi & Livery Licens	Full Cost Recovery	Per document	\$63.04	\$1.17	\$64.21	\$65.64	\$65.98
Filing of documents: notice of designated	Taxi & Livery Licens	Full Cost Recovery	Per document	\$63.04	\$1.17	\$64.21	\$65.64	\$65.98
Filing of documents: notice of designated	Taxi & Livery Licens	Full Cost Recovery	Per document	\$63.04	\$1.17	\$64.21	\$65.64	\$65.98
Inspection of new vehicle to be registered	Taxi & Livery Licens	Full Cost Recovery	Per vehicle	\$133.20	\$2.46	\$135.66	\$138.70	\$139.41
Inspection of new vehicle to be registered	Taxi & Livery Licens	Full Cost Recovery	Per vehicle	\$82.36	\$1.52	\$83.88	\$85.76	\$86.20
Non attendance for a scheduled vehicle	Taxi & Livery Licens	Full Cost Recovery	Per request	\$101.68	\$1.88	\$103.56	\$105.88	\$106.42
Non attendance for a scheduled vehicle re-	Taxi & Livery Licens	Full Cost Recovery	Per request	\$45.76	\$0.85	\$46.61	\$47.65	\$47.89
Re-inspection of a taxicab/limousine/dri	Taxi & Livery Licens	Full Cost Recovery	Per vehicle	\$45.76	\$0.85	\$46.61	\$47.65	\$47.89
Re-scheduling an exam or course before it	Taxi & Livery Licens	Full Cost Recovery	Per request	\$25.42	\$0.47	\$25.89	\$26.47	\$26.61
Registration for the Accessible Taxicab	Taxi & Livery Licens	Full Cost Recovery	Per request	\$193.19	\$3.57	\$196.76	\$201.17	\$202.20
Registration for the Ambassador Taxicab	Taxi & Livery Licens	Full Cost Recovery	Per request	\$708.71	\$13.11	\$721.82	\$737.99	\$741.75
Re-writing any course module of the	Taxi & Livery Licens	Full Cost Recovery	Per re-write	\$50.84	\$0.94	\$51.78	\$52.94	\$53.21
Examination Fee: Taxicab Driver	Taxi & Livery Licens	Full Cost Recovery	Per request	\$183.02	\$3.39	\$186.41	\$190.58	\$191.55
Attendance at Customer Service	Taxi & Livery Licens	Full Cost Recovery	Per module	\$185.06	\$3.42	\$188.48	\$192.71	\$193.69
Attendance at By-law Package	Taxi & Livery Licens	Full Cost Recovery	Per module	\$61.01	\$1.13	\$62.14	\$63.53	\$63.85
Attendance at any other single module of	Taxi & Livery Licens	Full Cost Recovery	Per module	\$21.35	\$0.39	\$21.74	\$22.23	\$22.35
Registration for the Taxicab Owner's	Taxi & Livery Licens	Full Cost Recovery	Per request	\$122.02	\$2.26	\$124.28	\$127.06	\$127.71
Registration for the Limousine Driver	Taxi & Livery Licens	Full Cost Recovery	Per request	\$305.40	\$5.65	\$311.05	\$318.02	\$319.64
Registration for the Limousine	Taxi & Livery Licens	Full Cost Recovery	Per request	\$122.02	\$2.26	\$124.28	\$127.06	\$127.71
Examination fee: Building Renovator	Business & Trade Lic	Full Cost Recovery	Per request	\$50.84	\$0.94	\$51.78	\$52.94	\$53.21

## Appendix 6 - Continued

### Inflation and Other Adjustments – Continued

Rate Description	Service	Fee Category	Fee Basis	2013	2014		2015	2016
				Approved Rate	Inflationary Adjusted	Budget Rate	Plan Rate	Plan Rate
Examination fee: Drain Layer	Business & Trade Lic	Full Cost Recovery	Per request	\$101.68	\$1.88	\$103.56	\$105.88	\$106.42
Examination fee: Drain Contractor	Business & Trade Lic	Full Cost Recovery	Per request	\$101.68	\$1.88	\$103.56	\$105.88	\$106.42
Licence status confirmation letter	Business & Trade Lic	Full Cost Recovery	Per letter	\$10.17	\$0.19	\$10.36	\$10.59	\$10.64
Application for vehicle repair facility	Business & Trade Lic	Full Cost Recovery	Per application	\$76.26	\$1.41	\$77.67	\$79.41	\$79.82
Inspection for placement on list of	Business & Trade Lic	Full Cost Recovery	Per inspection	\$127.10	\$2.35	\$129.45	\$132.35	\$133.03
Application for approval of form of	Taxi & Livery Licens	Full Cost Recovery	Per application	\$508.40	\$9.41	\$517.81	\$529.40	\$532.10
Request for hearing regarding approval of	Taxi & Livery Licens	Full Cost Recovery	Per request	\$203.36	\$3.76	\$207.12	\$211.76	\$212.84
Provision of inspection services	Prop Std/insp/Enfo	Full Cost Recovery	Per inspection - minimum	First Hour \$94.0	\$0.00	First Hour \$94.00.	First Hour \$94.00.	First Hour \$94.00.
Provision of inspection services	Prop Std/insp/Enfo	Full Cost Recovery	Per inspection - minimum.	\$55.00 per hour	\$0.00	\$55.00 per hour.	\$55.00 per hour.	\$55.00 per hour.
Application fee: Temporary Sign permit	Business Permitting	Full Cost Recovery	Per application	\$96.60	\$1.79	\$98.39	\$100.59	\$101.10
Renewal fee: Temporary Sign permit	Business Permitting	Full Cost Recovery	Per application	\$76.26	\$1.41	\$77.67	\$79.41	\$79.82
Removal Fee of Illegal Portable Sign.	Waste By-Law Enforce	Full Cost Recovery	Per removal	\$100.00	\$0.00	\$100.00	\$100.00	\$100.00
Application fee: Temporary Sign permit	Business Permitting	Full Cost Recovery	Per application	\$127.10	\$2.35	\$129.45	\$132.35	\$133.03
Retrieval of Illegal Mobile Sign (per sign).	Prop Std/insp/Enfo	Full Cost Recovery	Per sign	\$200.00	\$0.00	\$200.00	\$200.00	\$200.00
Storage of Illegal Sign (per day). Mobile Sign.	Prop Std/insp/Enfo	Full Cost Recovery	Per day	\$15.00	\$0.00	\$15.00	\$15.00	\$15.00
Annual fee: Temporary Sign permit - New	Business Permitting	Annual fee: Temporary Sign permit - New	Per project	\$203.36	\$3.76	\$207.12	\$211.76	\$212.84
Roof Signs per sq. ft. of sign face area,	Exemptions & Permits	Full Cost Recovery	Per sq. ft.	\$30.00 \$30/sq.	\$0.00	\$30.00 \$30/sq. ft. of sign face area, min. \$175	\$30.00 \$30/sq. ft. of sign face area, min. \$175	\$30.00 \$30/sq. ft. of sign face area, min. \$175
For Removal of Illegal open house directional	Waste By-Law Enforce	Full Cost Recovery	Per Sign	\$100.00	\$0.00	\$100.00	\$100.00	\$100.00
For Removal of Illegal garage sales sign.	Waste By-Law Enforce	Full Cost Recovery	Per sign	\$100.00	\$0.00	\$100.00	\$100.00	\$100.00
Inspection of event area	Parks By-Law Enforce	Full Cost Recovery	Per inspector/hr	\$60.00	\$0.00	\$60.00	\$60.00	\$60.00
Permit application fee	Zoning Investigation	Full Cost Recovery	Per application	\$100.00	\$0.00	\$100.00	\$100.00	\$100.00
Appeal application fee	Prop Std/insp/Enfo	Full Cost Recovery	Per application	\$200.00	\$0.00	\$200.00	\$200.00	\$200.00
Monitoring by City staff of sound levels at	Prop Std/insp/Enfo	Full Cost Recovery	Per staff/hr	\$60.00	\$0.00	\$60.00	\$60.00	\$60.00
Remedial work for contracts up to \$500	Property Maintenance	Full Cost Recovery	Per remedial work	\$100.00	\$0.00	\$100.00	\$100.00	\$100.00
Remedial work for contracts ranging from	Property Maintenance	Full Cost Recovery	Per remedial work	\$200.00	\$0.00	\$200.00	\$200.00	\$200.00
Remedial work for contracts ranging from	Property Maintenance	Full Cost Recovery	Per remedial work	\$300.00	\$0.00	\$300.00	\$300.00	\$300.00
Remedial work for contracts ranging from	Property Maintenance	Full Cost Recovery	Per remedial work	\$500.00	\$0.00	\$500.00	\$500.00	\$500.00
Remedial work for contracts ranging from	Property Maintenance	Full Cost Recovery	Per remedial work	\$1,000.00	\$0.00	\$1,000.00	\$1,000.00	\$1,000.00
Remedial work for contracts over \$10,000	Property Maintenance	Full Cost Recovery	Per remedial work	\$2,000.00	\$0.00	\$2,000.00	\$2,000.00	\$2,000.00



## Appendix 6 - Continued

### Inflation and Other Adjustments – Continued

Rate Description	Service	Fee Category	Fee Basis	2013	2014		2015	2016
				Approved Rate	Inflationary Adjusted Rate	Budget Rate	Plan Rate	Plan Rate
Clerical administrative services	Prop Std/insp/Enfo	Full Cost Recovery	Per Property	\$211.26	\$0.00	\$211.26	\$211.26	\$211.26
Business Licensing & Enforcement - Property Administration fee for court attendance	Prop Std/insp/Enfo	Full Cost Recovery	Per property	\$439.12	\$7.95	\$447.07	\$457.08	\$458.36
Amount for the annual registration of animal.	Prop Std/insp/Enfo	Full Cost Recovery	Each	\$548.88	\$9.93	\$558.81	\$571.33	\$572.93
Amount for the annual registration of animal.	Cat & Dog Licensing	City Policy	Per Animal	\$50.00	\$0.00	\$50.00	\$50.00	\$50.00
Amount for the annual registration of animal.	Cat & Dog Licensing	City Policy	Per Animal	\$60.00	\$0.00	\$60.00	\$60.00	\$60.00
Amount for the annual registration of animal.	Cat & Dog Licensing	City Policy	Per Animal	\$25.00	\$0.00	\$25.00	\$25.00	\$25.00
Amount for the annual registration of animal.	Cat & Dog Licensing	City Policy	Per Animal	\$30.00	\$0.00	\$30.00	\$30.00	\$30.00
Amount for the annual registration of animal.	Cat & Dog Licensing	City Policy	Per Animal	\$25.00	\$0.00	\$25.00	\$25.00	\$25.00
Amount for the annual registration of animal.	Cat & Dog Licensing	City Policy	Per Animal	\$15.00	\$0.00	\$15.00	\$15.00	\$15.00
Amount for the annual registration of animal.	Cat & Dog Licensing	City Policy	Per Animal	\$12.50	\$0.00	\$12.50	\$12.50	\$12.50
Amount for the annual registration of animal.	Cat & Dog Licensing	City Policy	Per Animal	\$7.50	\$0.00	\$7.50	\$7.50	\$7.50
Fee charged for replacing a lost pet tag	Cat & Dog Licensing	Full Cost Recovery	Per Animal	\$5.00	\$0.00	\$5.00	\$5.00	\$5.00
Impound Fee Dog. The first day of care in the Impound Fee Dog. The daily care, food and	Cat & Dog Licensing	Market Based	1st 24 hrs. or part thereof	\$40.00	\$0.00	\$40.00	\$40.00	\$40.00
Impound Fee Cat. The first day of care in the Impound Fee Cat. The daily care, food and	Cat & Dog Licensing	Market Based	Subsequent Per Diem	\$20.00	\$0.00	\$20.00	\$20.00	\$20.00
	Cat & Dog Licensing	Market Based	1st 24 hrs. or part thereof	\$30.00	\$0.00	\$30.00	\$30.00	\$30.00
	Cat & Dog Licensing	Market Based	Subsequent Per Diem	\$10.00	\$0.00	\$10.00	\$10.00	\$10.00
Adoption Fee Dog	Animal Shelter/Adopt	Market Based	Per Animal	\$125.00	\$0.00	\$125.00	\$125.00	\$125.00
Adoption Fee Cat	Animal Shelter/Adopt	Market Based	Per Animal	\$75.00	\$0.00	\$75.00	\$75.00	\$75.00
Adoption Fee - Bird - Budgies, finch type	Animal Shelter/Adopt	Market Based	Per Adoption	\$5.00	\$0.00	\$5.00	\$5.00	\$5.00
Adoption Fee - Bird - Cockatiels, love bird	Animal Shelter/Adopt	Market Based	Per Adoption	\$20.00	\$0.00	\$20.00	\$20.00	\$20.00
Adoption Fee - Bird - Small parrot (<=1 kg)	Animal Shelter/Adopt	Market Based	Per Adoption	\$50.00	\$0.00	\$50.00	\$50.00	\$50.00
Adoption Fee Fish	Animal Shelter/Adopt	Market Based	Per Adoption	\$5.00	\$0.00	\$5.00	\$5.00	\$5.00
Adoption Fee Mammals	Animal Shelter/Adopt	Market Based	Per Adoption	\$40.00	\$0.00	\$40.00	\$40.00	\$40.00
Adoption Fee - Reptiles	Animal Shelter/Adopt	Market Based	Per Adoption	\$20.00	\$0.00	\$20.00	\$20.00	\$20.00
Adoption Fee - Rodents	Animal Shelter/Adopt	Market Based	Per Adoption	\$5.00	\$0.00	\$5.00	\$5.00	\$5.00
Other fees - Cat boxes	Animal Shelter/Adopt	Market Based	Per Box	\$5.00	\$0.00	\$5.00	\$5.00	\$5.00
Neuter - Male Cat	Veterinary Care	Full Cost Recovery	Per Animal	\$40.00	\$0.00	\$40.00	\$40.00	\$40.00
Spay Female Cat > 1 year	Veterinary Care	Full Cost Recovery	Per Animal	\$60.00	\$0.00	\$60.00	\$60.00	\$60.00

## Appendix 6 - Continued

### Inflation and Other Adjustments - Continued

Rate Description	Service	Fee Category	Fee Basis	2013	2014		2015	2016
				Approved Rate	Inflationary Adjusted Rate	Budget Rate	Plan Rate	Plan Rate
Spay/Neuter - Additional fee if	Veterinary Care	Full Cost Recovery	Per Animal	\$20.00	\$0.00	\$20.00	\$20.00	\$20.00
Fee charged when the pet owner surrenders a	Animal Shelter/Adopt	City Policy	Per Animal	\$50.00	\$0.93	\$50.93	\$52.07	\$52.36
Fee charged when the pet owner surrenders a	Animal Shelter/Adopt	City Policy	Per Animal	\$30.00	\$0.56	\$30.56	\$31.24	\$31.42
Fee charged when the pet owner surrenders	Animal Shelter/Adopt	City Policy	Per Litter	\$20.00	\$0.00	\$20.00	\$20.00	\$20.00
Fee charged when the pet owner surrenders	Animal Shelter/Adopt	City Policy	Per Animal	\$30.00	\$0.56	\$30.56	\$31.24	\$31.42
Sheltering Fees at clinic - Cats	Veterinary Care	City Policy	Per Diem Per Animal	\$10.00	\$0.00	\$10.00	\$10.00	\$10.00
Pick Up & Delivery Charge	Animal Mobile Respon	Full Cost Recovery	Per Trip Per Animal	\$40.00	\$0.74	\$40.74	\$41.66	\$41.89
Protective Care (Dog/Cat)	Animal Shelter/Adopt	City Policy	1st 24 hrs. or part thereof	\$40.00	\$0.00	\$40.00	\$40.00	\$40.00
Protective Care Dog	Animal Shelter/Adopt	City Policy	Subsequent Per Diem Per	\$20.00	\$0.00	\$20.00	\$20.00	\$20.00
Protective Care Cat	Animal Shelter/Adopt	City Policy	Subsequent Per Diem Per	\$10.00	\$0.00	\$10.00	\$10.00	\$10.00
Retrieval of Illegal Portable Sign.	Waste By-Law Enforce	Full Cost Recovery	Per Retrieval	\$200.00	\$0.00	\$200.00	\$200.00	\$200.00
Storage Fee for Illegal Portable Sign.	Waste By-Law Enforce	Full Cost Recovery	Per Storage	\$15.00	\$0.00	\$15.00	\$15.00	\$15.00
Removal Fee for Illegal Mobile Sign.	Prop Std/insp/Enfo	Full Cost Recovery	Per Removal	\$100.00	\$0.00	\$100.00	\$100.00	\$100.00
Disposal Fee for Illegal Mobile Sign.	Prop Std/insp/Enfo	Full Cost Recovery	Per Disposal	\$80.00	\$0.00	\$80.00	\$80.00	\$80.00
Retrieval of Illegal New Development Sign	Waste By-Law Enforce	Full Cost Recovery	Per Retrieval	\$200.00	\$0.00	\$200.00	\$200.00	\$200.00
Storage of Illegal New Development Sign	Waste By-Law Enforce	Full Cost Recovery	Per Storage	\$15.00	\$0.00	\$15.00	\$15.00	\$15.00
Disposal Fee of Illegal New Development Sign	Prop Std/insp/Enfo	Full Cost Recovery	Per Disposal	\$50.00	\$0.00	\$50.00	\$50.00	\$50.00
Removal Fee of Illegal Ground Mounted Sign	Prop Std/insp/Enfo	Full Cost Recovery	Per Removal	\$100.00	\$0.00	\$100.00	\$100.00	\$100.00
Retrieval Fee of Illegal Ground Mounted Sign	Waste By-Law Enforce	Full Cost Recovery	Per Retrieval	\$200.00	\$0.00	\$200.00	\$200.00	\$200.00
Storage Fee of Illegal Ground Mounted Sign	Waste By-Law Enforce	Full Cost Recovery	Per Storage	\$15.00	\$0.00	\$15.00	\$15.00	\$15.00
Disposal Fee of Illegal Ground Mounted Sign	Prop Std/insp/Enfo	Full Cost Recovery	Per Disposal	\$50.00	\$0.00	\$50.00	\$50.00	\$50.00
Retrieval of Illegal Garage Sale Sign.	Waste By-Law Enforce	Full Cost Recovery	Per Retrieval	\$200.00	\$0.00	\$200.00	\$200.00	\$200.00
Storage Fee of Illegal Garage Sale Sign.	Waste By-Law Enforce	Full Cost Recovery	Per Storage	\$15.00	\$0.00	\$15.00	\$15.00	\$15.00
Disposal Fee of Illegal Garage Sale Sign.	Waste By-Law Enforce	Full Cost Recovery	Per Disposal	\$50.00	\$0.00	\$50.00	\$50.00	\$50.00
Retrieval fee of Illegal Open-House	Waste By-Law Enforce	Full Cost Recovery	Per Retrieval	\$200.00	\$0.00	\$200.00	\$200.00	\$200.00
Storage fee of Illegal Open- House	Waste By-Law Enforce	Full Cost Recovery	Per Storage	\$15.00	\$0.00	\$15.00	\$15.00	\$15.00
Disposal Fee of Illegal Open-House	Waste By-Law Enforce	Full Cost Recovery	Per Disposal	\$50.00	\$0.00	\$50.00	\$50.00	\$50.00
Removal Fee of Illegal Real Estate Sign.	Waste By-Law Enforce	Full Cost Recovery	Per Removal	\$100.00	\$0.00	\$100.00	\$100.00	\$100.00

## Appendix 6 - Continued

### Inflation and Other Adjustments - Continued

Rate Description	Service	Fee Category	Fee Basis	2013	2014		2015	2016
				Approved Rate	Inflationary Adjusted Rate	Budget Rate	Plan Rate	Plan Rate
Retrieval fee for Illegal Real Estate Sign.	Waste By-Law Enforce	Full Cost Recovery	Per Retrieval	\$200.00	\$0.00	\$200.00	\$200.00	\$200.00
Storage Fee for Illegal Real Estate Sign.	Waste By-Law Enforce	Full Cost Recovery	Per Storage	\$15.00	\$0.00	\$15.00	\$15.00	\$15.00
Disposal Fee for Illegal Real Estate Sign.	Waste By-Law Enforce	Full Cost Recovery	Per Disposal	\$50.00	\$0.00	\$50.00	\$50.00	\$50.00
Removal fee for Illegal Temporary Signs.	Waste By-Law Enforce	Full Cost Recovery	Per Removal	\$100.00	\$0.00	\$100.00	\$100.00	\$100.00
Retrieval fee for Illegal Temporary Signs.	Waste By-Law Enforce	Full Cost Recovery	Per Retrieval	\$200.00	\$0.00	\$200.00	\$200.00	\$200.00
Storage fee for Illegal Temporary Signs.	Waste By-Law Enforce	Full Cost Recovery	Per Storage	\$15.00	\$0.00	\$15.00	\$15.00	\$15.00
Disposal fee for Illegal Temporary Signs.	Waste By-Law Enforce	Full Cost Recovery	Per Disposal	\$50.00	\$0.00	\$50.00	\$50.00	\$50.00
Basic Application	Prop Std/insp/Enfo	Full Cost Recovery	Per Application	\$780.00	\$0.00	\$780.00	\$780.00	\$780.00
Registered Letter	Prop Std/insp/Enfo	Full Cost Recovery	Per Letter	\$5.00	\$0.00	\$5.00	\$5.00	\$5.00
Fence Viewers Fee	Prop Std/insp/Enfo	Full Cost Recovery	Per hour x 3 viewers	\$30.00	\$0.00	\$30.00	\$30.00	\$30.00
Certificate of Award Application Fee- Line Fences Act. Deposit of Line Fence Handbook Fee	Prop Std/insp/Enfo	Full Cost Recovery	Per Certificate	\$20.00	\$0.00	\$20.00	\$20.00	\$20.00
Re-attendance of fence viewers	Prop Std/insp/Enfo	Full Cost Recovery	Per Award	\$25.00	\$0.00	\$25.00	\$25.00	\$25.00
Appeal hearing attendance	Prop Std/insp/Enfo	Full Cost Recovery	Per Package	\$20.00	\$0.00	\$20.00	\$20.00	\$20.00
Municipal charges added to the tax roll	Prop Std/insp/Enfo	Full Cost Recovery	Per hour x 3 viewers	\$30.00	\$0.00	\$30.00	\$30.00	\$30.00
Fence exemption fee	Zoning Investigation	Full Cost Recovery	Per charge	\$75.00	\$0.00	\$75.00	\$75.00	\$75.00
Pool enclosure fee	Zoning Investigation	Full Cost Recovery	Per application	\$200.00	\$0.00	\$200.00	\$200.00	\$200.00
Removal fee advertising devices	Prop Std/insp/Enfo	Full Cost Recovery	Per application	\$84.00	\$0.00	\$84.00	\$84.00	\$84.00
Clerical/ Administration Fee	Prop Std/insp/Enfo	Full Cost Recovery	Per advertising device	\$60.00	\$0.00	\$60.00	\$60.00	\$60.00
Property Standards & Maintenance Court/Tribunal Attendance Fee	Prop Std/insp/Enfo	Full Cost Recovery	Per Property	\$203.72	\$0.00	\$203.72	\$203.72	\$203.72
Application fee: Taxicab Broker licence	Taxi & Livery Licens	Full Cost Recovery	Per Property	\$407.44	\$0.00	\$407.44	\$407.44	\$407.44
Renewal fee: Taxicab Broker licence	Taxi & Livery Licens	Full Cost Recovery	Per Property	\$520.56	\$9.42	\$529.98	\$541.85	\$543.37
Application fee: Limousine Service	Taxi & Livery Licens	Full Cost Recovery	Per application	\$376.04	\$6.96	\$383.00	\$391.58	\$393.57
Renewal fee: Limousine Service Company	Taxi & Livery Licens	Full Cost Recovery	Per application	\$252.82	\$4.68	\$257.50	\$263.27	\$264.61
Application fee: Private Parking	Business & Trade Lic	Full Cost Recovery	Per application	\$376.04	\$6.96	\$383.00	\$391.58	\$393.57
Renewal fee: Private Parking Enforcement	Business & Trade Lic	Full Cost Recovery	Per application	\$252.82	\$4.68	\$257.50	\$263.27	\$264.61
			Per application	\$3,088.54	\$57.14	\$3,145.68	\$3,216.14	\$3,232.54
			Per application	\$2,848.36	\$52.69	\$2,901.05	\$2,966.04	\$2,981.17

## Appendix 6 - Continued

## Inflation and Other Adjustments – Continued

Rate Description	Service	Fee Category	Fee Basis	2013	2014		2015	2016
				Approved Rate	Inflationary Adjusted Rate	Budget Rate	Plan Rate	Plan Rate
Application fee: Driving School	Taxi & Livery Licens	Full Cost Recovery	Per application	\$376.04	\$6.96	\$383.00	\$391.58	\$393.57
Renewal fee: Driving School Operator	Taxi & Livery Licens	Full Cost Recovery	Per application	\$252.82	\$4.68	\$257.50	\$263.27	\$264.61
Application fee: Drive- Self Rental Owner	Business & Trade Lic	Full Cost Recovery	Per application	\$376.04	\$6.96	\$383.00	\$391.58	\$393.57
Renewal fee: Drive-Self Rental Owner licence	Business & Trade Lic	Full Cost Recovery	Per application	\$252.82	\$4.68	\$257.50	\$263.27	\$264.61
Application fee: Holistic Centre licence	Business & Trade Lic	Full Cost Recovery	Per application	\$247.28	\$4.57	\$251.85	\$257.50	\$258.81
Renewal fee: Holistic Centre licence	Business & Trade Lic	Full Cost Recovery	Per application	\$135.86	\$2.51	\$138.37	\$141.47	\$142.19
Application fee: Adult Entertainment Centre	Business & Trade Lic	Full Cost Recovery	Per application	\$12,070.74	\$223.31	\$12,294.05	\$12,569.44	\$12,633.54
Renewal fee: Adult Entertainment Centre	Business & Trade Lic	Full Cost Recovery	Per application	\$11,666.35	\$215.83	\$11,882.18	\$12,148.34	\$12,210.29
Application fee: Place of Amusement licence	Business & Trade Lic	Full Cost Recovery	Per application	\$372.48	\$6.89	\$379.37	\$387.87	\$389.85
Renewal fee: Place of Amusement licence	Business & Trade Lic	Full Cost Recovery	Per application	\$215.01	\$3.98	\$218.99	\$223.89	\$225.03
Application fee: Billiard Hall licence	Business & Trade Lic	Full Cost Recovery	Per application	\$372.48	\$6.89	\$379.37	\$387.87	\$389.85
Renewal fee: Billiard Hall licence	Business & Trade Lic	Full Cost Recovery	Per application	\$215.01	\$3.98	\$218.99	\$223.89	\$225.03
Application fee: Temporary Sign	Business & Trade Lic	Full Cost Recovery	Per application	\$325.25	\$6.02	\$331.27	\$338.69	\$340.41
Renewal fee: Temporary Sign	Business & Trade Lic	Full Cost Recovery	Per application	\$213.83	\$3.96	\$217.79	\$222.66	\$223.80
Application fee: Body Rub Parlour licence -	Business & Trade Lic	Full Cost Recovery	Per application	\$11,992.77	\$221.87	\$12,214.64	\$12,488.24	\$12,551.93
Renewal fee: Body Rub Parlour licence -	Business & Trade Lic	Full Cost Recovery	Per application	\$11,588.37	\$214.38	\$11,802.75	\$12,067.14	\$12,128.68
Application fee: Bowling House licence	Business & Trade Lic	Full Cost Recovery	Per application	\$372.48	\$6.89	\$379.37	\$387.87	\$389.85
Renewal fee: Bowling House licence	Business & Trade Lic	Full Cost Recovery	Per application	\$215.01	\$3.98	\$218.99	\$223.89	\$225.03
Application fee: Boats For Hire licence	Business & Trade Lic	Full Cost Recovery	Per application	\$325.25	\$6.02	\$331.27	\$338.69	\$340.41
Renewal fee: Boats For Hire licence	Business & Trade Lic	Full Cost Recovery	Per application	\$213.83	\$3.96	\$217.79	\$222.66	\$223.80
Application fee: Carnival licence	Business & Trade Lic	Full Cost Recovery	Per application	\$372.48	\$6.89	\$379.37	\$387.87	\$389.85
Renewal fee: Carnival licence	Business & Trade Lic	Full Cost Recovery	Per application	\$215.01	\$3.98	\$218.99	\$223.89	\$225.03
Application fee: Circus licence	Business & Trade Lic	Full Cost Recovery	Per application	\$372.48	\$6.89	\$379.37	\$387.87	\$389.85
Renewal fee: Circus licence	Business & Trade Lic	Full Cost Recovery	Per application	\$215.01	\$3.98	\$218.99	\$223.89	\$225.03
Application fee: Smoke Shop licence	Business & Trade Lic	Full Cost Recovery	Per application	\$568.64	\$10.52	\$579.16	\$592.13	\$595.15
Renewal fee: Smoke Shop licence	Business & Trade Lic	Full Cost Recovery	Per application	\$277.63	\$5.14	\$282.77	\$289.10	\$290.57
Application fee: Retail Store (Food) licence	Business & Trade Lic	Full Cost Recovery	Per application	\$325.24	\$6.02	\$331.26	\$338.68	\$340.40
Renewal fee: Retail Store (Food) licence	Business & Trade Lic	Full Cost Recovery	Per application	\$215.01	\$3.98	\$218.99	\$223.89	\$225.03

## Appendix 6 - Continued

### Inflation and Other Adjustments – Continued

Rate Description	Service	Fee Category	Fee Basis	2013	2014		2015	2016
				Approved Rate	Inflationary Adjusted Rate	Budget Rate	Plan Rate	Plan Rate
Application fee: Personal Services	Business & Trade Lic	Full Cost Recovery	Per application	\$325.25	\$15.04	\$340.29	\$347.91	\$349.69
Renewal fee: Personal Services Settings	Business & Trade Lic	Full Cost Recovery	Per application	\$213.83	\$9.88	\$223.71	\$228.72	\$229.89
Application fee: Laundry licence	Business & Trade Lic	Full Cost Recovery	Per application	\$325.25	\$6.02	\$331.27	\$338.69	\$340.41
Renewal fee: Laundry licence	Business & Trade Lic	Full Cost Recovery	Per application	\$213.83	\$3.96	\$217.79	\$222.66	\$223.80
Application fee: Motor Vehicle Racing licence	Business & Trade Lic	Full Cost Recovery	Per application	\$372.48	\$6.89	\$379.37	\$387.87	\$389.85
Renewal fee: Motor Vehicle Racing licence	Business & Trade Lic	Full Cost Recovery	Per application	\$215.01	\$3.98	\$218.99	\$223.89	\$225.03
Application fee: Theatre licence	Business & Trade Lic	Full Cost Recovery	Per application	\$372.48	\$6.89	\$379.37	\$387.87	\$389.85
Renewal fee: Theatre licence	Business & Trade Lic	Full Cost Recovery	Per application	\$215.01	\$3.98	\$218.99	\$223.89	\$225.03
Application fee: Precious Metal Shop	Business & Trade Lic	Full Cost Recovery	Per application	\$568.64	\$10.52	\$579.16	\$592.13	\$595.15
Renewal fee: Precious Metal Shop licence	Business & Trade Lic	Full Cost Recovery	Per application	\$277.63	\$5.14	\$282.77	\$289.10	\$290.57
Application fee: Pawn Shop licence	Business & Trade Lic	Full Cost Recovery	Per application	\$568.64	\$10.52	\$579.16	\$592.13	\$595.15
Renewal fee: Pawn Shop licence	Business & Trade Lic	Full Cost Recovery	Per application	\$277.63	\$5.14	\$282.77	\$289.10	\$290.57
Application fee: Pet Shop licence	Business & Trade Lic	Full Cost Recovery	Per application	\$568.64	\$10.52	\$579.16	\$592.13	\$595.15
Renewal fee: Pet Shop licence	Business & Trade Lic	Full Cost Recovery	Per application	\$277.63	\$5.14	\$282.77	\$289.10	\$290.57
Application fee: Bath House licence	Business & Trade Lic	Full Cost Recovery	Per application	\$372.48	\$6.89	\$379.37	\$387.87	\$389.85
Renewal fee: Bath House licence	Business & Trade Lic	Full Cost Recovery	Per application	\$215.01	\$3.98	\$218.99	\$223.89	\$225.03
Application fee: Public Garage licence	Business & Trade Lic	Full Cost Recovery	Per application	\$376.04	\$6.96	\$383.00	\$391.58	\$393.57
Renewal fee: Public Garage licence	Business & Trade Lic	Full Cost Recovery	Per application	\$252.82	\$4.68	\$257.50	\$263.27	\$264.61
Application fee: Public Hall licence	Business & Trade Lic	Full Cost Recovery	Per application	\$372.48	\$6.89	\$379.37	\$387.87	\$389.85
Renewal fee: Public Hall licence	Business & Trade Lic	Full Cost Recovery	Per application	\$215.01	\$3.98	\$218.99	\$223.89	\$225.03
Application fee: Eating Establishment licence	Business & Trade Lic	Full Cost Recovery	Per application	\$441.00	\$8.16	\$449.16	\$459.22	\$461.56
Renewal fee: Eating Establishment licence	Business & Trade Lic	Full Cost Recovery	Per application	\$265.81	\$4.92	\$270.73	\$276.79	\$278.20
Application fee: Second Hand Dealer	Business & Trade Lic	Full Cost Recovery	Per application	\$568.64	\$10.52	\$579.16	\$592.13	\$595.15
Renewal fee: Second Hand Dealer licence	Business & Trade Lic	Full Cost Recovery	Per application	\$277.63	\$5.14	\$282.77	\$289.10	\$290.57
Application fee: Second Hand Shop	Business & Trade Lic	Full Cost Recovery	Per application	\$568.64	\$10.52	\$579.16	\$592.13	\$595.15
Renewal fee: Second Hand Shop licence	Business & Trade Lic	Full Cost Recovery	Per application	\$277.63	\$5.14	\$282.77	\$289.10	\$290.57
Application fee: Second Hand Salvage	Business & Trade Lic	Full Cost Recovery	Per application	\$568.64	\$10.52	\$579.16	\$592.13	\$595.15
Renewal fee: Second Hand Salvage Yard	Business & Trade Lic	Full Cost Recovery	Per application	\$277.63	\$5.14	\$282.77	\$289.10	\$290.57

## Appendix 6 - Continued

## Inflation and Other Adjustments – Continued

Rate Description	Service	Fee Category	Fee Basis	2013	2014		2015	2016
				Approved Rate	Inflationary Adjusted Rate	Budget Rate	Plan Rate	Plan Rate
Application fee: Second Hand Salvage	Business & Trade Lic	Full Cost Recovery	Per application	\$568.64	\$10.52	\$579.16	\$592.13	\$595.15
Renewal fee: Second Hand Salvage Shop	Business & Trade Lic	Full Cost Recovery	Per application	\$277.63	\$5.14	\$282.77	\$289.10	\$290.57
Application fee: Swimming Pool licence	Business & Trade Lic	Full Cost Recovery	Per application	\$372.48	\$6.89	\$379.37	\$387.87	\$389.85
Renewal fee: Swimming Pool licence	Business & Trade Lic	Full Cost Recovery	Per application	\$215.01	\$3.98	\$218.99	\$223.89	\$225.03
Application fee: Special Sale licence	Business & Trade Lic	Full Cost Recovery	Per application	\$568.64	\$10.52	\$579.16	\$592.13	\$595.15
Renewal fee: Special Sale licence	Business & Trade Lic	Full Cost Recovery	Per application	\$277.63	\$5.14	\$282.77	\$289.10	\$290.57
Application fee: Clothing Drop Box	Business & Trade Lic	Full Cost Recovery	Per application	\$484.45	\$8.96	\$493.41	\$504.46	\$507.04
Renewal fee: Clothing Drop Box Operator	Business & Trade Lic	Full Cost Recovery	Per application	\$204.58	\$3.78	\$208.36	\$213.03	\$214.12
Application fee: Entertainment	Business & Trade Lic	Full Cost Recovery	Per application	\$428.71	\$7.93	\$436.64	\$446.42	\$448.70
Renewal fee: Entertainment	Business & Trade Lic	Full Cost Recovery	Per application	\$258.83	\$4.79	\$263.62	\$269.52	\$270.90
Application fee: Taxicab Driver licence	Taxi & Livery Licens	Full Cost Recovery	Per application	\$548.14	\$10.14	\$558.28	\$570.79	\$573.70
Renewal fee: Taxicab Driver licence	Taxi & Livery Licens	Full Cost Recovery	Per application	\$315.43	\$5.84	\$321.27	\$328.46	\$330.14
Application fee: Limousine Driver	Taxi & Livery Licens	Full Cost Recovery	Per application	\$355.97	\$6.59	\$362.56	\$370.68	\$372.57
Renewal fee: Limousine Driver licence	Taxi & Livery Licens	Full Cost Recovery	Per application	\$263.44	\$4.87	\$268.31	\$274.32	\$275.72
Application fee: Tow Truck Driver licence	Taxi & Livery Licens	Full Cost Recovery	Per application	\$355.97	\$6.59	\$362.56	\$370.68	\$372.57
Renewal fee: Tow Truck Driver licence	Taxi & Livery Licens	Full Cost Recovery	Per application	\$263.44	\$4.87	\$268.31	\$274.32	\$275.72
Application fee: Driving Instructor	Taxi & Livery Licens	Full Cost Recovery	Per application	\$355.97	\$6.59	\$362.56	\$370.68	\$372.57
Renewal fee: Driving Instructor licence -	Taxi & Livery Licens	Full Cost Recovery	Per application	\$263.44	\$4.87	\$268.31	\$274.32	\$275.72
Application fee: Refreshment Vehicle	Taxi & Livery Licens	Full Cost Recovery	Per application	\$355.97	\$6.59	\$362.56	\$370.68	\$372.57
Renewal fee: Refreshment Vehicle	Taxi & Livery Licens	Full Cost Recovery	Per application	\$263.44	\$4.87	\$268.31	\$274.32	\$275.72
Application fee: School Bus Driver licence	Taxi & Livery Licens	Full Cost Recovery	Per application	\$355.97	\$6.59	\$362.56	\$370.68	\$372.57
Renewal fee: School Bus Driver licence	Taxi & Livery Licens	Full Cost Recovery	Per application	\$263.44	\$4.87	\$268.31	\$274.32	\$275.72
Application fee: Pedicab Driver licence	Taxi & Livery Licens	Full Cost Recovery	Per application	\$355.97	\$6.59	\$362.56	\$370.68	\$372.57
Renewal fee: Pedicab Driver licence	Taxi & Livery Licens	Full Cost Recovery	Per application	\$263.44	\$4.87	\$268.31	\$274.32	\$275.72
Application fee: Horse Drawn Vehicle Driver	Taxi & Livery Licens	Full Cost Recovery	Per application	\$355.97	\$6.59	\$362.56	\$370.68	\$372.57
Renewal fee: Horse Drawn Vehicle Driver	Taxi & Livery Licens	Full Cost Recovery	Per application	\$263.44	\$4.87	\$268.31	\$274.32	\$275.72
Application fee: Right of Entry permit - Low	Business Permitting	Full Cost Recovery	Per application	\$281.71	\$5.21	\$286.92	\$293.35	\$294.84
Renewal fee: Right of Entry permit - Low	Business Permitting	Full Cost Recovery	Per application	\$155.56	\$2.88	\$158.44	\$161.99	\$162.81

## Appendix 6 - Continued

## Inflation and Other Adjustments – Continued

Rate Description	Service	Fee Category	Fee Basis	2013	2014		2015	2016
				Approved Rate	Inflationary Adjusted Rate	Budget Rate	Plan Rate	Plan Rate
Application fee: Right of Entry permit - High	Business Permitting	Full Cost Recovery	Per application	\$1,034.98	\$19.15	\$1,054.13	\$1,077.74	\$1,083.24
Renewal fee: Right of Entry permit - High	Business Permitting	Full Cost Recovery	Per application	\$341.74	\$6.32	\$348.06	\$355.86	\$357.67
Annual fee: Clothing Drop Box location	Business Permitting	Full Cost Recovery	Per location	\$100.00	\$1.85	\$101.85	\$104.13	\$104.66
Amendment fee: Clothing Drop Box	Business Permitting	Full Cost Recovery	Per Amendment	\$100.00	\$1.85	\$101.85	\$104.13	\$104.66
Application Fee: Busker permit	Business Permitting	City Policy	Per application	\$35.71	\$0.66	\$36.37	\$37.19	\$37.37
Application fee: Sidewalk Artist permit	Business Permitting	City Policy	Per application	\$35.71	\$0.66	\$36.37	\$37.19	\$37.37
Annual fee: Portrait Artist permit	Business Permitting	City Policy	Per person	\$428.51	\$7.93	\$436.44	\$446.21	\$448.49
Application fee: Sidewalk Vending	Business Permitting	City Policy	Per application	\$285.09	\$5.27	\$290.36	\$296.87	\$298.38
Application fee: Curblane Vending	Business Permitting	City Policy	Per application	\$285.09	\$5.27	\$290.36	\$296.87	\$298.38
Application fee: Boulevard Café permit	Business Permitting	City Policy	Per application	\$223.13	\$4.13	\$227.26	\$232.35	\$233.53
Application fee: Boulevard Marketing	Business Permitting	City Policy	Per application	\$74.31	\$1.37	\$75.68	\$77.38	\$77.77
Licence amendment at any time other than	Business & Trade Lic	Full Cost Recovery	Per request	\$54.91	\$1.02	\$55.93	\$57.18	\$57.47
Application fee: Ambassador Taxicab	Taxi & Livery Licens	Full Cost Recovery	Per application	\$941.93	\$17.43	\$959.36	\$980.85	\$985.85
Renewal fee: Ambassador Taxicab	Taxi & Livery Licens	Full Cost Recovery	Per application	\$756.08	\$13.99	\$770.07	\$787.32	\$791.33
Application fee: Accessible Taxicab	Taxi & Livery Licens	Full Cost Recovery	Per application	\$469.39	\$8.68	\$478.07	\$488.78	\$491.28
Renewal fee: Accessible Taxicab	Taxi & Livery Licens	Full Cost Recovery	Per application	\$391.03	\$7.23	\$398.26	\$407.19	\$409.26
Application fee: Adult Entertainment Centre	Business & Trade Lic	Full Cost Recovery	Per application	\$6,060.95	\$112.13	\$6,173.08	\$6,311.35	\$6,343.54
Renewal fee: Adult Entertainment Centre	Business & Trade Lic	Full Cost Recovery	Per application	\$5,872.75	\$108.65	\$5,981.40	\$6,115.38	\$6,146.57
Application fee: Standard Taxicab	Business & Trade Lic	Full Cost Recovery	Per application	\$1,194.39	\$22.10	\$1,216.49	\$1,243.74	\$1,250.08
Application fee: Body Rub Parlour licence -	Business & Trade Lic	Full Cost Recovery	Per application	\$5,982.97	\$110.68	\$6,093.65	\$6,230.15	\$6,261.93
Renewal fee: Body Rub Parlour licence -	Business & Trade Lic	Full Cost Recovery	Per application	\$5,794.77	\$107.20	\$5,901.97	\$6,034.18	\$6,064.95
Application fee: Limousine Owner	Taxi & Livery Licens	Full Cost Recovery	Per application	\$717.11	\$13.27	\$730.38	\$746.74	\$750.55
Annual fee: Boulevard Café permit - Area 2	Business Permitting	Full Cost Recovery	Per square metre	\$73.49	\$1.36	\$74.85	\$76.53	\$76.92
Annual fee: Boulevard Café permit - Area 1	Business Permitting	Full Cost Recovery	Per square metre	\$36.73	\$0.68	\$37.41	\$38.25	\$38.44
Annual fee: Boulevard Café permit - Area 3	Business Permitting	Full Cost Recovery	Per square metre	\$18.38	\$0.34	\$18.72	\$19.14	\$19.24
Annual fee: Boulevard Café permit - East York	Business Permitting	Full Cost Recovery	Per square metre	\$20.00	\$0.37	\$20.37	\$20.83	\$20.93
Annual fee: Awning or Temporary Marketing	Business Permitting	Full Cost Recovery	Per awning or enclosure	\$28.57	\$0.53	\$29.10	\$29.75	\$29.90
Annual fee: Boulevard Marketing permit -	Business Permitting	Full Cost Recovery	Per square metre	\$83.57	\$1.55	\$85.12	\$87.02	\$87.47
Annual fee: Boulevard Marketing permit -	Business Permitting	Full Cost Recovery	Per square metre	\$41.86	\$0.77	\$42.63	\$43.59	\$43.81

## Appendix 6 - Continued

## Inflation and Other Adjustments – Continued

Rate Description	Service	Fee Category	Fee Basis	2013	2014		2015	2016
				Approved Rate	Inflationary Adjusted Rate	Budget Rate	Plan Rate	Plan Rate
Annual fee: Boulevard Marketing permit -	Business Permitting	Full Cost Recovery	Per square metre	\$20.94	\$0.39	\$21.33	\$21.81	\$21.92
Annual fee: Boulevard Marketing permit -	Business Permitting	Full Cost Recovery	Per square metre	\$20.00	\$0.37	\$20.37	\$20.83	\$20.93
Annual fee: Sidewalk Vending (Toronto)	Business Permitting	Full Cost Recovery	Per location	\$1,181.40	\$21.86	\$1,203.26	\$1,230.21	\$1,236.48
Annual fee: Sidewalk Vending (Toronto)	Business Permitting	Full Cost Recovery	Per location	\$2,362.43	\$43.70	\$2,406.13	\$2,460.03	\$2,472.58
Annual fee: Sidewalk Vending (Metro) permit	Business Permitting	Full Cost Recovery	Per location	\$2,171.65	\$40.18	\$2,211.83	\$2,261.37	\$2,272.90
Annual fee: Sidewalk Vending (Metro) permit	Business Permitting	Full Cost Recovery	Per location	\$4,343.30	\$80.35	\$4,423.65	\$4,522.74	\$4,545.81
Annual fee: Curblane Vending (Toronto)	Business Permitting	Full Cost Recovery	Per location	\$4,218.58	\$78.04	\$4,296.62	\$4,392.87	\$4,415.27
Annual fee: Curblane Vending (Toronto)	Business Permitting	Full Cost Recovery	Per location	\$5,737.31	\$106.14	\$5,843.45	\$5,974.34	\$6,004.81
Annual fee: Curblane Vending (Metro) permit	Business Permitting	Full Cost Recovery	Per location	\$3,764.24	\$69.64	\$3,833.88	\$3,919.76	\$3,939.75
Annual fee: Curblane Vending (Metro) permit	Business Permitting	Full Cost Recovery	Per location	\$7,528.44	\$139.28	\$7,667.72	\$7,839.47	\$7,879.45
Application fee: Refreshment Vehicle	Business & Trade Lic	Full Cost Recovery	Per application	\$355.97	\$6.59	\$362.56	\$370.68	\$372.57
Renewal fee: Refreshment Vehicle	Business & Trade Lic	Full Cost Recovery	Per application	\$263.44	\$4.87	\$268.31	\$274.32	\$275.72
Application fee: Pedlar Assistant licence	Business & Trade Lic	Full Cost Recovery	Per application	\$355.97	\$6.59	\$362.56	\$370.68	\$372.57
Renewal fee: Pedlar Assistant licence	Business & Trade Lic	Full Cost Recovery	Per application	\$263.44	\$4.87	\$268.31	\$274.32	\$275.72
Application fee: Hawker Pedlar on Foot	Business & Trade Lic	Full Cost Recovery	Per application	\$568.64	\$10.52	\$579.16	\$592.13	\$595.15
Renewal fee: Hawker Pedlar on Foot licence	Business & Trade Lic	Full Cost Recovery	Per application	\$277.63	\$5.14	\$282.77	\$289.10	\$290.57
Application fee: Transient Trader	Business & Trade Lic	Full Cost Recovery	Per application	\$568.64	\$10.52	\$579.16	\$592.13	\$595.15
Renewal fee: Transient Trader licence	Business & Trade Lic	Full Cost Recovery	Per application	\$277.63	\$5.14	\$282.77	\$289.10	\$290.57
Application fee: Holistic Practitioner	Business & Trade Lic	Full Cost Recovery	Per application	\$282.72	\$5.23	\$287.95	\$294.40	\$295.90
Renewal fee: Holistic Practitioner licence	Business & Trade Lic	Full Cost Recovery	Per application	\$176.01	\$3.26	\$179.27	\$183.28	\$184.22
Application fee: Insulation Installer	Business & Trade Lic	Full Cost Recovery	Per application	\$357.13	\$6.61	\$363.74	\$371.88	\$373.78
Renewal fee: Insulation Installer	Business & Trade Lic	Full Cost Recovery	Per application	\$211.46	\$3.91	\$215.37	\$220.20	\$221.32
Application fee: Body Rubber licence	Business & Trade Lic	Full Cost Recovery	Per application	\$360.69	\$6.67	\$367.36	\$375.59	\$377.51
Renewal fee: Body Rubber licence	Business & Trade Lic	Full Cost Recovery	Per application	\$254.00	\$4.70	\$258.70	\$264.49	\$265.84
Application fee: Burlesque Entertainer	Business & Trade Lic	Full Cost Recovery	Per application	\$360.69	\$6.67	\$367.36	\$375.59	\$377.51
Renewal fee: Burlesque Entertainer licence	Business & Trade Lic	Full Cost Recovery	Per application	\$254.00	\$4.70	\$258.70	\$264.49	\$265.84
Application fee: Building Cleaner	Business & Trade Lic	Full Cost Recovery	Per application	\$357.13	\$6.61	\$363.74	\$371.88	\$373.78
Renewal fee: Building Cleaner licence	Business & Trade Lic	Full Cost Recovery	Per application	\$211.46	\$3.91	\$215.37	\$220.20	\$221.32



## Appendix 6 - Continued

## Inflation and Other Adjustments – Continued

Rate Description	Service	Fee Category	Fee Basis	2013	2014		2015	2016
				Approved Rate	Inflationary Adjusted Rate	Budget Rate	Plan Rate	Plan Rate
Application fee: Advertising licence	Business & Trade Lic	Full Cost Recovery	Per application	\$325.25	\$6.02	\$331.27	\$338.69	\$340.41
Renewal fee: Advertising licence	Business & Trade Lic	Full Cost Recovery	Per application	\$213.83	\$3.96	\$217.79	\$222.66	\$223.80
Application fee: Auctioneer licence	Business & Trade Lic	Full Cost Recovery	Per application	\$357.13	\$6.61	\$363.74	\$371.88	\$373.78
Renewal fee: Auctioneer licence	Business & Trade Lic	Full Cost Recovery	Per application	\$211.46	\$3.91	\$215.37	\$220.20	\$221.32
Application fee: Bill Distributor licence	Business & Trade Lic	Full Cost Recovery	Per application	\$325.25	\$6.02	\$331.27	\$338.69	\$340.41
Renewal fee: Bill Distributor licence	Business & Trade Lic	Full Cost Recovery	Per application	\$213.83	\$3.96	\$217.79	\$222.66	\$223.80
Application fee: Building Renovator licence	Business & Trade Lic	Full Cost Recovery	Per application	\$357.13	\$6.61	\$363.74	\$371.88	\$373.78
Renewal fee: Building Renovator licence	Business & Trade Lic	Full Cost Recovery	Per application	\$211.46	\$3.91	\$215.37	\$220.20	\$221.32
Application fee: Chimney Repairman licence	Business & Trade Lic	Full Cost Recovery	Per application	\$357.13	\$6.61	\$363.74	\$371.88	\$373.78
Renewal fee: Chimney Repairman licence	Business & Trade Lic	Full Cost Recovery	Per application	\$211.46	\$3.91	\$215.37	\$220.20	\$221.32
Application fee: Drain Contractor licence	Business & Trade Lic	Full Cost Recovery	Per application	\$357.13	\$6.61	\$363.74	\$371.88	\$373.78
Renewal fee: Drain Contractor licence	Business & Trade Lic	Full Cost Recovery	Per application	\$211.46	\$3.91	\$215.37	\$220.20	\$221.32
Application fee: Drain Layer licence	Business & Trade Lic	Full Cost Recovery	Per application	\$357.13	\$6.61	\$363.74	\$371.88	\$373.78
Renewal fee: Drain Layer licence	Business & Trade Lic	Full Cost Recovery	Per application	\$211.46	\$3.91	\$215.37	\$220.20	\$221.32
Application fee: Heating Contractor licence	Business & Trade Lic	Full Cost Recovery	Per application	\$357.13	\$6.61	\$363.74	\$371.88	\$373.78
Renewal fee: Heating Contractor licence	Business & Trade Lic	Full Cost Recovery	Per application	\$211.46	\$3.91	\$215.37	\$220.20	\$221.32
Application fee: Plumbing & Heating & Heating Contractor licence	Business & Trade Lic	Full Cost Recovery	Per application	\$544.96	\$10.08	\$555.04	\$567.47	\$570.37
Renewal fee: Plumbing & Heating Contractor licence	Business & Trade Lic	Full Cost Recovery	Per application	\$360.32	\$6.67	\$366.99	\$375.21	\$377.12
Application fee: Driveway Paving Contractor	Business & Trade Lic	Full Cost Recovery	Per application	\$357.13	\$6.61	\$363.74	\$371.88	\$373.78
Renewal fee: Driveway Paving Contractor	Business & Trade Lic	Full Cost Recovery	Per application	\$211.46	\$3.91	\$215.37	\$220.20	\$221.32
Application fee: Plumbing Contractor licence	Business & Trade Lic	Full Cost Recovery	Per application	\$357.13	\$6.61	\$363.74	\$371.88	\$373.78
Renewal fee: Plumbing Contractor licence	Business & Trade Lic	Full Cost Recovery	Per application	\$211.46	\$3.91	\$215.37	\$220.20	\$221.32
Application fee: Master Plumber licence	Business & Trade Lic	Full Cost Recovery	Per application	\$357.13	\$6.61	\$363.74	\$371.88	\$373.78
Renewal fee: Master Plumber licence	Business & Trade Lic	Full Cost Recovery	Per application	\$211.46	\$3.91	\$215.37	\$220.20	\$221.32
Application fee: Master Heating Installer	Business & Trade Lic	Full Cost Recovery	Per application	\$357.13	\$6.61	\$363.74	\$371.88	\$373.78
Renewal fee: Master Heating Installer	Business & Trade Lic	Full Cost Recovery	Per application	\$211.46	\$3.91	\$215.37	\$220.20	\$221.32
Application fee: Standard Taxicab Owner licence	Taxi & Livery Licens	Full Cost Recovery	Per application	\$4,581.83	\$84.76	\$4,666.59	\$4,771.13	\$4,795.46
Renewal fee: Standard Taxicab Owner licence	Taxi & Livery Licens	Full Cost Recovery	Per application	\$1,194.39	\$22.10	\$1,216.49	\$1,243.74	\$1,250.08

## Appendix 6 - Continued

## Inflation and Other Adjustments – Continued

Rate Description	Service	Fee Category	Fee Basis	2013	2014		2015	2016
				Approved Rate	Inflationary Adjusted Rate	Budget Rate	Plan Rate	Plan Rate
Application fee: Limousine Owner	Taxi & Livery Licens	Full Cost Recovery	Per application	\$1,070.71	\$19.81	\$1,090.52	\$1,114.95	\$1,120.63
Renewal fee: Limousine Owner licence	Taxi & Livery Licens	Full Cost Recovery	Per application	\$717.11	\$13.27	\$730.38	\$746.74	\$750.55
Application fee: Tow Truck Owner licence	Taxi & Livery Licens	Full Cost Recovery	Per application	\$1,070.71	\$19.81	\$1,090.52	\$1,114.95	\$1,120.63
Renewal fee: Tow Truck Owner licence	Taxi & Livery Licens	Full Cost Recovery	Per application	\$717.11	\$13.27	\$730.38	\$746.74	\$750.55
Application fee: Driving Instructor	Taxi & Livery Licens	Full Cost Recovery	Per application	\$445.77	\$8.25	\$454.02	\$464.19	\$466.55
Renewal fee: Driving Instructor licence -	Taxi & Livery Licens	Full Cost Recovery	Per application	\$320.15	\$5.92	\$326.07	\$333.38	\$335.08
Application fee: Driving School	Taxi & Livery Licens	Full Cost Recovery	Per application	\$445.77	\$8.25	\$454.02	\$464.19	\$466.55
Renewal fee: Driving School Operator	Taxi & Livery Licens	Full Cost Recovery	Per application	\$320.15	\$5.92	\$326.07	\$333.38	\$335.08
Application fee: Refreshment Vehicle	Taxi & Livery Licens	Full Cost Recovery	Per application	\$1,070.71	\$19.81	\$1,090.52	\$1,114.95	\$1,120.63
Renewal fee: Refreshment Vehicle	Taxi & Livery Licens	Full Cost Recovery	Per application	\$717.11	\$13.27	\$730.38	\$746.74	\$750.55
Application fee: Pedicab Owner licence	Taxi & Livery Licens	Full Cost Recovery	Per application	\$376.04	\$6.96	\$383.00	\$391.58	\$393.57
Renewal fee: Pedicab Owner licence	Taxi & Livery Licens	Full Cost Recovery	Per application	\$252.82	\$4.68	\$257.50	\$263.27	\$264.61
Application fee: Hawker/Pedlar licence	Taxi & Livery Licens	Full Cost Recovery	Per application	\$1,070.71	\$19.81	\$1,090.52	\$1,114.95	\$1,120.63
Renewal fee: Hawker/Pedlar licence	Taxi & Livery Licens	Full Cost Recovery	Per application	\$717.11	\$13.27	\$730.38	\$746.74	\$750.55
Application fee: Hawker/Pedlar licence	Taxi & Livery Licens	Full Cost Recovery	Per application	\$1,070.71	\$19.81	\$1,090.52	\$1,114.95	\$1,120.63
Renewal fee: Hawker/Pedlar licence	Taxi & Livery Licens	Full Cost Recovery	Per application	\$717.11	\$13.27	\$730.38	\$746.74	\$750.55
Application fee: Horse Drawn Vehicle Owner	Taxi & Livery Licens	Full Cost Recovery	Per application	\$376.04	\$6.96	\$383.00	\$391.58	\$393.57
Renewal fee: Horse Drawn Vehicle Owner	Taxi & Livery Licens	Full Cost Recovery	Per application	\$252.82	\$4.68	\$257.50	\$263.27	\$264.61
Application fee: Collector of Second	Business & Trade Lic	Full Cost Recovery	Per application	\$568.64	\$10.52	\$579.16	\$592.13	\$595.15
Renewal fee: Collector of Second Hand Goods	Business & Trade Lic	Full Cost Recovery	Per application	\$277.63	\$5.14	\$282.77	\$289.10	\$290.57
Application fee: Refreshment Vehicle	Taxi & Livery Licens	Full Cost Recovery	Per application	\$376.04	\$6.96	\$383.00	\$391.58	\$393.57
Renewal fee: Refreshment Vehicle	Taxi & Livery Licens	Full Cost Recovery	Per application	\$252.82	\$4.68	\$257.50	\$263.27	\$264.61
Application fee: Sidewalk Vending	Business Permitting	Full Cost Recovery	Per application	\$281.16	\$5.20	\$286.36	\$292.78	\$294.27
Application fee: Curblane Vending	Business Permitting	Full Cost Recovery	Per application	\$281.16	\$5.20	\$286.36	\$292.78	\$294.27
Annual fee: Sidewalk Vending (East York) -	Business & Trade Lic	Full Cost Recovery	Per location	\$1,054.33	\$19.51	\$1,073.84	\$1,097.89	\$1,103.49
Annual fee: Sidewalk Vending (East York) -	Business & Trade Lic	Full Cost Recovery	Per location	\$2,108.67	\$39.01	\$2,147.68	\$2,195.79	\$2,206.99
Annual fee: Curblane Vending (East York) -	Business & Trade Lic	Full Cost Recovery	Per location	\$3,655.03	\$67.62	\$3,722.65	\$3,806.04	\$3,825.45
Annual fee: Curblane Vending (East York) -	Business & Trade Lic	Full Cost Recovery	Per location	\$5,060.81	\$93.62	\$5,154.43	\$5,269.89	\$5,296.77

## Appendix 6 - Continued

### Inflation and Other Adjustments – Continued

Rate Description	Service	Fee Category	Fee Basis	2013	2014		2015	2016
				Approved Rate	Inflationary Adjusted Rate	Budget Rate	Plan Rate	Plan Rate
Application fee: Boulevard Café permit - East York	Business Permitting	Full Cost Recovery	Per application	\$50.84	\$0.94	\$51.78	\$52.94	\$53.21
Application fee: Boulevard Marketing	Business Permitting	Full Cost Recovery	Per application	\$50.84	\$0.94	\$51.78	\$52.94	\$53.21
Application fee: Temporary Partial Café Enclosure permit	Business Permitting	Full Cost Recovery	Per enclosure	\$104.66	\$1.94	\$106.60	\$108.98	\$109.54
Annual fee: Adult Videotape Store	Business & Trade Lic	Full Cost Recovery	Per store	\$1,016.80	\$18.81	\$1,035.61	\$1,058.81	\$1,064.21
Annual fee: Temporary Sign permit - Portable	Business Permitting	Full Cost Recovery	Per location	\$203.36	\$3.76	\$207.12	\$211.76	\$212.84
Late renewal administration fee:	Business & Trade Lic/Taxi & Livery Licens	Full Cost Recovery	Per renewal	\$8.13	\$0.15	\$8.28	\$8.47	\$8.51
Late renewal administration fee:	Business & Trade Lic/Taxi & Livery Licens	Full Cost Recovery	Per renewal	\$59.99	\$1.11	\$61.10	\$62.47	\$62.79
Late renewal administration fee:	Business & Trade Lic/Taxi & Livery Licens	Full Cost Recovery	Per renewal	\$115.92	\$2.14	\$118.06	\$120.71	\$121.32
Retrieval of Illegal Clothing Drop box	Waste By-Law Enforce	Full Cost Recovery	Per Clothing Drop Box	\$200.00	\$0.00	\$200.00	\$200.00	\$200.00
Storage of Illegal Clothing Drop Box	Waste By-Law Enforce	Full Cost Recovery	Per Day	\$15.00	\$0.00	\$15.00	\$15.00	\$15.00
Disposal Fee for Illegal Clothing Drop Box	Waste By-Law Enforce	Full Cost Recovery	Per Disposal	\$80.00	\$0.00	\$80.00	\$80.00	\$80.00
Fee for Application to Community Council - Application and Approval Fee for A-	Zoning Investigation	Full Cost Recovery	Per Application	\$200.00	\$0.00	\$200.00	\$200.00	\$200.00
Annual renewal for A-frame Signs for	Exemptions & Permits	Full Cost Recovery	Per Application	\$200.00	\$3.62	\$203.62	\$208.18	\$208.76
Dog Neuter Recovery Fee	Exemptions & Permits	Full Cost Recovery	Annual Fee	\$200.00	\$3.62	\$203.62	\$208.18	\$208.76
Dog Neuter Recovery Fee	Veterinary Care	Full Cost Recovery	Per Animal	\$60.00	\$0.00	\$60.00	\$60.00	\$60.00
Dog Spay Recovery Fee	Veterinary Care	Full Cost Recovery	Per Animal	\$90.00	\$0.00	\$90.00	\$90.00	\$90.00
Application Fee: Adult Entertainment Centre Designated Manager Licence	Business & Trade Lic	Full Cost Recovery	Per Application	\$360.69	\$6.67	\$367.36	\$375.59	\$377.51
Renewal fee: Adult Entertainment Centre Designated Manager Licence	Business & Trade Lic	Full Cost Recovery	Per Application	\$254.00	\$4.70	\$258.70	\$264.49	\$265.84

### Fees Recommended for Discontinuation

Rate Description	Service	Fee Category	Fee Basis	2013 Approved Rate	Year Introduced	Reason for Discontinuation
Other fees - Trap Rentals (Deposit)	Animal Mobile Response	Market Based	Per Trap	\$100.00	1999	Service no longer available