

Licensing and Standards Committee

Deputy City Manager Cluster B

John Livey

January 21, 2015

Presentation Outline

- Committee Overview
- Division Overview
- Major Initiatives
- Other Key Committee Reports
- Questions and Answers

Committee Overview

Mandate and scope of the Committee

The Licensing and Standards Committee's primary focus is **consumer safety** and **protection**, with a mandate to monitor, and make **recommendations** on the **licensing of businesses** and **enforcement of property standards**.

Committee Overview

Last term of Council L&S Committee:

- Held **30** meetings
- Tabled and discussed **153** items
- Heard from a total of **514** individual deputants

Achievements:

- Graffiti Management Plan - new
- Personal Service Settings Licence - new
- Animals By-law - updated
- Adult Entertainment Club By-law - updated
- Taxi Industry Review
- Street Food Vending - new

Committee Overview

- Committee is primarily supported by the Municipal Licensing and Standards division
- ML&S consults with many divisions including Legal Services, Toronto Public Health, Toronto Building, City Planning, etc.
- Transportation Services reports StreetART grant component of the Graffiti Management Plan

2014 divisional facts

458 Staff 

  **170,000** inspections were conducted into property standards issues, zoning, fencing, noise, waste (residential and commercial), parks and businesses.  


80,690 dog and cat licences issued 

Number of dogs & cats adopted/transferred: **4,900** 

Number of spays/neuters including dogs, cats, rabbits, guinea pigs: **4,500** 

56,000 business licences and permits issued

 With a focus on re-inspection, **70%** of all previously identified deficiencies in apartment buildings were confirmed as being rectified in 2014. 

Responded to more than **400** media requests 

 **\$49M*** Budget

\$29M* Revenue 

* approximately

Divisional Overview

Municipal Licensing and Standards

Tracey Cook

Executive Director

Management Staff



John DeCourcy
Director
By-law Enforcement



Wayne Mattless
Director
Business Licensing &
Regulatory Services



Mark Sraga
Director
Investigation Services



Elizabeth Glibbery
Manager
Animal Services



Carleton Grant
Director
Policy and
Strategic Support

By-law Enforcement

John DeCourcy, Director

Distributed geographically: East, West and Central

Responsible for:

- Enforcement of by-laws governing licensed businesses
 - Mobile: Taxi, Tow Truck, Limousine
 - Stationary: Night Clubs, Personal Service Settings, Holistics
 - Adult: Adult Entertainment Clubs and Body Rub Parlours
- Enforcement of by-laws governing community standards:
 - Waste (Residential and Commercial)
 - Parks
 - Signs, Postering and Clothing Drop Boxes
- Centralized processing of Provincial Court by-law matters

Business Licensing & Regulatory Services

Wayne Mattless, Director

Located at East York CC (issuance), 1530 Markham Road (training) and 843 Eastern Avenue (inspection)

Responsible for:

- Issuance of business licences to all municipally regulated businesses
- Issuance of permits for the commercial use of the right-of-way, i.e. - café/marketing boulevard permits, street vending permits
- Training of taxi and limousine drivers
- Inspection of mobile businesses, including taxi, limo, tow truck and mobile refreshment vehicles/carts
- Oversight and administration of matters appearing before the Toronto Licensing Tribunal

Investigation Services

Mark Sraga, Director

Distributed geographically in 4 Districts (aligned with Community Councils)

Responsible for:

- Enforcement of by-laws governing private property and community standards:
 - Property standards, including responding to issues of hoarding, vital services
 - Long grass and weeds, Fencing, Graffiti
 - Noise
- Inspection and investigation of contraventions of Zoning by-laws
- Inspections of housing standards through the Multi-Residential Apartment Building (MRAB) Audit program
- Member of the SPIDER initiative

Animal Services

Elizabeth Glibbery, Manager

Four Animal Shelters – East, West, North and South

Responsible for:

- Shelter, care and emergency response for domestic animal issues
- Adoption and licensing programs
- Trap, Neuter and Release program for managing feral cat populations
- Veterinarian care of stray animals, spay/neuter clinics, directing medical care for in care/custody animals
- Investigation of dog bite complaints
- Enforcement of the Animals by-law and Dog Owner's Liability Act
- Developing educational materials for dealing with wildlife issues

Policy and Strategic Support

Carleton Grant, Director

Responsible for:

- Management of the L&S Committee agenda forecast
- Policy research, development and report preparation
- Ensuring comprehensive public and stakeholder consultations are conducted
- Communications and public education
- Divisional service and strategic planning
- Development and implementation of performance management
- Divisional information technology and management
- Divisional Training

Major Initiatives

Improving Processes

Municipal Interests in Liquor Licensing

- **Goal:** to identify opportunities to enhance/strengthen the City's role in the issuance of liquor licences and the necessary tools to address community impacts
- Steering Committee and working groups to review and develop policy and procedural improvements
- Strengthening the City's partnership with Toronto Police Service and the Alcohol and Gaming Commission of Ontario

Transforming our Business

Business Transformation initiative – Business Licensing

- **Goal:** to streamline the licensing process to improve efficiency and customer service
- Divisional initiative – integrated with amendments to the Licensing by-law

CURRENT STATE

- Centralized service location
- High volume of in-person transactions
- Lengthy wait times
- Limited online and self service tools
- Paper intensive
- Outdated regulations and procedures

FUTURE STATE

- Multi-channel service delivery
- Online transactions are the majority
- Governmental integration
- Electronic record submission & retention



Modernizing Licensing Regulations

Comprehensive review of the Licensing bylaw, Chapter 545 to ensure it is relevant and enables business transformation

This will be undertaken in phases, which include:

- Review of administrative requirements and general provisions
- Review of regime – opportunity to implement risk-based approach
- Review of licensing categories
- Prioritized article reviews:
 - Restaurants / Night Clubs
 - Body Rub Parlours
 - Holistics
 - Private Parking Enforcement Agencies
 - Public Garages

Updating Bylaws

Comprehensive reviews of bylaws to ensure they are current and relevant.

Prioritized bylaws for review include:

- Property Standards, Chapter 629
- Noise, Chapter 591
- Signs, Chapter 693

Other Key Committee Items

Items outstanding from previous term

- Vacant/Derelict Properties
- Harmonization of Boulevard Cafés and Marketing By-laws
- Animal By-law: Prohibited Animals, Vicious Dogs
- Mitigating Negative Impacts of Wildlife
- Limousine industry review
- Tow Truck Industry review

Update reports

- Street Food Vending – one year review
- Taxi – 12 outstanding directives

Rooming Houses

- Reporting to Executive Committee – discussion paper - June 2015
- Co-leading with City Planning
- Participation of numerous Divisions on a working group
- Comprehensive community consultation to be conducted

Our Approach

Comprehensive - Transparent – Engaged – Impartial

Research

- Historical
- Jurisdictional Scan/
Municipal Comparisons
- Literature Review
- Legal and Policy Review

Consultation

- Planning/
Framing
- Public ,
Industry, Other
City Divisions
- Surveys
- Communications
- Working
Groups

Analysis

- Statistics/
Quantitative
Data
- What we heard
through
consultations
- Operational
impact and
feasibility

Report Writing

- Briefing
Notes
- Inter
divisional
reviews
- Presentations

Implementation

- Operational
Planning
- Communications
- Measure and
Monitor

Enable informed decision making

Questions and Answers

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