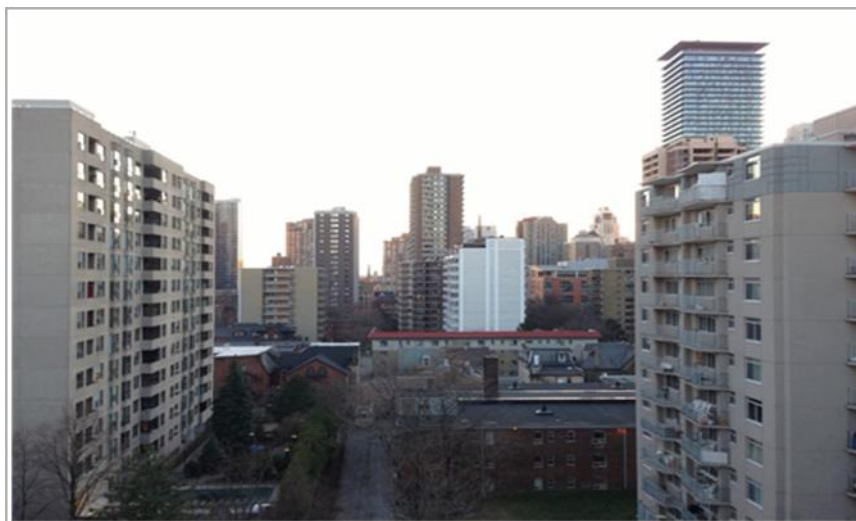


# Toronto 2017 BUDGET



## OPERATING BUDGET NOTES



## Municipal Licensing & Standards

### 2017 OPERATING BUDGET OVERVIEW

Municipal Licensing & Standards (ML&S) provides bylaw administration and enforcement services for private property maintenance and use, community standards including signs, noise, waste, parks and regulated businesses. Other services include Business Licensing and Permitting and Animal Care including control, sheltering and adoption services.

#### 2017 Operating Budget Highlights

The total cost to deliver these services to Toronto residents is \$52.048 million gross and \$19.376 million net as shown below:

(in \$000's)	2016 Budget	2017 Preliminary Budget	Change	
			\$	%
Gross Expenditures	50,734.6	52,047.7	1,313.1	2.6%
Revenues	30,841.5	32,671.8	1,830.3	5.9%
<b>Net Expenditures</b>	<b>19,893.1</b>	<b>19,375.9</b>	<b>(517.2)</b>	<b>(2.6%)</b>

Through operational efficiencies and increased revenues, \$1.965 million in budget pressures arising mainly from inflation, new initiatives and salaries & benefits have been fully offset while maintaining service levels for 2017.

[toronto.ca/budget2017](http://toronto.ca/budget2017)

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### CONTACTS

#### Program:

##### Tracey Cook

Executive Director

Tel: (416) 392-8445

Email: [cook2@toronto.ca](mailto:cook2@toronto.ca)

#### Corporate:

##### Stephen Conforti

Manager, Financial Planning

Tel: (416) 397-0958

E-Mail: [sconfor@toronto.ca](mailto:sconfor@toronto.ca)

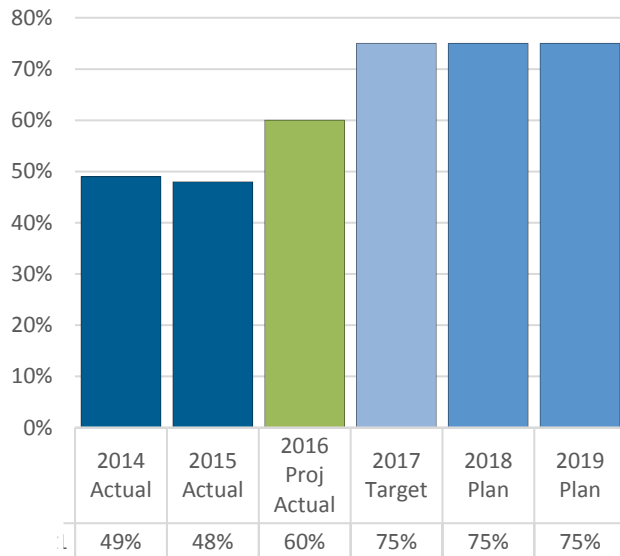
**Fast Facts**

- 80,000 dog and cat licenses, with a 90% renewal rate and 75% completed online.
- 60,000 Property Standards inspections with 80% conducted in 5 days & 75% resolved within 60 days.
- 56,000 Business licenses and permits, (new & renewed).
- ML&S has 12 district offices including Licensing, Bylaw Enforcement, Investigation and Animal Services (including animal shelters) across the City.
- 1 CHIP Truck for animal Radio Frequency Identification (RFID) and licensing, 1 mobile Spay/Neuter Truck; 145 vehicles for inspection and enforcement.

**Trends**

- The efficiency of conducting pet license applications on-line is evident by the growing % of applications being completed using this service since 2014.
- It is anticipated that this trend will continue in 2017 with on-line pet license applications expected to increase to 75%.
- ML&S is prioritizing on-line services to increase licenses issued and associated revenue to improve service for pet owners.

**% On-line Pet License Applications**



**Key Service Deliverables for 2017**

**By-law Enforcement**

- Proactive waste diversion enforcement on multi-residential properties as well as responding to community nuisance complaints concerning conduct in City Parks.
- Implementation of new enforcement plans for ground transportation regulations.
- Securing substantive prosecution outcomes and advancing escalated enforcement initiatives related to non-compliant businesses.

**Business Licensing and Permitting**

- Continue review of the Municipal Code for Licensing to reduce administrative burden and make the bylaw easier to understand and enforce.
- Implement pilot to streamline service delivery, including Provincial and Federal collaborations for the Restaurant industry.
- Operationalize and report back on the new Vehicle-for-Hire bylaw regulating the expanded ground transportation industry.

**Property Standards, Inspection & Compliance**

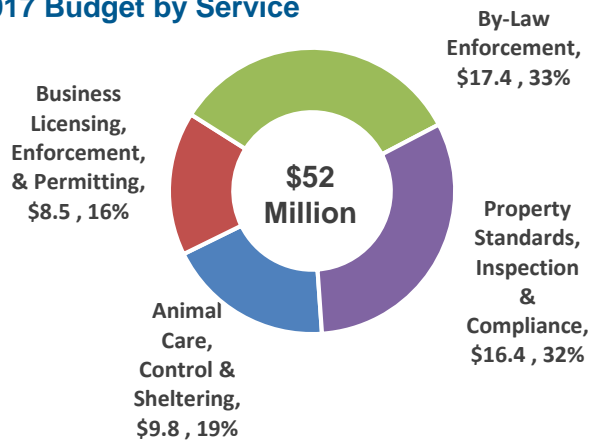
- Develop resolution plans for problem properties e.g. those that are vacant/derelict or hoarded.
- Develop new regulations for multi-tenant homes.
- Enhance service delivery by collaborations with other Divisions and Agencies (i.e. SPIDER).
- Implement new cost recovery mechanisms for MRAB to ensure program sustainability and quality of housing for tenants.

**Animal Care, Control, Management & Sheltering**

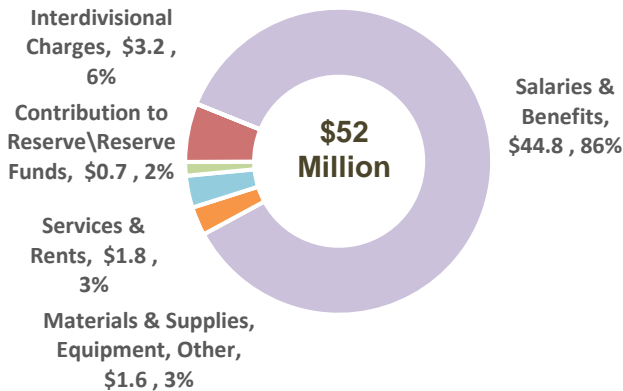
- Dangerous dog enhanced bylaws, enforcement tools and support of prosecutions/legal staff.
- Introduce community based programs focused on education and responsible dog ownership.
- Improve live outcome rates by eliminating euthanasia and establish programs to increase adoption rates.
- Promote community wellness by delivering low-cost rabies immunization for domestic pets.
- Expand delivery and access to the mobile, low/no-cost spay and neuter programs.
- Improve dog and cat licensing compliance.

Where the money goes:

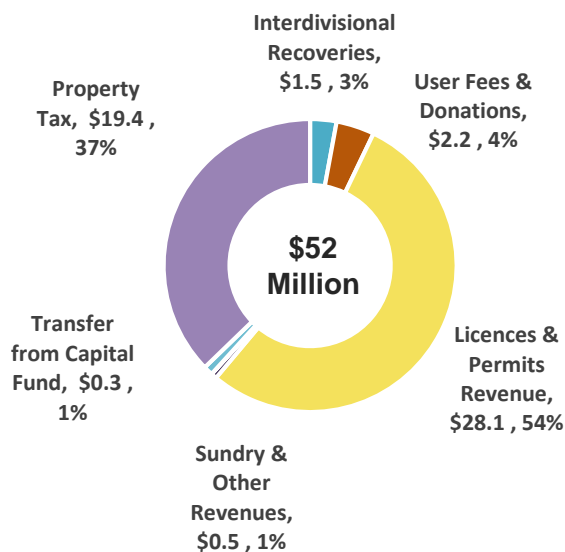
2017 Budget by Service



2017 Budget by Expenditure Category



Where the money comes from:



Our Key Issues & Priority Actions

- **Modernization of Bylaws and Business Processes.**
  - ✓ Bylaws governing licensing, animals, property standards and maintenance will be updated to reflect community concerns and eliminate redundancy/conflict with other statutes.
  - ✓ Alternative resolution options will be developed to manage neighbour disputes on certain issue types.
- **Multi-Residential Apartment Building Program**
  - ✓ The 2016 Preliminary Operating Budget includes funding of \$4.4 million and associated revenues for a framework for multi-residential rental property licensing.
- **Continued Review of All User Fees**
  - ✓ MLS is continuing to review all user fees to ensure identification of full cost, with recommendations on the level of cost recovery based on the service provided.
  - ✓ Following the completion of the cost recovery review for Ground Transportation and the Multi-Residential Apartment Building program, the final phase of this review is anticipated to be completed in 2017 for consideration in the 2018 Budget process.

2017 Operating Budget Highlights

- The 2017 Preliminary Operating Budget for ML&S of \$52.048 million in gross expenditures provides funding for four services: Animal Care, Business Licensing, By-Law Enforcement and Property Standards.
- The Program has achieved the budget target of a 2.6% decrease from the 2016 Approved Budget through measures taken based on the following:
  - ✓ The identification of sustainable, on-going savings including line by line reductions (\$0.083 million net); and,
  - ✓ 5.5% in efficiency savings / productivity gains (\$1.101 million net); and,
  - ✓ Stable revenue adjustments to existing user fees as well as introducing new user fees.
  - ✓ New annual funding of \$1.141 million gross, \$1.524 million net for the MRAB program.
- The target has been achieved without impacting Council approved service levels.

## Actions for Consideration

Approval of the 2017 Preliminary Budget as presented in these notes requires that:

1. City Council approve the 2017 Preliminary Operating Budget for Municipal Licensing & Standards of \$52.048 million gross, \$19.376 million net for the following services:

	<b>Gross (\$000s)</b>	<b>Net (\$000s)</b>
Animal Care, Control & Sheltering	9,806.3	7,223.6
Business Licensing, Enforcement, & Permitting	8,452.2	(17,515.0)
By-Law Enforcement	17,357.4	15,441.7
Property Standards, Inspection & Compliance	16,431.8	14,225.5
<b>Total Program Budget</b>	<b>52,047.7</b>	<b>19,375.9</b>

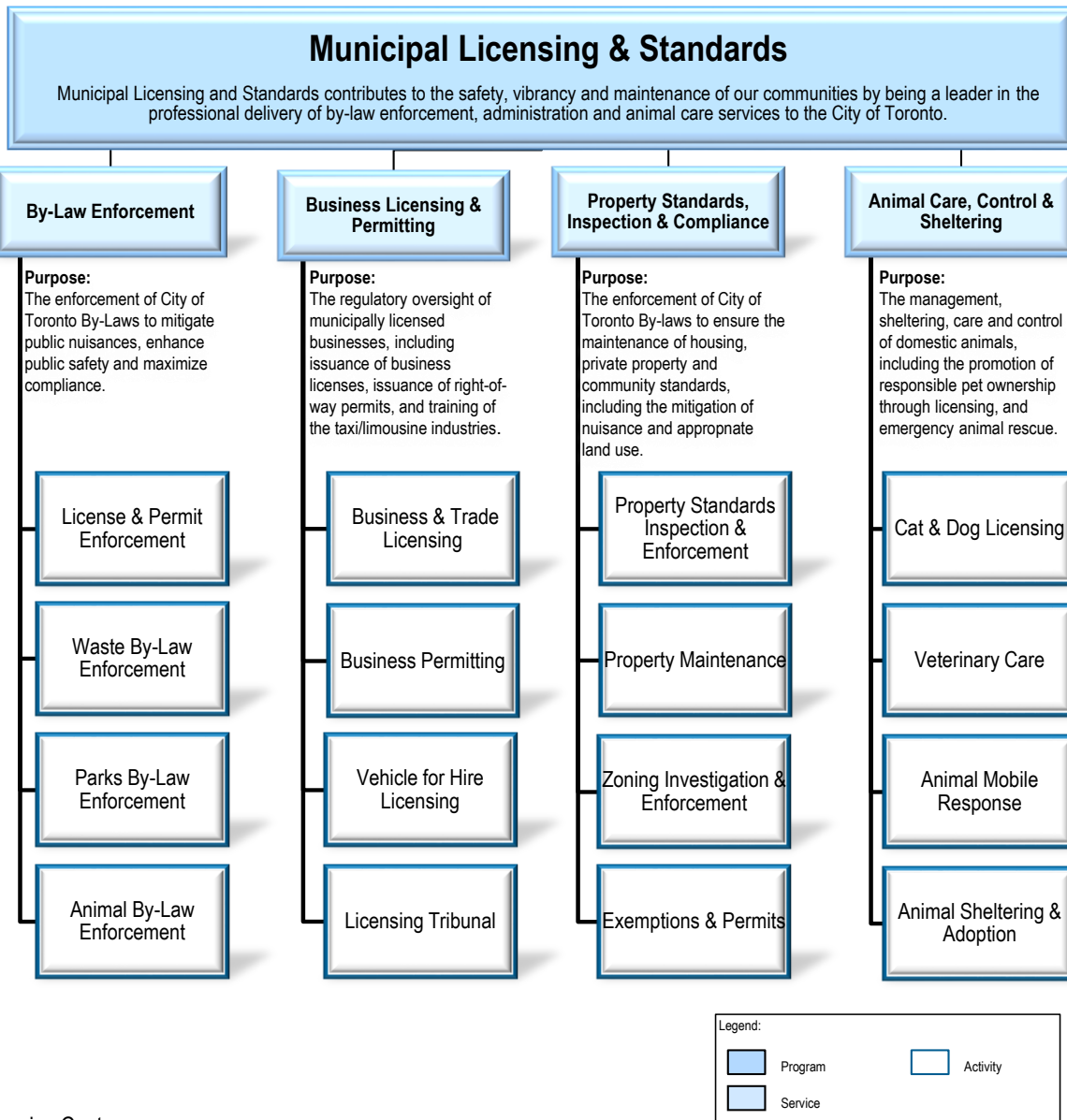
2. City Council approve the 2017 service levels for Municipal Licensing & Standards as outlined on pages 17, 21, 24 and 27 of this report, and associated staff complement of 473.5 positions.
3. City Council approve the 2017 technical adjustments to user fees and discontinued user fees for Municipal Licensing & Standards identified in Appendix 7, for inclusion in the Municipal Code Chapter 441 "Fees and Charges".
4. City Council approve the 2017 reductions to Mobile Business user fees, retroactive to January 1, 2017, for Municipal Licensing & Standards, identified in Appendix 7, for inclusion in the Municipal Code Chapter 441 "Fees and Charges" and that a refund or credit be provided, equal to the difference between the current mobile user fee and the 2017 recommended mobile user fee, on any 2017 Mobile Business user fees paid prior to Council approval of the 2017 Operating Budget.
5. City Council request the Executive Director of Municipal Licensing and Standards, with the support of the Financial Planning Division, to continue with the next phase of the on-going comprehensive user fee review, which will focus on the implementation of full cost recovery measures within ML&S' services, where appropriate, in time for the 2018 Budget process.



# Part 1:

## 2017-2019 Service Overview and Plan

# Program Map



### Service Customer

**By-Law Enforcement**

- Public
- Community/Resident groups
- Property owners
- Industry Associations
- Business Operators
- Business industry associations
- Enforcement agencies
- Visitors
- Indirect (Beneficial)
- Residents
- Businesses
- Visitors

**Business Licensing & Permitting**

- Business Licence Applicant
- Boulevard Occupancy Applicant
- Permit Applicant
- Property owners
- Indirect (Beneficial)
- Residents
- Consumer / Patron
- Businesses
- Visitors

**Property Standards, Inspection & Compliance**

- Property owners
- Community/Resident groups
- Exemption Permit Applicants
- Tenants
- Housing advocacy associations
- Indirect (Beneficial)
- Residents
- Businesses
- Visitors

**Animal Care, Control & Sheltering**

- Animal/pet owners
- Domestic Animals
- Animal Welfare advocacy groups
- Wild Animals
- Indirect (Beneficial)
- Residents
- Businesses
- Visitors
- Veterinarian industry

**Table 1**  
**2017 Preliminary Operating Budget and Plan by Service**

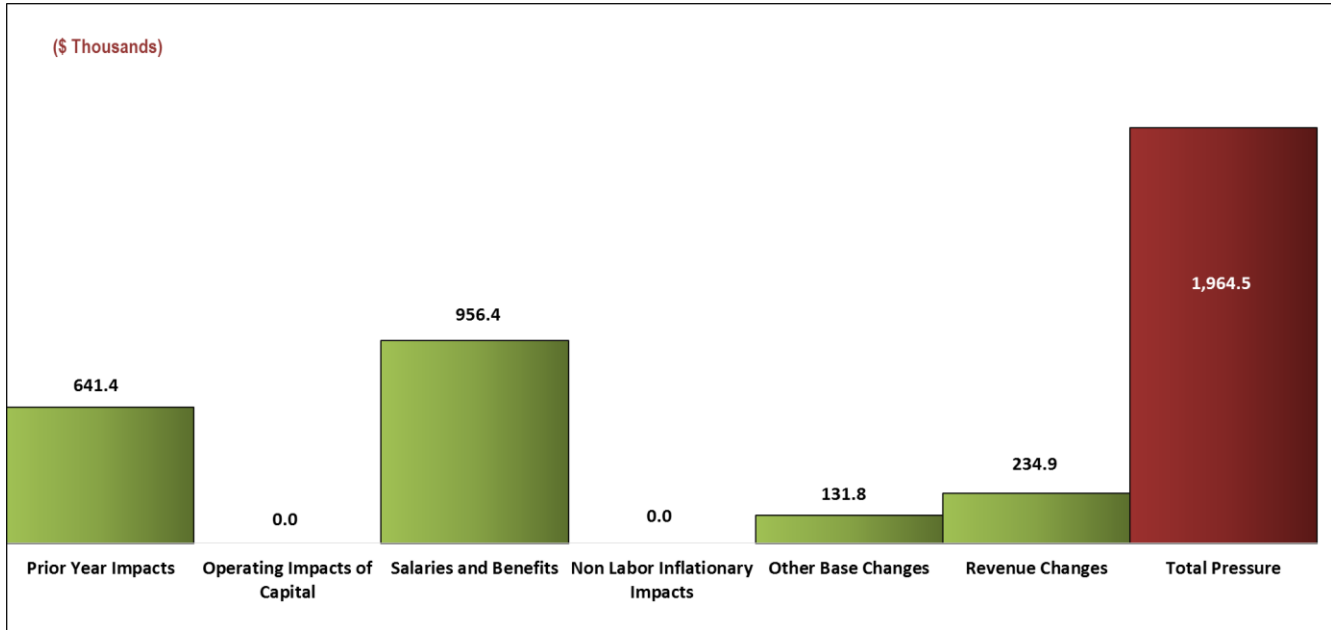
(In \$000s)	2016		2017 Preliminary Operating Budget			2017 Preliminary vs. 2016 Budget Change		Incremental Change			
	Budget	Projected Actual	Base	New/Enhanced	Total Budget			2018 Plan		2019 Plan	
By Service	\$	\$	\$	\$	\$	\$	%	\$	%	\$	%
<b>Animal Care, Control &amp; Sheltering</b>											
Gross Expenditures	9,883.4	9,850.1	9,806.3		9,806.3	(77.1)	(0.8%)	186.2	1.9%	191.6	1.9%
Revenue	2,815.6	2,693.1	2,582.7		2,582.7	(232.9)	(8.3%)	0.0	0.0%	0.3	0.0%
<b>Net Expenditures</b>	<b>7,067.9</b>	<b>7,157.0</b>	<b>7,223.6</b>		<b>7,223.6</b>	<b>155.8</b>	<b>2.2%</b>	<b>186.2</b>	<b>2.6%</b>	<b>191.2</b>	<b>2.6%</b>
<b>Business Licensing, Enforcement, &amp; Permitting</b>											
Gross Expenditures	8,737.1	8,707.6	8,452.2		8,452.2	(284.8)	(3.3%)	185.7	2.2%	161.1	1.9%
Revenue	25,247.9	24,149.7	25,967.2		25,967.2	719.3	2.8%	185.6	0.7%	54.3	0.2%
<b>Net Expenditures</b>	<b>(16,510.9)</b>	<b>(15,442.1)</b>	<b>(17,515.0)</b>		<b>(17,515.0)</b>	<b>(1,004.1)</b>	<b>(6.1%)</b>	<b>0.1</b>	<b>(0.0%)</b>	<b>106.8</b>	<b>(0.6%)</b>
<b>By-Law Enforcement</b>											
Gross Expenditures	15,866.0	15,812.4	17,357.4		17,357.4	1,491.4	9.4%	377.1	2.2%	398.3	2.2%
Revenue	1,915.7	1,832.3	1,915.7		1,915.7						
<b>Net Expenditures</b>	<b>13,950.3</b>	<b>13,980.1</b>	<b>15,441.7</b>		<b>15,441.7</b>	<b>1,491.4</b>	<b>10.7%</b>	<b>377.1</b>	<b>2.4%</b>	<b>398.3</b>	<b>2.5%</b>
<b>Property Standards, Inspection &amp; Compliance</b>											
Gross Expenditures	16,248.2	16,193.3	16,248.9	182.9	16,431.8	183.6	1.1%	1,333.8	8.1%	413.0	2.5%
Revenue	862.4	824.9	873.4	1,332.9	2,206.2	1,343.9	155.8%	1,332.8		1.9	
<b>Net Expenditures</b>	<b>15,385.8</b>	<b>15,368.4</b>	<b>15,375.5</b>	<b>(1,150.0)</b>	<b>14,225.5</b>	<b>(1,160.2)</b>	<b>(7.5%)</b>	<b>1.0</b>	<b>0.0%</b>	<b>411.2</b>	<b>2.9%</b>
<b>Total</b>											
<b>Gross Expenditures</b>	<b>50,734.6</b>	<b>50,563.3</b>	<b>51,864.8</b>	<b>182.9</b>	<b>52,047.7</b>	<b>1,313.1</b>	<b>2.6%</b>	<b>2,082.7</b>	<b>4.0%</b>	<b>1,164.0</b>	<b>2.2%</b>
<b>Revenue</b>	<b>30,841.5</b>	<b>29,500.0</b>	<b>31,338.9</b>	<b>1,332.9</b>	<b>32,671.8</b>	<b>1,830.3</b>	<b>5.9%</b>	<b>1,518.4</b>	<b>4.6%</b>	<b>56.5</b>	<b>0.2%</b>
<b>Total Net Expenditures</b>	<b>19,893.1</b>	<b>21,063.3</b>	<b>20,525.9</b>	<b>(1,150.0)</b>	<b>19,375.9</b>	<b>(517.2)</b>	<b>(2.6%)</b>	<b>564.3</b>	<b>2.9%</b>	<b>1,107.5</b>	<b>5.6%</b>
<b>Approved Positions</b>	<b>473.0</b>	<b>462.0</b>	<b>467.5</b>	<b>6.0</b>	<b>473.5</b>	<b>0.5</b>	<b>0.1%</b>				

The Municipal Licensing & Standards' 2017 Preliminary Operating Budget is \$52.048 million gross and \$19.375 million net, representing a 2.6% decrease to the 2016 Approved Net Operating Budget and meets with the reduction target as set out in the 2017 Operating Budget Directions approved by Council.

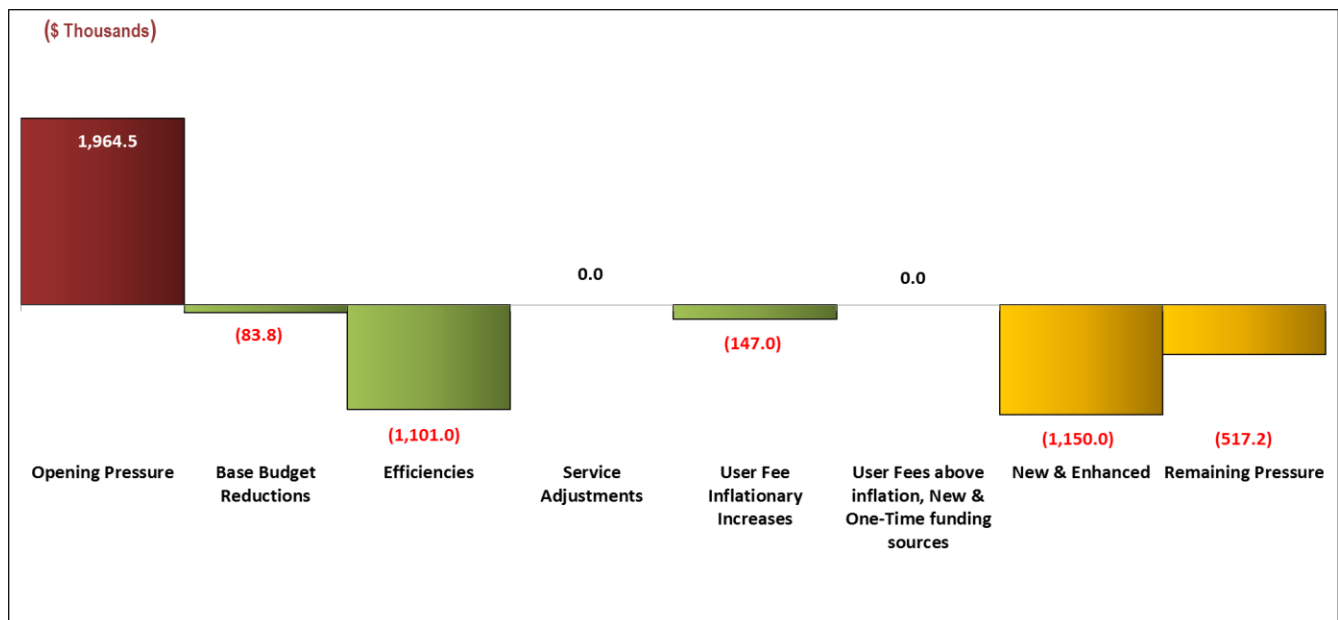
- Base pressures are mainly attributable to salary & benefit adjustments and the annualized impact of implementing decisions arising from the Ground Transportation Review (GTR).
- To help mitigate the above pressures, the Program was able to achieve service efficiency savings through reductions on fleet fuel costs, the rationalized closing of the South Animal Shelter, the elimination of the Fleet IDC for Inspection Services for Vehicle for Hire and other mobile business and the leveraging of seasonal deployment of student workers.
- The 2017 Preliminary Operating Budget includes new and enhanced service within the Property Standards, Inspection & Compliance service for the implementation of the new regulatory regime for Rental Apartment Buildings that includes funding for 6 new staff, offset by new user fee revenues to support cost recovery.
- Approval of the 2017 Preliminary Operating Budget will result in Municipal Licensing & Standards increasing its total staff complement by 0.5 positions from 473 to 473.5.
- The 2018 and 2019 Plan increases of \$0.564 million and \$1.108 million, respectively, are primarily attributable to salary and benefit adjustments including COLA and progression pay that are in line with the current collective agreements.

The following graphs summarize the operating budget pressures for Municipal Licensing and Standards and the actions taken to offset these pressures and meet the budget target.

### Key Cost Drivers



### Actions to Achieve Budget Reduction Target





**Table 2  
Key Cost Drivers**

(In \$000s)	2017 Base Operating Budget								Total	
	Animal Care, Control & Sheltering		Business Licensing, Enforcement, & Permitting		By-Law Enforcement		Property Standards, Inspection & Compliance			
	\$	Pos.	\$	Pos.	\$	Pos.	\$	Pos.	\$	Pos.
<b>Gross Expenditure Changes</b>										
<b>Prior Year Impacts</b>										
GTR Structure Change			214.0		1,230.8				1,444.8	
GTR Other Non-Salary & Revenue			(352.7)	(3.0)	(5.2)				(357.9)	(3.0)
<b>Salary &amp; Benefit Changes</b>	248.5	0.0	(64.3)	(0.5)	(5.6)	0.2	332.2	0.3	510.9	0.0
<b>Base Expenditures Changes</b>										
IDC Zero Based.	28.3		(297.1)		35.2		309.9		76.2	
Credit Card Service Charges			279.6						279.6	
Contribution to Vehicle Reserve	138.1				303.1		(400.0)		41.2	
Other	(7.4)				13.1				5.7	
<b>Total Gross Expenditure Changes</b>	<b>407.5</b>	<b>0.0</b>	<b>(220.5)</b>	<b>(3.5)</b>	<b>1,571.5</b>	<b>0.2</b>	<b>242.1</b>	<b>0.3</b>	<b>2,000.5</b>	<b>(3.0)</b>
<b>Revenue Changes</b>										
IDR Zero Based	(24.0)								(24.0)	
TAS Donations Operations Adjustment	(12.0)								(12.0)	
<b>Total Revenue Changes</b>	<b>(36.0)</b>								<b>(36.0)</b>	
<b>Net Expenditure Changes</b>	<b>371.5</b>	<b>0.0</b>	<b>(220.5)</b>	<b>(3.5)</b>	<b>1,571.5</b>	<b>0.2</b>	<b>242.1</b>	<b>0.3</b>	<b>1,964.5</b>	<b>(3.0)</b>

Key cost drivers for Municipal Licensing & Standards are discussed below:

- **Prior Year Impacts**
  - *Ground Transportation Review (GTR) Structure Change*: Annualized impact of a net increase of 10 positions arising from the implementation of Council decisions on the GTR, \$1.445 million;
  - *Ground Transportation Review (GTR) Other Non-Salary & Revenue*: This funds non-labour costs and revenues of proceeding with the program structure change following the GTR, with an overall net revenue of \$0.358 million.
    - This change has resulted in the re-purposing of existing resources to support the new regulatory environment and includes costs for Compliance Audit & Public Engagement, ongoing IT licensing costs.
    - These pressures are offset through the reduction of costs arising from the elimination of the Training Unit as well as vehicle inspection support costs (elimination of 3 positions).
    - Non-labour costs are expected to be fully offset from annualized and volume adjusted revenues to be generated from private transportation company trips per day fees.
- **Salaries and Benefits**
  - COLA, non-union progression pay, union step increases and fringe benefit total of \$0.511 million for all services.

- Other Base Changes:
  - *Credit Card Service Charges:* The Program collects fees for various business lines with credit card payment being one of the accepted methods. \$0.280 million in merchant fees to credit card companies is required in 2017 as these expenses were rolled-back in 2016 to facilitate a reduction in taxis driver license fees approved as an amendment to the 2016 Operating Budget during its consideration during the 2016 Budget process.
- Revenue Changes:
  - *TAS Donations Operations Adjustment:* This adjustment reflects a re-alignment of expenditures and donation withdrawals in Toronto Animal Services (TAS) donation funds center. The net expenditure reduction of (\$0.012 million) is based on a total gross expenditure reduction of \$0.271 million and a corresponding reduction in donation revenue of \$0.259 million. This adjustment is based on past experience and anticipated future activities.

In order to offset the above pressures and achieve the budget reduction target, the 2017 service changes for Municipal Licensing & Standards consists of base expenditure savings of \$0.084 million net, base revenue changes of \$0.147 million net and service efficiency savings of \$1.101 million net for a total net savings of \$1.332 million as detailed below.

**Table 3  
Actions to Achieve Budget Reduction Target  
2017 Preliminary Service Change Summary**

Description (\$000s)	Service Changes								Total Service Changes			Incremental Change				
	Animal Care, Control & Sheltering		Business Licensing, Enforcement, & Permitting		By-Law Enforcement		Property Standards, Inspection & Compliance		\$	\$	#	2018 Plan		2019 Plan		
	Gross	Net	Gross	Net	Gross	Net	Gross	Net	Gross	Net	Pos.	Net	Pos.	Net	Pos.	
<b>Base Changes:</b>																
<b>Base Expenditure Changes</b>																
Line by Line Budget Review	(5.0)	(5.0)			(78.8)	(78.8)			(83.8)	(83.8)		(2.5)				
IDC Fleet Fuel	(1.3)	(1.3)			(1.3)	(1.3)			(2.5)	(2.5)		2.5				
<b>Base Expenditure Change</b>	<b>(6.3)</b>	<b>(6.3)</b>			<b>(80.1)</b>	<b>(80.1)</b>			<b>(86.3)</b>	<b>(86.3)</b>		<b>0.0</b>				
<b>Base Revenue Changes</b>																
User Fee Inflation		(2.0)		(134.0)				(11.0)		(147.0)		(185.5)		(56.5)		
<b>Base Revenue Change</b>		<b>(2.0)</b>		<b>(134.0)</b>				<b>(11.0)</b>		<b>(147.0)</b>		<b>(185.5)</b>		<b>(56.5)</b>		
<b>Sub-Total</b>	<b>(6.3)</b>	<b>(8.3)</b>		<b>(134.0)</b>	<b>(80.1)</b>	<b>(80.1)</b>		<b>(11.0)</b>	<b>(86.3)</b>	<b>(233.3)</b>		<b>(185.5)</b>		<b>(56.5)</b>		
<b>Service Efficiencies</b>																
TAS South Shelter Closure	(207.5)	(207.5)							(207.5)	(207.5)						
IDC Fleet Inspections			(649.6)	(649.6)					(649.6)	(649.6)						
FTE Realignment Seasonal Deployment (Students)							(241.3)	(241.3)	(241.3)	(241.3)	(2.5)	(3.9)		(4.7)		
<b>Sub-Total</b>	<b>(207.5)</b>	<b>(207.5)</b>	<b>(649.6)</b>	<b>(649.6)</b>			<b>(241.3)</b>	<b>(241.3)</b>	<b>(1,098.4)</b>	<b>(1,098.4)</b>	<b>(2.5)</b>	<b>(3.9)</b>		<b>(4.7)</b>		
<b>Total Changes</b>	<b>(213.8)</b>	<b>(215.8)</b>	<b>(649.6)</b>	<b>(783.6)</b>	<b>(80.1)</b>	<b>(80.1)</b>	<b>(241.3)</b>	<b>(252.3)</b>	<b>(1,184.8)</b>	<b>(1,331.8)</b>	<b>(2.5)</b>	<b>(189.4)</b>		<b>(61.2)</b>		

**Base Expenditure Changes (Savings of \$0.086 million gross & net)**

*Line by Line Review*

- A review of base expenditures based on actual experience. Re-allocations for various expenditure accounts will reduce net expenditures by \$0.084 million as determined following a review of recent spending and anticipated future requirements.

*IDC Fleet Fuel*

- Following a Fleet Services review, the 2017 Preliminary Budget reflects a one cent reduction to the 2017 budgeted fuel price from \$1.04 to \$1.03 per litre. The impact to Programs will be through a reduced interdivisional charge for fleet fuel. As a result, the base budget for fleet fuel can be reduced by \$0.003 million.

**Base Revenue Changes (Savings of \$0.147 million net)***Inflationary Increase on User Fees*

- The 2017 Preliminary Operating Budget includes increased revenues of \$0.147 million to be generated from applicable business licenses and permit fee increases effective January 1, 2017. Rates will be increased by a 2.0% blended inflationary adjustment across all services, in keeping with the City's user fee policy to maintain full cost recovery for these provided services.
  - Inflationary increases will not be applied to Vehicle-for-Hire user fees in 2017.
- In accordance with the City's User Fee Policy, inflationary increases automatically apply to most user fees. Please see Appendix 7 for a detailed listing of User Fee increases resulting from inflation.
- The 2018 and 2019 Plan includes anticipated additional inflationary increases to fees of 1.97% and 2.26% respectively.

**Service Efficiencies (Savings of \$1.098 million gross & net)***Toronto Animal Services South Shelter Closure*

- A review of Toronto Animal Services (TAS) conducted an assessment of animal shelter intake and call volumes, as well as the service's organizational structure.
- The review identified low levels of shelter intake, call volumes and public attendance at the South Shelter located within the Exhibition Place grounds due to recurring seasonal closure of the shelter due to its geographic location and the impact of special events (i.e. - Indy, CNE) and the physical layout of this leased facility.
- In order to address staffing/capacity issues within other areas of TAS, services available in the South Shelter were reduced beginning in 2016 and the majority of staff have been redeployed to other shelters and enforcement roles.
- The 2017 Preliminary Operating Budget includes the proposal to close the TAS South Shelter resulting in a service efficiency savings of \$0.208 million.
- TAS will continue to provide additional shelter services at the following remaining shelter locations:
  - West: 146 The East Mall (Highway 427 and Dundas)
  - North: 1300 Sheppard Avenue West (Keele Street and Sheppard Avenue West)
  - East: 821 Progress Avenue (Highway 401 and Markham Road)

*IDC Fleet Inspections*

- During consideration of *LS10.3 A New Vehicle-for-Hire Bylaw to Regulate Toronto's Ground Transportation Industry* on May 3, 2016, Council directed staff to develop an alternate vehicle inspection program that allows taxicabs, limousines and PTC vehicles to submit Safety Standards Certificates issued by Ministry of Transportation licensed inspection facilities.

- This alternate Vehicle Inspection Program has been phased in through the Summer/Fall 2016.
- The 2017 Preliminary Operating Budget for ML&S includes an adjustment based on this direction, which includes the elimination of the inter-divisional charges to Fleet Services that funds (6) Fleet Services mechanics positions, resulting in a total gross expenditure reduction of \$0.650 million.

*Realignment to Support Seasonal Deployment (Students)*

- The volume of calls for service are historically greater during the peak vacation period summer months as compared to other seasons during the year, which has resulted in slower response times during these periods.
- The 2017 Preliminary Budget includes efficiency savings of \$0.241 million arising from the elimination of (3) MSO positions from Investigation Services that will now be replaced with (6) Seasonal Student positions to assist in addressing some of the higher volume but less complex calls for service during peak periods.
  - This change will also contribute to the Programs recruiting activities and the City's broader Youth Employment goals.

**Table 4  
2017 Preliminary New & Enhanced Service Priorities**

Description (\$000s)	New/Enhanced								Total			Incremental Change			
	Animal Care, Control & Sheltering		Business Licensing, Enforcement, & Permitting		By-Law Enforcement		Property Standards, Inspection & Compliance		\$	\$	Position	2018 Plan		2019 Plan	
	Gross	Net	Gross	Net	Gross	Net	Gross	Net	Gross	Net	#	Net	Pos.	Net	Pos.
<b>Enhanced Services Priorities</b>															
Council Directed:															
Regulatory Regime for Rental Apartment Buildings (MRAB)							182.9	(1,150.0)	182.9	(1,150.0)	6.0	(374.0)		20.9	
<b>Sub-Total Council Directed</b>							<b>182.9</b>	<b>(1,150.0)</b>	<b>182.9</b>	<b>(1,150.0)</b>	<b>6.0</b>	<b>(374.0)</b>		<b>20.9</b>	
<b>Total</b>							<b>182.9</b>	<b>(1,150.0)</b>	<b>182.9</b>	<b>(1,150.0)</b>	<b>6.0</b>	<b>(374.0)</b>		<b>20.9</b>	

**Enhanced Service Priorities (\$0.183 million gross & \$1.150 million net revenue)**

*Regulatory Regime for Rental Apartment Buildings (MRAB)*

- The 2017 Preliminary Operating Budget for ML&S includes \$0.183 million in additional gross expenditures to fund an additional 6.0 permanent positions to enhance the current Multi-Residential Rental Apartment Building (MRAB) program with focused improvements to existing enforcement activities and regulations that will help:
  - Strengthen enforcement of city by-laws;
  - Enhance tenant engagement and access to information; and
  - Promote preventative maintenance in rental apartment buildings to prevent the deterioration of standards.
- The MRAB program with a 2016 budget of \$3.18 million and 24.0 positions is currently subsidized through the tax base. City Council will consider report LS15.3 *Rental Apartment Buildings: Results of Public Consultation and Proposed Regulatory Regime* at its meeting of December 13 and 14, 2016, which proposes that the ML&S 2017 Operating Budget be increased to \$4.4 million annually, with 60% of the costs to be recovered from a combination of an annual \$8.00 per unit registration fee and revenues collected from enforcement actions.

- The 2017 Preliminary Operating Budget for ML&S aligns with this report and includes expenses and revenues for the enhanced MRAB program that will now recover 60% of costs through an annual per unit registration fee and revenues collected from enforcement actions.
  - Enforcement action revenues are being applied to ensure housing providers/landlords are held accountable to comply with the City's property standards bylaws.
- The remaining 40% of costs will continue to be supported through the property tax base, based on the overall City benefit provided through the program.

Approval of the 2017 Preliminary Operating Budget for Municipal Licensing & Standards will result in a 2018 incremental net cost of \$0.564 million and a 2019 incremental net cost of \$1.108 million to maintain the 2017 service levels, as discussed in the following section:

**Table 5  
2018 and 2019 Plan by Program**

Description (\$000s)	2018 - Incremental Increase					2019 - Incremental Increase				
	Gross Expense	Revenue	Net Expense	% Change	Position	Gross Expense	Revenue	Net Expense	% Change	Position
<b>Known Impacts:</b>										
<b>Salaries and Benefits</b>										
Progression Pay	287.0		287.0	1.5%		296.9		296.9	1.5%	
COLA, Step and Fringe Benefits	761.6		761.6	3.9%		818.5		818.5	4.1%	
<b>Other Base Changes</b>										
GTR Structure Change	43.2		43.2	0.2%		(2.7)		(2.7)	(0.0%)	
Line by Line Budget Review	(2.5)		(2.5)	(0.0%)						
<b>Sub-Total</b>	<b>1,089.4</b>		<b>1,089.4</b>	<b>5.6%</b>		<b>1,112.7</b>		<b>1,112.7</b>	<b>5.6%</b>	
<b>Anticipated Impacts:</b>										
<b>Other</b>										
Misc. IDC Changes	35.8		35.8	0.2%		35.0		35.0	0.2%	
User Fees Inflation		185.5	(185.5)	(1.0%)			56.5	(56.5)	(0.3%)	
Service Changes	(1.3)		(1.3)	(0.0%)		(4.7)		(4.7)	(0.0%)	
New/Enhanced MRAB	958.9	1,332.9	(374.0)	(1.9%)		20.9		20.9	0.1%	
<b>Sub-Total</b>	<b>993.4</b>	<b>1,518.4</b>	<b>(525.0)</b>	<b>(2.7%)</b>		<b>51.3</b>	<b>56.5</b>	<b>(5.2)</b>	<b>(0.0%)</b>	
<b>Total Incremental Impact</b>	<b>2,082.7</b>	<b>1,518.4</b>	<b>564.3</b>	<b>2.9%</b>		<b>1,164.0</b>	<b>56.5</b>	<b>1,107.5</b>	<b>5.6%</b>	

Future year incremental costs are primarily attributable to the following:

**Known Impacts:**

- The 2018 and 2019 Plan reflects inflationary cost increases and adjustments for salaries, progression pay, step increases, fringe benefits and normal staff turnover. These estimates are consistent with current collective agreements.
- Also included in the 2018 Plan is the annualized impact of the GTR Structure change on the organization.

**Anticipated Impacts:**

- Inter-divisional Charge and Recovery increases for the outlook years reflect the impact of services provided by Information Technology (IT), Human Resources (HR), Court Services for the Licensing Tribunal and Fleet

Services. Incremental IT charges are for hardware and software license maintenance and support for ML&S application systems. Fleet charges are due to small increases in miscellaneous fleet maintenance requirements.

- 2018 & 2019 also include a provision for anticipated user fee inflationary increase estimates of 1.97% and 2.26%, respectively.
- The impact related to Service Change in 2018 is due to the annualized 2017 savings in staff costs from the realignment to support seasonal deployment, offset by an anticipated increase in fleet fuel charges resulting in an anticipated reduction of \$1,300 in 2017 and \$4,700 in 2019.
- In addition, the Enhanced Service Priority for a Regulatory Regime for Rental Apartment Buildings will reflect the annualization of direct and indirect costs including salaries & benefits as well as revenue from registration fees and enforcement actions.



# Part 2:

## 2017 Preliminary Operating Budget by Service

### Animal Care, Control & Sheltering

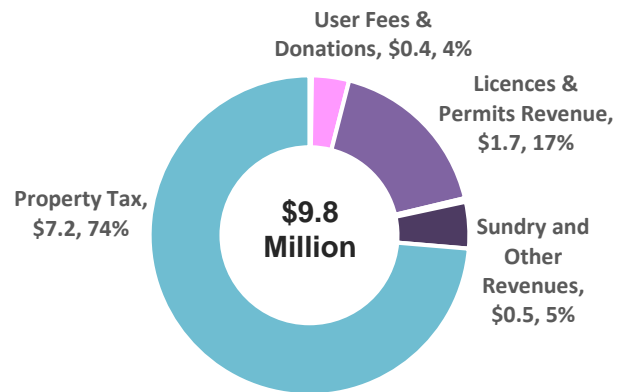
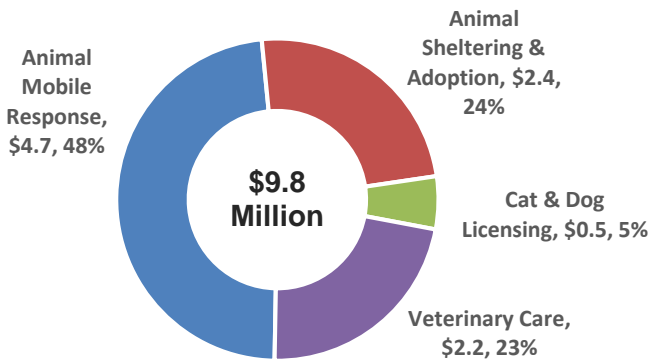


#### What We Do

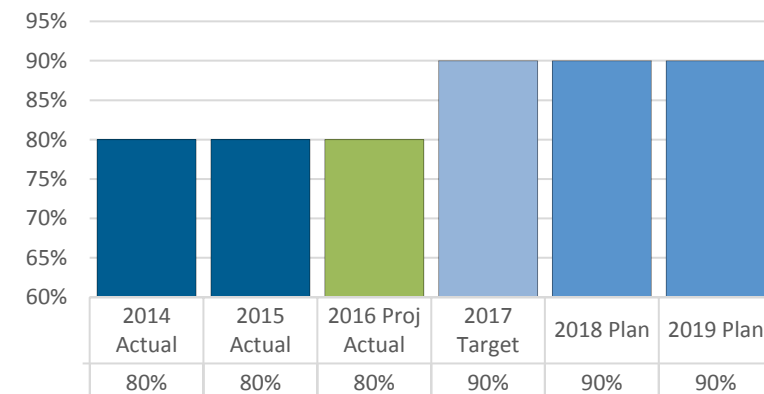
- Animal Services promotes and supports the healthy and safe co-existence of people and animals in the City. This is done through education and enforcement of animal related legislation, provision of animal sheltering, adoption, lost pet returns, licensing, pet sterilization and emergency animal rescue,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

2017 Service Budget by Activity (\$Ms)

Service by Funding Source (\$Ms)



#### % of Pet Licenses Renewed



- Dog and cat licensing compliance has maintained the 2015 levels and is anticipated to continue to achieve the same renewal level in 2016.



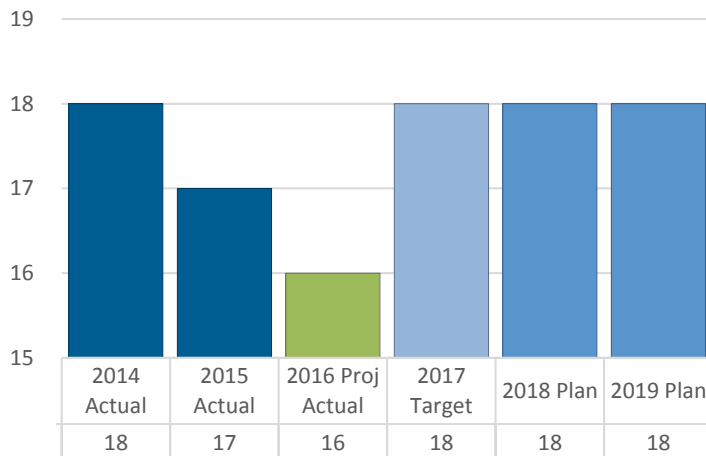
## 2017 Service Levels Animal Care, Control & Sheltering

Sub-Activity/Type		Status	2014	2015	2016	2017
Animal Mobile Response	Emergency Animal Rescue & Care - Percentage response within 2 hours	Approved	n/a	80%	80%	80%
		Actual	n/a	85%	80%	
	Cadaver Removal - Percentage response within 48 hours	Approved	n/a	90%	85%	80%
		Actual	n/a	70%	80%	
Animal Sheltering and Adoption	Sheltered Animals-Average days in shelter	Approved	18	18	18	18
		Actual	18	17	16	
	Percentage of animals Adopted or Returned to Owner	Approved	66%	66%	70%	70%
		Actual	66%	70%	75%	
Cat and Dog Licensing	# Dogs licensed	Approved	65,000	65,000	65,000	65,000
		Actual	57,425	57,448	55,000	
	# Cats licensed	Approved	35,000	35,000	35,000	35,000
		Actual	23,455	23,465	25,000	
Veterinary Care	Percentage of sheltered animals given care	Approved	100%	100%	100%	100%
		Actual	100%	100%	100%	
	Animals Vaccinated, Spayed/neutered, micro-chipped	Approved	20,500	20,500	20,500	<b>18,000</b>
		Actual	20,500	20,500	12,500	

Overall, the 2017 Service Levels are consistent with the approved 2016 Service Levels for Animal Care, Control & Sheltering. For Animals Vaccinated, Spayed/neutered, micro-chipped there is a decrease in the anticipated number of animals due to overall reduction in animals sheltered which is steady at 2015 values. However, the introduction of the SNYP Truck in 2016 to make services more accessible and affordable is expected to result in an increase in 2017 compared to 2016 projected actuals.

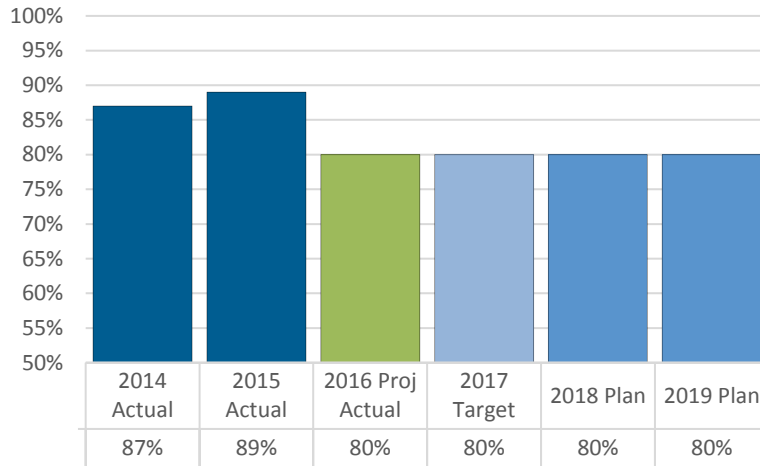
### Service Performance Measures

#### Average # of Days Animal is Sheltered



- There are fewer animals being taken into the shelter which enables better care and less transfer of illnesses (in cats) while in shelter, enabling faster transfer / adoption out. Improved identification and transfer out to more partners has assisted in reducing the average shelter time.

**% Mobile Responses within 2 hours**



- Represents emergency response to injured and distressed animals including wildlife.
- TAS has increased mobile response unit staffing and reduced vacancies as a result of re-organization which has contributed to a significant improvement in response in 2015/16.
- A decrease in the Mobile Response rate to 80% is projected for 2016 to 2019. This is more reflective of the current state of service being provided due to resources being re-allocated to other emerging priority service requirements.

**Table 6  
2017 Preliminary Service Budget by Activity**

(\$000s)	2017 Preliminary Operating Budget										Incremental Change				
	2016 Budget	Base Budget	Service Changes	Preliminary Base	Prelim. Base Budget vs. 2016 Budget	% Change	New/Enhanced	Prelim. Budget	2017 Prelim. Budget vs. 2016 Budget		2018 Plan		2019 Plan		
	\$	\$	\$	\$	\$	%	\$	\$	\$	%	\$	%	\$	%	
<b>GROSS EXP.</b>															
Animal Mobile Response	4,648.5	4,818.8	(95.3)	4,723.6	75.1	1.6%		4,723.6	75.1	1.6%	88.6	1.9%	91.2	1.9%	
Animal Sheltering & Adoption	2,465.2	2,446.8	(71.8)	2,375.0	(90.2)	(3.7%)		2,375.0	(90.2)	(3.7%)	40.5	1.7%	41.7	1.7%	
Cat & Dog Licensing	481.0	521.3	(1.5)	519.9	38.9	8.1%		519.9	38.9	8.1%	9.6	1.8%	11.9	2.2%	
Veterinary Care	2,288.7	2,228.1	(40.3)	2,187.8	(100.9)	(4.4%)		2,187.8	(100.9)	(4.4%)	47.5	2.2%	46.8	2.1%	
<b>Total Gross Exp.</b>	<b>9,883.4</b>	<b>10,015.0</b>	<b>(208.8)</b>	<b>9,806.3</b>	<b>(77.1)</b>	<b>(0.8%)</b>		<b>9,806.3</b>	<b>(77.1)</b>	<b>(0.8%)</b>	<b>186.2</b>	<b>1.9%</b>	<b>191.6</b>	<b>1.9%</b>	
<b>REVENUE</b>															
Animal Mobile Response	1,004.8	1,005.7		1,005.7	0.9	0.1%		1,005.7	0.9	0.1%			0.2	0.0%	
Animal Sheltering & Adoption	510.4	431.5		431.5	(78.9)	(15.5%)		431.5	(78.9)	(15.5%)			0.1	0.0%	
Cat & Dog Licensing	855.4	855.4		855.4	0.0	0.0%		855.4	0.0	0.0%			0.0	0.0%	
Veterinary Care	445.0	290.1		290.1	(155.0)	(34.8%)		290.1	(155.0)	(34.8%)			0.1		
<b>Total Revenues</b>	<b>2,815.6</b>	<b>2,582.7</b>		<b>2,582.7</b>	<b>(232.9)</b>	<b>(8.3%)</b>		<b>2,582.7</b>	<b>(232.9)</b>	<b>(8.3%)</b>			<b>0.3</b>	<b>0.0%</b>	
<b>NET EXP.</b>															
Animal Mobile Response	3,643.7	3,813.1	(95.3)	3,717.9	74.2	2.0%		3,717.9	74.2	2.0%	88.6	2.4%	91.1	2.4%	
Animal Sheltering & Adoption	1,954.9	2,015.3	(71.8)	1,943.5	(11.4)	(0.6%)		1,943.5	(11.4)	(0.6%)	40.5	2.1%	41.6	2.1%	
Cat & Dog Licensing	(374.3)	(334.0)	(1.5)	(335.5)	38.9	(10.4%)		(335.5)	38.9	(10.4%)	9.6	-2.9%	11.9	(3.6%)	
Veterinary Care	1,843.7	1,938.0	(40.3)	1,897.8	54.1	2.9%		1,897.8	54.1	2.9%	47.5	2.5%	46.7	2.4%	
<b>Total Net Exp.</b>	<b>7,067.9</b>	<b>7,432.4</b>	<b>(208.8)</b>	<b>7,223.6</b>	<b>155.8</b>	<b>2.2%</b>		<b>7,223.6</b>	<b>155.8</b>	<b>2.2%</b>	<b>186.2</b>	<b>2.6%</b>	<b>191.2</b>	<b>2.5%</b>	
Approved Positions	86.3	86.3		86.3	0.0	0.0%		86.3	0.0	0.0%					

The **Animal Care, Control & Sheltering** service 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.

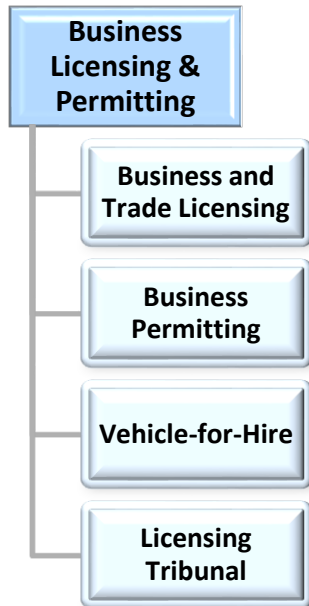
The Animal Care, Control & Sheltering service's 2017 Preliminary Operating Budget of \$9.806 million gross and \$7.224 million net is \$0.156 million or 2.2% above the 2016 Approved Net Budget.

- In addition to the base budget pressures common to all services, this service is experiencing pressures which are predominately comprised of inflationary salary increases (\$0.328 million) as well as reinstatement of the

annual contribution to the vehicle reserve (\$0.138 million). This contribution was deferred in 2016 to enable the acquisition of vehicles for Property Standards, Inspection & Compliance.

- In order to offset these pressures, the 2017 Preliminary Operating Budget includes:
  - Base expenditure reductions resulting from a line by line review reflecting a decrease \$0.005 million based on actual experience and as determined by reviewing recent spending and considering future requirements;
  - A user fee inflationary increase of 2%, proportionally applied to this service will increase net revenue by \$0.002 million; and
  - The rationalization of site locations whereby the under-utilized TAS South Shelter location will be closed, resulting in savings of \$0.208 million net.

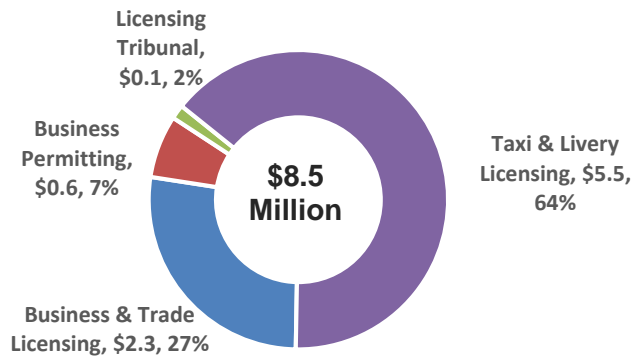
## Business Licensing & Permitting



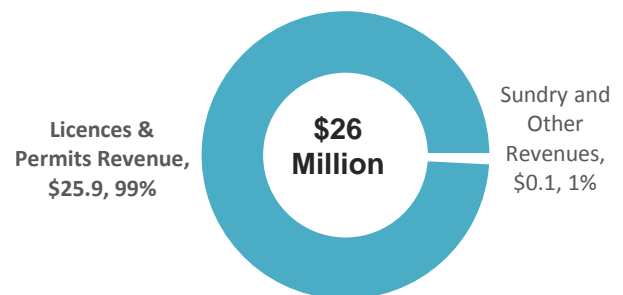
### What We Do

- The issuance of new business licenses and renewals, right-of-way permits, temporary sign permits, and fireworks permits. The core activities include:
  - Business and Trade Licensing
  - Business Permitting
  - Vehicle-for-Hire Licensing
  - Licensing Tribunal

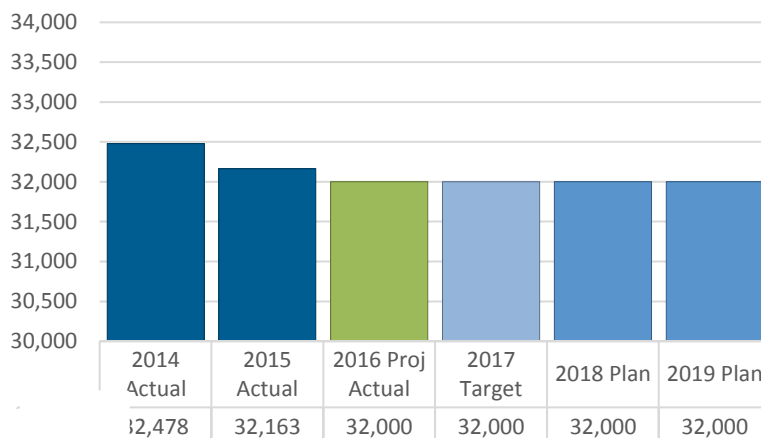
### 2017 Service Budget by Activity (\$Ms)



### Service by Funding Source (\$Ms)



### # of Business Licenses issued (new and renewed)



- Depending on sustained economic indicators and absent any significant changes to the municipal licensing regime, the 2016 service level of licensing including renewals is projected to be maintained over the next three years.

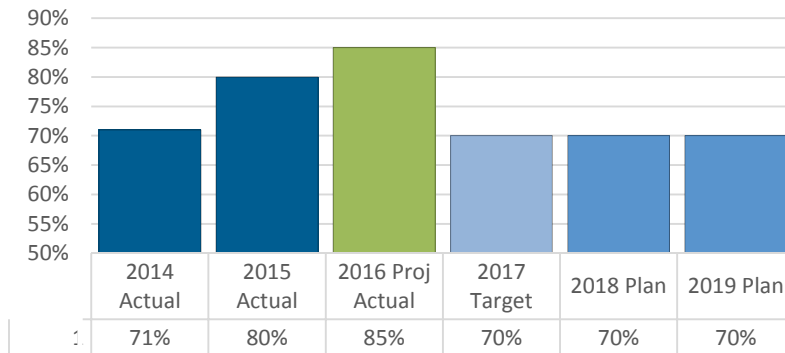
## 2017 Service Levels Business Licensing & Permitting

Sub-Activity/Type		Status	2014	2015	2016	2017
Business and Trade Licensing	Stationary Licenses - Percentage of Licenses issued in 20 days or less (new & renewal)	Approved	71%	70%	70%	70%
		Actual	71%	85%	90%	
	Trade Licenses - Percentage of Licenses issued in 20 days or less (new & renewal)	Approved	71%	70%	70%	70%
		Actual	71%	85%	90%	
Business Permitting	Clothing Drop Box, Right of Way (Patio, Café, Marketing), Fireworks & Temporary Sign Permits - Percentage of Permits issued in 20 days or less (new & renewal)	Approved	90%	90%	90%	90%
		Actual	90%	91%	90%	
Vehicle for Hire	% of application compliance to bylaw of Vehicle-for-Hire drivers	Approved	n/a	n/a	n/a	95%
		Actual	n/a	n/a	n/a	
	% of application compliance Private Transportation Company drivers	Approved	n/a	n/a	n/a	95%
		Actual	n/a	n/a	n/a	

Overall, the 2017 Service Levels are consistent with the approved 2016 Service Levels for Business Licensing & Permitting. 2017 Service Levels now include key figures for Vehicle for Hire which includes taxicabs, limousines and private transportation companies as a result of the Ground Transportation Review adopted as amended by Council in May 2016.

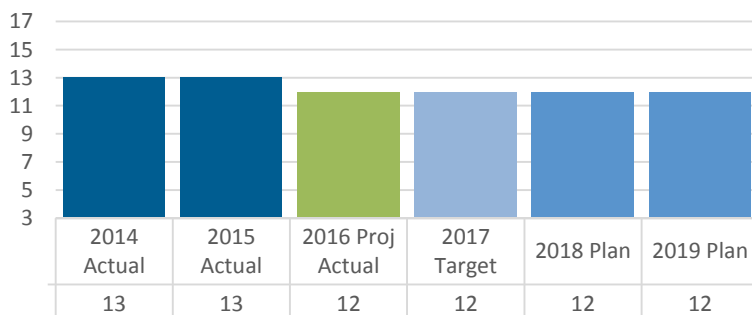
### Service Performance Measures

#### % of Mobile Licenses issued in 20 Days or Less



- The increase in 2016 is due to business process improvements in queue and counter management and simplification of bylaw requirements for application (does not include the new PTC licenses).

#### # Days to Renew a Vehicle for Hire License



- Number of days to renew a licence saw a slight improvement in 2016 compared to 2014 and 2015. Updates to simplify the by-laws and improve in-office services have resulted in faster turnaround in 2016.

**Table 6**  
**2017 Preliminary Service Budget by Activity**

(\$000s)	2016		2017 Preliminary Operating Budget						Incremental Change						
	Budget	Base Budget	Service Changes	Preliminary Base	Prelim. Base Budget vs. 2016 Budget	% Change	New/Enhanced	Prelim. Budget	2017 Prelim. Budget vs. 2016 Budget		2018 Plan		2019 Plan		
	\$	\$	\$	\$	\$	%	\$	\$	\$	%	\$	%	\$	%	
<b>GROSS EXP.</b>															
Business & Trade Licensing	2,981.2	2,588.1	(292.3)	2,295.8	(685.4)	(23.0%)		<b>2,295.8</b>	(685.4)	(23.0%)	27.2	1.2%	36.8	1.6%	
Business Permitting	679.1	618.6	(45.5)	573.1	(106.0)	(15.6%)		<b>573.1</b>	(106.0)	(15.6%)	9.5	1.7%	11.3	1.9%	
Licensing Tribunal	178.3	149.7	(19.5)	130.2	(48.1)	(27.0%)		<b>130.2</b>	(48.1)	(27.0%)	1.3	1.0%	1.9	1.4%	
Vehicle-for-Hire Licensing	4,898.5	5,745.5	(292.3)	5,453.1	554.7	11.3%		<b>5,453.1</b>	554.7	11.3%	147.7	2.7%	111.1	2.0%	
<b>Total Gross Exp.</b>	<b>8,737.1</b>	<b>9,101.8</b>	<b>(649.6)</b>	<b>8,452.2</b>	<b>(284.8)</b>	<b>(3.3%)</b>		<b>8,452.2</b>	<b>(284.8)</b>	<b>(3.3%)</b>	<b>185.7</b>	<b>2.2%</b>	<b>161.1</b>	<b>1.8%</b>	
<b>REVENUE</b>															
Business & Trade Licensing	11,448.3	9,119.3		9,119.3	(2,329.1)	(20.3%)		<b>9,119.3</b>	(2,329.1)	(20.3%)	83.5		24.4	0.3%	
Business Permitting	1,794.7	1,432.4		1,432.4	(362.3)	(20.2%)		<b>1,432.4</b>	(362.3)	(20.2%)	13.0		3.8	0.3%	
Licensing Tribunal	762.1	606.9		606.9	(155.3)	(20.4%)		<b>606.9</b>	(155.3)	(20.4%)	5.6		1.6	0.3%	
Vehicle-for-Hire Licensing	11,242.8	14,808.7		14,808.7	3,565.9	31.7%		<b>14,808.7</b>	3,565.9	31.7%	83.5		24.4		
<b>Total Revenues</b>	<b>25,247.9</b>	<b>25,967.2</b>		<b>25,967.2</b>	<b>719.3</b>	<b>2.8%</b>		<b>25,967.2</b>	<b>719.3</b>	<b>2.8%</b>	<b>185.6</b>		<b>54.3</b>	<b>0.2%</b>	
<b>NET EXP.</b>															
Business & Trade Licensing	(8,467.1)	(6,531.1)	(292.3)	(6,823.5)	1,643.7	(19.4%)		<b>(6,823.5)</b>	1,643.7	(19.4%)	(56.3)	0.8%	12.4	(0.2%)	
Business Permitting	(1,115.6)	(813.9)	(45.5)	(859.3)	256.3	(23.0%)		<b>(859.3)</b>	256.3	(23.0%)	(3.4)	0.4%	7.5	(0.9%)	
Licensing Tribunal	(583.8)	(457.2)	(19.5)	(476.7)	107.2	(18.4%)		<b>(476.7)</b>	107.2	(18.4%)	(4.3)	0.9%	0.3	(0.1%)	
Vehicle-for-Hire Licensing	(6,344.3)	(9,063.2)	(292.3)	(9,355.5)	(3,011.3)	47.5%		<b>(9,355.5)</b>	(3,011.3)	47.5%	64.1	-0.7%	86.7	(0.9%)	
<b>Total Net Exp.</b>	<b>(16,510.9)</b>	<b>(16,865.4)</b>	<b>(649.6)</b>	<b>(17,515.0)</b>	<b>(1,004.1)</b>	<b>6.1%</b>		<b>(17,515.0)</b>	<b>(1,004.1)</b>	<b>(6.1%)</b>	<b>0.1</b>	<b>0.0%</b>	<b>106.8</b>	<b>(0.6%)</b>	
<b>Approved Positions</b>	<b>70.5</b>	<b>67.0</b>		<b>67.0</b>	<b>(3.5)</b>	<b>(5.0%)</b>		<b>67.0</b>	<b>(3.5)</b>	<b>(5.0%)</b>		<b>0.0%</b>			

The **Business Licensing, Enforcement and Permitting** service provides for the issuance and monitoring of business licenses, right-of-way permits, temporary sign permits, and fireworks permits. This service primarily has jurisdiction over Business and Trade Licensing, Business Permitting, Vehicle for Hire Licensing and supports activities of the Licensing Tribunal.

The Business Licensing and Permitting service's 2017 Preliminary Operating Budget of \$8.452 million gross and \$17.515 million net revenue is \$1.004 million or 6.1% below the 2016 Approved Net Budget.

- In addition to the base budget pressures common to all services, pressures unique to Business Licensing, Enforcement and Permitting in 2017 are primarily due to:
  - Annualized impact of the GTR Structure changes for Vehicle-for-Hire Licensing including staffing and non-labour expenses of \$0.447 million and user fee adjustments of \$0.585 million;
  - Decreased inter-divisional charges of \$0.297 million primarily reflecting reduced expenditures for Clerks for copying and postage and for Paramedic Services for delivery of CPR training; and,
  - Restored and increased credit card transaction fees of \$0.280 million.
- In order to offset net pressures, the 2017 Preliminary Operating Budget includes:
  - A user fee inflationary increase of 2%, proportionally applied to this service will increase net revenue by \$0.134 million;
  - Service efficiency savings resulting from Council authorization for an alternate vehicle inspection program for vehicles for hire by accepting valid Safety Standard Certificates issued by a Motor Vehicle Inspection Station (MVIS) garage operator licensed by the Ontario Ministry of Transportation. The interdivisional charge from Fleet Services for inspection services can be reduced by \$0.650 million.

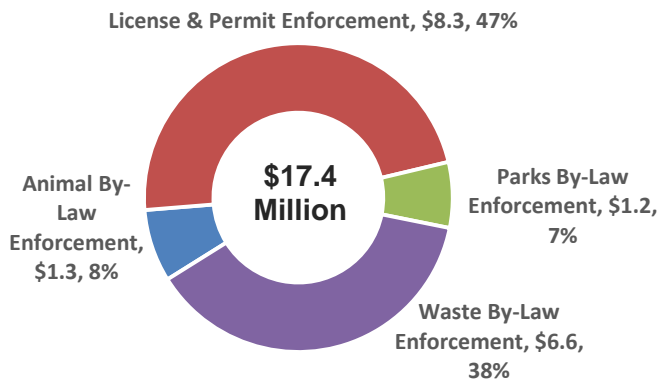
## By-Law Enforcement



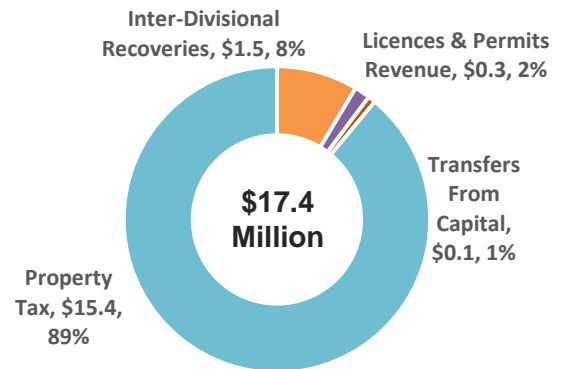
### What We Do

- The enforcement of the City of Toronto By-Laws to mitigate public nuisances, enhance public safety and maximize compliance. The core activities include:
  - License and Permit Enforcement
  - Waste By-Law Enforcement
  - Parks By-Law Enforcement
  - Animal By-Law Enforcement

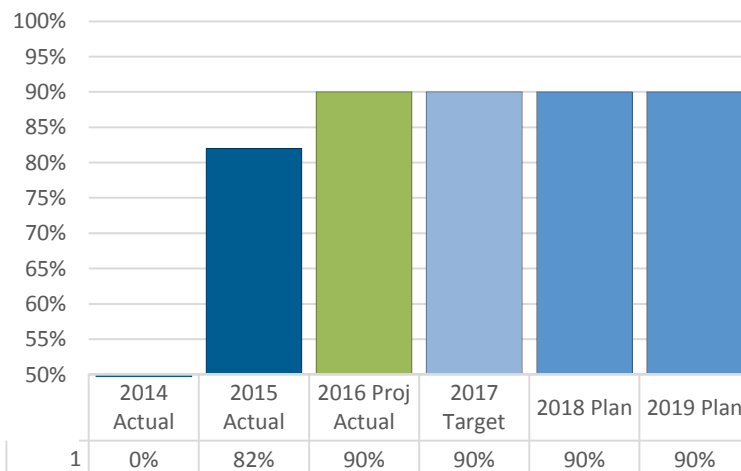
### 2017 Service Budget by Activity (\$Ms)



### Service by Funding Source (\$Ms)



### % Response Rate within 48 hours of Dogs Off-Leash



- Dogs Off-Leash Enforcement when owner/dog walker is present in a Public Park. Percentage of Dogs off Leash Inspections conducted within 48 hours of complaint had a sharp decline in 2015 but it has recovered in the first 8 months of year 2016 due to re-alignment of existing resources to address Parks complaints and is expected to reach the target by the end of the year.

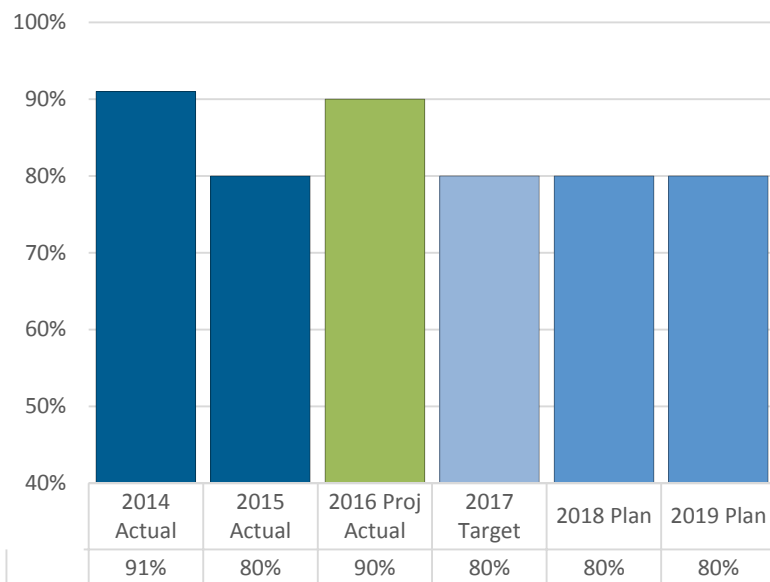
## 2017 Service Levels By-Law Enforcement

Sub-Activity/Type		Status	2014	2015	2016	2017
Animal By-Law Enforcement	% rate response within 48 hours of report of dogs off-leash	Approved	100%	90%	90%	90%
		Actual	n/a	85%	90%	
	% dog bites reports emergency response occurs within 2 hours	Approved	n/a	n/a	80%	80%
		Actual	n/a	n/a	88%	
License and Permit Enforcement	% of By-law Enforcement service requests responded to within 48 hours	Approved	100%	90%	90%	90%
		Actual	51%	75%	60%	
Parks By-Law Enforcement	% parks reports where initial response occurs within 48 hours	Approved	100%	90%	90%	90%
		Actual	91%	89%	90%	
Waste By-Law Enforcement	% abandoned appliance reports where response occurs within 24 hrs	Approved	n/a	100%	100%	100%
		Actual	n/a	50%	80%	
	% illegal dumping by-law service response rate within 48 hrs	Approved	100%	90%	80%	80%
		Actual	91%	82%	90%	

Overall, the 2017 Service Levels are consistent with the approved 2016 Service Levels for By-Law Enforcement. A service level noted as "n/a" indicates a refinement of the previously used metric e.g. % response time going from "within 48 hours" to "within 24 hours".

### Service Performance Measures

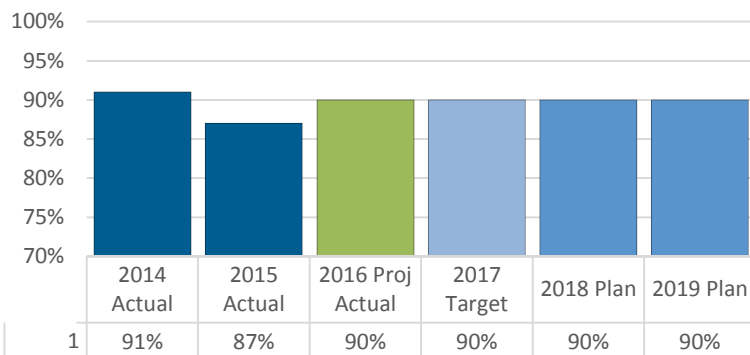
#### % Waste By-law Inspections Conducted within 48 Hours



- Waste By-Law Enforcement - Percentage of service requests responded to within 48 hours for all illegal dumping and other service requests. It is anticipated 2016 will exceed the 80% target.
- The Program is continuing to perform a detailed review of the service levels and has refined and rearticulated the service level descriptions for each sub-activity to provide clarity and reflect shifting business practices. As such, the preliminary service level for Waste By-Law Enforcement has been adjusted to 80% within 48 hours.



**% Parks By-law Inspections conducted within 48 hours**



- Percentage of Parks By-law Inspections conducted within 48 hours of complaint is expected to meet the target in 2016 and maintain the same level of service in 2017 and outlook years.

**Table 6  
2017 Preliminary Service Budget by Activity**

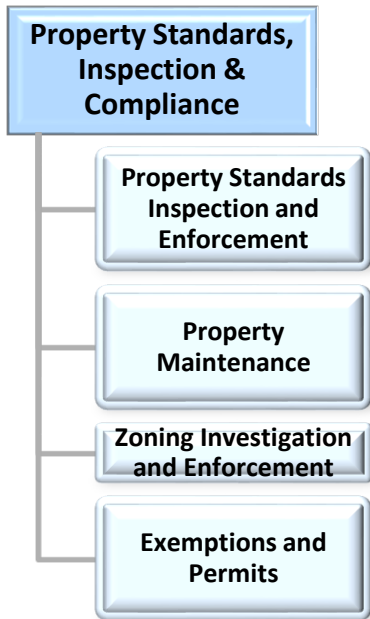
(\$000s)	2017 Preliminary Operating Budget										Incremental Change				
	2016 Budget	Base Budget	Service Changes	Preliminary Base	Prelim. Base Budget vs. 2016 Budget	% Change	New/Enhanced	Prelim. Budget	2017 Prelim. Budget vs. 2016 Budget		2018 Plan		2019 Plan		
	\$	\$	\$	\$	\$	%	\$	\$	\$	%	\$	%	\$	%	
<b>GROSS EXP.</b>															
Animal By-Law Enforcement	1,315.0	1,320.8	(1.3)	1,319.6	4.6	0.3%		1,319.6	4.6	0.3%	28.8	2.2%	27.3	2.0%	
License & Permit Enforcement	7,198.6	8,256.6		8,256.6	1,058.0	14.7%		8,256.6	1,058.0	14.7%	185.1	2.2%	196.0	2.3%	
Parks By-Law Enforcement	1,882.1	1,193.8		1,193.8	(688.3)	(36.6%)		1,193.8	(688.3)	(36.6%)	26.3	2.2%	23.1	1.9%	
Waste By-Law Enforcement	5,470.2	6,587.4		6,587.4	1,117.2	20.4%		6,587.4	1,117.2	20.4%	136.9	2.1%	151.9	2.3%	
<b>Total Gross Exp.</b>	<b>15,866.0</b>	<b>17,358.6</b>	<b>(1.3)</b>	<b>17,357.4</b>	<b>1,491.4</b>	<b>9.4%</b>		<b>17,357.4</b>	<b>1,491.4</b>	<b>9.4%</b>	<b>377.1</b>	<b>2.2%</b>	<b>398.3</b>	<b>2.2%</b>	
<b>REVENUE</b>															
Animal By-Law Enforcement	286.4	286.4		286.4				286.4							
License & Permit Enforcement	82.0	82.0		82.0				82.0							
Parks By-Law Enforcement	23.0	23.0		23.0				23.0							
Waste By-Law Enforcement	1,524.3	1,524.3		1,524.3				1,524.3							
<b>Total Revenues</b>	<b>1,915.7</b>	<b>1,915.7</b>		<b>1,915.7</b>				<b>1,915.7</b>							
<b>NET EXP.</b>															
Animal By-Law Enforcement	1,028.6	1,034.4	(1.3)	1,033.2	4.6	0.4%		1,033.2	4.6	0.4%	28.8	2.8%	27.3	2.6%	
License & Permit Enforcement	7,116.6	8,174.6		8,174.6	1,058.0	14.9%		8,174.6	1,058.0	14.9%	185.1	2.3%	196.0	2.3%	
Parks By-Law Enforcement	1,859.2	1,170.8		1,170.8	(688.3)	(37.0%)		1,170.8	(688.3)	(37.0%)	26.3	2.2%	23.1	1.9%	
Waste By-Law Enforcement	3,945.9	5,063.1		5,063.1	1,117.2	28.3%		5,063.1	1,117.2	28.3%	136.9	2.7%	151.9	2.9%	
<b>Total Net Exp.</b>	<b>13,950.3</b>	<b>15,443.0</b>	<b>(1.3)</b>	<b>15,441.7</b>	<b>1,491.4</b>	<b>10.7%</b>		<b>15,441.7</b>	<b>1,491.4</b>	<b>10.7%</b>	<b>377.1</b>	<b>2.4%</b>	<b>398.3</b>	<b>2.5%</b>	
Approved Positions	159.6	159.9		159.9	0.2	0.1%		159.9	0.2	0.1%		0.0%			

The **By-Law Enforcement** service provides enforcement activities related to the Waste By-Law, Parks By-Law, Animal By-Law as well as Licensing and Permit enforcement. This service primarily provides monitoring and active enforcement the City of Toronto By-Laws to maximize compliance.

The By-Law Enforcement Service's 2017 Preliminary Operating Budget of \$17.357 million gross and \$15.442 million net is \$1.492 million or 10.7% above the 2016 Approved Net Budget.

- In addition to the base budget pressures common to all services, this service incorporates the annualized impact of the GTR Structure changes including staffing costs of \$1.231 million as well as costs to reinstatement the annual contribution to the vehicle reserve of \$0.303 million, as this contribution was deferred in 2016 to enable the acquisition of vehicles for Property Standards, Inspection & Compliance.
- In order to offset these pressures, the 2017 Preliminary Operating Budget includes base budget reductions from a line by line review reflecting a decrease \$0.079 million that are based on historical spending experience as determined by reviewing recent spending and considering future requirements

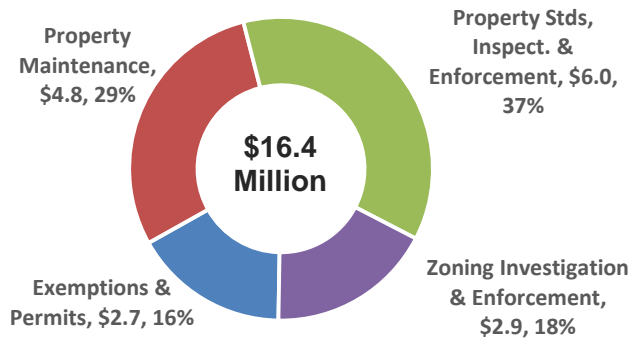
# Property Standards, Inspection & Compliance



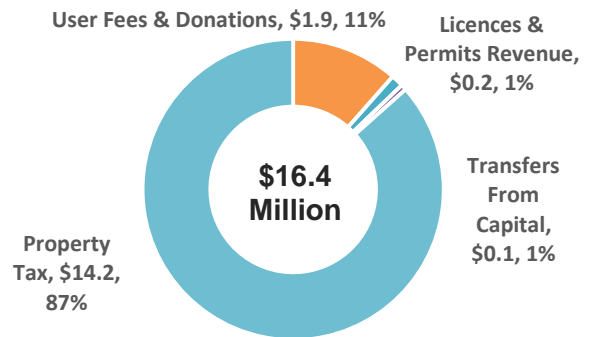
## What We Do

- Provide enforcement activities related to property standards; property maintenance (including waste, 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

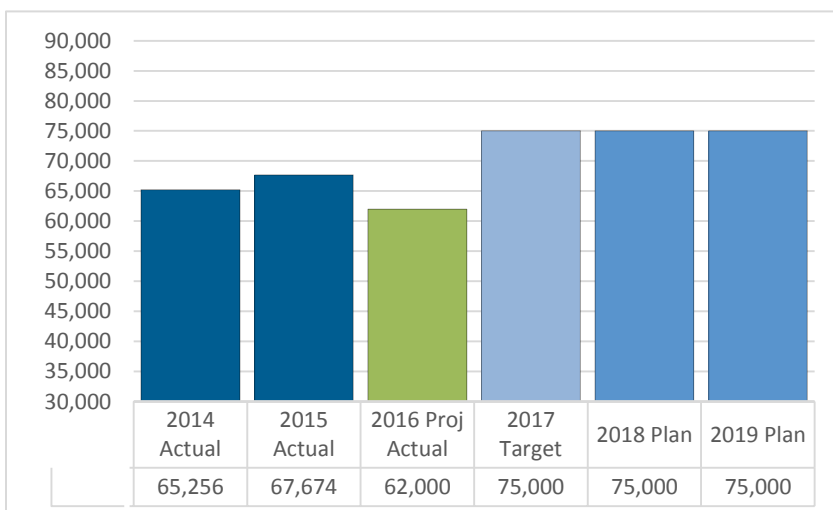
## 2017 Service Budget by Activity (\$Ms)



## Service by Funding Source (\$Ms)



## Number of Property Standards Inspections



- The number of property standards inspections has decreased by 8% due to changes in business processes which optimize procedures with more efficient and effective response strategies.
- The 2016 level of inspections is projected to be lower than 2015.
- 2017 and outlook years will stabilize at 75,000 per year.

## 2017 Service Levels

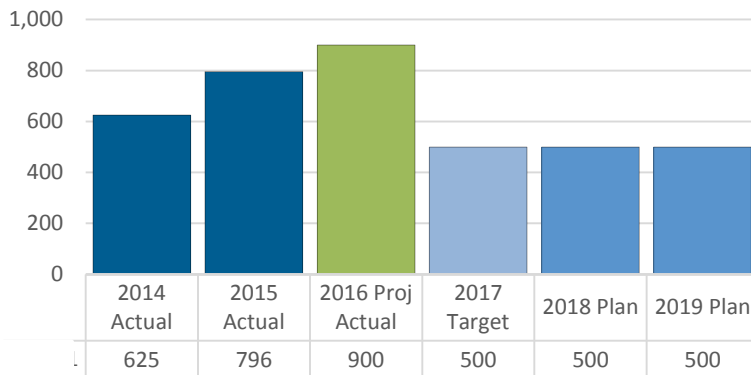
### Property Standards, Inspection & Compliance

Sub-Activity/Type		Status	2014	2015	2016	2017
Property Standards Inspection and Enforcement	% emergency responses conducted within 24 hours of reports	Approved	67%	100%	100%	100%
		Actual	84%	85%	90%	
	% non-emergency responses conducted within 5 days of report	Approved	62%	70%	80%	80%
		Actual	55%	60%	50%	
Property Maintenance	% emergency responses conducted within 24 hours of reports	Approved	67%	100%	100%	100%
		Actual	84%	85%	95%	
	% non-emergency responses conducted within 5 days of report	Approved	62%	70%	80%	80%
		Actual	55%	60%	75%	
Zoning Investigation and Enforcement	% responses conducted within 5 days of report	Approved	62%	70%	70%	70%
		Actual	55%	55%	70%	
Exemptions and Permits	Fence / Noise / Natural Gardens - % an exemption or permit referral to Community Council occurs in 30 days.	Approved	n/a	100%	100%	100%
		Actual	n/a	81%	80%	

Overall, the 2017 Service Levels are consistent with the approved 2016 Service Levels for Property Standards, Inspection & Compliance.

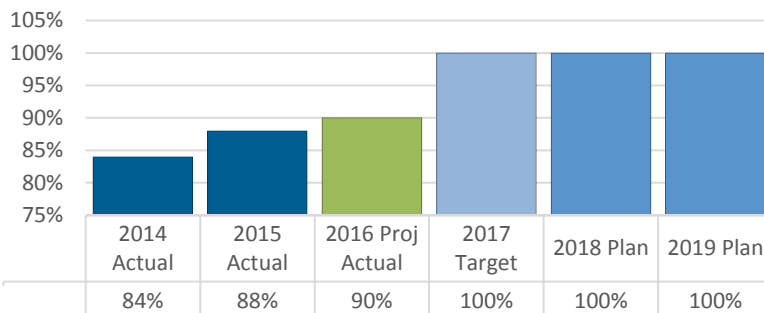
## Service Performance Measures

### # Applications Reviewed for Exemptions & Permits



- Requests for exemptions have been trending up in recent years, which is a result of increased education and awareness.
- By-laws for noise and fences are being reviewed for 2017 and targets may be reassessed based on the adopted changes.
- It is anticipated that while the volume of some applications may decrease, the volume of other applications, e.g. for construction, may increase. As a result, the number of applications reviewed is expected to stabilize at 500 per year for 2017 through 2019.

### % of Initial Responses Conducted within 24 hours



- Percentage of Initial Response to Emergency Property Standards Service Request Conducted within 24 Hours is projected to trend at the same levels as 2015. 2017 and outlook year are expected to be at 100%

**Table 6**  
**2017 Preliminary Service Budget by Activity**

(\$000s)	2017 Preliminary Operating Budget										Incremental Change				
	2016 Budget	Base Budget	Service Changes	Preliminary Base	Prelim. Base Budget vs. 2016 Budget	% Change	New/Enhanced	Prelim. Budget	2017 Prelim. Budget vs. 2016 Budget		2018 Plan		2019 Plan		
	\$	\$	\$	\$	\$	%	\$	\$	\$	%	\$	%	\$	%	
<b>GROSS EXP.</b>															
Exemptions & Permits	2,818.1	2,758.3	(48.3)	2,710.1	(108.0)	(3.8%)	17.4	<b>2,727.5</b>	(90.6)	(3.2%)	107.4	3.9%	62.8	2.2%	
Property Maintenance	4,726.3	4,823.6	(72.4)	4,751.2	24.9	0.5%	34.8	<b>4,786.0</b>	59.7	1.3%	207.7	4.3%	118.1	2.4%	
Property Stds, Inspect. & Enforc	5,769.3	5,990.5	(72.4)	5,918.1	148.8	2.6%	95.8	<b>6,013.9</b>	244.6	4.2%	858.4	14.3%	163.0	2.4%	
Zoning Investigation & Enforc	2,934.5	2,917.8	(48.3)	2,869.6	(64.9)	(2.2%)	34.8	<b>2,904.4</b>	(30.1)	(1.0%)	160.2	5.5%	69.2	2.3%	
<b>Total Gross Exp.</b>	<b>16,248.2</b>	<b>16,490.2</b>	<b>(241.3)</b>	<b>16,248.9</b>	<b>0.8</b>	<b>0.0%</b>	<b>182.9</b>	<b>16,431.8</b>	<b>183.6</b>	<b>1.1%</b>	<b>1,333.8</b>	<b>8.1%</b>	<b>413.0</b>	<b>2.3%</b>	
<b>REVENUE</b>															
Exemptions & Permits	168.9	171.1		171.1	2.2	1.3%	66.6	<b>237.8</b>	68.8	40.8%	66.6	28.0%	0.4	0.1%	
Property Maintenance	278.5	281.8		281.8	3.3	1.2%	133.3	<b>415.1</b>	136.6	49.0%	133.3	32.1%	0.6	0.1%	
Property Stds, Inspect. & Enforc	262.1	265.4		265.4	3.3	1.3%	999.7	<b>1,265.1</b>	1,003.0	382.6%	999.6	79.0%	0.6	0.0%	
Zoning Investigation & Enforc	152.8	155.0		155.0	2.2	1.4%	133.3	<b>288.3</b>	135.5	88.7%	133.3	46.2%	0.4	0.1%	
<b>Total Revenues</b>	<b>862.4</b>	<b>873.4</b>		<b>873.4</b>	<b>11.0</b>	<b>1.3%</b>	<b>1,332.9</b>	<b>2,206.2</b>	<b>1,343.9</b>	<b>155.8%</b>	<b>1,332.8</b>	<b>60.4%</b>	<b>1.9</b>	<b>0.1%</b>	
<b>NET EXP.</b>															
Exemptions & Permits	2,649.2	2,587.2	(48.3)	2,538.9	(110.2)	(4.2%)	(49.2)	<b>2,489.7</b>	(159.5)	(6.0%)	40.8	1.6%	62.4	2.5%	
Property Maintenance	4,447.8	4,541.8	(72.4)	4,469.4	21.6	0.5%	(98.5)	<b>4,370.9</b>	(76.9)	(1.7%)	74.5	1.7%	117.6	2.6%	
Property Stds, Inspect. & Enforc	5,507.2	5,725.1	(72.4)	5,652.7	145.5	2.6%	(903.8)	<b>4,748.8</b>	(758.3)	(13.8%)	(141.2)	-3.0%	162.4	3.5%	
Zoning Investigation & Enforc	2,781.7	2,762.8	(48.3)	2,714.6	(67.1)	(2.4%)	(98.5)	<b>2,616.1</b>	(165.6)	(6.0%)	27.0	1.0%	68.8	2.6%	
<b>Total Net Exp.</b>	<b>15,385.8</b>	<b>15,616.9</b>	<b>(241.3)</b>	<b>15,375.5</b>	<b>(10.2)</b>	<b>(0.1%)</b>	<b>(1,150.0)</b>	<b>14,225.5</b>	<b>(1,160.2)</b>	<b>(7.5%)</b>	<b>1.0</b>	<b>0.0%</b>	<b>411.2</b>	<b>2.8%</b>	
<b>Approved Positions</b>	<b>156.6</b>	<b>156.8</b>	<b>(2.5)</b>	<b>154.3</b>	<b>(2.3)</b>	<b>(1.4%)</b>	<b>6.0</b>	<b>160.3</b>	<b>3.8</b>	<b>2.4%</b>		<b>0.0%</b>			

The *Property Standards Inspection & Compliance* service provides enforcement activities related to property standards and property maintenance; zoning issues requiring investigation and/or enforcement. This service primarily addresses issues and/or service requests related to maintenance of buildings and property, waste, litter and dumping of refuse, waste collection, grass and weeds, graffiti, noise, fences, zoning, signs and processes required exemptions and permits.

The Property Standards Inspection & Compliance Service's 2017 Preliminary Operating Budget of \$16.432 million gross and \$14.226 million net is \$1.160 million or 7.5% under the 2016 Approved Net Budget.

- In addition to the base budget pressures common to all services, in 2017, this service is projecting an increase in interdivisional charges of \$0.310 million primarily for Information Technology support for business systems such as DataMart; the on-going sustainment of the Electronic Self-Serve Licensing System and support of IBMS reports.
  - The base pressure also includes the impact of the reversal of the 2016 one-time contribution to the vehicle reserve (\$0.400 million) that was utilized in to enable the acquisition of 20 small vehicles for Property Standards, Inspection & Enforcement.
- In order to offset these pressures, the 2017 Preliminary Operating Budget includes:
  - A user fee inflationary increase of 2%, proportionally applied to this service that are anticipated to generate additional net revenue of \$0.011 million in 2017; and
  - Service efficiency savings of \$0.241 million in 2017 resulting from the realignment of resources to support the seasonal deployment of student workers during peak periods where the service experiences a higher volume calls that are often less complex.
- The 2017 Preliminary Operating Budget includes funding of \$0.183 million gross, with \$1.150 in net revenue for the enhanced initiative to implement a 'Licensing Framework for Rental Apartment Buildings'.
  - The initiative includes 6 new staff to support strengthened enforcement of city by-laws; to enhance tenant engagement and access to information; and to promote preventative maintenance in rental apartment buildings to prevent the deterioration of standards.
  - The enhanced MRAB program, that had previously been fully funded through the tax base will now recover 60% of costs through an annual per unit registration fee and revenues collected from enforcement actions.



# Part 3:

## Issues for Discussion

## Issues Impacting the 2017 Budget

### ***Budget Reduction Target***

- At its meeting on July 12, 2016, the *2017 Budget Process: Budget Directions and Schedule* staff report (EX16.37) was submitted for consideration and adopted by City Council regarding the establishment of the 2017 Budget Process and the scheduling of the review and approval of the Tax and Rate Supported 2017 Operating Budget and 2017-2026 Capital Budget and Plan for the City of Toronto.  
<http://www.toronto.ca/legdocs/mmis/2016/ex/bgrd/backgroundfile-94519.pdf>
- Upon consideration of the report, City Council adopted an across the board budget reduction target of 2.6% net below the 2016 Approved Net Operating Budgets for all City Programs and Agencies utilizing strategies including but not limited to controlling expenditures through cost saving measures, and exploring all services for efficiency savings including opportunities from business process reengineering, streamlining, transformation and innovation to service delivery.
- ML&S has achieved the target of 2.6% or \$0.517 million below the approved net budget for 2016. This was achieved by a combination of net base budget reductions such as a line by line review of expenditures (\$0.084 million) and applying inflation to user fees (\$0.147 million net revenue, excluding V-F-H). In addition, review of potential service efficiencies has yielded savings of \$1.101 million (Please see Table 3, page 10 for additional details on actions taken to achieve budget target).
- The 2017 Preliminary Operating Budget for ML&S also includes expenses and revenues for the enhanced MRAB program that will now recover 60% of costs through an annual per unit registration fee and revenues collected from enforcement actions. This program had previously been fully funded through the tax base, this change will result in 2017 net savings of \$1.150 million, with an on-going base revenue of \$2.666 million annually to address issues and support multi-residential apartment buildings.

### ***User Fee Review***

- As noted in the Program Findings Appendix to the Comprehensive User Fee Review (January 4, 2012), Municipal Licenses and Standards had approximately 400 user fees that could be grouped into four categories: Business Licenses, Animal Services, Property Standards and Other User Fees that include service charges, Right of Entry permits, registration fees, photocopy and card replacement fees.
- 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 and reported back, as appropriate, through future Budget processes.
- Beginning in 2015, ML&S began to develop a multi-year approach to review all user fees for full cost recovery and consistency with the City's User Fee Policy.
  - Phase 1 of this review focus on accurately reflecting actual revenue volumes based on current performance of the program and incorporating base changes to the fee structure for future years.
  - The Program also engaged the services of an outside consultant to provide on-going support and validation of the study conclusions.
- The 2016 Operating Budget for ML&S included the first phase of volume adjustments, reflecting additional revenue of \$0.464 million in 2016 that normalized expected user fee revenues with actual experience and realistic projections.

- Review findings were also incorporated in-year 2016 as part of the fee structure proposed for Taxi, Limo and Private Transportation Companies as part of the report *LS10.3 A New Vehicle-for-Hire Bylaw to Regulate Toronto's Ground Transportation Industry* that was considered by Council on May 3, 2016.
- The 2017 Preliminary Budget includes fee adjustments identified as part of the report *LS15.3 Rental Apartment Buildings: Results of Public Consultation and Proposed Regulatory Regime*, that will be considered by City Council during its meeting of December 13 and 14, 2016 and proposes a licensing framework for rental apartment buildings along with the recovery of costs of an enhanced MRAB program.
- It is recommended that Municipal Licensing and Standards, with the support of the Financial Planning Division, continue with the next phase of the on-going comprehensive user fee review, which will focus on the implementation of full cost recovery measures within ML&S' remaining user fees, where appropriate, in time for the 2018 Budget process.

### **Multi-Residential Apartment Buildings Program (MRAB)**

- ML&S reported on the annual review of the MRAB Audit Program to the Licensing and Standards Committee on June 26, 2014. The review was in response 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 and establishing overall program goals and measurable outcomes related to improving the quality of housing in Toronto.
- The Licensing & Standards Committee also requested the Executive Director, Municipal Licensing and Standards to include in the ongoing review of the Multi-Residential Apartment Buildings (MRAB) Audit and Enforcement Program to review the capacity to implement remedial action in a timely fashion and the feasibility of licensing landlords in Toronto.
- On June 25, 2015 Licensing & Standards Committee adopted as amended the report entitled: "*Multi-Residential Apartment Buildings (MRAB) Audit and Enforcement Program - 2014 Annual Report*" and requested the Executive Director, to develop a full cost recovery model of fees for the MRAB program in time for the 2016 budget process and report to the next meeting of the Licensing and Standards Committee on September 18, 2015.
- On July 7, 2015 Council adopted as amended the report entitled: "*Jurisdictional Scan and Alternatives to Licensing Landlords*". This report reviewed the feasibility, merits and experience of other jurisdictions, in licensing landlords with information on alternative approaches.
  - The Committee amended the report to include recommendations also seeking full cost recovery for the MRAB program including an increase to the budget for stakeholder engagement, outreach and education and identifying possible alternative uses for the funding from the tax base that may no longer be needed due to the MRAB program moving to a cost recovery model.
- Given the complexities involved in developing a full cost recovery model of fees for the MRAB program as well as for re-inspection, coupled with other demands on ML&S staff, ML&S was not in the position to report on the MRAB Program as part of the 2016 Budget process.
- On June 7, 8 and 9, 2016, Council adopted as amended the report entitled "*Multi-Residential Apartment Buildings (MRAB) Audit and Enforcement Program - 2015 Annual Report*" with various recommendations including:

- Delegating authority to waive witness fees for Landlord and Tenant Board proceedings when Municipal Standards Officers are summoned to attend by a tenant and requested ML&S to Develop policies, procedures and service standards for initiating remedial action and prosecutions for non-compliant landlords; and develop a system that identifies, classifies, and weighs property standard violations to facilitate the future development of a building quality rating system for multi-residential buildings.
- Applying the normal enforcement process for violations of a municipal by-law, including the timely escalation of enforcement for alleged contraventions of Chapter 629-19 (stairway railing safety) discovered as part of Multi-Residential Apartment Building (MRAB) audits.
- Reporting on an enhanced full cost recovery model for Multi-Residential Apartment Building (MRAB) Audit and Enforcement Program with additional supports and other potential measures to support tenants.
- City Council on June 7, 8 and 9, 2016, also adopted as amended the report entitled "*Proposed Framework for Multi-Residential Rental Property License*" which directed the Executive Director, ML&S, to conduct public consultation on the proposed framework for a multi-residential rental property license, such consultation to seek input on a variety of staffing and service levels; and report back in the fall of 2016 on:
  - The consultation findings;
  - A draft by-law;
  - Associated fee;
  - Budget and staffing model;
  - Proposed administrative monetary penalties;
  - Final proposed licensing fees;
  - Public education, communication and tenant engagement plan;
  - Technology requirements;
  - Implementation schedule; and
  - Fee reductions for demonstrated compliance with property standards by-laws.
- In response to the above directions, ML&S submitted report *LS15.3 Rental Apartment Buildings: Results of Public Consultation and Proposed Regulatory Regime* for Council's consideration during the meeting of December 13 and 14, 2016 (via the November 30, 2016 meeting of the Licensing & Standards Committee). The link to the report is provided below:  
<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2016.LS15.3>
- This report sets out the requirements for a by-law that would create a regulatory regime for the landlords of multi-residential apartment buildings in Toronto to improve existing enforcement activities and regulations that will help strengthen enforcement of city by-laws; enhance tenant engagement and access to information; and promote preventative maintenance in rental apartment buildings to prevent the deterioration of standards.
- The report also identifies four funding options based on the amount that the program will be funded by a combination of annual per unit registration fees and revenues from enforcement actions; and how much will continue to be funded through the property tax base.
- Through the report, staff have recommended option "D" that will provide funding based on the following:
  - Program total budget of \$4,442,904, including 6 new enforcement staff, to be funded:



- ✓ 45% recovered from a \$8.00 registration fee per unit per year (\$2,028,542)
- ✓ 15% recovered through revenues from enforcement action (\$637,200)
- ✓ 40% recovered from the tax-base (\$1,777,161)
- The 2017 Preliminary Operating Budget for ML&S includes increased expenditures and revenues for the MRAB program consistent with ML&S staff recommended "Option D" that will be considered by Council during their meeting of December 13 and 14, 2016.
  - Any adjustments to recommended expenditure and revenue changes (increase or decrease) made during Council's consideration of the item will require a corresponding adjustment to the 2017 Preliminary Operating Budget.

## Issues Referred to the 2017 Operating Budget Process

### Ground Transportation Review

- On May 3, 4 and 5, 2016, City Council adopted, as amended, the Ground Transportation Review report, entitled, *A New Vehicle-for-Hire Bylaw to Regulate Toronto's Ground Transportation Industry* dated March 31, 2016, to manage new regulatory requirements for private transportation companies (PTC).
- The Financial Impact statement indicated that the full annual cost of implementation of the new regulations and operational support to be \$1.316 million to be fully offset by new associated user fees. An additional \$0.400 million was estimated as one time IT start-up costs which were to be absorbed in 2016 through on-going expenditure controls.
- The 2017 Preliminary Operating Budget for ML&S includes \$0.437 million in adjusted GTR costs to reflect Council decisions on the item, comprised of the following changes:
  - Annualized operating costs of \$1.445 million to fund the addition of 10 net new positions to support the GTR structure change,
  - Increased net revenue of \$0.358 million predominately resulting from revised PTC trips per day assumptions based on actual experience that partially offset additional costs.
  - Efficiency savings of \$0.650 million based on Council's direction to authorize an alternate vehicle inspection program for Vehicle-for-Hire by accepting valid safety standards certificates issued by a MVIS garage operator licensed by the Ontario Ministry of Transportation.
- The following link is to the staff report adopted as amended by Council on May 3, 2016:  
<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2016.LS10.3>



# Appendices

# Appendix 1

## 2016 Service Performance

### Key Service Accomplishments

In 2016, Municipal Licensing & Standards accomplished the following:

- ✓ Successfully advanced several significant policy reports;
  - Completion of the Ground Transportation Review and implementation of a Vehicle-for-Hire By-Law
  - Multi-tenanted housing
  - & short –term rental consultation proposal
  - Proposed new regulatory Bylaw for rental apartment buildings
- ✓ Licensed approximately 20,000 PTC drivers (to end of October) and 2,000 new Vehicle-for-Hire drivers (taxi/limo) since July 15
- ✓ Implementation of IT Capital projects:
  - Alignment of Online Self Services for Licensing to Toronto Portal and enterprise Common Payment Component (CPC)
- ✓ Launch of the TAS SNYP truck to provide affordable spay/neuter surgeries to neighbourhood improvement areas
- ✓ Advancement of initiatives with the Province of Ontario – Burden Reduction Project
- ✓ Joint enforcement initiative with Toronto Police Service to address proliferation of “medical” marijuana dispensaries (ongoing)
  - ML&S has inspected 135 dispensaries and has seen 85 closed (Nov. 23)
  - ML&S has laid 347 charges (Nov. 23)

## Appendix 2

### 2017 Preliminary Operating Budget by Expenditure Category

#### Program Summary by Expenditure Category

Category of Expense (\$000's)	2014	2015	2016	2016	2017	2017 Change		Plan	
	Actual	Actual	Budget	Projected	Preliminary	from 2016		2018	2019
	\$	\$	\$	Actual *	Budget	\$	%	\$	\$
Salaries and Benefits	37,814.7	39,447.0	43,138.5	41,998.6	44,756.0	1,617.5	3.7%	46,473.4	47,602.3
Materials and Supplies	964.2	813.8	1,196.8	1,095.0	985.8	(211.0)	(17.6%)	1,024.0	1,024.0
Equipment	158.7	612.1	506.8	1,109.3	233.0	(273.7)	(54.0%)	366.0	366.0
Services & Rents	1,724.5	2,011.2	1,718.7	1,976.1	1,754.1	35.4	2.1%	1,909.9	1,909.9
Contributions to Reserve/Res Funds	848.2	749.3	308.1	308.1	749.3	441.2	143.2%	749.3	749.3
Other Expenditures	100.0	358.4	69.2	279.7	348.8	279.6	404.0%	348.8	348.8
Interdivisional Charges	4,561.0	4,624.1	3,796.5	3,796.5	3,220.6	(575.9)	(15.2%)	3,258.9	3,294.0
<b>Total Gross Expenditures</b>	<b>46,171.3</b>	<b>48,616.1</b>	<b>50,734.6</b>	<b>50,563.3</b>	<b>52,047.7</b>	<b>1,313.1</b>	<b>2.6%</b>	<b>54,130.4</b>	<b>55,294.4</b>
Interdivisional Recoveries	1,510.9	1,507.0	1,491.5	1,491.5	1,515.5	24.0	1.6%	1,515.5	1,515.5
Provincial Subsidies									
Federal Subsidies									
Other Subsidies									
User Fees & Donations	2,100.6	2,427.6	2,379.3	1,453.3	2,194.6	(184.7)	(7.8%)	3,527.4	3,529.6
Licences & Permits Revenue	24,044.8	25,870.5	26,098.6	25,906.6	28,089.6	1,991.0		28,275.2	28,329.5
Transfers from Capital Fund			328.1	328.1	328.1			328.1	328.1
Contribution from Reserve/Res Funds	20.0		10.0	10.0	10.0			10.0	10.0
Sundry Revenues	403.4	339.3	534.0	310.5	534.0			534.0	534.0
<b>Total Revenues</b>	<b>28,079.7</b>	<b>30,144.4</b>	<b>30,841.5</b>	<b>29,500.0</b>	<b>32,671.8</b>	<b>1,830.3</b>	<b>5.9%</b>	<b>34,190.2</b>	<b>34,246.7</b>
<b>Total Net Expenditures</b>	<b>18,091.6</b>	<b>18,471.7</b>	<b>19,893.1</b>	<b>21,063.3</b>	<b>19,375.9</b>	<b>(517.2)</b>	<b>(2.6%)</b>	<b>19,940.2</b>	<b>21,047.7</b>
<b>Approved Positions</b>	<b>446.0</b>	<b>421.0</b>	<b>473.0</b>	<b>462.0</b>	<b>473.5</b>	<b>0.5</b>	<b>0.1%</b>	<b>473.5</b>	<b>473.5</b>

\* Based on the 2016 9-month Operating Variance Report

As of the third quarter 2016, year-end expenditures are projected to be \$0.171 million under-spent primarily related to on-going recruiting of staff due to the Ground Transportation Review. Revenue is anticipated to be \$1.342 million under budget due to taxi fees, re-inspections and Animal Services.

For additional information regarding the 2016 Q3 operating variances and year-end projections, please refer to the attached link for the report entitled "Operating Variance Report for the Nine-Month Period Ended September 30, 2016" to be considered by City Council at its meeting on December 13, 2016.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2016.BU26.4>

#### Impact of 2016 Operating Variance on the 2017 Preliminary Operating Budget

- Revenue is anticipated to be under budget at year-end as noted above. The new Vehicle for Hire By-law is in the process of being implemented and when complete may mitigate some revenue pressures. Other areas with on-going under-achieved revenue are being addressed by a user fee review and rationalization including moving to full cost recovery for the MRAB program.
- The Program is reviewing user fees to approach full cost recovery with implementation of a user fee revenue plan and is currently studying the issue. Ultimately, this initiative will rationalize user fees and generate revenue in order to start addressing the issue of annually under-achieved revenues.

## Appendix 3

### 2017 Organization Chart



### 2017 Total Complement

Category	Senior Management	Management	Exempt Professional & Clerical	Union	Total
Permanent	1.0	63.0	9.0	391.0	464.0
Temporary			5.0	4.5	9.5
<b>Total</b>	<b>1.0</b>	<b>63.0</b>	<b>14.0</b>	<b>395.5</b>	<b>473.5</b>

## Appendix 4

### Summary of 2017 Service Changes

## 2017 Operating Budget - Preliminary Service Changes' Summary by Service (\$000's)'

Form ID		Citizen Focused Services B  Program - Municipal Licensing & Standards	Adjustments				2018 Plan Net Change	2019 Plan Net Change
Category	Priority		Gross Expenditure	Revenue	Net	Approved Positions		
<b>2017 Preliminary Base Budget Before Service Changes:</b>			52,965.7	31,338.9	21,626.8	470.00	939.6	1,091.3'

11127	Elimination of Vehicle Inspection Centre IDC with Fleet
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51	0	<b>Description:</b>
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This proposal includes the elimination of the annual IDC from Fleet Services which funds (6) Fleet Services mechanics positions for a total gross expenditure reduction of \$0.650M and is also proposed as an option to meet the 2.6% net expenditure reduction for 2017 budget. Council direction (May 2016 Staff Report LS10.3 entitled "A New Vehicle-for-Hire Bylaw to Regulate Toronto's Ground Transportation Industry") authorized the development of an alternate vehicle inspection program that allows taxicabs, limousines and PTC vehicles to submit Safety Standards Certificates issued by licensed Ministry of Transportation inspection facilities instead of using Fleet facilities. This Inspection Program change is being phased in through the Summer/Fall 2016.

**Service Level Impact:**

Service level impact includes elimination of Vehicle Inspection Service provided by Fleet to be replaced by Provincial Inspection Services as has been approved through Ground Transportation Review report. The City will then be accepting Provincial Safety Standards Certificates.

**Service:** Business Licensing, Enforcement, & Permitting

Preliminary Service Changes	(649.6)	0.0	(649.6)	0.00	0.0	0.0
<b>Total Preliminary Service Changes:</b>	<b>(649.6)</b>	<b>0.0</b>	<b>(649.6)</b>	<b>0.00</b>	<b>0.0</b>	<b>0.0</b>

11129	Savings in IDC for Fleet Fuel
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51	1	<b>Description:</b>
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Following a Fleet Services review, the 2017 Preliminary Budget includes a one cent reduction to the 2017 budgeted fuel price from \$1.04 to \$1.03 per litre as part of the reduction options. The impact to programs will be through a reduced interdivisional charge for fleet fuel. As a result, the base budget for fleet fuel can be reduced by \$0.003 million.

**Service Level Impact:**

No service level impact.

<b>Total Preliminary Service Changes:</b>	<b>(2.5)</b>	<b>0.0</b>	<b>(2.5)</b>	<b>0.00</b>	<b>2.5</b>	<b>0.0'</b>
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11147	Animal Services South Shelter Closure
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51	1	<b>Description:</b>
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**Category:**

51 - Efficiency Change    52 - Revenue Change    59 - Service Change

## 2017 Operating Budget - Preliminary Service Changes' Summary by Service (\$000's)

Form ID	Citizen Focused Services B	Adjustments				2018 Plan Net Change	2019 Plan Net Change	
Category	Priority	Program - Municipal Licensing & Standards	Gross Expenditure	Revenue	Net	Approved Positions		
<p>The Division is proposing the closure of South Shelter as part of the 2017 budget efficiency proposals. A review identified low levels of shelter intake, call volumes and public attendance at the South Shelter located within the Exhibition Place grounds due to recurring seasonal closure of the shelter due to its geographic location and the impact of special events (i.e. - Indy, CNE) and the physical layout of this leased facility. In order to address staffing/capacity issues within other areas of TAS, services available in the South Shelter were reduced beginning in 2016 and the majority of staff have been redeployed to other shelters and enforcement roles. It is proposed that the TAS South Shelter be closed resulting in a service efficiency savings of \$0.208 million.</p> <p><b>Service Level Impact:</b></p> <p>No service level impact as the capacity and function of the South Shelter will be absorbed within three other remaining animal shelters.</p> <p><b>Service:</b> Animal Care, Control &amp; Sheltering</p>								
Preliminary Service Changes			(207.5)	0.0	(207.5)	0.00	0.0	0.0
<b>Total Preliminary Service Changes:</b>			<b>(207.5)</b>	<b>0.0</b>	<b>(207.5)</b>	<b>0.00</b>	<b>0.0</b>	<b>0.0</b>

11150	Realignment to Support Seasonal Deployment							
51	1	<b>Description:</b>						
<p>The volume of calls for Investigation Services are historically greater during the peak vacation period summer months as compared to other seasons during the year, which has resulted in slower response times. The change proposed is the elimination of (3) vacant MSO positions from Investigation Services to be replaced with (6) Seasonal Student positions to assist in addressing some of the higher volume but less complex calls for service. This change will also contribute to the Divisions recruiting activities and the City's broader Youth Employment goals.</p> <p><b>Service Level Impact:</b></p> <p>Service level impact will be to improve response effectiveness of Investigation Services during the peak summer season and staff vacation periods.</p> <p><b>Service:</b> Property Standards, Inspection &amp; Compliance</p>								
Preliminary Service Changes			(241.3)	0.0	(241.3)	(2.50)	(3.9)	(4.7)
<b>Total Preliminary Service Changes:</b>			<b>(241.3)</b>	<b>0.0</b>	<b>(241.3)</b>	<b>(2.50)</b>	<b>(3.9)</b>	<b>(4.7)</b>

<b>Summary:</b>								
<b>Total Preliminary Service Changes</b>			<b>(1,101.0)</b>	<b>0.0</b>	<b>(1,101.0)</b>	<b>(2.50)</b>	<b>(1.3)</b>	<b>(4.7)</b>



**2017 Operating Budget - Preliminary Service Changes'  
Summary by Service (\$000 s)'**

Form ID		Citizen Focused Services B	Adjustments				2018 Plan Net Change	2019 Plan Net Change
Category	Priority		Gross Expenditure	Revenue	Net	Approved Positions		
		Program - Municipal Licensing Standards						
<b>Total Preliminary Base Budget:</b>			51,864.8	31,338.9	20,525.9	467.50	938.3	1,086.6'

## Appendix 5

### Summary of 2017 New / Enhanced Service Priorities

## 2017 Operating Budget - Preliminary New and Enhanced Services' Summary by Service (\$000's)

Form ID		Citizen Focused Services B  Program - Municipal Licensing & Standards	Adjustments				2018 Plan Net Change	2019 Plan Net Change
Category	Priority		Gross Expenditure	Revenue	Net	Approved Positions		
11130		Licensing Framework Rental Apartment Buildings (MRAB)						
72	1	<b>Description:</b>						

In order to ensure safe and adequate housing for tenants and to hold housing providers/landlords accountable to comply with the City's property standards bylaws, an enhanced full cost recovery model for the MRAB Program based on direct and indirect costs will be implemented. The exception will be the costs associated with TCHC that will remain tax supported. The enhanced program is proposing an increase to the current complement by 6 positions with funding impact in 2017 annualized into 2018. The initiative is also based on a previous Council approved directive to move the Multi-Residential Apartment Building (MRAB) Audit and Enforcement Program to a full cost recovery model.

**Service Level Impact:**

The proposed service enhancement will build on the successes of the existing MRAB program and represent the next building block in an evolving municipal approach to improving living conditions for tenants in Toronto. Improvements will include the creation of a regulatory by-law, which would impose legal requirements for rental building owners and improved access to information about the quality of rental apartment buildings. Improvements to existing enforcement activities and regulations will help strengthen enforcement of city by-laws, enhance tenant engagement and access to information, promote preventative maintenance in rental apartment buildings to prevent the deterioration of standards and recover program costs.

**Service:** Property Standards, Inspection & Compliance

Preliminary New / Enhanced Services:	182.9	1,332.9	(1,150.0)	6.00	(374.0)	20.9
<b>Total Preliminary New / Enhanced Services:</b>	<b>182.9</b>	<b>1,332.9</b>	<b>(1,150.0)</b>	<b>6.00</b>	<b>(374.0)</b>	<b>20.9</b>

**Summary:**

<b>Total Preliminary New / Enhanced Services</b>	<b>182.9</b>	<b>1,332.9</b>	<b>(1,150.0)</b>	<b>6.00</b>	<b>(374.0)</b>	<b>20.9</b>
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**Category:**

## Appendix 6

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

#### Program Specific Reserve / Reserve Funds

Reserve / Reserve Fund Name (\$000s)	Reserve / Reserve Fund Number	Projected Balance as of Dec. 31, 2016 \$	Withdrawals (-) / Contributions (+)		
			2017 \$	2018 \$	2019 \$
<b>Projected Beginning Balance Jan 1</b>		2,079.0	1,234.1	538.3	530.5
MLS Vehicle & Equipment Replacement	XQ1202				
<i>Proposed Withdrawals (-)</i>					
<i>Prior Year Commitments (POs Issued)</i>		(670.1)			
<i>2016 Purchase</i>		(188.4)	(1,137.0)	(449.0)	(640.0)
<i>Contributions (+)</i>					
<i>Base restored <sup>1</sup></i>			400.0	400.0	400.0
<i>Increment restored <sup>2</sup></i>			41.2	41.2	41.2
<b>Total Reserve / Reserve Fund Draws / Contributions</b>		<b>1,234.1</b>	<b>538.3</b>	<b>530.5</b>	<b>331.7</b>
<b>Other Program / Agency Net Withdrawals &amp; Contributions</b>					
<b>Balance at Year-End</b>		<b>1,234.1</b>	<b>538.3</b>	<b>530.5</b>	<b>331.7</b>

\* Based on 9-month 2016 Reserve Fund Variance Report

1. 2016 had no scheduled contributions as the funds were to buy 20 new small cars for Investigations instead of contributing to reserve;
2. Increment restores the funding diverted in 2016 to Credit Cards.

#### Corporate Reserve / Reserve Funds

Reserve / Reserve Fund Name (\$000s)	Reserve / Reserve Fund Number	Projected Balance as of Dec. 31, 2016 \$	Withdrawals (-) / Contributions (+)		
			2017 \$	2018 \$	2019 \$
<b>Projected Beginning Balance Jan 1</b>		23,896.6	29,449.9	29,758.0	30,066.2
Insurance Reserve Fund	XR1010				
<i>Proposed Withdrawals (-)</i>					
<i>Contribution to Current</i>					
<i>Contributions (+)</i>					
<i>MLS</i>		308.1	308.1	308.1	308.1
<b>Total Reserve / Reserve Fund Draws / Contributions</b>		<b>24,204.8</b>	<b>29,758.0</b>	<b>30,066.2</b>	<b>30,374.3</b>
<b>Other Program / Agency Net Withdrawals &amp; Contributi</b>		<b>5,245.1</b>			
<b>Balance at Year-End</b>		<b>29,449.9</b>	<b>29,758.0</b>	<b>30,066.2</b>	<b>30,374.3</b>

## Appendix 7a

## User Fees Adjusted for Inflation and Other

Rate Description	Service	Fee Category	Fee Basis	2016	2017	Other Adj.	Budget Rate	2018	2019
				Approved Rate	Inflationary Adjusted Rate			Plan Rate	Plan Rate
Photocopies of documents	Business & Trade Lic	Full Cost Recovery	Page	0.54	\$ 0.01		0.55	0.55	0.55
Certification of documents	Business & Trade Lic	Full Cost Recovery	Page	10.89	\$ 0.22		11.11	11.11	11.11
Duplicate paper licence or permit	Business & Trade Lic	Full Cost Recovery	Item	11.98	\$ 0.24		12.22	12.22	12.22
Duplicate licence sticker or permit sticker	VFH Licensing	Full Cost Recovery	Item	5.44	\$ 0.11		5.55	5.55	5.55
Duplicate plate	VFH Licensing	Full Cost Recovery	Item	27.23	\$ 0.54		27.77	27.77	27.77
Duplicate decal	VFH Licensing	Full Cost Recovery	Item	11.98	\$ 0.24		12.22	12.22	12.22
Duplicate photo card	Business & Trade Lic	Full Cost Recovery	Item	5.44	\$ 0.11		5.55	5.55	5.55
Filing of documents: notice of designated agent	VFH Licensing	Full Cost Recovery	Document	67.53	\$ 1.35		68.88	68.88	68.88
Filing of documents: notice of designated custodian	VFH Licensing	Full Cost Recovery	Document	67.53	\$ 1.35		68.88	68.88	68.88
Re-scheduling an exam or course before it starts	VFH Licensing	Full Cost Recovery	Request	27.23	\$ 0.54		27.77	27.77	27.77
Registration for Accessible Taxicab Driver Training	VFH Licensing	Full Cost Recovery	Request	207.00	\$ -		207.00	207.00	207.00
Examination fee: Building Renovator	Business & Trade Lic	Full Cost Recovery	Request	54.46	\$ 1.09		55.55	55.55	55.55
Examination fee: Drain Layer	Business & Trade Lic	Full Cost Recovery	Request	108.91	\$ 2.18		111.09	111.09	111.09
Examination fee: Drain Contractor	Business & Trade Lic	Full Cost Recovery	Request	108.91	\$ 2.18		111.09	111.09	111.09
Licence status confirmation letter	Business & Trade Lic	Full Cost Recovery	Letter	10.89	\$ 0.22		11.11	11.11	11.11
Application for vehicle repair facility accreditation	Business & Trade Lic	Full Cost Recovery	Application	81.68	\$ 1.63		83.31	83.31	83.31
Inspection for placement on list of accredited vehicle repair	Business & Trade Lic	Full Cost Recovery	Inspection	136.14	\$ 2.72		138.86	138.86	138.86
Provision of inspection services where required as a result	Prop Std/insp/Enfo	Full Cost Recovery	Inspection-minimum	96.41	\$ 1.93		98.34	98.34	98.34
Provision of inspection services where required as a result	Prop Std/insp/Enfo	Full Cost Recovery	Inspection-minimum	56.41	\$ 1.13		57.54	57.54	57.54
Application fee: Temporary Sign permit - A-Frame	Business Permitting	Full Cost Recovery	Application	103.47	\$ 2.07		105.54	105.54	105.54
Renewal fee: Temporary Sign permit - A-Frame	Business Permitting	Full Cost Recovery	Application	81.68	\$ 1.63		83.31	83.31	83.31

Rate Description	Service	Fee Category	Fee Basis	2016	2017	Other Adj.	Budget Rate	2018	2019
				Approved Rate	Inflationary Adjusted Rate			Plan Rate	Plan Rate
Removal Fee of Illegal Portable Sign.	Prop Std/insp/Enfo	Full Cost Recovery	Removal	100.00	\$ -		100.00	100.00	100.00
Application fee: Temporary Sign permit - Mobile	Business Permitting	Full Cost Recovery	Application	136.15	\$ 2.72		138.87	138.87	138.87
Retrieval of Illegal Mobile Sign (Sign).	Prop Std/insp/Enfo	Full Cost Recovery	Sign	200.00	\$ -		200.00	200.00	200.00
Storage of Illegal Sign (Day). Mobile Sign.	Prop Std/insp/Enfo	Full Cost Recovery	Day	15.00	\$ -		15.00	15.00	15.00
Annual fee: Temporary Sign permit - New Development	Business Permitting	Annual fee: Temporary Sign permit - New Development	Project	217.82	\$ 4.36		222.18	222.18	222.18
Roof Signs Sq. Ft. of sign face area,	Exemptions & Permits	Full Cost Recovery	Sq. Ft.	30.00	\$ -		30.00	30.00	30.00
For Removal of Illegal open house directional sign.	Prop Std/insp/Enfo	Full Cost Recovery	Sign	100.00	\$ -		100.00	100.00	100.00
For Removal of Illegal garage sales sign.	Prop Std/insp/Enfo	Full Cost Recovery	Sign	100.00	\$ -		100.00	100.00	100.00
Inspection of event area	Parks By-Law Enforce	Full Cost Recovery	Per inspector/hr	60.00	\$ -		60.00	60.00	60.00
Permit application fee	Zoning Investigation	Full Cost Recovery	Application	100.00	\$ -		100.00	100.00	100.00
Appeal application fee	Prop Std/insp/Enfo	Full Cost Recovery	Application	200.00	\$ -		200.00	200.00	200.00
Monitoring by City staff of sound levels at an event or acti	Prop Std/insp/Enfo	Full Cost Recovery	Staff/hr	60.00	\$ -		60.00	60.00	60.00
Remedial work for contracts up to \$500	Property Maintenance	Full Cost Recovery	Remedial Work	100.00	\$ -		100.00	100.00	100.00
Remedial work for contracts ranging from \$501-\$1,000	Property Maintenance	Full Cost Recovery	Remedial Work	200.00	\$ -		200.00	200.00	200.00
Remedial work for contracts ranging from \$1,001-\$2,000	Property Maintenance	Full Cost Recovery	Remedial Work	300.00	\$ -		300.00	300.00	300.00
Remedial work for contracts ranging from \$2,001-\$5,000	Property Maintenance	Full Cost Recovery	Remedial Work	500.00	\$ -		500.00	500.00	500.00
Remedial work for contracts ranging from \$5,001-\$10,000	Property Maintenance	Full Cost Recovery	Remedial Work	1,000.00	\$ -		1,000.00	1,000.00	1,000.00
Remedial work for contracts over \$10,000	Property Maintenance	Full Cost Recovery	Remedial Work	2,000.00	\$ -		2,000.00	2,000.00	2,000.00
Clerical administrative services	Prop Std/insp/Enfo	Full Cost Recovery	Property	211.26	\$ -		211.26	211.26	211.26
Business Licensing & Enforcement - Property Inspection Fee.	Prop Std/insp/Enfo	Full Cost Recovery	Property	470.17	\$ 9.40		479.57	479.57	479.57
Administration fee for court attendance	Prop Std/insp/Enfo	Full Cost Recovery	Each	587.67	\$ 11.75		599.42	599.42	599.42
Amount for the annual registration of animal. Dog/Cat	Cat & Dog Licensing	City Policy	Animal	50.00	\$ -		50.00	50.00	50.00

Rate Description	Service	Fee Category	Fee Basis	2016	2017	Other Adj.	Budget Rate	2018	2019
				Approved Rate	Inflationary Adjusted Rate			Plan Rate	Plan Rate
Licenses - Unaltered Cat.									
Amount for the annual registration of animal. Dog/Cat Licenses - Unaltered Dog.	Cat & Dog Licensing	City Policy	Animal	60.00	\$ -		60.00	60.00	60.00
Amount for the annual registration of animal. Dog/Cat Licenses - Unaltered Cat (Senior).	Cat & Dog Licensing	City Policy	Animal	25.00	\$ -		25.00	25.00	25.00
Amount for the annual registration of animal. Dog/Cat Licenses - Unaltered Dog (Senior).	Cat & Dog Licensing	City Policy	Animal	30.00	\$ -		30.00	30.00	30.00
Amount for the annual registration of animal. Dog/Cat Licenses - Sterilized Dog.	Cat & Dog Licensing	City Policy	Animal	25.00	\$ -		25.00	25.00	25.00
Amount for the annual registration of animal. Dog/Cat Licenses - Sterilized Cat.	Cat & Dog Licensing	City Policy	Animal	15.00	\$ -		15.00	15.00	15.00
Amount for the annual registration of animal. Dog/Cat Licenses - Sterilized Dog (Senior).	Cat & Dog Licensing	City Policy	Animal	12.50	\$ -		12.50	12.50	12.50
Amount for the annual registration of animal. Dog/Cat Licenses - Sterilized Cat (Senior).	Cat & Dog Licensing	City Policy	Animal	7.50	\$ -		7.50	7.50	7.50
Fee charged for replacing a lost pet tag	Cat & Dog Licensing	Full Cost Recovery	Animal	5.00	\$ -		5.00	5.00	5.00
Impound Fee Dog. The first day of care in the animal shelter	Cat & Dog Licensing	Market Based	1st 24 hrs. or part thereof	40.00	\$ -		40.00	40.00	40.00
Impound Fee Dog. The daily care, food and board of animal.	Cat & Dog Licensing	Market Based	Subsequent Per Diem	20.00	\$ -		20.00	20.00	20.00
Impound Fee Cat. The first day of care in the animal shelter	Cat & Dog Licensing	Market Based	1st 24 hrs. or part thereof	30.00	\$ -		30.00	30.00	30.00
Impound Fee Cat. The daily care, food and board of animal.	Cat & Dog Licensing	Market Based	Subsequent Per Diem	10.00	\$ -		10.00	10.00	10.00
Adoption Fee Dog	Animal Shelter/Adopt	Market Based	Animal	125.00	\$ -		125.00	125.00	125.00
Adoption Fee Cat	Animal Shelter/Adopt	Market Based	Animal	75.00	\$ -		75.00	75.00	75.00
Adoption Fee - Bird - Budgies, finch type	Animal Shelter/Adopt	Market Based	Adoption	5.00	\$ -		5.00	5.00	5.00
Adoption Fee - Bird - Cockatiels, love bird types	Animal Shelter/Adopt	Market Based	Adoption	20.00	\$ -		20.00	20.00	20.00
Adoption Fee - Bird - Small parrot (<=1 kg)	Animal Shelter/Adopt	Market Based	Adoption	50.00	\$ -		50.00	50.00	50.00
<b>Adoption Fee Fish</b>	Animal Shelter/Adopt	Market Based	Adoption	5.00	\$ -		5.00	5.00	5.00

Rate Description	Service	Fee Category	Fee Basis	2016	2017	Other Adj.	Budget Rate	2018	2019
				Approved Rate	Inflationary Adjusted Rate			Plan Rate	Plan Rate
Adoption Fee Mammals	Animal Shelter/Adopt	Market Based	Adoption	40.00	\$ -		40.00	40.00	40.00
Adoption Fee - Reptiles	Animal Shelter/Adopt	Market Based	Adoption	20.00	\$ -		20.00	20.00	20.00
Adoption Fee - Rodents	Animal Shelter/Adopt	Market Based	Adoption	5.00	\$ -		5.00	5.00	5.00
Other fees - Cat boxes	Animal Shelter/Adopt	Market Based	Box	5.00	\$ -		5.00	5.00	5.00
Neuter - Male Cat	Veterinary Care	Full Cost Recovery	Animal	40.00	\$ -		40.00	40.00	40.00
Spay Female Cat > 1 year	Veterinary Care	Full Cost Recovery	Animal	60.00	\$ -		60.00	60.00	60.00
Spay/Neuter - Additional fee if physical complications	Veterinary Care	Full Cost Recovery	Animal	20.00	\$ -		20.00	20.00	20.00
Fee charged when the pet owner surrenders a dog to Toronto Animal	Animal Shelter/Adopt	City Policy	Animal	53.56	\$ 1.07		54.63	54.63	54.63
Fee charged when the pet owner surrenders a cat to Toronto Animal	Animal Shelter/Adopt	City Policy	Animal	32.14	\$ 0.64		32.78	32.78	32.78
Fee charged when the pet owner surrenders the animal to Toronto Animal	Animal Shelter/Adopt	City Policy	Per Litter	20.00	\$ -		20.00	20.00	20.00
Fee charged when the pet owner surrenders other domestic ani	Animal Shelter/Adopt	City Policy	Animal	32.14	\$ 0.64		32.78	32.78	32.78
Sheltering Fees at clinic - Cats	Veterinary Care	City Policy	Diem Animal	10.00	\$ -		10.00	10.00	10.00
Pick Up & Delivery Charge	Animal Mobile Response	Full Cost Recovery	Trip Animal	42.84	\$ 0.86		43.70	43.70	43.70
Protective Care (Dog/Cat)	Animal Shelter/Adopt	City Policy	1st 24 hrs. or part thereof	40.00	\$ -		40.00	40.00	40.00
Protective Care Dog	Animal Shelter/Adopt	City Policy	Subsequent Per Diem Animal	20.00	\$ -		20.00	20.00	20.00
Protective Care Cat	Animal Shelter/Adopt	City Policy	Subsequent Per Diem Animal	10.00	\$ -		10.00	10.00	10.00
Retrieval of Illegal Portable Sign.	Prop Std/insp/Enfo	Full Cost Recovery	Retrieval	200.00	\$ -		200.00	200.00	200.00
Storage Fee for Illegal Portable Sign.	Prop Std/insp/Enfo	Full Cost Recovery	Storage	15.00	\$ -		15.00	15.00	15.00
Removal Fee for Illegal Mobile Sign.	Prop Std/insp/Enfo	Full Cost Recovery	Removal	100.00	\$ -		100.00	100.00	100.00
Disposal Fee for Illegal Mobile Sign.	Prop Std/insp/Enfo	Full Cost Recovery	Disposal	80.00	\$ -		80.00	80.00	80.00
Retrieval of Illegal New Development Sign	Prop Std/insp/Enfo	Full Cost Recovery	Retrieval	200.00	\$ -		200.00	200.00	200.00
Storage of Illegal New Development Sign	Prop Std/insp/Enfo	Full Cost Recovery	Storage	15.00	\$ -		15.00	15.00	15.00



Rate Description	Service	Fee Category	Fee Basis	2016	2017	Other Adj.	Budget Rate	2018	2019
				Approved Rate	Inflationary Adjusted Rate			Plan Rate	Plan Rate
Disposal Fee of Illegal New Development Sign	Prop Std/insp/Enfo	Full Cost Recovery	Disposal	50.00	\$ -		50.00	50.00	50.00
Removal Fee of Illegal Ground Mounted Sign	Prop Std/insp/Enfo	Full Cost Recovery	Removal	100.00	\$ -		100.00	100.00	100.00
Retrieval Fee of Illegal Ground Mounted Sign	Prop Std/insp/Enfo	Full Cost Recovery	Retrieval	200.00	\$ -		200.00	200.00	200.00
Storage Fee of Illegal Ground Mounted Sign	Prop Std/insp/Enfo	Full Cost Recovery	Storage	15.00	\$ -		15.00	15.00	15.00
Disposal Fee of Illegal Ground Mounted Sign	Prop Std/insp/Enfo	Full Cost Recovery	Disposal	50.00	\$ -		50.00	50.00	50.00
Retrieval of Illegal Garage Sale Sign.	Prop Std/insp/Enfo	Full Cost Recovery	Retrieval	200.00	\$ -		200.00	200.00	200.00
Storage Fee of Illegal Garage Sale Sign.	Prop Std/insp/Enfo	Full Cost Recovery	Storage	15.00	\$ -		15.00	15.00	15.00
Disposal Fee of Illegal Garage Sale Sign.	Prop Std/insp/Enfo	Full Cost Recovery	Disposal	50.00	\$ -		50.00	50.00	50.00
Retrieval fee of Illegal Open-House Directional Sign.	Prop Std/insp/Enfo	Full Cost Recovery	Retrieval	200.00	\$ -		200.00	200.00	200.00
Storage fee of Illegal Open- House Directional Sign.	Prop Std/insp/Enfo	Full Cost Recovery	Storage	15.00	\$ -		15.00	15.00	15.00
Disposal Fee of Illegal Open-House Directional Sign	Prop Std/insp/Enfo	Full Cost Recovery	Disposal	50.00	\$ -		50.00	50.00	50.00
Removal Fee of Illegal Real Estate Sign.	Prop Std/insp/Enfo	Full Cost Recovery	Removal	100.00	\$ -		100.00	100.00	100.00
Retrieval fee for Illegal Real Estate Sign.	Prop Std/insp/Enfo	Full Cost Recovery	Retrieval	200.00	\$ -		200.00	200.00	200.00
Storage Fee for Illegal Real Estate Sign.	Prop Std/insp/Enfo	Full Cost Recovery	Storage	15.00	\$ -		15.00	15.00	15.00
Disposal Fee for Illegal Real Estate Sign.	Prop Std/insp/Enfo	Full Cost Recovery	Disposal	50.00	\$ -		50.00	50.00	50.00
Removal fee for Illegal Temporary Signs.	Prop Std/insp/Enfo	Full Cost Recovery	Removal	100.00	\$ -		100.00	100.00	100.00
Retrieval fee for Illegal Temporary Signs.	Prop Std/insp/Enfo	Full Cost Recovery	Retrieval	200.00	\$ -		200.00	200.00	200.00
Storage fee for Illegal Temporary Signs.	Prop Std/insp/Enfo	Full Cost Recovery	Storage	15.00	\$ -		15.00	15.00	15.00
Disposal fee for Illegal Temporary Signs.	Prop Std/insp/Enfo	Full Cost Recovery	Disposal	50.00	\$ -		50.00	50.00	50.00
Basic Application	Prop Std/insp/Enfo	Full Cost Recovery	Application	780.00	\$ -		780.00	780.00	780.00
Registered Letter	Prop Std/insp/Enfo	Full Cost Recovery	Letter	5.00	\$ -		5.00	5.00	5.00
Fence Viewers Fee	Prop Std/insp/Enfo	Full Cost Recovery	Hour x 3 viewers (minimum 3 hours)	30.00	\$ -		30.00	30.00	30.00
Certificate of Award	Prop Std/insp/Enfo	Full Cost Recovery	Certificate	20.00	\$ -		20.00	20.00	20.00
Application Fee- Line Fences Act. Deposit of fence viewers a	Prop Std/insp/Enfo	Full Cost Recovery	Award	25.00	\$ -		25.00	25.00	25.00

Rate Description	Service	Fee Category	Fee Basis	2016	2017	Other Adj.	Budget Rate	2018	2019
				Approved Rate	Inflationary Adjusted Rate			Plan Rate	Plan Rate
Line Fence Handbook Fee	Prop Std/insp/Enfo	Full Cost Recovery	Package	20.00	\$ -		20.00	20.00	20.00
Re-attendance of fence viewers	Prop Std/insp/Enfo	Full Cost Recovery	Hour x 3 viewers (includes travel time)	30.00	\$ -		30.00	30.00	30.00
Appeal hearing attendance	Prop Std/insp/Enfo	Full Cost Recovery	Hour	30.00	\$ -		30.00	30.00	30.00
Municipal charges added to the tax roll	Prop Std/insp/Enfo	Full Cost Recovery	Charge	75.00	\$ -		75.00	75.00	75.00
Fence exemption fee	Zoning Investigation	Full Cost Recovery	Application	200.00	\$ -		200.00	200.00	200.00
Pool enclosure fee	Zoning Investigation	Full Cost Recovery	Application	84.00	\$ -		84.00	84.00	84.00
Removal fee advertising devices displayed in contravention o	Prop Std/insp/Enfo	Full Cost Recovery	Advertising device removed	60.00	\$ -		60.00	60.00	60.00
Clerical/ Administration Fee	Prop Std/insp/Enfo	Full Cost Recovery	Property	203.72	\$ -		203.72	203.72	203.72
Property Standards & Maintenance Enforcement - Inspection Fe	Prop Std/insp/Enfo	Full Cost Recovery	Property	407.44	\$ -		407.44	407.44	407.44
Court/Tribunal Attendance Fee	Prop Std/insp/Enfo	Full Cost Recovery	Property	557.35	\$ 11.15		568.50	568.50	568.50
Application fee: Taxicab Broker licence	VFH Licensing	Full Cost Recovery	Application	403.00	\$ -		403.00	403.00	403.00
Renewal fee: Taxicab Broker licence	VFH Licensing	Full Cost Recovery	Application	271.00	\$ -		271.00	271.00	271.00
Application fee: Limousine Service Company licence	VFH Licensing	Full Cost Recovery	Application	402.78	\$ -		402.78	402.78	402.78
Renewal fee: Limousine Service Company licence	VFH Licensing	Full Cost Recovery	Application	270.80	\$ -		270.80	270.80	270.80
Application fee: Private Parking Enforcement Agency licence	Business & Trade Lic	Full Cost Recovery	Application	402.78	\$ 8.06		410.84	410.84	410.84
Renewal fee: Private Parking Enforcement Agency licence	Business & Trade Lic	Full Cost Recovery	Application	270.80	\$ 5.42		276.22	276.22	276.22
Application fee: Driving School Operator licence - without v	VFH Licensing	Full Cost Recovery	Application	402.78	\$ 8.06		410.84	410.84	410.84
Renewal fee: Driving School Operator licence - without vehicle	VFH Licensing	Full Cost Recovery	Application	270.80	\$ 5.42		276.22	276.22	276.22
Application fee: Drive-Self Rental Owner licence	Business & Trade Lic	Full Cost Recovery	Application	402.78	\$ 8.06		410.84	410.84	410.84
Renewal fee: Drive-Self Rental Owner licence	Business & Trade Lic	Full Cost Recovery	Application	270.80	\$ 5.42		276.22	276.22	276.22
Application fee: Holistic Centre licence	Business & Trade Lic	Full Cost Recovery	Application	264.86	\$ 5.30		270.16	270.16	270.16
Renewal fee: Holistic Centre licence	Business & Trade Lic	Full Cost Recovery	Application	145.51	\$ 2.91		148.42	148.42	148.42

Rate Description	Service	Fee Category	Fee Basis	2016	2017	Other Adj.	Budget Rate	2018	2019
				Approved Rate	Inflationary Adjusted Rate			Plan Rate	Plan Rate
Application fee: Adult Entertainment Centre licence - Owner/	Business & Trade Lic	Full Cost Recovery	Application	12,929.04	\$ 258.58		13,187.62	13,187.62	13,187.62
Renewal fee: Adult Entertainment Centre licence - Owner/Oper	Business & Trade Lic	Full Cost Recovery	Application	12,495.90	\$ 249.92		12,745.82	12,745.82	12,745.82
Application fee: Place of Amusement licence	Business & Trade Lic	Full Cost Recovery	Application	398.97	\$ 7.98		406.95	406.95	406.95
Renewal fee: Place of Amusement licence	Business & Trade Lic	Full Cost Recovery	Application	230.30	\$ 4.61		234.91	234.91	234.91
Application fee: Billiard Hall licence	Business & Trade Lic	Full Cost Recovery	Application	398.97	\$ 7.98		406.95	406.95	406.95
Renewal fee: Billiard Hall licence	Business & Trade Lic	Full Cost Recovery	Application	230.30	\$ 4.61		234.91	234.91	234.91
Application fee: Temporary Sign Provider licence	Business & Trade Lic	Full Cost Recovery	Application	348.38	\$ 6.97		355.35	355.35	355.35
Renewal fee: Temporary Sign Provider licence	Business & Trade Lic	Full Cost Recovery	Application	229.04	\$ 4.58		233.62	233.62	233.62
Application fee: Body Rub Parlour licence - Owner/Operator	Business & Trade Lic	Full Cost Recovery	Application	12,845.53	\$ 256.91		13,102.44	13,102.44	13,102.44
Renewal fee: Body Rub Parlour licence - Owner/Operator	Business & Trade Lic	Full Cost Recovery	Application	12,412.37	\$ 248.25		12,660.62	12,660.62	12,660.62
Application fee: Bowling House licence	Business & Trade Lic	Full Cost Recovery	Application	398.97	\$ 7.98		406.95	406.95	406.95
Renewal fee: Bowling House licence	Business & Trade Lic	Full Cost Recovery	Application	230.30	\$ 4.61		234.91	234.91	234.91
Application fee: Boats For Hire licence	Business & Trade Lic	Full Cost Recovery	Application	348.38	\$ 6.97		355.35	355.35	355.35
Renewal fee: Boats For Hire licence	Business & Trade Lic	Full Cost Recovery	Application	229.04	\$ 4.58		233.62	233.62	233.62
Application fee: Carnival licence	Business & Trade Lic	Full Cost Recovery	Application	398.97	\$ 7.98		406.95	406.95	406.95
Renewal fee: Carnival licence	Business & Trade Lic	Full Cost Recovery	Application	230.30	\$ 4.61		234.91	234.91	234.91
Application fee: Circus licence	Business & Trade Lic	Full Cost Recovery	Application	398.97	\$ 7.98		406.95	406.95	406.95
Renewal fee: Circus licence	Business & Trade Lic	Full Cost Recovery	Application	230.30	\$ 4.61		234.91	234.91	234.91
Application fee: Smoke Shop licence	Business & Trade Lic	Full Cost Recovery	Application	609.07	\$ 12.18		621.25	621.25	621.25
Renewal fee: Smoke Shop licence	Business & Trade Lic	Full Cost Recovery	Application	297.37	\$ 5.95		303.32	303.32	303.32
Application fee: Retail Store (Food) licence	Business & Trade Lic	Full Cost Recovery	Application	348.37	\$ 6.97		355.34	355.34	355.34
Renewal fee: Retail Store (Food) licence	Business & Trade Lic	Full Cost Recovery	Application	230.30	\$ 4.61		234.91	234.91	234.91
Application fee: Personal Services Settings licence	Business & Trade Lic	Full Cost Recovery	Application	348.38	\$ 6.97		355.35	355.35	355.35
Renewal fee: Personal Services Settings licence	Business & Trade Lic	Full Cost Recovery	Application	229.04	\$ 4.58		233.62	233.62	233.62

Rate Description	Service	Fee Category	Fee Basis	2016	2017	Other Adj.	Budget Rate	2018	2019
				Approved Rate	Inflationary Adjusted Rate			Plan Rate	Plan Rate
Application fee: Laundry licence	Business & Trade Lic	Full Cost Recovery	Application	348.38	\$ 6.97		355.35	355.35	355.35
Renewal fee: Laundry licence	Business & Trade Lic	Full Cost Recovery	Application	229.04	\$ 4.58		233.62	233.62	233.62
Application fee: Theatre licence	Business & Trade Lic	Full Cost Recovery	Application	398.97	\$ 7.98		406.95	406.95	406.95
Renewal fee: Theatre licence	Business & Trade Lic	Full Cost Recovery	Application	230.30	\$ 4.61		234.91	234.91	234.91
Application fee: Precious Metal Shop licence	Business & Trade Lic	Full Cost Recovery	Application	609.07	\$ 12.18		621.25	621.25	621.25
Renewal fee: Precious Metal Shop licence	Business & Trade Lic	Full Cost Recovery	Application	297.37	\$ 5.95		303.32	303.32	303.32
Application fee: Pawn Shop licence	Business & Trade Lic	Full Cost Recovery	Application	609.07	\$ 12.18		621.25	621.25	621.25
Renewal fee: Pawn Shop licence	Business & Trade Lic	Full Cost Recovery	Application	297.37	\$ 5.95		303.32	303.32	303.32
Application fee: Pet Shop licence	Business & Trade Lic	Full Cost Recovery	Application	609.07	\$ 12.18		621.25	621.25	621.25
Renewal fee: Pet Shop licence	Business & Trade Lic	Full Cost Recovery	Application	297.37	\$ 5.95		303.32	303.32	303.32
Application fee: Public Garage licence	Business & Trade Lic	Full Cost Recovery	Application	402.78	\$ 8.06		410.84	410.84	410.84
Renewal fee: Public Garage licence	Business & Trade Lic	Full Cost Recovery	Application	270.80	\$ 5.42		276.22	276.22	276.22
Application fee: Public Hall licence	Business & Trade Lic	Full Cost Recovery	Application	398.97	\$ 7.98		406.95	406.95	406.95
Renewal fee: Public Hall licence	Business & Trade Lic	Full Cost Recovery	Application	230.30	\$ 4.61		234.91	234.91	234.91
Application fee: Eating Establishment licence	Business & Trade Lic	Full Cost Recovery	Application	472.36	\$ 9.45		481.81	481.81	481.81
Renewal fee: Eating Establishment licence	Business & Trade Lic	Full Cost Recovery	Application	284.72	\$ 5.69		290.41	290.41	290.41
Application fee: Second Hand Dealer licence	Business & Trade Lic	Full Cost Recovery	Application	609.07	\$ 12.18		621.25	621.25	621.25
Renewal fee: Second Hand Dealer licence	Business & Trade Lic	Full Cost Recovery	Application	297.37	\$ 5.95		303.32	303.32	303.32
Application fee: Second Hand Shop licence	Business & Trade Lic	Full Cost Recovery	Application	609.07	\$ 12.18		621.25	621.25	621.25
Renewal fee: Second Hand Shop licence	Business & Trade Lic	Full Cost Recovery	Application	297.37	\$ 5.95		303.32	303.32	303.32
Application fee: Second Hand Salvage Yard licence	Business & Trade Lic	Full Cost Recovery	Application	609.07	\$ 12.18		621.25	621.25	621.25
Renewal fee: Second Hand Salvage Yard licence	Business & Trade Lic	Full Cost Recovery	Application	297.37	\$ 5.95		303.32	303.32	303.32
Application fee: Second Hand Salvage Shop licence	Business & Trade Lic	Full Cost Recovery	Application	609.07	\$ 12.18		621.25	621.25	621.25
Renewal fee: Second Hand Salvage Shop licence	Business & Trade Lic	Full Cost Recovery	Application	297.37	\$ 5.95		303.32	303.32	303.32

Rate Description	Service	Fee Category	Fee Basis	2016	2017	Other Adj.	Budget Rate	2018	2019
				Approved Rate	Inflationary Adjusted Rate			Plan Rate	Plan Rate
Application fee: Clothing Drop Box Operator licence	Business & Trade Lic	Full Cost Recovery	Application	518.89	\$ 10.38		529.27	529.27	529.27
Renewal fee: Clothing Drop Box Operator licence	Business & Trade Lic	Full Cost Recovery	Application	219.12	\$ 4.38		223.50	223.50	223.50
Application fee: Entertainment Establishment/Night Club licence	Business & Trade Lic	Full Cost Recovery	Application	459.19	\$ 9.18		468.37	468.37	468.37
Renewal fee: Entertainment Establishment/Night Club licence	Business & Trade Lic	Full Cost Recovery	Application	277.24	\$ 5.54		282.78	282.78	282.78
Application fee: Tow Truck Driver licence	VFH Licensing	Full Cost Recovery	Application	381.29	\$ 7.63		388.92	388.92	388.92
Renewal fee: Tow Truck Driver licence	VFH Licensing	Full Cost Recovery	Application	282.17	\$ 5.64		287.81	287.81	287.81
Application fee: Driving Instructor licence - without vehicle	VFH Licensing	Full Cost Recovery	Application	381.29	\$ 7.63		388.92	388.92	388.92
Renewal fee: Driving Instructor licence - without vehicle	VFH Licensing	Full Cost Recovery	Application	282.17	\$ 5.64		287.81	287.81	287.81
Application fee: Refreshment Vehicle Driver licence	VFH Licensing	Full Cost Recovery	Application	381.29	\$ 7.63		388.92	388.92	388.92
Renewal fee: Refreshment Vehicle Driver licence	VFH Licensing	Full Cost Recovery	Application	282.17	\$ 5.64		287.81	287.81	287.81
Application fee: School Bus Driver licence	VFH Licensing	Full Cost Recovery	Application	381.29	\$ 7.63		388.92	388.92	388.92
Renewal fee: School Bus Driver licence	VFH Licensing	Full Cost Recovery	Application	282.17	\$ 5.64		287.81	287.81	287.81
Application fee: Pedicab Driver licence	VFH Licensing	Full Cost Recovery	Application	381.29	\$ 7.63		388.92	388.92	388.92
Renewal fee: Pedicab Driver licence	VFH Licensing	Full Cost Recovery	Application	282.17	\$ 5.64		287.81	287.81	287.81
Application fee: Right of Entry permit - Low Impact	Business Permitting	Full Cost Recovery	Application	301.74	\$ 6.03		307.77	307.77	307.77
Renewal fee: Right of Entry permit - Low Impact	Business Permitting	Full Cost Recovery	Application	166.62	\$ 3.33		169.95	169.95	169.95
Application fee: Right of Entry permit - High Impact	Business Permitting	Full Cost Recovery	Application	1,108.57	\$ 22.17		1,130.74	1,130.74	1,130.74
Renewal fee: Right of Entry permit - High Impact	Business Permitting	Full Cost Recovery	Application	366.04	\$ 7.32		373.36	373.36	373.36
Annual fee: Clothing Drop Box location endorsement	Business Permitting	Full Cost Recovery	Location	107.11	\$ 2.14		109.25	109.25	109.25
Amendment fee: Clothing Drop Box licence	Business Permitting	Full Cost Recovery	Amendment	107.11	\$ 2.14		109.25	109.25	109.25
Application Fee: Busker permit	Business Permitting	City Policy	Application	38.24	\$ 0.76		39.00	39.00	39.00
Application fee: Sidewalk Artist permit	Business Permitting	City Policy	Application	38.24	\$ 0.76		39.00	39.00	39.00
Annual fee: Portrait Artist permit	Business Permitting	City Policy	Person	458.99	\$ 9.18		468.17	468.17	468.17

Rate Description	Service	Fee Category	Fee Basis	2016	2017	Other Adj.	Budget Rate	2018	2019
				Approved Rate	Inflationary Adjusted Rate			Plan Rate	Plan Rate
Application fee: Sidewalk Vending permit	Business Permitting	City Policy	Application	305.36	\$ 6.11		311.47	311.47	311.47
Application fee: Curblane Vending permit	Business Permitting	City Policy	Application	305.36	\$ 6.11		311.47	311.47	311.47
Application fee: Boulevard Café permit	Business Permitting	City Policy	Application	239.00	\$ 4.78		243.78	243.78	243.78
Application fee: Boulevard Marketing permit	Business Permitting	City Policy	Application	79.59	\$ 1.59		81.18	81.18	81.18
Licence amendment at any time other than renewal	Business & Trade Lic	Full Cost Recovery	Request	58.82	\$ 1.18		60.00	60.00	60.00
Renewal fee: Accessible Taxicab Owner licence	VFH Licensing	Full Cost Recovery	Application	348.00	\$ -		348.00	348.00	348.00
Application fee: Adult Entertainment Centre licence - Owner	Business & Trade Lic	Full Cost Recovery	Application	6,491.92	\$ 129.84		6,621.76	6,621.76	6,621.76
Renewal fee: Adult Entertainment Centre licence - Owner or O	Business & Trade Lic	Full Cost Recovery	Application	6,290.34	\$ 125.81		6,416.15	6,416.15	6,416.15
Application fee: Body Rub Parlour licence - Owner or Operator	Business & Trade Lic	Full Cost Recovery	Application	6,408.39	\$ 128.17		6,536.56	6,536.56	6,536.56
Renewal fee: Body Rub Parlour licence - Owner or Operator	Business & Trade Lic	Full Cost Recovery	Application	6,206.81	\$ 124.14		6,330.95	6,330.95	6,330.95
Application fee: Limousine Owner licence - Estate (base fee)	VFH Licensing	Full Cost Recovery	Application	768.10	\$ -	85.92	682.18	682.18	682.18
Annual fee: Boulevard Café permit - Area 2	Business Permitting	Full Cost Recovery	Square metre	78.71	\$ 1.57		80.28	80.28	80.28
Annual fee: Boulevard Café permit - Area 1	Business Permitting	Full Cost Recovery	Square metre	39.34	\$ 0.79		40.13	40.13	40.13
Annual fee: Boulevard Café permit - Area 3	Business Permitting	Full Cost Recovery	Square metre	19.69	\$ 0.39		20.08	20.08	20.08
Annual fee: Boulevard Café permit - East York	Business Permitting	Full Cost Recovery	Square metre	21.42	\$ 0.43		21.85	21.85	21.85
Annual fee: Awning or Temporary Marketing Enclosure permit	Business Permitting	Full Cost Recovery	Awning or enclosure	30.60	\$ 0.61		31.21	31.21	31.21
Annual fee: Boulevard Marketing permit - Area 2	Business Permitting	Full Cost Recovery	Square metre	89.51	\$ 1.79		91.30	91.30	91.30
Annual fee: Boulevard Marketing permit - Area 1	Business Permitting	Full Cost Recovery	Square metre	44.83	\$ 0.90		45.73	45.73	45.73
Annual fee: Boulevard Marketing permit - Area 3	Business Permitting	Full Cost Recovery	Square metre	22.43	\$ 0.45		22.88	22.88	22.88
Annual fee: Boulevard Marketing permit - East York	Business Permitting	Full Cost Recovery	Square metre	21.42	\$ 0.43		21.85	21.85	21.85
Annual fee: Curblane Vending (Toronto) permit - Ice Cream &	Business Permitting	Full Cost Recovery	Annual	4,518.54	\$ 90.37		4,608.91	4,608.91	4,608.91
Annual fee: Curblane Vending (Toronto) permit - Food & Non-F	Business Permitting	Full Cost Recovery	Location	6,145.26	\$ 122.91		6,268.17	6,268.17	6,268.17
Annual fee: Curblane Vending (Metro) permit - Ice Cream & FI	Business Permitting	Full Cost Recovery	Location	4,031.90	\$ 80.64		4,112.54	4,112.54	4,112.54

Rate Description	Service	Fee Category	Fee Basis	2016	2017	Other Adj.	Budget Rate	2018	2019
				Approved Rate	Inflationary Adjusted Rate			Plan Rate	Plan Rate
Annual fee: Curblane Vending (Metro) permit - Food & Non-Foo	Business & Trade Lic	Full Cost Recovery	Location	8,063.76	\$ 161.28		8,225.04	8,225.04	8,225.04
Application fee: Pedlar Assistant licence	Business & Trade Lic	Full Cost Recovery	Application	381.29	\$ 7.63		388.92	388.92	388.92
Renewal fee: Pedlar Assistant licence	Business & Trade Lic	Full Cost Recovery	Application	282.17	\$ 5.64		287.81	287.81	287.81
Application fee: Hawker Pedlar on Foot licence	Business & Trade Lic	Full Cost Recovery	Application	609.07	\$ 12.18		621.25	621.25	621.25
Renewal fee: Hawker Pedlar on Foot licence	Business & Trade Lic	Full Cost Recovery	Application	297.37	\$ 5.95		303.32	303.32	303.32
Application fee: Transient Trader licence	Business & Trade Lic	Full Cost Recovery	Application	609.07	\$ 12.18		621.25	621.25	621.25
Renewal fee: Transient Trader licence	Business & Trade Lic	Full Cost Recovery	Application	297.37	\$ 5.95		303.32	303.32	303.32
Application fee: Holistic Practitioner licence	Business & Trade Lic	Full Cost Recovery	Application	302.82	\$ 6.06		308.88	308.88	308.88
Renewal fee: Holistic Practitioner licence	Business & Trade Lic	Full Cost Recovery	Application	188.53	\$ 3.77		192.30	192.30	192.30
Application fee: Insulation Installer licence	Business & Trade Lic	Full Cost Recovery	Application	382.53	\$ 7.65		390.18	390.18	390.18
Renewal fee: Insulation Installer licence	Business & Trade Lic	Full Cost Recovery	Application	226.49	\$ 4.53		231.02	231.02	231.02
Application fee: Body Rubber licence	Business & Trade Lic	Full Cost Recovery	Application	386.33	\$ 7.73		394.06	394.06	394.06
Renewal fee: Body Rubber licence	Business & Trade Lic	Full Cost Recovery	Application	272.06	\$ 5.44		277.50	277.50	277.50
Application fee: Burlesque Entertainer licence	Business & Trade Lic	Full Cost Recovery	Application	386.33	\$ 7.73		394.06	394.06	394.06
Renewal fee: Burlesque Entertainer licence	Business & Trade Lic	Full Cost Recovery	Application	272.06	\$ 5.44		277.50	277.50	277.50
Application fee: Building Cleaner licence	Business & Trade Lic	Full Cost Recovery	Application	382.53	\$ 7.65		390.18	390.18	390.18
Renewal fee: Building Cleaner licence	Business & Trade Lic	Full Cost Recovery	Application	226.49	\$ 4.53		231.02	231.02	231.02
Application fee: Advertising licence	Business & Trade Lic	Full Cost Recovery	Application	348.38	\$ 6.97		355.35	355.35	355.35
Renewal fee: Advertising licence	Business & Trade Lic	Full Cost Recovery	Application	229.04	\$ 4.58		233.62	233.62	233.62
Application fee: Auctioneer licence	Business & Trade Lic	Full Cost Recovery	Application	382.53	\$ 7.65		390.18	390.18	390.18
Renewal fee: Auctioneer licence	Business & Trade Lic	Full Cost Recovery	Application	226.49	\$ 4.53		231.02	231.02	231.02
Application fee: Building Renovator licence	Business & Trade Lic	Full Cost Recovery	Application	382.53	\$ 7.65		390.18	390.18	390.18
Renewal fee: Building Renovator licence	Business & Trade Lic	Full Cost Recovery	Application	226.49	\$ 4.53		231.02	231.02	231.02
Application fee: Chimney Repairman licence	Business & Trade Lic	Full Cost Recovery	Application	382.53	\$ 7.65		390.18	390.18	390.18

Rate Description	Service	Fee Category	Fee Basis	2016	2017	Other Adj.	Budget Rate	2018	2019
				Approved Rate	Inflationary Adjusted Rate			Plan Rate	Plan Rate
Renewal fee: Chimney Repairman licence	Business & Trade Lic	Full Cost Recovery	Application	226.49	\$ 4.53		231.02	231.02	231.02
Application fee: Drain Contractor licence	Business & Trade Lic	Full Cost Recovery	Application	382.53	\$ 7.65		390.18	390.18	390.18
Renewal fee: Drain Contractor licence	Business & Trade Lic	Full Cost Recovery	Application	226.49	\$ 4.53		231.02	231.02	231.02
Application fee: Drain Layer licence	Business & Trade Lic	Full Cost Recovery	Application	382.53	\$ 7.65		390.18	390.18	390.18
Renewal fee: Drain Layer licence	Business & Trade Lic	Full Cost Recovery	Application	226.49	\$ 4.53		231.02	231.02	231.02
Application fee: Heating Contractor licence	Business & Trade Lic	Full Cost Recovery	Application	382.53	\$ 7.65		390.18	390.18	390.18
Renewal fee: Heating Contractor licence	Business & Trade Lic	Full Cost Recovery	Application	226.49	\$ 4.53		231.02	231.02	231.02
Application fee: Plumbing & Heating Contractor licence	Business & Trade Lic	Full Cost Recovery	Application	583.71	\$ 11.67		595.38	595.38	595.38
Renewal fee: Plumbing & Heating Contractor licence	Business & Trade Lic	Full Cost Recovery	Application	385.94	\$ 7.72		393.66	393.66	393.66
Application fee: Driveway Paving Contractor licence	Business & Trade Lic	Full Cost Recovery	Application	382.53	\$ 7.65		390.18	390.18	390.18
Renewal fee: Driveway Paving Contractor licence	Business & Trade Lic	Full Cost Recovery	Application	226.49	\$ 4.53		231.02	231.02	231.02
Application fee: Plumbing Contractor licence	Business & Trade Lic	Full Cost Recovery	Application	382.53	\$ 7.65		390.18	390.18	390.18
Renewal fee: Plumbing Contractor licence	Business & Trade Lic	Full Cost Recovery	Application	226.49	\$ 4.53		231.02	231.02	231.02
Application fee: Master Plumber licence	Business & Trade Lic	Full Cost Recovery	Application	382.53	\$ 7.65		390.18	390.18	390.18
Renewal fee: Master Plumber licence	Business & Trade Lic	Full Cost Recovery	Application	226.49	\$ 4.53		231.02	231.02	231.02
Application fee: Master Heating Installer licence	Business & Trade Lic	Full Cost Recovery	Application	382.53	\$ 7.65		390.18	390.18	390.18
Renewal fee: Master Heating Installer licence	VFH Licensing	Full Cost Recovery	Application	226.49	\$ 4.53		231.02	231.02	231.02
Annual Standard Taxicab Owner licence	VFH Licensing	Full Cost Recovery	Application	1,062.00	\$ -	-\$ 97.14	964.86	964.86	964.86
Application Fee: Toronto Taxicab Owner licence	VFH Licensing	Full Cost Recovery	Application	4,073.00	\$ -		4,073.00	4,073.00	4,073.00
Renewal Fee: Toronto Taxicab Owner licence	VFH Licensing	Full Cost Recovery	Application	1,062.00	\$ -		1,062.00	1,062.00	1,062.00
Application fee: Limousine Owner licence	VFH Licensing	Full Cost Recovery	Application	1,146.85	\$ -	-\$ 85.92	1,060.93	1,060.93	1,060.93
Renewal fee: Limousine Owner licence	VFH Licensing	Full Cost Recovery	Application	768.10	\$ -	-\$ 85.92	682.18	682.18	682.18
Application fee: Tow Truck Owner licence	VFH Licensing	Full Cost Recovery	Application	1,146.85	\$ 22.94	-\$ 15.96	1,153.83	1,153.83	1,153.83
Renewal fee: Tow Truck Owner licence	VFH Licensing	Full Cost Recovery	Application	768.10	\$ 15.36	-\$ 15.96	767.50	767.50	767.50



Rate Description	Service	Fee Category	Fee Basis	2016	2017		2018	2019	
				Approved Rate	Inflationary Adjusted Rate	Other Adj.	Budget Rate	Plan Rate	Plan Rate
Application fee: Driving Instructor licence - with vehicle	VFH Licensing	Full Cost Recovery	Application	477.47	\$ 9.55	-\$ 42.96	444.06	444.06	444.06
Renewal fee: Driving Instructor licence - with vehicle	VFH Licensing	Full Cost Recovery	Application	342.91	\$ 6.86	-\$ 42.96	306.81	306.81	306.81
Application fee: Driving School Operator licence - with vehicle	VFH Licensing	Full Cost Recovery	Application	477.47	\$ 9.55	-\$ 42.96	444.06	444.06	444.06
Renewal fee: Driving School Operator licence - with vehicle	VFH Licensing	Full Cost Recovery	Application	342.91	\$ 6.86	-\$ 42.96	306.81	306.81	306.81
Application fee: Refreshment Vehicle Owner licence - motorized	VFH Licensing	Full Cost Recovery	Application	1,146.85	\$ 22.94	-\$ 15.96	1,153.83	1,153.83	1,153.83
Renewal fee: Refreshment Vehicle Owner licence - motorized v	VFH Licensing	Full Cost Recovery	Application	768.10	\$ 15.36	-\$ 15.96	767.50	767.50	767.50
Application fee: Pedicab Owner licence	VFH Licensing	Full Cost Recovery	Application	402.78	\$ 8.06	-\$ 15.96	394.88	394.88	394.88
Renewal fee: Pedicab Owner licence	VFH Licensing	Full Cost Recovery	Application	270.80	\$ 5.42		276.22	276.22	276.22
Application fee: Hawker/Pedlar licence - with motor vehicle	VFH Licensing	Full Cost Recovery	Application	1,146.85	\$ 22.94	-\$ 15.96	1,153.83	1,153.83	1,153.83
Renewal fee: Hawker/Pedlar licence - with motor vehicle	VFH Licensing	Full Cost Recovery	Application	768.10	\$ 15.36		783.46	783.46	783.46
Application fee: Hawker/Pedlar licence - with push cart	VFH Licensing	Full Cost Recovery	Application	1,146.85	\$ 22.94	-\$ 15.96	1,153.83	1,153.83	1,153.83
Renewal fee: Hawker/Pedlar licence - with push cart	Business & Trade Lic	Full Cost Recovery	Application	768.10	\$ 15.36		783.46	783.46	783.46
Application fee: Collector of Second Hand Goods licence	Business & Trade Lic	Full Cost Recovery	Application	609.07	\$ 12.18	-\$ 15.96	605.29	605.29	605.29
Renewal fee: Collector of Second Hand Goods licence	VFH Licensing	Full Cost Recovery	Application	297.37	\$ 5.95		303.32	303.32	303.32
Application fee: Refreshment Vehicle Owner licence - non-mot	VFH Licensing	Full Cost Recovery	Application	402.78	\$ 8.06	-\$ 15.96	394.88	394.88	394.88
Renewal fee: Refreshment Vehicle Owner licence - non-motorized	Business Permitting	Full Cost Recovery	Application	270.80	\$ 5.42		276.22	276.22	276.22
Application fee: Sidewalk Vending permit - East York	Business Permitting	Full Cost Recovery	Application	301.15	\$ 6.02		307.17	307.17	307.17
Application fee: Curblane Vending permit - East York	Business & Trade Lic	Full Cost Recovery	Application	301.15	\$ 6.02		307.17	307.17	307.17
Annual fee: Sidewalk Vending (East York) - Ice Cream, Flowers, Popcorn & Jewellery	Business & Trade Lic	Full Cost Recovery	Location	1,129.31	\$ 22.59		1,151.90	1,151.90	1,151.90
Annual fee: Sidewalk Vending (East York) - Food & Non-Food	Business & Trade Lic	Full Cost Recovery	Location	2,258.61	\$ 45.17		2,303.78	2,303.78	2,303.78
Annual fee: Curblane Vending (East York) - Ice Cream & Frozen Desserts	Business & Trade Lic	Full Cost Recovery	Location	3,914.93	\$ 78.30		3,993.23	3,993.23	3,993.23

Rate Description	Service	Fee Category	Fee Basis	2016	2017	Other Adj.	Budget Rate	2018	2019
				Approved Rate	Inflationary Adjusted Rate			Plan Rate	Plan Rate
Annual fee: Curblane Vending (East York) - Foods except Ice Cream & Frozen Desserts	Business Permitting	Full Cost Recovery	Location	5,420.65	\$ 108.41		5,529.06	5,529.06	5,529.06
Application fee: Boulevard Café permit - East York	Business Permitting	Full Cost Recovery	Application	54.46	\$ 1.09		55.55	55.55	55.55
Application fee: Boulevard Marketing permit - East York	Business Permitting	Full Cost Recovery	Application	54.46	\$ 1.09		55.55	55.55	55.55
Application fee: Temporary Partial Café Enclosure permit	Business & Trade Lic	Full Cost Recovery	Enclosure	112.11	\$ 2.24		114.35	114.35	114.35
Annual fee: Adult Videotape Store licence - East District	Business Permitting	Full Cost Recovery	Store	1,089.09	\$ 21.78		1,110.87	1,110.87	1,110.87
Annual fee: Temporary Sign permit - Portable	Business & Trade Lic	Full Cost Recovery	Location	217.82	\$ 4.36		222.18	222.18	222.18
Late renewal administration fee: within 30 days	Business & Trade Lic	Full Cost Recovery	Renewal	8.71	\$ 0.17		8.88	8.88	8.88
Late renewal administration fee: from 31 to 60 days	Business & Trade Lic	Full Cost Recovery	Renewal	64.25	\$ 1.29		65.54	65.54	65.54
Late renewal administration fee: from 61 to 90 days	Prop Std/insp/Enfo	Full Cost Recovery	Renewal	124.16	\$ 2.48		126.64	126.64	126.64
Retrieval of Illegal Clothing Drop box	Prop Std/insp/Enfo	Full Cost Recovery	Clothing drop box	200.00	\$ -		200.00	200.00	200.00
Storage of Illegal Clothing Drop Box	Prop Std/insp/Enfo	Full Cost Recovery	Day	15.00	\$ -		15.00	15.00	15.00
Disposal Fee for Illegal Clothing Drop Box	Zoning Investigation	Full Cost Recovery	Disposal	80.00	\$ -		80.00	80.00	80.00
Fee for Application to Community Council - Exemption for Nat	Exemptions & Permits	Full Cost Recovery	Application	200.00	\$ -		200.00	200.00	200.00
Application and Approval Fee for A-frame Signs for purposes	Exemptions & Permits	Full Cost Recovery	Application	214.14	\$ 4.28		218.42	218.42	218.42
Annual renewal for A-frame Signs for purposes of identifying	Veterinary Care	Full Cost Recovery	Annual Fee	214.14	\$ 4.28		218.42	218.42	218.42
Dog Neuter Recovery Fee	Veterinary Care	Full Cost Recovery	Animal	60.00	\$ -		60.00	60.00	60.00
Dog Spay Recovery Fee	Business & Trade Lic	Full Cost Recovery	Animal	90.00	\$ -		90.00	90.00	90.00
Application Fee: Adult Entertainment Centre Designated Mana	Business & Trade Lic	Full Cost Recovery	Application	386.33	\$ 7.73		394.06	394.06	394.06
Renewal fee: Adult Entertainment Centre Designated Manager L	Business Permitting	Full Cost Recovery	Application	272.06	\$ 5.44		277.50	277.50	277.50
Sidewalk Vending Permit: Major Arterial Road	Business Permitting	Full Cost Recovery	Application	4,811.42	\$ 96.23		4,907.65	4,907.65	4,907.65
Sidewalk Vending Permit: Minor Arterial Road	Business Permitting	Full Cost Recovery	Application	2,617.05	\$ 52.34		2,669.39	2,669.39	2,669.39
Mobile Food Vending Permit (12 Month )	Business Permitting	Full Cost Recovery	Application	5,328.38	\$ 106.57		5,434.95	5,434.95	5,434.95

Rate Description	Service	Fee Category	Fee Basis	2016	2017	Other Adj.	Budget Rate	2018	2019
				Approved Rate	Inflationary Adjusted Rate			Plan Rate	Plan Rate
Ice Cream Vending Permit (12 Month)	Business Permitting	Full Cost Recovery	Application	552.32	\$ 11.05		563.37	563.37	563.37
Mobile Food Vending Permit (6 Month )	Business Permitting	Full Cost Recovery	Application	\$2,664.19	\$ 53.28		2,717.47	2,717.47	2,717.47
Mobile Food Vending Permit (9 Month )	Business Permitting	Full Cost Recovery	Application	\$3,996.29	\$ 79.93		4,076.22	4,076.22	4,076.22
Ice Cream Vending Permit (6 Month)	Business Permitting	Full Cost Recovery	Application	\$276.15	\$ 5.52		281.67	281.67	281.67
Ice Cream Vending Permit (9 Month )	Business Permitting	Full Cost Recovery	Application	\$414.24	\$ 8.28		422.52	422.52	422.52
Application Fee: Commercial Parking Lot Operator Licence	Business Permitting	Full Cost Recovery	Application	402.78	\$ 8.06		410.84	410.84	410.84
Renewal Fee: Commercial Parking Lot Operator Licence	Business Permitting	Full Cost Recovery	Application	270.80	\$ 5.42		276.22	276.22	276.22
Application Fee: Taxicab Operator	VFH Licensing	Full Cost Recovery	Application	500.00	\$ -		500.00	500.00	500.00
Renewal Fee: Taxicab Operator	VFH Licensing	Full Cost Recovery	Application	300.00	\$ -		300.00	300.00	300.00
Application Fee: Private Transportation Company (PTC)	VFH Licensing	Full Cost Recovery	Application	20,000.00	\$ -		20,000.00	20,000.00	20,000.00
Annual PTC Fee/Driver	VFH Licensing	Full Cost Recovery	Application	15.00	\$ -		15.00	15.00	15.00
PTC Fee/Trip	VFH Licensing	Full Cost Recovery	Trip	0.30	\$ -		0.30	0.30	0.30
Application fee: Vehicle-for-hire Driver	VFH Licensing	Full Cost Recovery	Application	130.00	\$ -		130.00	130.00	130.00
Renewal Fee: Vehicle-for-hire Driver	VFH Licensing	Full Cost Recovery	Application	130.00	\$ -		130.00	130.00	130.00

## Appendix 7c

### User Fees for Discontinuation

Rate Description	Service	Fee Category	Fee Basis	2016 Approved Rate	Year Introduced	Reason for Discontinuation
Inspection of new vehicle to be registered as a taxicab, lim	Business Licensing & Enforcement	Full Cost Recovery	Per vehicle	\$142.67	pre-1998	Discontinue as result of Inspection Centre Closure
Inspection of new vehicle to be registered as a taxicab, lim	Business Licensing & Enforcement	Full Cost Recovery	Per vehicle	\$88.21	pre-1998	Discontinue as result of Inspection Centre Closure
Non attendance for a scheduled vehicle inspection	Business Licensing & Enforcement	Full Cost Recovery	Per request	\$108.91	pre-1998	Discontinue as result of Inspection Centre Closure
Non attendance for a scheduled vehicle re-inspection	Business Licensing & Enforcement	Full Cost Recovery	Per request	\$49.01	pre-1998	Discontinue as result of Inspection Centre Closure
Re-inspection of a taxicab/limousine/driving school vehicle	Business Licensing & Enforcement	Full Cost Recovery	Per vehicle	\$49.01	pre-1998	Discontinue as result of Inspection Centre Closure

## Appendix 7d

### User Fees for Technical Adjustments

Rate Description	Service	Fee Category	Fee Basis	2016 Approved Rate	2017 Budget Rate	Reason for Adjustment
Application fee: Standard Taxicab Owner licence - Estate (base fee)	Business & Trade Lic	Full Cost Recovery	Application	\$1,279.32	\$964.86	Change inadvertently excluded in Municipal code chapter 441