

Municipal Licensing and Standards

Divisional Overview

Elizabeth Glibbery, Interim Executive Director and
Carleton Grant, Director, Policy & Strategic Support



Municipal Licensing & Standards

Municipal Licensing and Standards (MLS) contributes to the safety, vibrancy and maintenance of our communities by being a leader in the professional delivery of bylaw enforcement, administration and animal care services to the city of Toronto.

MLS aims to deliver effective, efficient and professional services that enable and enhance:

- Safety and standards within our communities,
- Quality of life for visitors, residents and their pets, and
- A business' ability to operate successfully.

MLS Leadership Team



Office of the Executive Director
Elizabeth Glibbery, Interim Executive Director

Business Licensing
and Regulatory
Services



Fiona Chapman
Director

Bylaw Enforcement



Rod Jones
Director

Investigation
Services



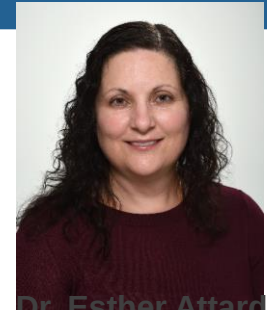
Mark Sraga
Director

Policy and
Strategic Support



Carleton Grant
Director

Toronto Animal
Services



Dr. Esther Attard
Chief Veterinarian &
Interim Director

Divisional Initiatives



Supporting Our People

- Improved training and staff development programs
- Safe working procedures for bylaw investigations



Excellent Customer Experience

- Improving knowledge base and referrals with 311 Toronto
- Quality assurance through updated standard operating procedures for enforcement investigations
- Proactive education about bylaws and compliance



Focus on Bylaws & Compliance

- Reviewing business licensing (Chapter 545), the licensing of vehicles-for-hire (Chapter 546) and regulations for payday lending, body-rub parlours and holistic centres and bars, restaurants and nightclubs.
- Modernization of Toronto Licensing Tribunal
- Implementing the Short-term Rental bylaw program



Transformation & Modernization

- Business systems and service delivery modernization
- Data-driven intelligence and analysis



2018 Highlights



- 120,000 business licences
- 81,000 pet licences
- 7 bylaws updated
- 40 public consultations
- 180,000 bylaw investigations
- 235 bylaw officers enforcing 30 bylaws

Licensing & Standards Committee (2014 - 2018)

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

Primarily supported by Municipal Licensing and Standards.
Transportation Services reported StreetART grant component of the Graffiti Management Plan.

- Held **27** meetings with **54** staff reports from MLS
- Tabled and discussed **121** Agenda items
- Heard from a total of **548** deputants

2014 – 2018 Major Achievements

- Approved new regulatory bylaws for:
 - Licensing and Registration of Short-Term Rentals;
 - Licensing of Vehicles-for-Hire;
 - Rental Apartment Buildings; and
 - Residential Construction Dust.
- Created licence categories for:
 - Payday Loan Establishments; and
 - Commercial Parking Lots.
- Modernized bylaws for:
 - Dangerous Dogs, including the Dangerous Dog Tribunal;
 - Fences;
 - Street Vending; and
 - Tow Truck Industry.

Program Highlights

Municipal Licensing and Standards

Business Licensing and Regulatory Services

Permit and business licence issuance.

Matters relating to business licensing will be reported to General Government and Licensing Committee.

Matters related to permits for use of public space will be reported to the Economic Development and Community Development Committee.

Bylaw Enforcement

Enforcement of licensing and public space bylaws.

Matters relating to business licence enforcement will be reported to General Government and Licensing Committee.

Matters related to the enforcement of bylaws for use of public space will be reported to the Economic Development and Community Development Committee.

Investigation Services

Enforcement of bylaws governing private property and community standards.

Matters relating to property standards, including RentSafeTO, Property Standards Bylaw, signs and indoor room temperature will be reported to the Planning and Housing Committee.

Toronto Animal Services

Pet adoption and licensing; Promotion of responsible pet ownership and compliance of animal-related laws.

Matters relating to animals will be reported to the Economic and Community Development Committee.

MLS Policy Approach

To enable informed decision making through a commitment to providing advice that is comprehensive, transparent, engaged, and impartial.

Research

- Historical review;
- Jurisdictional scan and municipal comparisons;
- Literature reviews; and
- Legal and policy reviews.

Consultation

- Planning and framing;
- Engage with the public, industry, and other City divisions, agencies, boards, and commissions;
- Surveys;
- Communications; and
- Working groups.

Analysis

- Statistics and quantitative data;
- Consultation feedback;
- Operational impact and feasibility; and
- Undertaking third party research, as necessary.

Reporting

- Briefing notes;
- Interdivisional reviews; and
- Presentations.

Implementation

- Operational planning;
- Effective communications; and
- Ongoing measurement and monitoring.

MLS Policy Approach

Staff Report

- Analysis of Complaint and Enforcement Data;
- Jurisdictional Scans;
- Inter-Divisional and Governmental Meetings;
- Public Opinion Research or Surveys;
- 5 -10 Public and Stakeholder Consultations;
- Third - Party Consulting Reports; and
- Back-end Technology Improvements.

Public Education

General Communications:

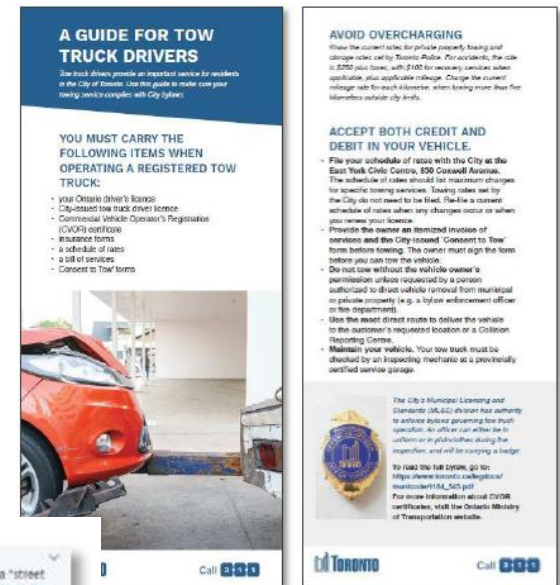
- Public Consultation Support
- 5 events supported
- 13 brochures produced
- 21 posters produced
- 34 videos developed

Traditional Media:

- 15 news releases
- 445 logged media calls



Tow Truck Driver “101” Buckslip



2019 and 2020 Work Plan

In the last two terms of City Council, MLS received **378 directives** from City Council, Licensing and Standards Committee, and other standing committees. MLS has **responded to 198** of these directives.

For 2019 – 2020, MLS has developed a work plan that combines the remaining directives into **33 projects** expected at the General Government and Licensing Committee, the Economic and Community Development Committee and the Planning and Housing Committee.

Key Reports to Committee in 2019

Q2 2019

- Body Rub Parlour and Holistic Centres
- Clothing Drop Boxes
- Vehicles-for-Hire
- Food Premises

Q3 2019

- Payday Loan Establishments

Q4 2019

- Licensing – Modernization of Chapter 545 and TLT
- Restaurants and Nightclubs

Questions?