



Alejandra Bravo

CITY COUNCILLOR | **CHAIR, ECONOMIC & COMMUNITY DEVELOPMENT COMMITTEE**
WARD 9 • DAVENPORT

RE: Making Business Licence & Permit Applications Easier

Dear Members of Economic & Community Development Committee,

One of the most common ways that Torontonians interact with municipal government is by applying for a licence or permit. People in our city, including many in my own ward of Davenport, have shared that the current application processes can be inconsistent, unclear, and confusing.

Torontonians want to follow the rules and apply for permits and licences to open new small businesses and over 120 other licence and permit types. It should be easy to apply for a permit or licence, but years of compounding changes and adjustments have made it harder.

In recent years, we've made some good progress on improving our business licence system including through the introduction of online applications, modernizing regulations for bars, restaurants and entertainment venues, and streamlining some requirements. We can build on that progress to make it even easier for Torontonians.

It's time to accelerate and make visible improvements to how applications are received, processed, and issued, and to look more broadly at the requirements in our Licensing By-law to make sure that we're only asking for the information we need and reducing administrative burden on residents and small business owners/operators. Together, let's make it easier to get a business licence or permit in Toronto.

RECOMMENDATIONS

1. City Council direct the Executive Director, Municipal Licensing & Standards and the Chief Technology Officer to report back to Economic & Community Development Committee by the second quarter of 2025 with a Business Licence & Permit Applications Action Plan containing actions to further simplify the application process for business licences and permits regulated under Chapter 545, Licensing and other licensing bylaws administered by MLS; including but not limited to accelerating plans for technology improvements to continue modernizing the licensing system, communications improvements, updated interdivisional review processes and requirements, permit issuance improvements, and more.
2. City Council direct the Executive Director, Municipal Licensing & Standards to include the simplification of application requirements as a key consideration of the ongoing review of Chapter 545, Licensing and report back on current licence application requirements that can be modified or eliminated as part of the ongoing policy review of Chapter 545, Licensing.

Sincerely,

Alejandra Bravo
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Chair, Economic & Community Development Committee

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