

**2026.EC27.1:
Update on the Business Licence and
Permit Applications Action Plan and
Other Outstanding Directives**

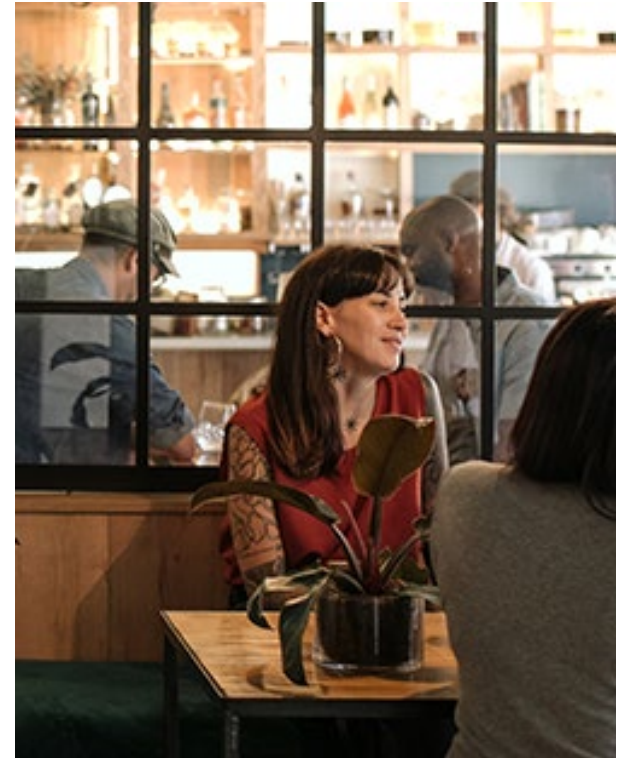
Presentation for the Economic and Community Development
Committee (ECDC)

April 9, 2026



Overview

- EC27.1 provides an update on the **Business Licence and Permit Applications Action Plan** ([2025.EC22.7](#)) - Municipal Licensing and Standards' (MLS) roadmap for modernizing all licences types under [Chapter 545, Licensing](#) and enhancing licence and permit administration.
- The Report:
 - A. Outlines new business friendly customer service initiatives; and describes operational enhancements for licensing food, beverage and entertainment businesses; and
 - B. Proposes minor bylaw amendments to reduce regulatory burden and improve clarity for businesses.





A. New and Enhanced Customer Service Initiatives

1. Modernizing the licence renewal system

MLS, in collaboration with the Technology Services Division, launched a [modernized licence renewal system](#) on **January 19, 2026**. Clients can now:

1. Manage their information online
2. View all licences, permits, personal, and corporate profile details on a central dashboard
3. View licence and permit history
4. Identify specific documents to submit for their renewal submission
5. Monitor renewal status
6. Download electronic copies of their licence and permit
7. Access multiple City accounts and services under a single email through creating a City of Toronto Login

~2,000

accounts registered
with the new portal as
of March 23, 2026

1. Modernizing the licence renewal system (continued)

The screenshot shows a user interface for a 'New Portal' titled 'Business Licence & Permit: Dashboard'. The user is identified as 'STAR, MICHAEL (Personal Client Number : 351-007-662)'. Below the header is a 'Licences' section with a status legend (Valid, Expiring Soon, Expired, Cancelled) and a table of licence entries. The table has columns for Licence Number, Client Number, Details, and Expiry Date. A single entry is shown for STAR, MICHAEL with licence number T83-XX83210 and expiry date 2026/10/06. Callouts point to various elements: 'Create a secure account' points to the user name; 'View all licence and permit information on a dashboard' points to the dashboard title; 'View licence and permit history' points to the 'Show 10 entries' dropdown; 'Manage licence information' points to the 'Licence Number' column; and 'Monitor status of all licences and permits' points to the 'Expiry Date' column.

New Portal

Business Licence & Permit: Dashboard

STAR, MICHAEL (Personal Client Number : 351-007-662)

Licences

Valid Expiring Soon Expired Cancelled

Show 10 entries Search:

Licence Number	Client Number	Details	Expiry Date
T83-XX83210	351-007-662	STAR, MICHAEL Position: Licensee	2026/10/06

Showing 1 to 1 of 1 entries Previous 1 Next

Create a secure account

View all licence and permit information on a dashboard

View licence and permit history

Manage licence information

Monitor status of all licences and permits

1. Modernizing the licence renewal system (continued)

New Portal

Active Expiring soon Expired Cancelled

Show 10 entries Search:

Licence Number	Client Number	Details	Expiry Date
B546432765	310-614-259	<Business Name> operating as <Operating Name> 580 King St. W, Toronto ON M5V Position: Director	⚠ 27/02/24
B654432654	230-621-997	<Business Name> operating as <Operating Name> 59 South Kingsway, Toronto ON M6S Position: Managing Director	✅ 13/04/24
B270543842	270-620-770	<Business Name> operating as <Operating Name> 850 Coxwell Ave, Toronto ON M5H Position: Managing Director	⌚ 18/12/25
B220762864	330-531-489	<Business Name> operating as <Operating Name> 2211 Yonge St, Toronto ON M4S Position: Signing Authority	✅ 13/04/24
B546432765	310-614-259	<Business Name> operating as <Operating Name> 830 Pape Ave, East York, ON M4K 3T5 Position: Director	⌚ 18/12/25
B654432654	230-621-997	<Business Name> operating as <Operating Name> 825 Caledonia Rd, North York, ON M6B 3X8 Position: Managing Director	✅ 13/04/24
B270543842	270-620-770	<Business Name> operating as <Operating Name> 680 Kipling Ave, Etobicoke, ON M8Z 5G3 Position: Signing Authority	⌚ 18/12/25

View multiple licences in one place

1. Modernizing the licence renewal system (continued)

Old Portal

Please ensure you have paid your renewal fee before completing a renewal submission. [Pay your invoice online.](#)
You must have your invoice number to complete a renewal. If you do not have this number, please visit the [invoice lookup page.](#)

Documents Upload

Upload

Please upload document(s) relevant to your submission. If you are renewing a licence/permit, please upload the document(s) Notice.

Reference ID: 20000188

Your Licence/Permit: EATING ESTABLISHMENT

Relevant Documentation

- Two Pieces of Government-Issued Identification (One Must be Photo ID) [Upload](#)
- Criminal Record & Judicial Matters Check [Upload](#)
- Notice of Zoning Compliance Letter OR Building Permit (BA) [Upload](#)
- Provincial Business Name Registration or Franchise Agreement Declaration [Upload](#)
- Occupancy Declaration Form [Upload](#)
- Operating Information Questionnaire [Upload](#)
- Articles of Incorporation and/or Corporate Profile Report or Federal Form 6 [Upload](#)
- Two pieces of valid identification for all officers/directors [Upload](#)
- Criminal Record & Judicial Matters Check for all officers/directors [Upload](#)
- Annual Return for Corporation [Upload](#)

New Portal

Licence: **B99 - 999999**

Settings

Client name (Client Number: 000-000-000)

[Upload Documents](#)

[Download Licence](#)

Category	EATING OR DRINKING ESTABLISHMENT
Operating Name	OPERATING NAME
Issue Date	08-AUG-2020
Expiry Date	08-AUG-2025
Address	ADDRESS

Contact information

Licence & Permit Issuing Office
Monday to Friday, 8:30 a.m. to 4 p.m.
East York Civic Centre
[850 Coxwell Avenue, 3rd Floor](#)
Telephone: 416-392-6700
Email: blrsportalsupport@toronto.ca

Be prompted to upload only the specific documents required to renew, rather than resubmitting all documents required for licence application

1. Modernizing the licence renewal system (continued)

New Portal

Renewal Settings

Licence: B50-0011972

Renewal Requirements

Pay Fees	
Unpaid Licence Renewal	\$251.00
Total Due	\$251.00

[Pay Now](#)

Other Requirements

- Outstanding Renewal Fee

Contact Information

Licence & Permit Issuing Office
Monday to Friday, 8:30 a.m. to 4 p.m.
East York Civic Centre
[850 Coxwell Avenue, 3rd Floor](#)
Telephone: 416-392-6700
Email: blrsportalsupport@toronto.ca

Make outstanding renewal payments online

Access multiple support options

New Portal

TORONTO Municipal Licensing & Standards

BUSINESS TYPE: TAKE-OUT OR RETAIL FOOD ESTABLISHMENT
PERMIT FOR: TAKE-OUT OR RETAIL FOOD

THIS LICENCE MUST BE POSTED IN A CONSPICUOUS PLACE

Licence No.: **B50-0011972** Expires: **17-NOV-2026**

Issued To: **ONOFREY, JERRY**
THE OLD FASHION CANDY CO INC
504 GORDON BAKER RD
TORONTO, ON M2H 3B4

Carleton Grant
Carleton Grant
Executive Director

www.toronto.ca/licensing

3108980
Issued Date: 16-DEC-2025
Print Date: 16-DEC-2025

Download electronic copies of licence and permit

2. A dedicated phone line to expand real-time support

- MLS launched a Business Licensing Information Phone Line on **January 16, 2026** to expand real-time, flexible support to existing and prospective businesses
- The Phone Line is available weekdays from 8:30 a.m. to 4:00 p.m. at 416-392-6700
- Staff continue to promote the service, with a social media campaign planned for later in 2026



2,435

Calls Handled



53

Average Calls per Day



11:44

Average Call Duration (mins)



3:16

Average Wait Time (mins)

3. Streamlining the licence change process for food, beverage and entertainment venues

- Updated licensing and zoning regulations for bars, restaurants & entertainment venues came into effect on **January 1, 2025** ([2023.EC8.13](#))
- 2025 represented a transition year to support clients in understanding the new framework and migrating clients to new licence categories where required
- Since implementation, lessons learned include:
 1. Streamline the process for changing licence types to be more business friendly;
 2. Offer clients clear and timely information so they can better understand what changes apply to them;
 3. Provide clients with consistent messaging about whether they are licensed appropriately.

In 2025:

14,824

licences for bars, restaurants, and entertainment venues were renewed or issued

209

clients changed licence types while majority (98%) renewed as is

142

businesses no longer needed a licence

3. Streamlining the licence change process for food, beverage and entertainment venues (continued)

Some clients renewed with an incorrect licence type in 2025, and staff are engaging impacted clients ahead of their next planned renewal date to remedy this

1. When a licence change is required, most **clients can change licences on their next planned renewal date**
2. Licensing and permitting staff will lead **communications to clients** and **provide step-by-step support**
3. Clients will **submit only the documents needed to change licences**, instead of a full licence application
4. Clients may be asked to change licences sooner than their renewal date, with a prorated fee, based on investigations





B. Recommended Bylaw Amendments

B. Overview of Recommended Amendments



Second-Hand Goods Businesses

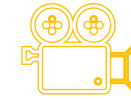
Removing operating hour restrictions, eliminating requirements for paper-based records and instead allowing a register of goods to be kept electronically (provided for inspection upon request)



Refining the Entertainment Establishment/Nightclub Licensing Definition

Minor changes to clarify criteria for an Entertainment Establishment/Nightclub and **distinguish it from other licence types**

Staff will continue to engage and report back on any further changes in 2027



Repealing Chapter 832, Videotape Stores, Licensing

Chapter only applies in Scarborough and was inherited through amalgamation

MLS has **never issued any licences** under the Chapter

Implementation of proposed changes: **September 30, 2026**

Next Steps on the Action Plan

Implementing **pet establishment** changes & proposed **street vending** amendments (if approved by Council)
2026 - 2027

Conducting **user engagement research**, targeting equity-deserving communities
Q3 2026

Launching a modernized licence **application** portal
Q4 2026

Collaborating with EDC to **enhance resource sharing** and **cross-divisional training**
Throughout 2026

Reviews of second-hand goods; temporary sign providers; trade licences; adult services and holistic trades; certain driver/vehicle owner licences; and a regulatory sandbox framework
2027

Reviews of clothing drop box operators; tobacco and vapour products retailers
2028

Reviews of automobile-related businesses; parking-related businesses; loans and goods exchanges-related businesses; and precious metal shops
2029