

2025 Toronto Licensing Tribunal, Chair's Annual Report

Mary Lee, Chair

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**TORONTO LICENSING TRIBUNAL
CHAIR'S ANNUAL REPORT 2025**

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1) INTRODUCTION

TLT Chair's Message

It is my privilege to submit the 2025 Annual Report on behalf of the Toronto Licensing Tribunal (the Tribunal).

While the approved composition of the Tribunal is seven members, operations were conducted with five active members in 2025. The decision to continue to operate with two vacancies was based on manageable caseload. All member training and professional development is up to date.

Although hearing appearances increased from 83 in 2024 to 117 in 2025, overall caseload is down compared to historical volumes. With a 47% reduction in hearings from 2019 compared to 2025, the Tribunal is noting this emerging trend. There are potentially various policy reasons for this development that MLS, as the enforcement agent, can elaborate on accordingly.

In closing, the Tribunal continues to deliver on its mandate with efficiency. I wish to express my sincere appreciation to all members and staff for their continued collaboration and contributions over the past year.

Yours sincerely,

A handwritten signature in grey ink, appearing to read "Mary Lee", is positioned above a horizontal blue line.

Mary Lee, Chair

Toronto Licensing Tribunal Members

Position	Name	Terms of Appointment
Chair	Mary Lee	March 29, 2019 – November 14, 2026
Members	Verlyn Francis	March 29, 2019 – November 14, 2026
	Edgar-Andre Montigny	March 29, 2019 – November 14, 2026
	Joanne Lau	April 3, 2023 – November 14, 2026
	Peter Harris	April 3, 2023 – November 14, 2026
	Vacant	Appointments in 2026
	Vacant	Appointments in 2026

Please refer to the City of Toronto Public Appointments website for up-to-date information and member biographies. <https://www.toronto.ca/services-payments/permits-licences-bylaws/toronto-licensing-tribunal/tribunal-member-biographies/>

2) SUMMARY OF ACTIVITIES

Member Activity

Business Meetings and Topics of Discussion

The Tribunal held two public Business Meetings: May 27, 2025, and October 20, 2025.

Subject matters discussed at the Business Meetings covered the following areas:

- MLS and the Members along with the Appellants have utilized the revised Tribunal Report Template and New Hearing Submissions
- Toronto Licensing Tribunal General Administrative Updates
- Review of Hearing Schedules, Matters, Members and Materials
- Municipal Licensing and Standards updates, new reports including Licensing and Enforcement Cases for 2025 and projected cases for 2026
- Vehicle-for-Hire Report to Executive Committee in December 2024
- Review of 2025 Annual Statistics
- Software and Technical updates (City issued computer devices and Webex hearing improvements)
- Stakeholder presentations and Court Services administrative procedures updates
- In camera confidential training delivered by the Chair

Training

The Chair facilitated confidential, in-camera training for Tribunal members, which included by-law interpretation and TLT procedural information management provided by City of Toronto Legal Services.

3) Toronto Licensing Tribunal Administration Office

The Tribunal is one of the original adjudicative tribunals managed by the Court Services Division, and it continues to collaboratively work with the respective City Divisions to provide ongoing client and operational support.

The Tribunal continues to operate with a team of Court Services Staff under the management of Tribunal Supervisor and Manager. The Supervisor, who also serves as Tribunal Administrator and Secretary, continues to oversee the daily administration of the Toronto Licensing Tribunal and the Administrative Penalty Tribunal operations.

Court Services staff for TLT include three support assistants who process requests for a hearing filed with MLS by defendants or requests made by MLS for a Tribunal hearing. The team coordinates the scheduling of hearings for matters before the Hearing Panel Members, and the respective parties and witnesses and facilitates all activities in support of Tribunal proceedings.

Court Services Staff continued to provide services remotely, as parties continue to confirm participation electronically versus in person. This continues to serve as an efficiency to appellants, agents, and City of Toronto staff. No known impacts to access to justice and Court Services have been identified and staff continue to ensure the technical requirements for the public and members are met while providing administrative support throughout 2025 to the Tribunal and to the public through various channels, such as video or audio connectivity.

The Tribunal Administration office is instrumental in the timely and efficient functioning of the Tribunal, which includes case management and timely distribution of confidential hearing notices and materials to the participants and the public, support to the Tribunal members, and collaborating with City Clerk's Office in the administration of member complement and annual reporting in addition to City Committee Payroll for member remuneration. Court Services Staff oversee the Agendas, Summary of Decisions for hearings and the release and posting of all Tribunal Written Reasons for Decisions on the Tribunal website.

Furthermore, the office ensures accountability for compliance with the Tribunal Relationship Framework and collaborates with the Municipal Licensing and Standards Division in addition to various stakeholders. The Supervisor/Secretary works with the Chair and stakeholder to provide training and orientation for newly appointed members for accountability and compliance. The Secretary and staff support the annual activity reporting on Tribunal performance indicators in support of the Chairs Annual Report.

Staff from TLT provided various functional supports such as hardware distribution, profile management for members, technology training and software, systems, and database management.

4) Tribunal Operational Updates and Caseload

As outlined in the matters heard statistical chart, there were 117 matters before the Tribunal in 2025, which represented an increase in adjudication compared to 83 matters before the Tribunal in 2024. The Tribunal received 94 licensing and 6 enforcement reports in 2025.

MLS provided operational updates at the two business meetings held in 2025. MLS did not have information available to accurately predict caseloads but committed continue to provide timely updates. The Tribunal continues to encourage the benefit in receiving regular updates on anticipated caseload from MLS related to enforcement efforts.

5) STATISTICAL INFORMATION – 2025

TLT received 100 new reports for scheduling in 2025; this increase is double the amount received in 2024. This accounts for 35 matters which were Vehicle Replacement Matters, where vehicles registered with MLS with model years 2013 to 2017 were subject to replacement, to comply with the bylaw. Subsequently, TLT had a significant increase in matters heard, up to 117 from 83 in 2024, a 41% increase. As a result, the amount of hearing days cancelled decreased from 16 in 2024 to 4 in 2025.

The table below accounts for the number of scheduled appearances before a hearing panel in 2025, along with appearances counts from 2020 to 2024 for comparison.

Matters Heard

Year	Total Appearances Before Hearing Panel
2025	117
2024	83
2023	185
2022	166
2021	219
2020	156
2019	225

The Tribunal complement remained at 5 of 7 members and served effectively to adjudicate matters due to the volume of disputes filed. The Tribunal in collaboration with Court Services and Appointments Office regularly reviewed and assessed the operational need to proceed with the filling of two (2) vacancies and the appointment of the 2 remaining members, however, The Tribunal roster remained with one (1) sitting member per hearing date and pivoted to three members on hearings requiring a full panel.

Hearings are conducted by default, and the Tribunal is readily available to accommodate in-person, written or electronic hearings upon request. While parties to a hearing have the option to request an in-person hearing, Hybrid appearance types were also facilitated. The Tribunal schedules hearings every Thursday, except for two breaks during the month of August and the last two weeks of December. Typically, there are 48 or 49 scheduled hearing dates per year. In 2025, there were 44 scheduled hearings dates.

In 2025, an appellant requested that their hearing be held in person. The panel members were seized on the matter that was heard over the course of four days.

In 2025, the Tribunal issued 3 Written Reasons for Decision (WRFD) as requested. Some of the lower volumes may be attributed to the use of procedural conference discussions and proposed resolution discussions on hearing dates.

Licensing and Enforcement Reports Filed with the Tribunal

MLS Reports	2025	2024	2023	2022	2021
Licensing Reports	94	48	94	72	94
Enforcement Reports	6	2	3	0	6
Total New Cases	100	50	97	72	100
Licensing Updates	9	6	28	21	38
Enforcement Updates	17	4	5	6	9
Total Reports and Updates	126	60	130	99	147

Adjournments and Withdrawals by the Parties or MLS

Matters Adjourned	Matters Withdrawn	Matters Abandoned
40	9	2

The matters where adjournments were requested doubled in 2025 compared to 2024 that had 20. Withdrawn Matters declined from 17 to 9 while abandoned appeals remained average from 3 to just 2.

Interpreters

Languages interpreted in 2025	Number of Requests
Amharic	4
Arabic	4
Bengali	2
Oromo	2
Pashto	1
Persian	1
Urdu	1
Total	15

**Source documents for above: 2025 Toronto Licensing Tribunal Statistics Report.*

Categories of Licence Types

The cases before the Tribunal can be categorized based on the licence types that were involved. The Chart below reflects cases that were the subject of a hearing in 2025. The Chart indicates that some of the cases involved more than one type of licence, and some cases had more than one appearance.

In 2025, the category of licence types that came before the Tribunal were;

- Taxicab Owner's Licence
- Vehicle-For-Hire Driver's Licence
- Eating Establishments Licence

The chart below identifies the number of licence types where an alleged contravention of the Municipal Code or other applicable laws identified by MLS in that licence category. When a contravention occurs, MLS can deny the new application for a licence or renewal of a licence or refer the licence to a hearing before the Tribunal where the licence can be; refused, suspended, revoked, or have conditions added.

Licence Categories by Reports Received in 2025

Licence Category	New Applicant	Applicant for Renewal	Holder of Licence
Body Rub Parlour Owner/Operator Licence	0	0	3
Eating or Drinking Establishment Licence	5	1	2
Holistic Centre Licence	0	1	0
Holistic Practitioner Licence	1	0	0
Master Plumber Licence	2	0	0
Motorized Refreshment Vehicle Licence *	0	3	5
Personal Services Settings Licence	2	0	0
Precious Metal Shop Licence	1	0	0
Public Garage Licence	0	1	0
Secondhand Dealer Licence	1	0	0
Take-Out or Retail Food Establishment Licence **	5	2	0
Taxicab Broker Licence	0	1	0
Taxicab Owner Licence	0	0	15
Toronto Taxicab Owner Licence ***	0	0	35
Vehicle-For-Hire Driver Licence ****	7	5	2
TOTAL	24	14	62
Other Data:			
*With Motorized Refreshment Vehicle Licence + Eating or Drinking Establishment Licence and Refreshment Vehicle Licence (2 Renewals)			

**With Take-Out or Retail Food Establishment Licence + Eating or Drinking Establishment Licence + Take-Out or Retail Food Establishment Licence (1 Renewal)
***Vehicle Replacement Reports (7 Model Year max)
****With Toronto Taxicab Owner's Licence + Vehicle-For-Hire Driver's Licence (1 Renewal)

**If taxicab owner also has a VFH licence, the report is counted here as one (1).*

Licence Categories by Matters Heard in 2025

Licence Category	New Applicant	Applicant for Renewal	Holder of Licence
Body Rub Parlour Owner/Operator Licence	0	0	3
Eating or Drinking Establishment Licence *	12	1	5
Holistic Centre Licence	0	2	0
Holistic Practitioner Licence	1	0	0
Master Plumber Licence	2	0	0
Motorized Refreshment Vehicle Licence **	0	6	6
Personal Services Settings Licence	5	0	0
Public Garage Licence ***	0	1	1
Secondhand Dealer Licence	1	0	0
Take-Out or Retail Food Establishment Licence ****	5	2	0
Taxicab Broker Licence	0	4	0
Taxicab Owner	0	0	15
Toronto Taxicab Owner Licence*****	0	0	15
Vehicle-For-Hire Driver Licence *****	13	10	7
TOTAL	39	26	52

Other Data:

*With Eating or Drinking Establishment Licence + Expanded Activity Eating or Drinking Establishment Licence (3 Holders) and Retail Store (Food) Licence (1 Applicant)

**With Motorized Refreshment Vehicle Licence + Eating or Drinking Establishment Licence (2 Renewals) and Refreshment Vehicle Driver Licence (1 Renewal)

***With Tow Truck Owner Licence + Public Garage Licence (1 Holder)

****With Take-Out or Retail Food Establishment Licence + Eating or Drinking Establishment Licence + Take-Out or Retail Food Establishment Licence (1 Renewal)

*****Vehicle Replacement Reports (7 Model Year max)

*****With Toronto Taxicab Owner's Licence + Vehicle-For-Hire Driver's Licence (2 Renewals)

**If taxicab owner also has a VFH licence, the report is counted here as one (1).*

*****Source document: 2025 Toronto Licensing Tribunal Reference List.***

Respectfully Submitted May 22, 2026