



Public Records

November 2010

Division: Municipal Licensing and Standards

Introduction

Records held by municipal governments are regulated by the provincial *Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)* and the *City of Toronto Act*. MFIPPA states that, in general, the public has a right to see most of these records, and to get copies of them (fees for photocopying may apply). There are specific exemptions to general access to records, especially regarding personal information.

A **record** is information recorded or stored in any manner, including print, film, digital or otherwise. The content may include reports, forms, financial statements, minutes, correspondence, e-mail, maps, photographs and more.

Records are made available in numerous ways:

- Routine disclosure: Divisions and program areas automatically make information available to the public when it is requested, and by publishing it online or in a printed form such as brochures and reports.
- Formal request: When a division or program area denies a request for information, a formal freedom of information request can be made through the City Clerk's Office, Corporate Access and Privacy.
- By appeal: If a freedom of information request is denied by the City, the decision can be appealed to the Information and Privacy Commissioner of Ontario.



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Further information

- The online directory of records outlines types of records and which division holds them:
www.toronto.ca/cap/directory-records.htm
- The Corporate Access and Privacy Unit website has more information about access to records:

Municipal Licensing and Standards Division

Toronto's Municipal Licensing and Standards Division (ML&S) enforces provisions of the Toronto Municipal Code to ensure:

- Mobile, stationary, and trades business license holders, and permit recipients operate in accordance with the regulations governing those permits and licenses ***including pet licences***.
- Public and private properties are maintained at standards that preserve neighbourhoods and increase the quality of life in the City this includes enforcement of waste collection for commercial and residential properties, littering, dumping and temporary signs by-laws.
- Specific hazards and safety issues addressed by the Municipal Code are dealt with in a timely manner.

Enforcement involves the inspection of public and private property and specific businesses and trades within the municipality to ensure compliance with City by-laws and regulations in order to maintain a high level of public safety, consumer protection, neighbourhood integrity and cleanliness.

The types of records routinely available from ML&S are as follows:

- Enforcement Records
- Compliance Records
- Licensing/Permitting Records



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| Record Type | Description | Comments | How To Get Information | Classification Code |
|--------------------------------|--|---|--|---|
| Business Licence Search | A searchable database that lists properly licensed businesses and trades operating in the City of Toronto. | <p>The database identifies current licensed businesses and trades only. This database does not include businesses whose licences are either under suspension, or cancelled.</p> <p>The Business Lookup feature can search information based on any of the following criterion:</p> <ul style="list-style-type: none">• Operating Name• Licensees Last Name/Corporate Name• Licensees First Name• Street number• Trade Number• Licence Number | <p>http://app.toronto.ca/LicenceStatus/setup.do?action=init</p> <p>The Information Line below will confirm whether or not a specific business appears in the database.</p> <p>Information line: 416-392-6700.</p> | <p>L0361 - Business Licences (Stationary)</p> <p>L0365 - Business Licences (Mobile)</p> |



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| | | <ul style="list-style-type: none">• MLS Plate Number• (Licence) Category• Postal Code• Ward Number <p>No personal information of a licensee is displayed. The following can be displayed:</p> <ul style="list-style-type: none">• Total number of licences for a licence category• List of licensed businesses and trades• Licence number• Business address• Business Category• Operating name/licensee• Business phone number• Date licence was issued | | |



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| Statistical Reports | Reports of licensing activity generated from the ML&S database. | Statistical reports may be viewed, copied and released upon request. Ward activity reports are available from the attached link. | Information line: 416-392-6700 (Licensing only) http://insideto.toronto.ca/uds/mls/mls_wardreports.htm | I0495 Operational Planning |
| Mobile Business Licences | Information about mobile businesses and the requirements to obtain a licence to operate businesses such as <i>catering trucks, hotdog carts, taxis</i> and driving schools. | | http://www.toronto.ca/licensing/mobile_business.htm Information line: 416-392-6700 | L0365 - Business Licences (Mobile) |



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| Stationary Business & Trades Licences | List of stationary businesses and trades requiring a licence to operate, qualifications and examinations required to obtain the relevant licence. | | http://www.toronto.ca/licensing/bto_licensing.htm Information line: 416-392-6700 | L0361 - Business Licences (Stationary) |
| Taxi and Limo Training | Information about training requirements for new and existing licences. | | http://www.toronto.ca/taxitraining/index.htm Information line: 416-392-6700 | 10220 Public Education & Awareness |
| Bizpal (business advice for new businesses) | Collaborative database of business requirements identifying types of licensing/permits required from relevant levels of government. | | http://app.toronto.ca/BizPal/BzInit.do | 10220 Public Education & Awareness |



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| Road Allowance Permit and Fees | Information relating to the road allowance and permit fees required to operate a vending business on City streets and sidewalks. | | http://www.toronto.ca/licensing/rdallow_permit.htm#cafes Information line: 416-392-6700 | F0045 Fee Administration |
| Licensing Fees Information | General fee structure for all vending operations permitted within the City. | | Licensing Information line: 416-392-6700 http://www.toronto.ca/legaldocs/municode/1184_545_1.pdf | F0045 Fee Administration |
| | | | | |
| Investigation Activities | Information related to the status and details of an investigation resulting from: <ul style="list-style-type: none">• Complaints | Investigation activities related to property standards issues are proactively disclosed on the web. The following information is provided: | http://www.toronto.ca/investigationactivity/index.htm Requests for access to information beyond what is currently routinely | L4020 - By-Law Enforcement |



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| | <ul style="list-style-type: none">• Proactive initiatives• By-law violations. | <ul style="list-style-type: none">• Address of properties that are the subject of a complaint and/or investigation,• Investigation start date- "In Date"• Investigation type• Current and final investigation status• Investigation reference number• Notice/Order issuance and expiration dates• Next scheduled inspection date• Other detail of the investigation, including a description of the issue and a list of deficiencies for | disclosed can be submitted as formal requests to the City Clerk's Office, Corporate Access and Privacy. | |



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| | | <p>those properties in scope for deficiency disclosure (residential properties with less than three dwelling units are not included).</p> <p>Notes:</p> <ul style="list-style-type: none">• This site does not include information from Licensing and Waste enforcement activities.• Investigations are preceded by Inspections from which staff may disclose the following information: <i>a) Inspection</i> | | |



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| | | <p><i>address,</i> <i>b) Confirm that an inspection is/has taken place, and/or,</i> <i>c) Inspection outcomes</i></p> <p>Investigation outcomes that cannot be shared:</p> <p>A regulatory Notice of Violation or Order that is specifically directed at an individual and not in relation to a property or business.</p> | | |
| Apartment Standards | The details of property standards orders issued against rental apartment buildings within the last two years are | The website enables the public to search by-law violations for apartment buildings within the City of Toronto. The information contains the description and status of | http://www.toronto.ca/apartmentstandards/home.htm | L4020 - By-Law Enforcement |



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| | posted. | orders, which have been issued to owners of apartment buildings. The site searches by by-law violation history as well as by property standards and other related by-laws. | | |
| Rooming Houses & Bachelorettes | List of licensed rooming houses and bachelorettes | Provides the addresses of premises only. | http://www.toronto.ca/licensing/rooming_houses.htm | L4020 - By-Law Enforcement |
| Animal Services | Online cat/dog licence, spay and neuter clinics as well as information on pet adoption, lost animals and wildlife. | | http://www.toronto.ca/animal_services/licensing.htm 416-338-6281 (spay neuter clinic info) | 10220 Public Education & Awareness |



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| Waste and Dumping | Waste related bylaws enforced by ML&S | The following Chapters of the Toronto Municipal Code are enforced by ML&S: 841 Waste Collection, Commercial Properties 844 Waste Collection, Residential Properties 604 Packaging 548 Littering and Dumping of Refuse 693 (17) Temporary Signs | MLS Investigations Services Waste Enforcement http://www.toronto.ca/legdocs/municode/1184_toc.pdf | L4020 - By-Law Enforcement |
| Bylaws Enforced by ML&S | Links to bylaws enforced by ML&S such as but not limited to licensing, property standards and signs | List bylaws ML&S enforces. | http://www.toronto.ca/licensing/enforcement_chapters.htm | 10220 Public Education & Awareness |