



Municipal Licensing & Standards

2014 OPERATING BUDGET OVERVIEW

What We Do

Municipal Licensing & Standards (MLS) provides bylaw administration and enforcement services to the City of Toronto. MLS deliverables include By-Law Enforcement services with targeted strategies to address graffiti, noise, business inspections, parks regulations and animal services issues and include Business Licensing and Permitting, Property Standards, including inspection and owner compliance; and Animal Care including control, sheltering and adoption services.

2014 Budget Highlights

The total cost to deliver this Program to Toronto residents is \$49.882 million as shown below:

	2013	2014	Cha	nge
(In \$000s)	Budget	Budget	\$	%
Gross Expenditures	49,298.4	49,881.6	583.2	1.2%
Gross Revenue	29,083.9	28,968.7	(115.2)	(0.4%)
Net Expenditures	20,214.5	20,912.9	698.4	3.5%

For 2014, MLS identified \$1.4 million in opening budget pressures arising from inflationary and operational requirements. Through a series of expenditure reductions and revenue changes MLS has been able to mitigate these pressures to \$0.7 million.

MLS will maintain their level of service in 2014 while at the same time offsetting all but \$0.7 million in operating pressures and begin improving customer service within Property Standards with the addition of 2 new front-line supervisors and 4 By-Law Officers for MRAB phased-in over 2014/2015. www.toronto.ca/budget2014

OPERATING PROGRAM SUMMARY

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Fast Facts

- In 2013 MLS will:
 - ✓ Issue 81,819 dog and cat licenses;
 - ✓ Conduct 90,000 Property Standards inspections;
 - ✓ Issue 54,300 Business, Trade and Taxi licenses and permits.
- MLS has 12 district offices including Licensing, Investigation and Animal Services (including 4 animal shelters) across the City;
- 1 CHIP Truck for animal Radio Frequency Identification (RFID) and licensing; 145 vehicles for inspection and enforcement.

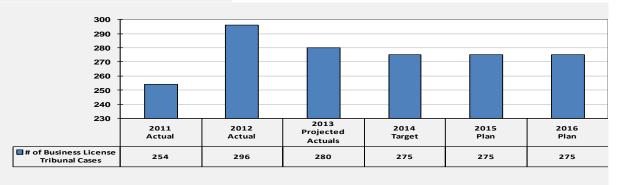
Trends

- License Tribunal cases have increased from 254 in 2011 to 296 in 2012 due to initiation of pre-hearing meetings so staff were able to clear a large backlog of cases.
- In 2013 the number of cases is expected to decrease to 280 with the target for 2014 to 2016 to average 275 per year.

Our Service Deliverables for 2014

Municipal Licensing & Standards has established strategic directions with the following deliverables for 2014:

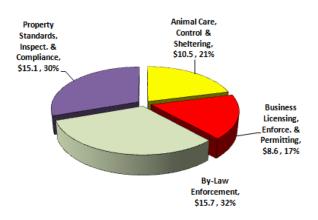
- Develop enhanced customer service strategies to improve service delivery, from response to resolution.
- Improve timelines through business processes, alternate response tools and the utilization of performance metrics.
- Develop prioritized internal training for effective service delivery and technical knowledge.
- Undertake policy/procedure reviews and implement organizational change to enhance the delivery of essential services including an overall revenue and user fee review.
- Develop and foster partnerships and engagement with all stakeholders as relevant to each business line.
- By-Law Enforcement will target strategies to manage community specific nuisance issues, such as graffiti, unauthorized posters, illegal waste disposal, City parks, animal conduct and the regulatory inspection of licensed businesses as well as enforcement strategies related to illegal and/or unlicensed businesses.
- Business Licensing and Permitting will identify procedural re-engineering opportunities to aid in efficiency of inperson and back office licence issuance processes including reduction of wait times for clients and enhancing eService license renewal.
- Property Standards, Inspection and Compliance will implement enforcement strategies related to housing issues including student housing, rooming houses and group homes as well as revising protocols for responding to issues such as bed bug complaints and clutter/hoarding.
- Animal Care, Control and Sheltering will seek to increase animal adoption numbers and decrease euthanasia rates; increase dog and cat licensing to support increased animal return to owners.



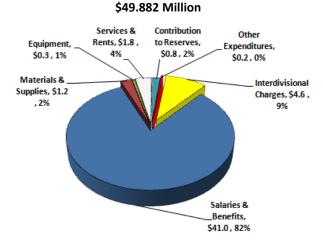
2014 Budget Expenditures & Funding

Where the money goes:

2014 Operating Budget by Service \$49.882 Million

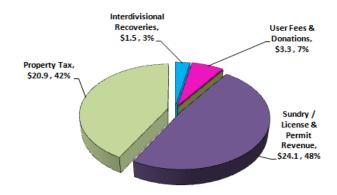


2014 Operating Budget by Expenditure Category



Where the money comes from:

2014 Operating Budget Funding Source \$49.882 Million





Our Key Challenges & Priority Actions

- Advance efficient service delivery with effective management structure:
 - Organizational structure review to align accountabilities and balance oversight, including adding supervisory capacities;
 - Full review and updating of Divisional operating procedures and training programs.
- Improve response and resolution outcomes:
 - MLS will prioritize enforcement activities and undertake deployment review to improve response and resolution times.
- Improve internal business processes:
 - Comprehensive review of current processes for Licensing Services and the development of recommendations to improve customer service.
- Develop long-term Divisional Strategic, IT and HR plans.
- Conduct a comprehensive user fee review to stabilize revenue:
 - ✓ In 2014, MLS will review of all fees to ensure fees recover full cost.

II: COUNCIL APPROVED BUDGET

City Council approved the following recommendations:

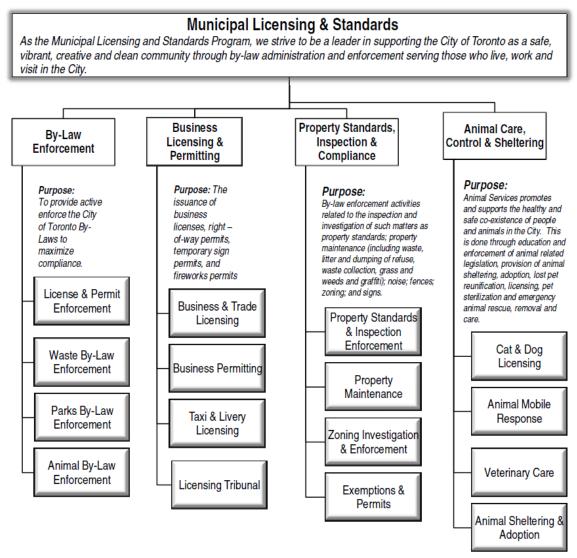
1. City Council approve the 2014 Operating Budget for Municipal Licensing & Standards of \$49.882 million gross and \$20.913 million net, comprised of the following services:

Service:	Gross (\$000)	Net (\$000)
Animal Care, Control & Sheltering	10,467.7	7,546.8
Business Licensing, Enforce. & Permitting	8,599.1	(14,106.0)
By-Law Enforcement	15,673.7	13,784.5
Property Standards, Inspect. & Compliance	15,141.1	13,687.7
Total Program Budget	49,881.6	20,912.9

- 2. City Council approve the Municipal Licensing and Standards' 2014 recommended service levels, as outlined on pages 7 to 16 of the 2014 Recommended Operating Budget (Operating Budget Analyst Notes) for Municipal Licensing and Standards, and the associated staff complement of 456.0 positions, as amended by the addition of 2 positions to improve the multi-residential apartment buildings program (MRAB) re-inspection rate.
- 3. City Council approve the discontinuation of user fees detailed in Appendix 6 (page 52) to the 2014 Recommended Operating Budget (Operating Budget Analyst Notes) for Municipal Licensing and Standards, and the appropriate adjustments be made to Municipal Code Chapter 441 "Fees and Charges".
- 4. City Council request the Executive Director of Municipal Licensing and Standards to review the level of service for Property Standards, Inspection and Compliance following the implementation of the 4 district supervisors and modify this service level as required as part of the 2015 Budget process.
- 5. City Council request the Executive Director of Municipal Licensing and Standards and the Deputy City Manager and Chief Financial Officer to report to the Budget Committee as part of the 2015 Budget process on the findings and budget impact of the Municipal Licensing and Standards comprehensive user fee and revenue review.
- City Council request the Executive Director, Municipal Licensing and Standards, as part of the user fee review, report back to the Licensing and Standards Committee on the feasibility of charging re-inspection fees for licensed business establishments.

III: 2014 SERVICE OVERVIEW AND PLAN

Program Map



Service Customer

Business Licensing, Enforcement & Permitting

- Boulevard Occupancy Applicant
- · Business Licence Applicant
- · By-law Exemption Permit Applicant
- · Business User/Consumer/Patron

Property Enforcement

- · By-Law violator (alleged)
- Community/By-law complaint people
- · Complainant
- Council and Councillors
- Licensed/Permitted / Permissioned "Owner"

Animal Care & Enforcement

- Companion Animal Owners & caretakers
- By-Law/Act violator (alleged)
- Community/Individual By-law complainant
- · Council and Councillors
- Animal Care & Welfare groups & individuals
- Domestic, nonindigenous & wild animals

- Park and public property
 users
- users
 Domestic, non-indigenous & wild

animals

- Businesses/Services such as Pet product suppliers and animal health service providers
- Animal Care & Welfare groups and individuals

Municipal Licensing and Standards (MLS) is a leader in supporting the City of Toronto as a safe, vibrant, creative and clean community through by-law administration and enforcement serving those who live, work and visit the City. The 2014 Operating Budget of \$49.882 million gross and \$20.913 million net for MLS will provide funding to continue to move forward with the following service deliverables for 2014 in order to meet its goals and objectives:

2014 Service Deliverables

- Implement targeted enforcement strategies to manage community specific nuisance issues, such as graffiti, unauthorized posters, illegal waste disposal, City parks and animal conduct.
- Implement targeted enforcement and deployment strategies to effectively address the regulatory inspection of licensed businesses.
- Implement targeted enforcement strategies to effectively address the community impacts of illegal and/or unlicensed businesses.
- Develop partnerships and coordinated enforcement plans and strategies to address complex and multi-jurisdictional enforcement challenges.
- Undertake a business process review of Licensing Services to identify procedural reengineering opportunities to aid in efficiency of in-person and back office license issuance processes
- Reduction of wait times for clients at the License and Permit Issuing office by enhancing eService license renewal, alternative license application opportunities and improved operating procedures.
- Implement targeted enforcement strategies to manage community specific nuisance issues related to housing issues, such as student housing, rooming houses and group homes.
- Enhance service delivery by leveraging collaborations with other Divisions/ Agencies, including revising protocols for responding to cross-divisional issues, such as bed bug complaints and clutter/hoarding.
- Review and enhance business practices to identify alternative resolution opportunities in managing community conflicts.
- Expand partnership opportunities to aid in the increase of animal adoption numbers and decrease euthanasia rates.
- Increase dog and cat licensing compliance rates by implementing a rewards program, creating pet licensing partnerships, offering convenience options and promoting licensing through advertisement and campaigns to support increased animal return to owners.

Service Profile: By-Law Enforcement



What we do

To provide monitoring and active enforcement the City of Toronto By-Laws to maximize compliance. The core activities include:

- License and Permit Enforcement
- Waste By-Law Enforcement
- Parks By-Law Enforcement
- Animal By-Law Enforcement

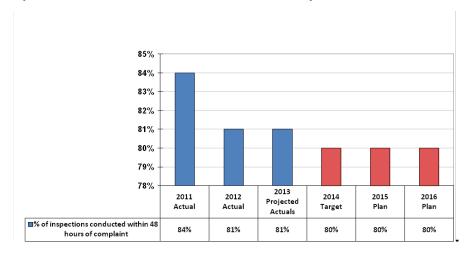
2014 Service Levels

		Service Levels						
Activity	Туре	2011	2012	2013	2014			
License and Permit	License and Permit	100% ini	100% initial response within 48 hours					
Enforcement	Enforcement				response within			
					48 hours			
Waste By-Law	Abandoned Appliances	100% ini	ial response within	48 hours	100% initial			
Enforcement					response within			
					48 hours			
	Illegal dumping	100% ini	ial response within	48 hours	100% initial			
					response within			
					48 hours			
Parks By-Law Enforcement	Parks By-Law Enforcement	100% initial response within 48 hours			100% initial			
					response within			
					48 hours			
Animal By-Law	Dogs off-leash When	100% ini	ial response within	48 hours	100% initial			
Enforcement	owner/dog walker present				response within			
					48 hours			
	Dog Bites	Emergency resp	onse within 2 hours	, non-emergency	100% initial			
		initial	response within 24	hours	response within			
					48 hours			
	Stray Animals	90% ini	ial response within	5 hours	90% initial			
					response within 5			
					hours			

Service Performance Measures

Effectiveness Measure

Inspections conducted within 48 hours of complaint



- Measures % of time staff respond to a waste complaint within targeted time frames.
- Waste inspections are completed within established targets. Since 2011, unfilled vacancies have contributed to the decline in achieved results.
- Targets have been redefined in2014 and future years.

Service Profile: Business Licensing and Permitting



What we do

The issuance and monitoring of business licenses, right-of-way permits, temporary sign permits, and fireworks permits. The core activities include:

- Business and Trade Licensing
- Business Permitting
- Taxi and Livery Licensing
- Licensing Tribunal

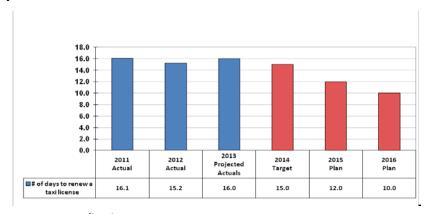
2014 Service Levels

Activity	Туре	2011	2012	2013	2014
Business and Trade	Occupational Licensing	60% issued in 20	71% issued in	20 days or less	71% issued in 20
Licensing		days or less			days or less
	Retail Business	60% issued in 20	71% issued in	20 days or less	71% issued in 20
		days or less			days or less
	Group Homes	60% issued in 20	71% issued in	20 days or less	71% issued in 20
		days or less			days or less
	Rooming Houses	60% issued in 20	71% issued in	20 days or less	71% issued in 20
		days or less			days or less
	Clothing Drop Box	60% issued in 20	71% issued in	20 days or less	71% issued in 20
		days or less			days or less
	Fireworks Permit	60% issued in 20	71% issued in	20 days or less	71% issued in 20
		days or less			days or less
	Temporary Sign	60% issued in 20	71% issued in	20 days or less	71% issued in 20
		days or less			days or less
Business Permitting	Right of Way Permit	90%	issued in 20 days o	r less	90% issued in 20
					days or less
Taxi and Livery Licensing	Taxi Driver - Registration	60% issued in 20	71% issued in	20 days or less	71% issued in 20
		days or less			days or less
	Taxi Driver - Training - Taxi	60% issued in 20	71% issued in	20 days or less	71% issued in 20
	School	days or less			days or less
	Taxi Driver - Licensing	60% issued in 20	71% issued in	20 days or less	71% issued in 20
		days or less			days or less
	Taxi Owner - Inspection	60% issued in 20	71% issued in	20 days or less	71% issued in 20
		days or less			days or less
	Taxi Owner - Licensing	60% issued in 20	71% issued in	20 days or less	71% issued in 20
		days or less			days or less
	Taxi Owner - Training - Taxi	60% issued in 20	71% issued in	20 days or less	71% issued in 20
	School	days or less			days or less
	Limousine Licensing	60% issued in 20	71% issued in	20 days or less	71% issued in 20
		days or less			days or less
	Tow Truck Licensing	60% issued in 20	71% issued in	20 days or less	71% issued in 20
		days or less			days or less
	Other - Refreshment	60% issued in 20	71% issued in	20 days or less	71% issued in 20
	Vehicles	days or less			days or less
	Other - Driving Schools	60% issued in 20	71% issued in	20 days or less	71% issued in 20
		days or less			days or less

Service Performance Measures

Efficiency Measure

Days to renew a taxi license



- Measures the number of days to renew a taxi licence.
- Consistent number of days to renew a taxi licence for the past three years.
- 2014 to 2016 will see proposed reduced targets based on efficiencies found through the 2014 business process review of licensing issuance.

Service Profile: Property Standards, Inspection and Compliance



What we do

To provide enforcement activities related to property standards; property maintenance (including waste, litter and dumping of refuse, waste collection, grass and weeds and graffiti); noise; fences; zoning and signs. The core activities include:

- Property Standards Inspection and Enforcement
- Property Maintenance
- Zoning Investigation and Enforcement
- Exemptions and Permits

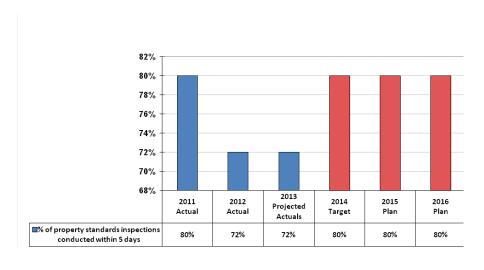
2014 Service Levels

			Service	Levels	
Activity	Туре	2011	2012	2013	2014
Property Standards Inspection and Enforcement	Property Standards By-law	I	nergency 24 hours 6 n-emergency 62% of	•	response time; emergency 24 hours 67% of the time, 5-days non- emergency 62% of the time
Property Maintenance	Property Maintenance	I ' '	nergency 24 hours 6 n-emergency 62% of	•	response time; emergency 24 hours 67% of the time, 5-days non- emergency 62% of the time
Zoning Investigation and Enforcement	Zoning Investigation and Enforcement		nergency 24 hours 6 n-emergency 62% of		response time; emergency 24 hours 67% of the time, 5-days non- emergency 62% of the time
Exemptions and Permits	Fence / Noise / Natural Gardens	Application He	ard by Community (Complete <i>i</i>	Council within 90 da Application	ays of receipt of

Service Performance Measures

Effectiveness Measure

Property standards inspections conducted within 5 days



- Measures % of time staff respond to a property standards complaint within targeted time frames (5 days).
- Since 2011, unfilled vacancies have contributed to decline in timeliness of actual response.
- With the push to fill vacancies the 2014 target remains at the 2011 actual levels.

Service Profile: Animal Care, Control & Sheltering



What we do

Animal Services promotes and supports the healthy and safe co-existence of people and animals in the City. This is done through education and enforcement of animal related legislation, provision of animal sheltering, adoption, lost pet reunification, licensing, pet sterilization and emergency animal rescue, removal and care. The core activities include:

- Cat and Dog Licensing
- Veterinary Care Response
- Animal Sheltering and Adoption
- Animal Mobile Response

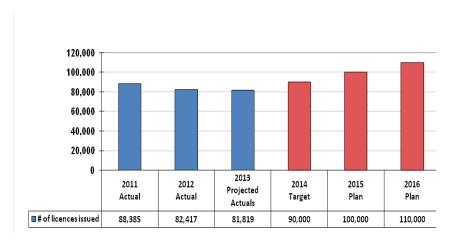
2014 Service Levels

			Service	e Levels	
Activity	Туре	2011	2012	2013	2014
Cat and Dog Licensing	Dog Licenses	30.1	6% and 64,835 Lice	enses	30.16% and
					64,835 Licenses
	Cat Licenses	10.1	4% and 32,762 Lice	enses	10.14% and
					32,762 Licenses
Animal Mobile Response	Emergency Animal Rescue &	emerger	ncy response within	2 hours	emergency
	Care				response within 2
					hours
	Animal Removal	picked up within	n 48 hours / 8,321 A	Animal Removals	picked up within
					48 hours / 8,321
					Animal Removals
	Municipal Code &	initial response wi	thin 48 hours & 24	hours 85% / 14,250	initial response
	Provincial Statute		Total Investigation:	S	within 48 hours &
	Investigations &				24 hours 85% /
	Enforcement				14,250 Total
					Investigations
	Animal Education &	122	Public Education E	vents	122 Public
	Awareness Programs &				Education Events
	Events				
Veterinary Care	Animal Sterilization	10	0% Animals Sterilia	zed	100% Animals
			Sterilized		
	Animal Health Care &	100% and 12,46	100% and 12,466		
	Treatment				vaccinated / 3,497
					micro-chipped
	Animal Prophylactic Care		100% treated		100% treated
Animal Sheltering and	Sheltered Animals	Average 18	Shelter Care Days	per Animal	Average 18 Shelter
Adoption					Care Days per
					Animal
	Adopted Animals	Adopted Cats 2,95	8 or 33% / Adopted	Dogs 1,492 or 51%	Adopted Cats
					2,958 or 33% /
					Adopted Dogs
					1,492 or 51%
	Animals Returned to Owner	100% and 2,	049 Animals Returi	ned to Owner	100% and 2,049
					Animals Returned
					to Owner
	Owner Surrendered Animals		· ·	352 (response time	Total Owner
		V	vithin 48 hours max	k.)	Surrendered
					Animals 4,852
					(response time
					within 48 hours
					max.)

Service Performance Measures

Effectiveness Measure

Dog & Cat licenses issued



- Measures the number of dog & cat licences issued annually.
- Enhancing E-pet registration and creating a loyalty program to increase the number of pet licences issued will ensure continued success of the program in 2014 and beyond.
- Reduced target enforcement resulted in a decline in pets

IV: 2014 Total Operating Budget

2014 Operating Budget (In \$000s)

	20	13	2014 Recomn	nended Ope	erating Budget		Incremental Change		2015 and 2016 Plan		
(in \$000s)	Approved Budget	Projected Actual	2014 Rec'd Base	2014 Rec'd New	2014 Rec'd Budget		ld vs. 2013 approved ages	20	15	20:	16
By Service	\$	\$	\$	\$	\$	\$	%	\$	%	\$	%
Animal Care, Control & Sheltering											
Gross Expenditures	10,308.2	9,682.3	10,467.7		10,467.7	159.5	1.5%	238.5	2.3%	19.7	0.2%
Revenue	2,993.0	2,648.0	2,921.0		2,921.0	(72.1)	(2.4%)	49.3	1.7%	_	0.0%
Net Expenditures	7,315.2	7,034.3	7,546.8		7,546.8	231.6	3.2%	189.2	2.5%	19.7	0.3%
Business Licensing, Enforce. & Permitting											
Gross Expenditures	8,354.8	7,862.7	8,599.1		8,599.1	244.3	2.9%	195.9	2.3%	16.1	0.2%
Revenue	22,387.3	20,583.5	22,705.1		22,705.1	317.7	1.4%	382.9	1.7%	-	0.0%
Net Expenditures	(14,032.6)	(12,720.8)	(14,106.0)		(14,106.0)	(73.4)	0.5%	(186.9)	1.3%	16.1	(0.1%)
By-Law Enforcement											
Gross Expenditures	15,942.0	15,003.2	15,673.7		15,673.7	(268.3)	(1.7%)	357.1	2.3%	29.4	0.2%
Revenue	2,061.9	1,712.7	1,889.3		1,889.3	(172.7)	(8.4%)	31.9	1.7%	-	0.0%
Net Expenditures	13,880.1	13,290.4	13,784.5		13,784.5	(95.6)	(0.7%)	325.3	2.4%	29.4	0.2%
Property Standards, Inspect. & Compliance											
Gross Expenditures	14,693.4	13,828.1	14,840.0	301.1	15,141.1	447.7	3.0%	661.9	4.4%	41.7	0.3%
Revenue	1,641.6	1,317.6	1,453.4		1,453.4	(188.2)	(11.5%)	24.5	1.7%	-	0.0%
Net Expenditures	13,051.8	12,510.5	13,386.6	301.1	13,687.7	635.9	4.9%	637.4	4.7%	41.7	0.3%
Total											
Gross Expenditures	49,298.4	46,376.3	49,580.6	301.1	49,881.6	583.2	1.2%	1,453.5	2.9%	106.9	0.2%
Revenue	29,083.9	26,261.9	28,968.7		28,968.7	(115.2)	(0.4%)	488.5	1.7%	_	0.0%
Total Net Expenditures	20,214.5	20,114.4	20,611.8	301.1	20,912.9	698.4	3.5%	965.0	4.6%	106.9	0.5%
Approved Positions	452.6	452.6	453.0	3.0	456.0	3.4	0.8%	3.0	0.0%		0.0%

The 2014 Operating Budget of \$49.882 million gross and \$20.913 million net represents a \$0.698 million or 3.5% increase from the MLS 2013 Operating Budget of \$20.215 million net and is comprised of the following services:

The Animal Care, Control & Sheltering service with a 2014 Budget of \$10.468 million gross and \$7.547 million net is \$0.232 million net or 3.2% over the 2013 Budget of \$7.315 million net.

- Base pressures are primarily driven by costs associated with COLA increases, progression pay and related fringe benefits. These expenditures are partially offset by reduced interdivisional charges. Increased expenditures are primarily centered in Veterinary Care and Animal Mobile Response.
- The 2015 and 2016 Plans reflect known pressures for salaries and fringe benefits and anticipated inflationary increases for user fees.

The Business Licensing, Enforcement & Permitting service with a 2014 Budget of \$8.599 million gross and \$14.106 million in net revenue will generate an additional \$0.073 million or 0.5% in net revenue, as compared to the 2013 Budget of \$14.033 million net revenue.

- This increase in net revenue is mainly driven by the 1.85% user fee inflation increase for 2014 and reduced inter-divisional charges partially offset by cost increases for COLA, progression pay and related fringe benefits. In addition, 2014 revenues reflect the reversal of recoveries for the approved 2013 union one-time lump sum payment. The net revenue increase is primarily attributable to Business and Trade Licensing fees.
- The 2015 and 2016 Plans reflect known pressures for salaries and fringe benefits and anticipated inflationary increases for user fees.

The By-Law Enforcement service with a 2014 Budget of \$15.674 million gross and \$13.785 million net is \$0.096 million net or 0.7% under the 2013 Budget of \$13.880 million net.

- Key reductions below the 2013 budget are mainly driven by reduced cell phone data plan costs. 2014 revenues reflect the reversal of recoveries for the approved 2013 union one-time lump sum payment. At the same time the service is projecting increased costs associated with scheduled COLA increases and progression pay and related fringe benefits. These expenditures are partially offset by reduced inter-divisional charges. Increased expenditures are primarily centered in License & Permit Enforcement and Animal By-law Enforcement partially offset by Waste and Parks By-law Enforcement activities.
- The 2015 and 2016 Plans reflect known pressures for salaries and fringe benefits and anticipated inflationary increases for user fees.

The Property Standards, Inspection & Compliance service with a 2014 Budget of \$15.141 million gross and \$13.688 million net is \$0.636 million net or 4.9% over the 2013 Budget of \$13.052 million net.

- While scheduled expenditure increases for COLA, progression pay, related fringe benefits and net inter-divisional charges are included; 2014 revenues reflect the reversal of recoveries for the approved 2013 union one-time lump sum payment.
- In addition for 2014, \$0.111 million is budgeted for an additional supervisor position to improve effectiveness of district operations as well as \$0.190 million for 2 By-Law Officers for MRAB. A further 2 By-Law Officers will be added in 2015.
- The 2015 and 2016 Plans reflect known pressures for salaries and fringe benefits and anticipated inflationary increases for user fees.

Approval of the 2014 Operating Budget will result in the Program increasing its total staff complement by 3.4 positions, from 452.6 to 456.0 as highlighted below:

2014 Total Staff Complement

	2014	2015	2016
Changes	Budget	Plan	Plan
Opening Complement	452.6	456.0	459.0
In-year Adjustments			
Adjusted Staff Complement	452.6	456.0	459.0
Change in Staff Complement			
- Temporary Complement - capital project delivery			
- Operating impacts of completed capital projects			
- Internal organization changes	0.4		
- New / Enhanced	3.0	3.0	
Total	456.0	459.0	459.0
% Change over prior year	0.8%	0.7%	0.0%

- The Council approved complement for MLS for 2013 is 452.6 positions. This number consists of 451 permanent full-time positions, and 1.6 temporary positions of which 0.6 positions are part-time.
- As a result of internal organizational changes to improve service delivery, including creation and deletion of various positions, the 2014 Base Budget for MLS will increase 0.4 positions to 453 positions.
- The 2014 budget also includes 1 new supervisory position and 2 new by-law officers for Property Standards, Inspection & Compliance in 2014 with additional similar positions planned for 2015.

2014 Base Budget (In \$000s)

			Cha	ange					
	2013	2014	2014 Recom	mended Base	Incremental Change				
	Approved	Rec'd	\ \	rs.					
(In \$000s)	Budget	Base	2013 Appro	oved Budget	2015 Pla	an	2016 F	Plan	
By Service	\$	\$	\$	%	\$	%	\$	%	
Animal Care, Control & Sheltering						_			
Gross Expenditures	10,308.2	10,467.7	159.5	1.5%	238.5	2.3%	19.7	0.2%	
Revenue	2,993.0	2,921.0	(72.1)	(2.4%)	49.3	1.7%		0.0%	
Net Expenditures	7,315.2	7,546.8	231.6	3.2%	189.2	2.5%	19.7	0.3%	
Business Licensing, Enforce. & Permitting									
Gross Expenditures	8,354.8	8,599.1	244.3	2.9%	195.9	2.3%	16.1	0.2%	
Revenue	22,387.3	22,705.1	317.7	1.4%	382.9	1.7%		0.0%	
Net Expenditures	(14,032.6)	(14,106.0)	(73.4)	0.5%	(186.9)	1.3%	16.1	(0.1%)	
By-Law Enforcement									
Gross Expenditures	15,942.0	15,673.7	(268.3)	(1.7%)	357.1	2.3%	29.4	0.2%	
Revenue	2,061.9	1,889.3	(172.7)	(8.4%)	31.9	1.7%		0.0%	
Net Expenditures	13,880.1	13,784.5	(95.6)	(0.7%)	325.3	2.4%	29.4	0.2%	
Property Standards, Inspect. & Compliance									
Gross Expenditures	14,693.4	14,840.0	146.6	1.0%	338.1	2.3%	27.9	0.2%	
Revenue	1,641.6	1,453.4	(188.2)	(11.5%)	24.5	1.7%		0.0%	
Net Expenditures	13,051.8	13,386.6	334.8	2.6%	313.6	2.3%	27.9	0.2%	
Total									
Gross Expenditures	49,298.4	49,580.6	282.2	0.6%	1,129.7	2.3%	93.1	0.2%	
Revenue	29,083.9	28,968.7	(115.2)	(0.4%)	488.5	1.7%		0.0%	
Net Expenditures	20,214.5	20,611.8	397.4	2.0%	641.2	3.1%	93.1	0.4%	
Approved Positions	452.6	453.0	0.4	0.1%		0.0%		0.0%	

The 2014 Base Budget of \$49.581 million gross and \$20.612 million net represents a \$0.397 million or 2% increase year over year from MLS' 2013 Operating Budget of \$49.298 million gross and \$20.215 million net.

The 2014 Base Budget provides \$1.459 million in funding for base budget increases which have been partially offset by \$0.798 million in base expenditure reductions and revenue increases.

Key cost drivers resulting in base budget pressures of \$1.459 million are detailed in the table below:

Key Cost Drivers (In \$000s)

(In \$000s)	2014 Base Budget
Gross Expenditure Changes	base budget
Prior Year Impacts	
>progression pay and re-earnable lump sums	136.3
>union step increases,	57.4
> associated fringe benefit adjustments; aligning salaries to actual expenditures	318.8
Economic Factors	
Non-labour economic factors	65.4
COLA Union and Non-Union	
Labour economic factors including 1.75% COLA union/non-union including related fringe benefit adjustments	700.7
Other Base Changes	
Increase in Facilities Management & Real Estate Inter-Divisional Charge for maintenance & custodial care	122.4
Increase in Court Inter-Divisional Charge for Licensing Tribunal unit	32.9
Increase for non-recoverable expenditures to remove graffiti associated with hate or where the property owner is a senior or vulnerable adult	16.0
	1,449.9
Total Changes	1,449.9
Revenue Changes	
Elimination of Inter-Divisional Recovery from Facilities Management & Real Estate	(8.7)
Total Changes	(8.7)
Net Expenditures	1,458.6

• In order to offset the above pressures, base expenditure reductions of \$0.798 million are based as detailed in the table below:

2014 Service Change Summary by Program (In \$000s)

		2014 Ser	vice Changes	;	Net Incremental Impact			
				% Change	2015		20	16
	Position		Net	over 2013	Net		Net	
Description (\$000s)	Change	Gross Exp.	Expense	Budget	Expense	Pos.	Expense	Pos.
	#	\$	\$	%	\$	#	\$	#
Base Changes:								
Base Expenditure Changes								
Absorb Non-Labour Economic Factors		(65.4)	(65.4)	(0.3%)	(66.5)		(64.7)	
Reduce Cost of Cell Phone Data Plan		(110.0)	(110.0)	(0.5%)				
Reduce Clerks IDC for Postage		(100.0)	(100.0)	(0.5%)				
Line by Line Reduction Based on Actual Experience		(39.8)	(39.8)	(0.2%)				
Absorb Non-recoverable cost of Graffiti removal		(16.0)	(16.0)	(0.1%)				
Base Expenditure Change		(331.2)	(331.2)	(1.6%)	(66.5)		(64.7)	
Base Revenue Changes								
User Fee Inflation Business Licenses			(407.1)	(2.0%)	(414.7)			
User Fee Inflation Property Enforcement			(17.5)	(0.1%)	(17.8)			
User Fee Inflation Animal Care			(42.4)	(0.2%)	(43.2)			
Base Revenue Change			(467.0)	(2.3%)	(475.7)		-	
Sub-Total		(331.2)	(798.2)	(3.9%)	(542.2)		(64.7)	
Total Changes	_	(331.2)	(798.2)	(3.9%)	(542.2)		(64.7)	

The 2014 service changes consist of base expenditure and revenue changes of \$0.798 million net bringing the 2014 Base Budget to \$0.397 million or 2% over the 2013 Budget of \$20.215 million net.

The net incremental impact for the 2015 and 2016 Operating Budget is a further reduction of \$0.542 million and \$0.065 million respectively.

The 2014 service changes and 2015 and 2016 incremental impacts are discussed below:

Base Expenditure Changes: (Savings of \$0.331 million gross and net)

Absorb Non-Labour Economic Factors (\$0.065 million gross and net)

 Expenditure reductions are based on absorbing inflationary increases for non-labour accounts in 2014 of \$0.065 million, in 2015 of \$0.067 and in 2016 of \$0.065 million.

Reduce Cost of Cell Phone Data Plan (\$0.110 million gross and net)

■ Expenditure reductions are based on Investigation Services moving away from in-field laptops to handheld devices which are also telephone enabled. This is a significant change to advance service delivery with a technology that will support real time data entry out in the field. Once the corporate application for emails is deployed, these units will replace both the existing RCS (laptop) and the need for a smart phone.

 Cost savings will result from the elimination of 1 data plan per unit once the smart phone contracts expire. The phasing out is anticipated to occur throughout 2014 with savings for 198 units @ \$50 per month or \$0.110 million per year.

Reduce Clerks IDC for Postage (\$0.100 million gross and net)

- Expenditure reductions are based on Investigation Services modifying the process for the mailing of Property Standards Orders and Notices, from Registered Mail to regular mail.
 Based on an anticipated cost savings of \$8.56 per piece of mail, or \$0.080 million per year.
- In addition, Toronto Animal Services (TAS) is working towards modifying the process of licensing billings/renewals with the intent of having multiple pet licence renewals on one invoice and in turn one receipt for multiple renewals. TAS is currently working with Corporate IT Services to improve e-pet (on-line) licence sales by incorporating a "shopping cart", thereby allowing a pet owner to licence more than one pet at a time, which will reduce the number of correspondence sent via mail. TAS is also in consultation with Corporate IT Services to explore the option of sending receipts via email as opposed to regular mail. Anticipated cost savings are \$0.020 million per year.

Line by Line Reduction Options Based on Experience (\$0.040 million gross and net)

A review of all operating expenditures and revenues based on actual experience and 2014 anticipated requirements has resulted in a reduction of \$0.040 million gross and net. This will contribute to reducing the 2014 budget pressure and better aligning the budget to actual requirements.

Absorb Non-recoverable cost of Graffiti removal (\$0.016 million gross and net)

As part of the 2014 Operating Budget, MLS planned on increasing funding for non-recoverable graffiti removal costs for hate related graffiti or where the property owner is a senior or vulnerable adult that is mentally impaired. These exceptions will be absorbed by ML&S within the budget for the City-wide graffiti unit and will not be recovered through remedial action.

Base Revenue Changes: (\$0.467 million in net revenue)

Inflation Increase for User Fees (\$0.467 million net revenue)

- An increase of \$0.467 million for Business License Fees, Property Enforcement and Animal Care Fees are to reflect annual inflation increases in accordance with the City's User Fee Policy which provides that fees shall automatically increase on the first day of January each year by a percentage increase for inflation currently calculated at 1.85%, 1.81% and 1.86% respectively.
- The most significant increase is for Business License Fees which will yield \$0.407 million in estimated additional revenue in 2014 and a further \$0.415 million in 2015 based on inflation at 2.3%. This will increase annual revenue from Business License Fees from \$22.4 million in 2013 to \$22.8 million in 2014 and to \$23.2 million in 2015.

2014 New / Enhanced Service Priority Actions (In \$000s)

	2014	Recommende	d	Net Incremental Impact						
				2015 P	lan	2016 Plan				
	Gross	Net	New	Net	#	Net	#			
Description	Expenditures	Expenditures	Positions	Expenditures	Positions	Expenditures	Positions			
Enhanced Services Priorities										
Hire 2 New Supervisors to Improve Customer Service	111.1	111.1	1.0	121.1	1.0	5.1				
Hire 4 New By-Law Officers for MRAB	190.0	190.0	2.0	202.7	2.0	8.7				
Sub-Total	301.1	301.1	3.0	323.8	3.0	13.8	-			
New Service Priorities										
Sub-Total	-	-	-	-	-	-	-			
Total	301.1	301.1	3.0	323.8	3.0	13.8	-			

Enhanced Service - Priority Action

Hire 2 New Supervisors to Improve Customer Service

- MLS has reviewed its current organizational structure and its various service lines to assess business and operational support needs and have identified gaps in management oversight in the four district operations. The lack of effective leadership and supervision has led to the deterioration in service delivery and customers' dissatisfaction particularly in the Property Standards service line. Timeliness of response and resolution, and inconsistency in application of the relevant by-laws and processes are frequent with a high volume of escalated complaints.
- That the 2 new Supervisor Positions be added to the complement of MLS; 1 position in 2014 and 1 position in 2015. In addition to this enhanced service priority action, 2 more positions will be re-purposed within the existing complement in order to have one position added to each of the 4 Districts to address management oversight and supervision within Investigation Services. The addition of these positions will assist the Service moving to extended hours while also addressing both the Auditor General findings, as well as issues raised in the Ombudsman report of 2012.
- This oversight will enable management to provide direct leadership and effective supervision where they can monitor front-line staff performance, timeliness of responses and resolutions, and assess individual needs including adequate training to assist in the effective performance of their duties. These positions are responsible for the mentoring and monitoring of MSO field performance, including customer service interactions, dealing with escalated and/or complicated complaints, and oversight of remedial action work undertaken by front-line staff. This supervision is essential from a City responsibility/liability and an Occupational Health & Safety perspective.

- The future service level is anticipated to be greatly improved as these positions will support the development and execution of a quality assurance program, ensuring consistency and appropriateness of staff's work records and that the performance is measured against established objectives. Through more effective supervision they will balance the assignment of workload, monitor attendance, reassign calls/complaints, respond to health and safety related issues, train and/or mentor staff on new policies and procedures, attend meetings as required, and respond to inquiries from the public, Members of Council and City staff.
- That the level of service be reviewed following implementation of the 4 district supervisors and modified as required in time for the 2015 Budget process.

Hire 4 New By-Law Officers for MRAB

- The MRAB audit program was launched in December 2008 and was developed to ensure that the minimum property and maintenance standards within multi-residential rental properties are maintained in accordance with the City's Property Standards By-law. It was staffed from the existing staff complement.
- The auditing of buildings is carried out by ML&S staff and they inspect all of the common element features within a building (i.e., hallways, parking garages, common laundry room facilities) along with conducting in-suite inspections if residents permit them entry. Buildings are identified for audit based upon complaints received from the public to the Division or from referral/identification by ML&S staff in the District offices.
- The Division target is 200 building audits/year which is approximately 4 buildings/week on average. Since the inception of the program, over 960 buildings have been audited, and over 4170 notices/orders issued identifying more than 51,700 property standards deficiencies. The current rate of compliance is approximately 70%. The intent of the program is to work with property owners to bring the property into compliance.
- To address the emerging issues related to other types of rental housing, specifically rooming houses, the Division created a Housing Occupancy Standards Team (HOST) comprised of six (6) staff, utilizing existing resources including 2 members of MRAB. The current MRAB staff of eight (8), have remained committed to conducting the 200 building audit target.
- In order to further improve the effectiveness of the inspection program, the Budget Committee of January 8, 2014 adopted the following motion:
 - City Council adjust the Municipal Licensing and Standards 2014 Operating Budget by adding \$190,000 for 2 new by-law officers in 2014 to improve the multi-residential apartment buildings program (MRAB) re-inspection rate to increase compliance of the 10,500 outstanding deficiencies on 817 orders, and other property standards orders, and that the increase be funded from new revenues from additional 2013 assessment growth, with an additional 2 by-law officers added in 2015, subject to the 2015 budget process.
- On January 29, 30, 2014 City Council adopted the following recommendation:

- 233. City Council approve the Municipal Licensing and Standards' 2014 recommended service levels, as outlined on pages 7 to 16 of the 2014 Recommended Operating Budget (Operating Budget Analyst Notes) for Municipal Licensing and Standards, and the associated staff complement of 456.0 positions, as amended by the addition of 2 positions to improve the multi-residential apartment buildings program (MRAB) re-inspection rate.
- It is also noted that a complete operational review of the MRAB program is currently being carried out by ML&S with a focus on improving the overall efficiency and effectiveness of the program including the capturing and reporting of the programs results.

2015 and 2016 Plan

(In \$000s)

		2016 - Incremental Increase								
	Gross		Net	%	#	Gross		Net	%	#
Description (\$000s)	Expense	Revenue	Expense	Change	Pos.	Expense	Revenue	Expense	Change	Pos.
Known Impacts:										
Progression Pay	67.1		67.1	0.3%		70.1		70.1	0.3%	
Step Increases	91.6		91.6	0.4%		18.6		18.6	0.1%	
COLA	727.4		727.4	3.5%					0.0%	
Fringe Benefits	239.4		239.4	1.2%		24.4		24.4	0.1%	
Sub-Total	1,125.5		1,125.5	5.5%		113.1		113.1	0.5%	
Anticipated Impacts:										
User Fee Inflation										
Business Licenses		414.7	(414.7)	(2.0%)					0.0%	
Property Enforcement		17.8	(17.8)	(0.1%)					0.0%	
Animal Care		43.2	(43.2)	(0.2%)					0.0%	
Additional New Supervisor	121.1		121.1	0.6%	1.0	5.1		5.1	0.0%	
New By-Law Officers for MRAB	202.7		202.7	1.0%	2.0	8.7		8.7	0.0%	
Sub-Total	323.8	475.7	(151.9)	(0.7%)	3.0	13.8	-	13.8	0.1%	
Total Incremental Impact	1,449.3	475.7	973.6	4.7%	3.0	126.9		126.9	0.6%	

Note COLA is excluded in 2016

Approval of the 2014 Budget for Municipal Licensing & Standards will result in 2015 and 2016 incremental increase of \$0.973 million net and \$0.127 million net, respectively, to maintain the 2014 level of service.

Future year incremental costs are primarily attributable to the following:

Known Impacts

- COLA (2015 only), Progression Pay, Step Increases and Fringe Benefits are estimated to increase by \$1.126 million in 2015 and \$0.113 million in 2016.
- COLA has not been included in the 2016 Plan as it is subject to future contract negotiations.

Anticipated Impacts

- User Fees for Business Licenses, Property Enforcement and Animal Care are to increase by 1.85%, 1.81% and 1.86% respectively or \$0.467 million in 2014. The projected increase required for 2015 is 2.3% with total incremental net revenue of \$0.476 million.
- 2 new Supervisor Positions are being added to the complement of MLS; 1 position in 2014 and 1 position in 2015. The positions will address management oversight and supervision within Investigation Services. As well, 4 new By-Law Officers are being added; 2 positions in 2014 and 2 positions in 2015. The positions will address issues within the MRAB program. The 2016 plan reflects resultant incremental salaries & benefits adjustments.

V: ISSUES FOR DISCUSSION

2014 and Future Year Issues

2014 Issues

User Fee Review

As noted in the Program Findings Appendix to the Comprehensive User Fee Review (January 4, 2012), Municipal Licenses and Standards (ML&S) has 402 user fees that can be grouped into four categories: Business Licenses, Dog & Cat Licenses, Animal Services and Other User Fees that include service charges, Right of Entry permits, registration fees, photocopy and card replacement fees. In 2011, 9 user fees were discontinued in areas where the service is no longer offered to the public.

Business License fees recover the cost of providing the service (direct and indirect) based on the Program's internal full cost recovery model. Dog and cat licenses recover the direct cost of providing this service to the public. Animal Services fees recover less than 25% of the annual cost and have not been increased since 1999. All user fee categories need to be reviewed to determine full cost in accordance with the City's User Fee Policy.

All business license fees are subject to automatic inflationary increases. In the case of ML&S, the appropriate blended rate (based on specific inflationary factors for service inputs) has been determined to be 1.85% which will generate additional revenue of \$0.407 million in 2014. Ongoing review of all revenues to determine any revenue corrections that may be required has resulted in additional inflation adjustments for 2014. There may also be opportunities for additional user fees, particularly in the area of graffiti exemptions, natural garden exemptions, noise exemptions and personal services such as tattoo parlours and nail salons.

The 2012 Comprehensive User Fee Review recommended that full cost determination and confirmation for all user fees be undertaken and opportunities for new user fees be investigated during 2012 and reported back, as appropriate, through the 2013 Budget process.

In 2013, it was recommended that the study results be deferred to the 2014 budget process. As preparations for this study, including staff resources were still being developed, it is recommended that the Program report back in time for the 2015 Budget process on any required adjustments to Municipal Licenses and Standards' user fees.

Efficiency Study Implementation Progress

Core Service Review and Efficiency Study Implementation Progress

On September 26, 27, 2011 City Council adopted a report that addressed the results of the detailed Core Service review conducted by KPMG. However, the 2012 Operating Budget for Municipal Licensing and Standards did not include any savings as a result of Council's decisions arising from the Core Service Review. As directed by City Council during the Core Service

Review, the Executive Director of Municipal Licensing and Standards was to review, assess and report back on the following remaining matters:

Viability of the Dog & Cat Licensing Program and Recommended Options

Status: Licensing revenues have and continue to exceed licensing program costs. Toronto Animal Services (TAS) continues to review potential savings options. These options include administrative streamlining of the licensing program such as electronic billing and bundle billing of multiple pet households. TAS continues to explore options to increase license sales while promoting responsible pet ownership, including the following:

- Chip Truck Mobile License & Microchip Clinic
- ➤ Partnerships increase license sales
- Benefit Card rewards programs linked to pet licenses
- > Bundle billing of multiple pet households
- > Implementation of a late penalty fee for licenses in arrears
- Benefits of Licensing Categories and Any Recommended Changes

Status: The review of licensing categories is underway; a report to the Licensing and Standards Committee is scheduled for 2013.

The KPMG Core Service Review study has also identified opportunities in the following areas:

Delivery of Services City-Wide Instead of on a District Based Model

Status: A review of service delivery is underway, MLS has commenced a review of the services currently provided on a district model basis and will report back in 2013.

Issues Referred to the 2014 Operating Budget Process

2014 Service Level Review Process

- At its meeting of July 16, 17, 18 and 19, 2013, City Council, in consideration of item EX33.29
 Revised Budget Process for 2014, directed "that the review of divisional service levels and activities along with any Standing Committee recommendations be referred to the 2014
 Budget process for consideration and to guide staff during the 2014 administrative budget review process."
- At the September 19, 2013 meeting, the Licensing and Standards Committee received a service level presentation from MLS. In consideration of the presentation, the Committee:
 - Referred the following to the Budget Committee, the City Manager and the Deputy City Manager and Chief Financial Officer for consideration as part of the 2014 Budget Process:

- a. That the Executive Director, Municipal Licensing and Standards, report to the Budget Committee on the urgent need to address the capital backlog for the City's animal shelters and on the funds needed to improve the City shelter facilities.
- b. That the Executive Director, Municipal Licensing and Standards, report to the Budget Committee on ways and means to improve the effectiveness of the Multi-Residential Apartment Buildings Program on a cost recovery basis.
- Referred the following motions to the Budget Committee, the City Manager and the Deputy City Manager and Chief Financial Officer for consideration as part of the 2014 Budget Process:

Motion 2:

"That City Council direct that the following service standards be included in the 2014 Service Standards for Municipal Licensing and Standards Division, and direct the Deputy City Manager and Chief Financial Officer to include the necessary resources in the 2014 budget:

- a. time for initial response to property standards complaints be 90% within 5 days;
- b. response time for noise complaints for emergencies be within 24 hours 100% of the time and non-emergencies in 48 hours, 100% of the time."

Motion 3:

"That City Council direct that the following service standard for the Multi-Residential Apartment Audit and Enforcement Program be included in the 2014 Service Standards for Municipal Licensing and Standards Division, and direct the Deputy City Manager and Chief Financial Officer to include the necessary resources in the 2014 budget:

- a. a minimum of 250 audits be conducted annually;
- b. results of investigations be posted on the Municipal Licensing and Standards website within 72 hours; and
- c. Notices of Appeals to the Property Standards Committee be provided to the affected parties 100 percent of the time."
- With respect to 1a, the 10-Year Capital plan for Facilities Management and Real Estate includes \$5.96 million to address the State of Good Repair of Toronto Animal Services' animal shelters and is on schedule.
 - ✓ Extensive work in the North Shelter (1300 Sheppard Ave West) has commenced and will continue through 2014; the West Shelter (146 The East Mall) work includes a new built in freezer, entire HVAC system and various renovations which will commence in 2014;
 - ✓ An assessment of the mechanical systems at the East Shelter (821 Progress Ave) has been conducted based on the existence of condensation, mould and other impacts associated with airflow, heating and cooling systems. The results of assessment and any work associated with resolving the issues will be reflected in the SOGR budget. In all

four shelters, painting of the dog pen areas will be scheduled every five years due to significant wear and tear from the animals. Staff in Toronto Animal Services and Facilities Management will continue to work together to address the state of good repair plan and there are no immediate concerns. Unexpected repairs of an emergency nature will be addressed through the appropriate process.

		2014				Net Incremental Impact				
				2015 Plan		2016 Pla	an			
	Gross	Net	New	Net		Net				
Description (\$000s)	Expenditure	Expenditure	Positions	Expenditure	# Pos.	Expenditure	# Pos.			
Service Level Changes										
Capital backlog for the City's animal shelters		No Additional Expenditures Required								
Total										

With respect to recommendation 1b, the Multi-Residential Apartment Buildings Program, Municipal Licensing and Standards is currently undertaking its annual review of the Multi-Residential Apartment Building (MRAB) Audit Program. MLS will report on the annual review to the Licensing and Standards Committee in April 2014.

The review will respond to recommendations from Committee motions as well as the 2013 Internal Audit review including:

- ✓ means to improve the effectiveness of the MRAB program on a cost recovery basis;
- developing more accessible ways to evaluate and communicate the property standards history of buildings; and,
- establishing overall program goals and measurable outcomes related to improving the quality of housing in Toronto.

		2014				Net Incremental Impact				
				2015 Plan		2016 Pla	an			
	Gross	Net	New	Net		Net				
Description (\$000s)	Expenditure	Expenditure	Positions	Expenditure	# Pos.	Expenditure	# Pos.			
Service Level Changes										
Multi-Residential Apartment Buildings Program	No Ad	ditional	No Added							
	Expenditur	es Required	Positions							
		-								
T-1-1										
Total										

- For Motion 2 and Motion 3 b & c, MLS has determined that to reach the requested service standards for 2014, ML&S is proposing the following:
 - ✓ Implement a change in hours of work to ensure staff coverage after normal business hours and on weekends;
 - ✓ Analyze distribution of complaints throughout the city;

- Review workloads in districts to potentially redistribute staff resources;
- ✓ Look for efficiencies in 2014; no additional funds required for the 2014 Operating Budget; and,
- ✓ If additional staffing is then required, staff will develop a business case for consideration as part of 2015 Operating Budget Process.

		Net Incremental Impact					
		Net		2015 Plan		2016 Plan	
	Gross		New	Net		Net	
Description (\$000s)	Expenditure	Expenditure	Positions	Expenditure	# Pos.	Expenditure	# Pos.
Service Level Changes							
2a. time for initial response to property standards complaints							
2b. response time for noise complaints	No Add	ditional	No Added				
3b. results of investigations	Expenditures Required		Positions				
3c. Notices of Appeals to the Property Standards Committee							
Total							

- For Motion 3 a, to conduct a minimum of 250 MRAB audits annually:
 - ✓ The financial impact is an additional \$0.380 million annually;
 - ✓ 4 new permanent full-time Municipal Standards Officers (MSO) would be required;
 - ✓ The number of audits would increase from approximately 200 to 250 annually. Staff would also conduct re-inspections, attend court when required and do follow-up in situations of non-compliance.

The financial impact of the service level changes referred to the Budget Process from the Licensing & Standards Committee is detailed in the following table:

		2014				Net Incremental Impact				
				2015 Plan		2016 Pla	ın			
	Gross	Net	New	Net	Net					
Description (\$000s)	Expenditure	Expenditure	Positions	Expenditure	# Pos.	Expenditure	# Pos.			
Service Level Changes										
Recommended										
Not Recommended										
Conduct a minimum of 250 MRAB audits annually	380.0	380.0	4.0							
Total	380.0	380.0	4.0							

The above service level change to conduct a minimum of 250 MRAB audits annually has been adopted by City Council but will be phased-in over two years.

Appendix 12013 Service Performance

In 2013, Municipal Licensing & Standards achieved the following:

- ✓ Completed the Taxi Industry review, launched the review of the Tow Truck and Limousine industries, and worked collaboratively with public health to institute the licensing of personal service settings to facilitate the "BodySafe" program.
- ✓ Developed a Service Improvement Management System (SIMS) to capture all customer service related complaints. Implementation of SIMS anticipated for July 2013.
- ✓ Completed an organizational rebalancing to facilitate effective management oversight and subject-matter expertise.
- ✓ Launched new communication tools including the e-newsletter for Council "The Monitor" and an employee newsletter "The Standard".
- ✓ Launched the city-wide Poster By-law enforcement strategy.
- ✓ Implementation of new remote computing application for Parks & Waste Enforcement Officers and Animal Care and Control officers for more efficient field responses.
- ✓ Introduced a 24/7 shift in Waste Enforcement to address service complaints occurring between 11:00 P.M. to 7:00 A.M.
- ✓ Completed a full review, update and amendments of the TMC Chapter governing Animals.
- Completed a standard legal agreement to enter into partnerships with external agencies for the purpose of selling Toronto animal licenses to the public.
- ✓ Introduced public Spay Neuter Clinics on Sundays, once per month, beginning in February 2013.
- ✓ Opened the Lost & Found Park at the North Shelter to promote animal wellness and care. Park completed in June and will be open to the public as an off leash park in July 2013.

2013 Financial Performance

2013 Budget Variance Analysis (In \$000s)

	2011 Actuals	2012 Actuals	2013 Approved Budget	2013 Projected Actuals*	2013 Approve Projected Act	ed Budget vs. tual Variance
(\$000s)	\$	\$	\$	\$	\$	%
Gross Expenditures	46,100.3	43,891.2	49,298.3	46,376.3	(2,922.1)	(5.9)
Revenues	26,375.0	25,820.8	29,083.9	26,261.9	(2,822.0)	(9.7)
Net Expenditures	19,725.3	18,070.4	20,214.5	20,114.4	(100.1)	(0.5)
Approved Positions	432.6	398.6	452.6	452.6	-	-

^{*} Based on the 3rd Quarter Operating Budget Variance Report

2013 Experience

- For year-end 2013, MLS is projecting, as of the 3rd quarter, to be under budget by \$2.922 million or 5.9% compared to the 2013 Operating Budget of \$49.278 million gross and \$2.822 million or 9.7% under the 2013 budgeted revenues of \$29.064 million. This results in an immaterial net revenue variance of \$0.100 million at year-end.
- The variance to date reflects the impact of less salaries and benefits due to vacancies that were not filled. Non-salary costs primarily included overspending for animal care, medical, surgical and contracted services for the Taxi Industry review, which were offset by savings in other accounts such as uniforms. The projected variance in revenues is mainly due to underachieved revenue from user fees in Investigations Services, reflecting overstatement of the base revenue budget in re-inspection fees and sign by-law fees.
- For year-end, MLS is projecting net revenue of 0.5% or \$0.100 million. This is primarily due to savings generated from vacant positions which will be offset by lower than planned general revenues primarily including lower than planned volumes of Business Licenses and Permits and enforcement fees.

Impact of 2013 Operating Variance on the 2014 Requested Budget

- The year-end projected favourable variance is being primarily driven by continued employee vacancies mostly offset by under-achieved revenue. Year-end actual positions should begin to approach the approved level as hiring is on-going in order to sustain service delivery levels. The shortfall in revenues will likely continue to year-end.
- The 2014 Operating Budget has been adjusted to re-align non-staff expenditures with actual costs and staff expenditures with known incremental increases based on a full staff complement. Revenue budgets have been adjusted for inflation and estimated donation growth but are generally only 2% higher than the 2013 Operating Budget. While the plan is to maintain budget revenues in 2014, a comprehensive review of user fees and revenue sources will be completed in order to re-align and adjust the revenue estimates in the 2015 Operating Budget for Municipal Licensing & Standards.

Appendix 2

2014 Total Operating Budget by Expenditure Category

Program Summary by Expenditure Category (In \$000s)

				2013		2014 Cha			
	2011	2012	2013	Projected	2014	2013 Approved		2015	2016
Category of Expense	Actual	Actual	Budget	Actual	Budget	Bud	lget	Plan	Plan
	\$	\$	\$	\$	\$	\$	%	\$	\$
Salaries and Benefits	37,924.2	35,980.3	40,119.3	37,267.2	41,035.1	915.8	2.3%	42,484.2	42,611.1
Materials and Supplies	703.6	797.8	1,211.5	1,066.5	1,186.2	(25.3)	(2.1%)	1,186.2	1,186.2
Equipment	57.5	37.1	311.5	276.5	311.5	0.0	0.0%	301.5	301.5
Services & Rents	1,765.8	1,395.1	1,876.0	1,986.0	1,751.5	(124.5)	(6.6%)	1,741.4	1,741.4
Contributions to Capital									
Contributions to Reserve/Res Funds	725.7	729.0	848.2	848.2	848.2	(0.0)	(0.0%)	848.2	848.2
Other Expenditures	236.1	243.5	194.0	194.0	194.0		0.0%	194.0	194.0
Interdivisional Charges	4,687.4	4,708.4	4,737.9	4,737.9	4,555.2	(182.7)	(3.9%)	4,579.5	4,559.5
Total Gross Expenditures	46,100.3	43,891.2	49,298.3	46,376.3	49,881.6	583.3	1.2%	51,335.1	51,442.0
Interdivisional Recoveries	1,188.9	1,140.3	2,092.7	1,494.1	1,510.5	(582.3)	(27.8%)	1,543.3	1,543.3
Provincial Subsidies		0.7							
Federal Subsidies									
Other Subsidies									
User Fees & Donations	2,438.7	1,940.6	3,271.1	3,271.1	3,310.0	39.0	1.2%	3,349.7	3,349.7
Transfers from Capital Fund	119.1								
Contribution from Reserve Funds			20.0	598.6	20.0		0.0%		
Contribution from Reserve									
Sundry/License & Permit Revenue	22,628.3	22,739.2	23,700.1	20,898.0	24,128.2	428.1	1.8%	24,564.2	24,564.2
Total Revenues	26,375.0	25,820.8	29,083.9	26,261.9	28,968.7	(115.2)	(0.4%)	29,457.2	29,457.2
Total Net Expenditures	19,725.3	18,070.4	20,214.5	20,114.4	20,912.9	698.5	3.5%	21,877.9	21,984.8
Approved Positions	432.6	398.6	452.6	452.6	456.0	3.4	0.8%	459.0	459.0

2014 Key Cost Drivers

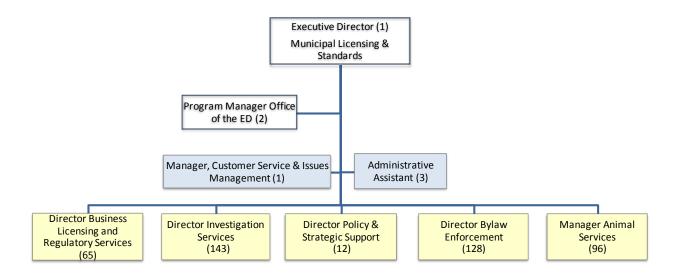
Adjustments to expenditures and revenues by category in 2014 total \$0.7 million and reflect base budget changes and service enhancements. The following highlights the key variances:

- 2013, 2014 and 2015 salaries include provision for cost of living and other required adjustments for union and non-union employees in accordance with approved settlements.
- Salaries & Benefits: Increases to Salary and Benefits are driven by cost of living allowance (COLA) and union step and non-union progression pay increases. The 2014 Operating Budget and 2015 Outlook include the negotiated contract amounts reflecting wage increases of 1.75% and 2.25% respectively.
- Interdivisional Recoveries: Interdivisional recoveries in 2010 increased significantly with the establishment of greater recoveries from Solid Waste Management Service for bylaw enforcement of the City's 70% Waste Diversion Program. In 2013, recoveries were reduced by the loss of funding of \$0.151 million for Rabies Education and Control as this responsibility resides with Toronto Public Health. In 2014, recoveries were reduced by

\$0.599 million for reversal of the 2013 one-time lump sum payment to union staff. In 2014, Interdivisional <u>Charges</u> have been reduced by \$0.183 million and is mainly driven by the cancelation of the IDC for IT Services. The systems analysis requirement related to this charge will be assumed internally by ML&S and hiring of required staff is currently underway.

- Sundry Revenues (including License & Permit Revenue) reflect an increase of \$0.428 million in 2014 and a similar increase in 2015 and are indicative of adjusting License & Permit Fees for inflation. It is recommended that, as part of the 2015 Budget process, the Program review and consider re-alignment of the revenue budget, as required, according to actual experience and service delivery levels.
- Approved positions for 2013 totaled 452.6. Increases to approved positions for 2014 total 3.4 positions arising from the implementation of an internal re-organization in 2013 and 1 new supervisory position and 2 new By-Law Officers for Property Standards, Inspection & Compliance. In 2015, as MLS strives to improve customer service, 1 more supervisory position will be added along with 2 more By-Law Officers.

2014 Organization Chart



2013 Full and Part Time Staff

			Exempt		
	Senior		Professional &		
Category	Management	Management	Clerical	Union	Total
Full-Time	1.0	53.0	10.0	391.0	455.0
Part-Time				1.0	1.0
Total	1.0	53.0	10.0	392.0	456.0

Appendix 4

Summary of 2014 New & Enhanced Service Changes



2014 Operating Budget - Council Approved New and Enhanced Services Summary by Service

(\$000s)

Form ID		Adjus	tments			
Citizen Focused S Program: Municipal Lice	_	Revenue	Net	Approved Positions	2015 Plan Net Change	2016 Plan Net Change

Hire 4 New By-Law Officers for MRAB

Description:

The MRAB (Multi-residential Apartment Building) audit program was launched in December 2008 and was developed to ensure that the minimum property and maintenance standards within multi-residential rental properties are maintained in accordance with the City's Property Standards By-law. It was staffed from the existing staff complement. The auditing of buildings is carried out by ML&S staff and they inspect all of the common element features within a building (i.e., hallways, parking garages, common laundry room facilities) along with conducting insuite inspections if residents permit them entry. The current rate of compliance is approximately 70%. The intent of the program is to work with property owners to bring the property into compliance. On January 29, 30, 2014, City Council adopted the following recommendation: 233. City Council approve the Municipal Licensing and Standards' 2014 recommended service levels, as outlined on pages 7 to 16 of the 2014 Recommended Operating Budget (Operating Budget Analyst Notes) for Municipal Licensing and Standards, and the associated staff complement of 456.0 positions, as amended by the addition of 2 positions to improve the multi-residential apartment buildings program (MRAB) re-inspection rate.

Service Level Impact:

The future service level will be improved as frontline staff will provide more effective service to the public regarding the MRAB re-inspection rate.

Executive Committee Recommended:	0.0	0.0	0.0	0.0	0.0	0.0
Budget Committee Recommended:	190.0	0.0	190.0	2.0	202.7	8.7
Staff Recommended:	0.0	0.0	0.0	0.0	0.0	0.0
Total Council Approved:	190.0	0.0	190.0	2.0	202.7	8.7
CC Recommended Change:	0.0	0.0	0.0	0.0	0.0	0.0
EC Recommended Change:	0.0	0.0	0.0	0.0	0.0	0.0
BC Recommended Change:	190.0	0.0	190.0	2.0	202.7	8.7
Staff Recommended:	0.0	0.0	0.0	0.0	0.0	0.0

71 - Operating Impact of New Capital Projects

Category:

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^{72 -} Enhanced Services-Service Expansion 74 -

^{74 -} New Services

^{75 -} New Revenues



2014 Operating Budget - Council Approved New and Enhanced Services Summary by Service

(\$000s)

Form ID			Adjust				
Category Priority	Citizen Focused Services B Program: Municipal Licensing & Standards	Gross Expenditure	Revenue	Net	Approved Positions	2015 Plan Net Change	2016 Plan Net Change
	City Council Approved:	0.0	0.0	0.0	0.0	0.0	0.0
	Council Approved New/Enhanced Services:	190.0	0.0	190.0	2.0	202.7	8.7

Category:

71 - Operating Impact of New Capital Projects

72 - Enhanced Services-Service Expansion

74 - New Services



2014 Operating Budget - Council Approved New and Enhanced Services Summary by Service (\$000s)

Form ID			Adjust	ments			
Category Priority	Citizen Focused Services B Program: Municipal Licensing & Standards	Gross Expenditure	Revenue	Net	Approved Positions	2015 Plan Net Change	2016 Plan Net Change

Hire 2 New Supervisors to Improve Customer Service

72 1 Description:

Currently, there is a lack of adequate daily supervision of front line staff. Timeliness of response and resolution, and inconsistency in application of the relevant by-laws and processes are frequent with a high volume of escalated complaints. It is recommended that 2 new Supervisor Positions be added to the complement of MLS; 1 position in 2014 and 1 position in 2015. In addition to this new/enhanced service priority action, 2 more positions will be repurposed within the existing complement in order to have one position added to each of 4 Districts to address management oversight and supervision within Investigation Services. The addition of these positions will assist the service moving to extended hours while also addressing both the Auditor General findings, as well as issues raised in the Ombudsman report of 2012.

Service Level Impact:

The future service level will be greatly improved as frontline staff will receive effective supervision, adequate workload distribution and proper training to provide appropriate customer service to residents. Improvements will be in the areas of effective communication and timely and thorough resolution, including follow-up to emails, telephone messages and written communication with the residents.

Category:

71 - Operating Impact of New Capital Projects

72 - Enhanced Services-Service Expansion

74 - New Services



2014 Operating Budget - Council Approved New and Enhanced Services Summary by Service (\$000s)

Form ID			Adjusti	ments			
Category	Citizen Focused Services B Program: Municipal Licensing & Standards	Gross Expenditure	Revenue	Net	Approved Positions	2015 Plan Net Change	2016 Plan Net Change
	Service: MS-Property Standards, Inspection & Compliand	ce					
	Staff Recommended:	111.1	0.0	111.1	1.0	121.1	5.1
	BC Recommended Change:	0.0	0.0	0.0	0.0	0.0	0.0
	EC Recommended Change:	0.0	0.0	0.0	0.0	0.0	0.0
	CC Recommended Change:	0.0	0.0	0.0	0.0	0.0	0.0
	Total Council Approved:	111.1	0.0	111.1	1.0	121.1	5.1
	Staff Recommended:	111.1	0.0	111.1	1.0	121.1	5.1
	Budget Committee Recommended:	0.0	0.0	0.0	0.0	0.0	0.0
	Executive Committee Recommended:	0.0	0.0	0.0	0.0	0.0	0.0
	City Council Approved:	0.0	0.0	0.0	0.0	0.0	0.0
	Council Approved New/Enhanced Services:	111.1	0.0	111.1	1.0	121.1	5.1

Category:

71 - Operating Impact of New Capital Projects

72 - Enhanced Services-Service Expansion

74 - New Services



2014 Operating Budget - Council Approved New and Enhanced Services Summary by Service

(\$000s)

Form ID		Adjust					
Citizen Focused Service Program: Municipal Licensing &	- I - I	Revenue	Net	Approved Positions	2015 Plan Net Change	2016 Plan Net Change	
Summary:							
Staff Recommended:	111.1	0.0	111.1	1.0	121.1	5.1	
Budget Committee Recommended:	190.0	0.0	190.0	2.0	202.7	8.7	
Executive Committee Recommended:	0.0	0.0	0.0	0.0	0.0	0.0	
City Council Approved:	0.0	0.0	0.0	0.0	0.0	0.0	
Council Approved New/Enhanced Services:	301.1	0.0	301.1	3.0	323.8	13.8	

Category:

71 - Operating Impact of New Capital Projects

72 - Enhanced Services-Service Expansion

74 - New Services

Appendix 5

Inflows/Outflows to/from Reserves & Reserve Funds

Program Specific (In \$000s)

		Projected	Proposed Withdrawals (-) / Contributions (+)				
	Reserve /	Balance as of					
	Reserve Fund	Dec. 31, 2013	2014	2015	2016		
Reserve / Reserve Fund Name (In \$000s)	Number	\$	\$	\$	\$		
Projected Beginning Balance		1,099.3	742.8	0.0	534.2		
MLS Vehicle & Equipment Replacement Rese	XQ1202						
Contributions -Total		591.2	591.2	591.2	591.2		
(Withdrawals)- Total		(947.7)	(1,334.0)	(57.0)	(229.0)		
Total Reserve / Reserve Fund Draws / Contr	ibutions	742.8	0.0	534.2	896.4		
Balance at Year-End	742.8	0.0	534.2	896.4			

Corporate Reserve / Reserve Funds (In \$000s)

		Projected	Proposed Wit	Proposed Withdrawals (-) / Contributions (+)				
	Reserve /	Balance as of						
	Reserve Fund	Dec. 31, 2013	2014	2015	2016			
Reserve / Reserve Fund Name	Number	\$	\$	\$	\$			
Projected Begining Balance		17,208.0	18,307.1	36,762.2	51,417.3			
Insurance Reserve Fund	XR1010							
Contributions (+)		257.0	257.0	257.0	257.0			
Withdrawals (-)								
Total Reserve / Reserve Fund Draws / Contr	Total Reserve / Reserve Fund Draws / Contributions		257.0	257.0	257.0			
Other program / Agency Net Withdrawals &	Contributions	18,050.1	36,505.2	51,160.3	66,250.7			
Balance at Year-End	18,307.1	36,762.2	51,417.3	66,507.7				

Appendix 6

2014 User Fee Rate Changes

Inflation and Other Adjustments

				2013	201	4	2015	2016
					Inflationary			
				Approved	Adjusted	Budget		
Rate Description	Service	Fee Category	Fee Basis	Rate	Rate	Rate	Plan Rate	Plan Rate
Photocopies of	Business & Trade							
documents	Lic/Taxi & Livery Licens	Full Cost Recovery	Per page	\$0.51	\$0.01	\$0.52	\$0.53	\$0.53
Certification of	Business & Trade				.			
documents	Lic/Taxi & Livery Licens	Full Cost Recovery	Per page	\$10.17	\$0.19	\$10.36	\$10.59	\$10.64
Duplicate paper	Business & Trade					4		4
licence	Lic/Taxi & Livery Licens	Full Cost Recovery	Per item	\$11.18	\$0.21	\$11.39	\$11.64	\$11.70
Duplicate licence sticker	Taxi & Livery Licens	Full Cost Recovery	Per item	\$5.08	\$0.09	\$5.17	\$5.29	\$5.32
Stickei	laxi & livery licens	Tun Cost Necovery	rei iteili	\$5.08	\$0.09	\$5.17	\$3.23	\$3.32
Duplicate plate	Taxi & Livery Licens	Full Cost Recovery	Per item	\$25.42	\$0.47	\$25.89	\$26.47	\$26.61
				7-3	70	7-0.00		7-0.02
Duplicate decal	Taxi & Livery Licens	Full Cost Recovery	Per item	\$11.18	\$0.21	\$11.39	\$11.64	\$11.70
	Business & Trade							
Duplicate photo card	Lic/Taxi & Livery Licens	Full Cost Recovery	Per item	\$5.08	\$0.09	\$5.17	\$5.29	\$5.32
Filing of documents:					.			
standard taxicab lease	Taxi & Livery Licens	Full Cost Recovery	Per document	\$63.04	\$1.17	\$64.21	\$65.64	\$65.98
Filing of documents:	Tani O timamatiana	Full Cook Bossess	Dan da aurana	¢63.04	64.47	¢64.24	¢65.64	¢65.00
notice of designated Filing of documents:	Taxi & Livery Licens	Full Cost Recovery	Per document	\$63.04	\$1.17	\$64.21	\$65.64	\$65.98
notice of designated	Taxi & Livery Licens	Full Cost Recovery	Per document	\$63.04	\$1.17	\$64.21	\$65.64	\$65.98
Inspection of new	Taxi & Livery Licens	Tun Cost Recovery	i ci document	\$05.04	71.17	704.21	703.04	\$03.30
vehicle to be registered	Taxi & Livery Licens	Full Cost Recovery	Per vehicle	\$133.20	\$2.46	\$135.66	\$138.70	\$139.41
Inspection of new	, , , , , , , , , , , , , , , , , , , ,	,			, -			
vehicle to be registered	Taxi & Livery Licens	Full Cost Recovery	Per vehicle	\$82.36	\$1.52	\$83.88	\$85.76	\$86.20
Non attendance for a								
scheduled vehicle	Taxi & Livery Licens	Full Cost Recovery	Per request	\$101.68	\$1.88	\$103.56	\$105.88	\$106.42
Non attendance for a	L . .		_					4
scheduled vehicle re-	Taxi & Livery Licens	Full Cost Recovery	Per request	\$45.76	\$0.85	\$46.61	\$47.65	\$47.89
Re-inspection of a	Tavi 9 livery licens	Full Cost Bosovery	Dorwahiala	¢45.76	¢0.85	¢4C C1	¢47.65	¢47.00
taxicab/limousine/dri Re-scheduling an exam	Taxi & Livery Licens	Full Cost Recovery	Per vehicle	\$45.76	\$0.85	\$46.61	\$47.65	\$47.89
or course before it	Taxi & Livery Licens	Full Cost Recovery	Per request	\$25.42	\$0.47	\$25.89	\$26.47	\$26.61
Registration for the	TOWN OF EASTERN PROCESS	Tun cost necovery	. c. request	ψ23112	Ψ0	Ψ20.03	Ψ2011 <i>7</i>	\$20.01
Accessible Taxicab	Taxi & Livery Licens	Full Cost Recovery	Per request	\$193.19	\$3.57	\$196.76	\$201.17	\$202.20
Registration for the	·							
Ambassador Taxicab	Taxi & Livery Licens	Full Cost Recovery	Per request	\$708.71	\$13.11	\$721.82	\$737.99	\$741.75
Re-writing any course					.			
module of the	Taxi & Livery Licens	Full Cost Recovery	Per re-write	\$50.84	\$0.94	\$51.78	\$52.94	\$53.21
Examination Fee:		5 U.O. 1.D.		4402.02	42.20	ć40C 44	6400 50	4404.55
Taxicab Driver Attendance at	Taxi & Livery Licens	Full Cost Recovery	Per request	\$183.02	\$3.39	\$186.41	\$190.58	\$191.55
Customer Service	Taxi & Livery Licens	Full Cost Recovery	Per module	\$185.06	\$3.42	\$188.48	\$192.71	\$193.69
Attendance at By-law	Taxi & Livery Licens	Tun cost necovery	i ci moduic	\$105.00	75.42	\$100. 4 0	Ş13Z.71	7133.03
Package	Taxi & Livery Licens	Full Cost Recovery	Per module	\$61.01	\$1.13	\$62.14	\$63.53	\$63.85
Attendance at any	, , , , , , , , , , , , , , , , , , , ,	,		,	, -		,	
•	Taxi & Livery Licens	Full Cost Recovery	Per module	\$21.35	\$0.39	\$21.74	\$22.23	\$22.35
Registration for the								
Taxicab Owner's	Taxi & Livery Licens	Full Cost Recovery	Per request	\$122.02	\$2.26	\$124.28	\$127.06	\$127.71
Registration for the					.			
Limousine Driver	Taxi & Livery Licens	Full Cost Recovery	Per request	\$305.40	\$5.65	\$311.05	\$318.02	\$319.64
Registration for the	T 0 1: 1:	E. II Cook Box		6422	42.2	6424.22	6127.00	6427.74
Limousine Examination fee:	Taxi & Livery Licens	Full Cost Recovery	Per request	\$122.02	\$2.26	\$124.28	\$127.06	\$127.71
Examination fee: Building Renovator	Business & Trade Lic	Full Cost Recovery	Per request	\$50.84	\$0.94	\$51.78	\$52.94	\$53.21
Dunuing Renovator	pusiness & made LIC	i uii cost necovery	r er Tequest	\$30.84	30.94	331./8	332.94	333.21

Rate Description									
Rate Description Service Fee Category Fee Basis Rate Adjusted Rate Plan Ra					2012	201		2015	2016
Rate Description Service Fee Category Fee Basis Rate Adjusted Rate Plan Ra								2015	2016
Examination fee: Defail Layer Suriness & Trade Lic Full Cost Recovery Per request \$101.68 \$1.88 \$103.55 \$105.88 \$106.42 \$100.60 \$100	Pata Description	Comico	Ena Catagony	Foo Posis		_	_	Dian Pata	Dian Pata
Drain Loyer Business & Trade Lic Foot Recovery Per request \$101.68 \$1.88 \$103.56 \$105.88 \$106.42 Enamination feet Business & Trade Lic Foot Recovery Per letter \$10.17 \$0.01 \$10.05 \$10.0		Service	ree Category	ree basis	nate	Aujusteu	nate	Pidii Nate	Pidii Nate
Examination feet		Dusiness & Trade Lie	Full Cost Dosovery	Dar raguast	¢101.68	¢1 00	¢102 FC	¢105.00	¢106.43
Death Contractor	·	Business & Iraue Lic	Full Cost Recovery	Per request	\$101.08	\$1.88	\$103.50	\$105.88	\$106.42
Licence status Confirmation letter Application for vehicle regard facility Suriness & Trade Uc Full Cost Recovery Per letter Suriness & Trade Uc Full Cost Recovery Per letter Suriness & Trade Uc Full Cost Recovery Per letter Suriness & Trade Uc Full Cost Recovery Per letter Suriness & Trade Uc Full Cost Recovery Per letter Suriness & Trade Uc Full Cost Recovery Per letter Suriness & Trade Uc Full Cost Recovery Per letter Suriness & Trade Uc Full Cost Recovery Per letter Suriness & Trade Uc Full Cost Recovery Per letter Suriness & Trade Uc Full Cost Recovery Per letter Suriness & Suriness & Suriness & Trade Uc Full Cost Recovery Per letter Suriness & Suriness & Suriness & Full Cost Recovery Per letter Suriness & Suriness & Suriness & Full Cost Recovery Per letter Suriness & Suriness & Suriness & Full Cost Recovery Per letter Suriness & Full Cost Recovery Per letter Suriness & Full Cost Recovery Per letter Suriness & Suriness & Full Cost Recovery Per letter Suriness & Suriness & Full Cost Recovery Per letter Suriness & Suriness & Full Cost Recovery Per letter Suriness & Full Cost Recovery Per letter Suriness & Suriness & Full Cost Recovery Per letter Suriness & Suriness & Full Cost Recovery Per letter Suriness & Suriness & Full Cost Recovery Per letter Suriness & Suriness & Full Cost Recovery Per letter Suriness & Suriness & Full Cost Recovery Per letter Suriness & Suriness & Suriness & Full Cost Recovery Per letter Suriness & Suriness & Full Cost Recovery Per letter Suriness & Suriness & Full Cost Recovery Per letter Suriness & Suriness & Full Cost Recovery Per letter Suriness & Suriness & Full Cost Recovery Per letter Suriness & Suriness & Full Cost Recovery Per letter Suriness & Suriness & Full Cost Recovery Per letter Sur		Rusiness & Trade Lic	Full Cost Pecovery	Por request	\$101.68	¢1 00	\$102.56	\$105.00	\$106.42
Semination Reprint R		business & ridue Lic	Tull Cost Necovery	rei request	\$101.08	\$1.88	\$103.50	\$105.88	\$100.42
Application for whiteler (region) facility		Business & Trade Lic	Full Cost Recovery	Per letter	\$10.17	\$0.19	\$10.36	\$10.59	\$10.64
Image: Control		Dustriess & Trade 210	Tun cost necestery		Ų10.17	ψ0.123	Ψ10.50	Ψ10.03	Ψ20.0 ·
Inspection for Diacement on list of Busines & Trade LC Full Cost Recovery Per inspection S127.10 S.235 S129.45 S132.35 S133.03 Application for S107.00 Taxi & Livery Licens Full Cost Recovery Per request S203.66 S3.76 S207.12 S211.76 S232.84 S212.84 S	• •	Business & Trade Lic	Full Cost Recovery	1 -	\$76.26	\$1.41	\$77.67	\$79.41	\$79.82
placement on list of Application for opproval of form of page			,	1,1,1			, -		
Application for graph Application for graph Application South	•	Business & Trade Lic	Full Cost Recovery	Per inspection	\$127.10	\$2.35	\$129.45	\$132.35	\$133.03
Request for hearing regarding approach of Taxi & Livery Licens Full Cost Recovery Per request \$203.36 \$3.75 \$207.12 \$211.76 \$212.84 Provision of Inspection services Prop Std/insp/Enfo Full Cost Recovery Per inspection Pirst Hour Std. \$0.00 \$9.00 \$9.40.0				Per					
Regression services Per reguest \$203.36 \$3.76 \$207.12 \$211.76 \$212.84 Per reguest Per inspection services Prop Std/insp/Enfo Full Cost Recovery Per inspection services Per inspection services Prop Std/insp/Enfo Prop Std/insp/Enfo Per inspection services Prop Std/insp/Enfo Prop S	approval of form of	Taxi & Livery Licens	Full Cost Recovery	application	\$508.40	\$9.41	\$517.81	\$529.40	\$532.10
Provision of inspection services Prop Std/insp/Enfo Full Cost Recovery Per inspection First Hour	Request for hearing								
Inspection services Prop Std/insp/Enfo Full Cost Recovery Principation of Inspection services Prop Std/insp/Enfo Full Cost Recovery Principation feeth Principati	regarding approval of	Taxi & Livery Licens	Full Cost Recovery	Per request	\$203.36	\$3.76	\$207.12	\$211.76	\$212.84
Provision of Inspection services Prop Std/Insp/Enfo Full Cost Recovery Per split S55.00 per S55.0	Provision of			Per inspection -			First Hour	First Hour	First Hour
Inspection services Application feet Recovery Application feet Recovery Application feet Recovery Application feet Recovery Application Section	inspection services	Prop Std/insp/Enfo	Full Cost Recovery	minimum	First Hour \$94.0	\$0.00	\$94.00.	\$94.00.	\$94.00.
Application fee: Per Subiness Permitting Full Cost Recovery Application S96.60 S1.79 S98.39 S10.059 S10.10 Renewal fee: Per Sp8.39 S10.059 S10.10 S10.00 S10.0	Provision of			Per inspection -			\$55.00 per	\$55.00 per	\$55.00 per
Temporary Sign permit Business Permitting Full Cost Recovery Application S96.60 S1.79 S98.39 S100.59 S101.10	inspection services	Prop Std/insp/Enfo	Full Cost Recovery		\$55.00 per hou	\$0.00	hour.	hour.	hour.
Renewal fee: Per	• •			1 -					
Removary Sign permit Removal Fee of Illegal Pop Std/insp/Enfo Full Cost Recovery Per day S15.00 S20.00 S200.00		Business Permitting	Full Cost Recovery	+ · · ·	\$96.60	\$1.79	\$98.39	\$100.59	\$101.10
Removal Fee of Illegal Portable Sign. Application fee: Temporary Sign permit Business Permitting Full Cost Recovery Per removal \$100.00 \$100				1 -					
Portable Sign. Waste By-Law Enforce Full Cost Recovery Per removal \$100.00 \$0.00 \$100.00 \$		Business Permitting	Full Cost Recovery	application	\$76.26	\$1.41	\$77.67	\$79.41	\$79.82
Application fee: Temporary Sign permit Business Permitting Full Cost Recovery Per sign \$200.00	•	l	L	L .					
Emporary Sign permit Business Permitting Full Cost Recovery Application \$127.10 \$2.35 \$129.45 \$132.35 \$133.03 \$133.0		Waste By-Law Enforce	Full Cost Recovery		\$100.00	\$0.00	\$100.00	\$100.00	\$100.00
Retrieval of Illegal Mobile Sign (per sign). Prop Std/insp/Enfo Full Cost Recovery Per sign \$200.00 \$2	• • • • • • • • • • • • • • • • • • • •		5 11 6 . 1 5	1 -	442740	42.25	4420.45	4422.25	4422.02
Mobile Sign (per sign Prop Std/insp/Enfo Full Cost Recovery Per sign \$200.00		Business Permitting	Full Cost Recovery	application	\$127.10	\$2.35	\$129.45	\$132.35	\$133.03
Storage of Illegal Sign (per day), Mobile Sign Prop Std/insp/Enfo	-	Dran Ctd /inan /Enfa	Full Cost Dosovery	Donsian	¢200.00	¢0.00	¢200.00	¢200.00	¢200.00
Cost Recovery Per day \$15.00 \$0.00 \$15		Prop Sta/msp/Emo	Full Cost Recovery	Per Sign	\$200.00	\$0.00	\$200.00	\$200.00	\$200.00
Annual fee: Temporary Sign permit - New Business Permitting Sign permit - New Per project \$203.36 \$3.76 \$207.12 \$211.76 \$212.84		Pron Std/incn/Enfo	Full Cost Pecovery	Per day	\$15.00	\$0.00	\$15.00	\$15.00	\$15.00
Sign permit - New Business Permitting Sign permit - New Per project \$203.36 \$3.76 \$207.12 \$211.76 \$30.00 \$30.		Prop stu/msp/Emo		rei uay	\$15.00	\$0.00	\$15.00	\$15.00	\$13.00
Sand		Rusiness Permitting		Per project	\$203.36	\$3.76	\$207.12	\$211.76	\$212.84
Say/sq. ft. of sign face area, Full Cost Recovery Per sq. ft. Say/sq. ft. of sign face area, Full Cost Recovery Per sq. ft. Say/sq. ft. of sign face area, Say/sq. ft. of sign face ar	Sign permit New	- Dustriess i crimitang	Sign permit recv	i ei project	7203.30	\$3.70			
Roof Signs per sq. ft. of sign face area, of sign face area, printing face area, print							Ι΄.	Ι.	1.
Seminary								1	
For Removal of Illegal open house directional Property Maintenance Full Cost Recovery Per Sign \$100.00 \$0.00 \$100.00 \$	Roof Signs per sq. ft.						area, min.	face area,	face area,
open house directional For Removal of Illegal garage sales sign. Waste By-Law Enforce Full Cost Recovery Per Sign \$100.00 \$0.00 \$100.00	of sign face area,	Exemptions & Permits	Full Cost Recovery	Per sq. ft.	\$30.00 \$30/sq.	\$0.00	\$175	min. \$175	min. \$175
For Removal of Illegal garage sales sign. Waste By-Law Enforce Full Cost Recovery Per sign \$100.00 \$0.00 \$100.	For Removal of Illegal								
Sarage sales sign. Waste By-Law Enforce Full Cost Recovery Per sign \$100.00 \$0.00 \$100.00	open house directional	Waste By-Law Enforce	Full Cost Recovery	Per Sign	\$100.00	\$0.00	\$100.00	\$100.00	\$100.00
Inspection of event area Parks By-Law Enforce Full Cost Recovery inspector/hr \$60.00 \$0.00 \$6	For Removal of Illegal								
Parks By-Law Enforce Full Cost Recovery inspector/hr \$60.00 \$0.00 \$60.00	garage sales sign.	Waste By-Law Enforce	Full Cost Recovery	Per sign	\$100.00	\$0.00	\$100.00	\$100.00	\$100.00
Permit application fee Zoning Investigation Full Cost Recovery application \$100.00 \$0.00 \$100.	Inspection of event			Per					
Permit application fee Zoning Investigation Full Cost Recovery application \$100.00 \$0.00 \$100.	area	Parks By-Law Enforce	Full Cost Recovery	inspector/hr	\$60.00	\$0.00	\$60.00	\$60.00	\$60.00
Appeal application fee Prop Std/insp/Enfo Full Cost Recovery application \$200.00 \$0.00 \$200.00				1					
Appeal application fee Prop Std/insp/Enfo Full Cost Recovery application \$200.00 \$0.00 \$200.00	Permit application fee	Zoning Investigation	Full Cost Recovery		\$100.00	\$0.00	\$100.00	\$100.00	\$100.00
Monitoring by City staff of sound levels at Prop Std/insp/Enfo Full Cost Recovery Per staff/hr \$60.00 \$0.00 \$60.00				1					
staff of sound levels at Prop Std/insp/Enfo Full Cost Recovery Per staff/hr \$60.00 \$0.00 \$60.		Prop Std/insp/Enfo	Full Cost Recovery	application	\$200.00	\$0.00	\$200.00	\$200.00	\$200.00
Remedial work for contracts up to \$500 Property Maintenance Full Cost Recovery work \$100.00 \$0.00 \$100	0 , ,								
contracts up to \$500 Property Maintenance Full Cost Recovery work \$100.00 \$0.00 \$100.0		Prop Std/insp/Enfo	Full Cost Recovery		\$60.00	\$0.00	\$60.00	\$60.00	\$60.00
Remedial work for contracts ranging from Property Maintenance Full Cost Recovery work \$200.00 \$0.00 \$200.00 \$2				1		40.00	4		
contracts ranging from Property Maintenance Remedial work for contracts ranging from Property Maintenance Full Cost Recovery work \$200.00 \$0.00 \$200.0		Property Maintenance	Full Cost Recovery		\$100.00	\$0.00	\$100.00	\$100.00	\$100.00
Remedial work for contracts ranging from Property Maintenance Full Cost Recovery work \$300.00 \$0.00 \$300.00 \$3		D	Full Cook Document	1	6200.00	¢0.00	¢200.00	¢200.00	6200.00
contracts ranging from Property Maintenance Remedial work for contracts ranging from Property Maintenance Full Cost Recovery work \$300.00 \$0.00 \$300.0		Property Maintenance	Full Cost Recovery		\$200.00	\$0.00	\$200.00	\$200.00	\$200.00
Remedial work for contracts ranging from Remedial work for contracts ranging from Remedial work for contracts ranging from Property Maintenance Full Cost Recovery work \$500.00 \$500.00 \$500.00 \$500.00 \$500.00 \$500.00 \$500.00 \$500.00 \$500.00 \$500.00 \$500.00 \$1,000.00		Droporty Maintonanco	Full Cost Posovory	1	\$200.00	\$0.00	\$200.00	\$300.00	\$300.00
contracts ranging from Property Maintenance Remedial work for contracts ranging from Property Maintenance Full Cost Recovery work \$500.00 \$500		Property Manitenance	ruii Cost Recovery		\$300.00	\$0.00	\$300.00	\$300.00	\$300.00
Remedial work for contracts ranging from Remedial work for Remedial work for Remedial work for Per remedial work for Per remedial work for Per remedial Remedial work for Per remedial Remedial work for Per remedial Remed		Property Maintenance	Full Cost Recovery	1	\$500.00	\$0.00	\$500.00	\$500.00	\$500.00
contracts ranging from Property Maintenance Full Cost Recovery work \$1,000.00 \$1,000.00 \$1,000.00 \$1,000.00 \$1,000.00		spercy mannenance	. a.i cost necovery		7500.00	70.00	\$300.00	2300.00	7500.00
Remedial work for Per remedial		Property Maintenance	Full Cost Recovery	1	\$1.000.00	\$0.00	\$1,000.00	\$1,000.00	\$1,000.00
		p s. c,smeenanee	1 2222 11200 101 7		7 = ,000.00	75.50	7 =,300.50	7 =,500.00	, =,= 30.00
		Property Maintenance	Full Cost Recovery	1	\$2,000.00	\$0.00	\$2,000.00	\$2,000.00	\$2,000.00

				2013	201	4	2015	2016
				2013	Inflationary	•	2015	2010
				Approved	Adjusted	Budget		
Rate Description	Service	Fee Category	Fee Basis	Rate	Rate	Rate	Plan Rate	Plan Rate
Clerical administrative								
services	Prop Std/insp/Enfo	Full Cost Recovery	Per Property	\$211.26	\$0.00	\$211.26	\$211.26	\$211.26
Business Licensing &	D C. I.I. 15 C	5 11 6 1 1 5		642042	47.05	ć 4 4 7 0 7	4457.00	4450.00
Enforcement - Property Administration fee for	Prop Sta/Insp/Enfo	Full Cost Recovery	Per property	\$439.12	\$7.95	\$447.07	\$457.08	\$458.36
court attendance	Prop Std/insp/Enfo	Full Cost Recovery	Each	\$548.88	\$9.93	\$558.81	\$571.33	\$572.93
Amount for the annual					,	,		,
	Cat & Dog Licensing	City Policy	Per Animal	\$50.00	\$0.00	\$50.00	\$50.00	\$50.00
Amount for the annual	Cat 0 Dan Linnarian	Cit - Dalian	Dan Animal	¢60.00	60.00	¢60.00	¢60.00	¢60.00
registration of animal. Amount for the annual	Cat & Dog Licensing	City Policy	Per Animal	\$60.00	\$0.00	\$60.00	\$60.00	\$60.00
registration of animal.	Cat & Dog Licensing	City Policy	Per Animal	\$25.00	\$0.00	\$25.00	\$25.00	\$25.00
Amount for the annual	January 1	, ,			,	,	,	
registration of animal.	Cat & Dog Licensing	City Policy	Per Animal	\$30.00	\$0.00	\$30.00	\$30.00	\$30.00
Amount for the annual				4		4	4	4
registration of animal.	Cat & Dog Licensing	City Policy	Per Animal	\$25.00	\$0.00	\$25.00	\$25.00	\$25.00
Amount for the annual registration of animal.	Cat & Dog Licensing	City Policy	Per Animal	\$15.00	\$0.00	\$15.00	\$15.00	\$15.00
Amount for the annual	Cut a bog Erchsing	City Folicy	i ci 7uiiiidi	Ģ13.00	φσ.σσ	Ç15.00	Ş15.00	Ģ13.00
registration of animal.	Cat & Dog Licensing	City Policy	Per Animal	\$12.50	\$0.00	\$12.50	\$12.50	\$12.50
Amount for the annual								
registration of animal.	Cat & Dog Licensing	City Policy	Per Animal	\$7.50	\$0.00	\$7.50	\$7.50	\$7.50
Fee charged for replacing a lost pet tag	Cat & Dog Licensing	Full Cost Recovery	Per Animal	\$5.00	\$0.00	\$5.00	\$5.00	\$5.00
Impound Fee Dog. The	Cat & Dog Licensing	Tun cost necovery	1st 24 hrs. or	\$5.00	\$0.00	\$3.00	\$3.00	\$5.00
first day of care in the	Cat & Dog Licensing	Market Based	part thereof	\$40.00	\$0.00	\$40.00	\$40.00	\$40.00
Impound Fee Dog. The			Subsequent Per					
daily care, food and	Cat & Dog Licensing	Market Based	Diem	\$20.00	\$0.00	\$20.00	\$20.00	\$20.00
Impound Fee Cat. The	C-+ 0 D 1::	Mariliat Daniel	1st 24 hrs. or	¢20.00	¢0.00	620.00	¢20.00	¢20.00
first day of care in the Impound Fee Cat. The	Cat & Dog Licensing	Market Based	part thereof Subsequent Per	\$30.00	\$0.00	\$30.00	\$30.00	\$30.00
daily care, food and	Cat & Dog Licensing	Market Based	Diem	\$10.00	\$0.00	\$10.00	\$10.00	\$10.00
				-		·		
Adoption Fee Dog	Animal Shelter/Adopt	Market Based	Per Animal	\$125.00	\$0.00	\$125.00	\$125.00	\$125.00
				4		4== 00	4== 00	4==
Adoption Fee Cat Adoption Fee - Bird -	Animal Shelter/Adopt	Market Based	Per Animal	\$75.00	\$0.00	\$75.00	\$75.00	\$75.00
Budgies, finch type	Animal Shelter/Adopt	Market Based	Per Adoption	\$5.00	\$0.00	\$5.00	\$5.00	\$5.00
Adoption Fee - Bird -	, , , , , , , ,			,	,	,		
Cockatiels, love bird	Animal Shelter/Adopt	Market Based	Per Adoption	\$20.00	\$0.00	\$20.00	\$20.00	\$20.00
Adoption Fee - Bird -								
Small parrot (<=1 kg)	Animal Shelter/Adopt	Market Based	Per Adoption	\$50.00	\$0.00	\$50.00	\$50.00	\$50.00
Adoption Fee Fish	Animal Shelter/Adopt	Market Based	Per Adoption	\$5.00	\$0.00	\$5.00	\$5.00	\$5.00
Adoption Fee	/ united Streeter, / table	Market Basea	r ei ridoption	γοιου	φσ.σσ	ψ5.00	\$5.00	Ψ3.00
Mammals	Animal Shelter/Adopt	Market Based	Per Adoption	\$40.00	\$0.00	\$40.00	\$40.00	\$40.00
Adoption Fee - Reptiles	Animal Shelter/Adopt	Market Based	Per Adoption	\$20.00	\$0.00	\$20.00	\$20.00	\$20.00
Adoption Fee - Rodents	Animal Shelter/Adont	Market Based	Per Adoption	\$5.00	\$0.00	\$5.00	\$5.00	\$5.00
Adoption rec Rodents	Annual Sherter/Adopt	Warket based	i ci Adoption	\$5.00	70.00	\$5.00	\$5.00	75.00
Other fees - Cat boxes	Animal Shelter/Adopt	Market Based	Per Box	\$5.00	\$0.00	\$5.00	\$5.00	\$5.00
Neuter - Male Cat	Veterinary Care	Full Cost Recovery	Per Animal	\$40.00	\$0.00	\$40.00	\$40.00	\$40.00
Spay Female Cat > 1	Veterinary Care	Full Cost Recovery	Per Animal	\$60.00	\$0.00	\$60.00	\$60.00	\$60.00
year	vecennary care	I all Cost Necovery	i ci Aiiillai	300.00	30.00	JU.UU	00.00	00.00

Rate Description Service Fee Category Fee Basis Approved Rate Rate Rate Plan Rate					2013	201	4	2015	2016
Rate Description Service Fee Category Fee Basis Rate Rate Rate Rate Rate Plan Rate SpayNeuer					2013		-	2013	2010
Rate Description Service Fee Category Fee Basis Rate Rate Rate Plan Rate					Ammuossad	- 1	Dudant		
Spay/Neuter	Bata Bassatatia	6	56.1			-	_	DI D	Disc Date
Additional feel veerinary Care Full Cost Recovery Per Animal \$20.00 \$0.00 \$20.00		Service	Fee Category	Fee Basis	кате	кате	кате	Plan Rate	Plan Kate
Fee charged when the pet downer surrenters a Animal Shelter/Adopt City Policy Per Animal \$50.00 \$0.93 \$50.93 \$52.07 \$52.36		Veterinary Care	Full Cost Recovery	Per Animal	\$20.00	\$0.00	\$20.00	\$20.00	\$20.00
Decompose surrenders a Animal Shelter/Adopt City Policy Per Animal \$50.00 \$0.93 \$50.93 \$52.07 \$52.36 Per Cerbarged white he pet owner surrenders a Per Cerbarged when the pet owner surrenders a Per Cerbarged when the pet owner surrenders Per Cerbarged with the pet owner su		vecernary cure	run cost necovery	i ci /uiiiidi	\$20.00	φσ.σσ	Ϋ20.00	720.00	720.00
Fee charged when the per downer surrenders a Animal Shelter/Adopt City Policy Per Animal \$30.00 \$0.56 \$30.56 \$31.24 \$31.24 \$20.00	-	Animal Shelter/Adopt	City Policy	Per Animal	\$50.00	\$0.93	\$50.93	\$52.07	\$52.36
Fee tharged when the per covener surrenders City Policy Per Ulter \$20.00 \$0.00 \$2					-				
pet owner surrenders	pet owner surrenders a	Animal Shelter/Adopt	City Policy	Per Animal	\$30.00	\$0.56	\$30.56	\$31.24	\$31.42
Fee charged when the pot cowner surrenders Animal Shelter/Adopt City Policy Per Animal \$30.00 \$0.56 \$30.56 \$31.24 \$31.42	-								
Det Owner surrenders Salinal Shelter/Adopt City Policy Per Animal Salize Solidition		Animal Shelter/Adopt	City Policy	Per Litter	\$20.00	\$0.00	\$20.00	\$20.00	\$20.00
Sheltering Fees at Citing Policy	-	Animal Chaltar/Adapt	City Doliny	Dor Animal	¢20.00	¢0.56	¢20.56	621.24	¢21.42
clinic - Cats Veterinary Care City Policy Animal \$10.00 <td></td> <td>Animai Sherter/Adopt</td> <td>City Policy</td> <td></td> <td>\$30.00</td> <td>\$0.56</td> <td>\$30.56</td> <td>\$31.24</td> <td>\$31.42</td>		Animai Sherter/Adopt	City Policy		\$30.00	\$0.56	\$30.56	\$31.24	\$31.42
Pick Delivery Charge	-	Veterinary Care	City Policy	1	\$10.00	\$0.00	\$10.00	\$10.00	\$10.00
Charge		retermany cure	orty i orioy		Ψ10.00	φσ.σσ	Ψ10.00	Ψ10.00	Ψ10.00
Cog/Cat Animal Shelter/Adopt City Policy Dart thereof \$40.00 \$0.00 \$40		Animal Mobile Respon	Full Cost Recovery		\$40.00	\$0.74	\$40.74	\$41.66	\$41.89
Protective Care Dog	Protective Care			1st 24 hrs. or					
Protective Care Dog	(Dog/Cat)	Animal Shelter/Adopt	City Policy	part thereof	\$40.00	\$0.00	\$40.00	\$40.00	\$40.00
Subsequent Per				1 '					
Protective Care Cat Animal Shelter/Adopt City Policy Diem Per \$10.00 \$0.00 \$10.	Protective Care Dog	Animal Shelter/Adopt	City Policy		\$20.00	\$0.00	\$20.00	\$20.00	\$20.00
Retrieval of Illegal Portable Sign. Waste By-Law Enforce Full Cost Recovery Per Retrieval \$200.00 \$200			C	1 '	440.00	40.00	440.00	440.00	440.00
Notable Sign. Waste By-Law Enforce Full Cost Recovery Per Retrieval \$200.00 \$0.00 \$200.00		Animai Sherter/Adopt	City Policy	Diem Per	\$10.00	\$0.00	\$10.00	\$10.00	\$10.00
Storage Fee for Illegal Portable Sign. Removal Fee for Illegal Mobile Sign. Prop Std/insp/Enfo Full Cost Recovery Per Removal \$100.00	-	Waste By Law Enforce	Full Cost Pacovery	Por Potrioval	\$200.00	\$0.00	\$200.00	\$200.00	\$200.00
Notate Sign. Waste By-Law Enforce Full Cost Recovery Per Storage \$15.00 \$0.00 \$15.00		waste by-Law Lillorce	Tull Cost Necovery	rei Ketilevai	\$200.00	\$0.00	\$200.00	\$200.00	\$200.00
Removal Fee for Illegal Mobile Sign. Prop Std/insp/Enfo Full Cost Recovery Per Disposal S80.00 \$0.00 \$100.00	-	Waste By-Law Enforce	Full Cost Recovery	Per Storage	\$15.00	\$0.00	\$15.00	\$15.00	\$15.00
Disposal Fee for Illegal Mobile Sign. Prop Std/insp/Enfo Full Cost Recovery Per Disposal \$80.00 \$0.00 \$80.		,	,		,	,			
Mobile Sign. Prop Std/insp/Enfo Full Cost Recovery Per Disposal \$80.00 \$0.00 \$8	Mobile Sign.	Prop Std/insp/Enfo	Full Cost Recovery	Per Removal	\$100.00	\$0.00	\$100.00	\$100.00	\$100.00
Retrieval of Illegal New Development Sign Waste By-Law Enforce Full Cost Recovery Per Retrieval \$200.00 \$0.00 \$200.00	Disposal Fee for Illegal								
Development Sign Waste By-Law Enforce Full Cost Recovery Per Retrieval \$200.00 \$0.00 \$200.00		Prop Std/insp/Enfo	Full Cost Recovery	Per Disposal	\$80.00	\$0.00	\$80.00	\$80.00	\$80.00
Storage of Illegal New Development Sign Waste By-Law Enforce Full Cost Recovery Per Storage \$15.00 \$0.00 \$15.00 \$	-				40000	40.00	440000	400000	4444
Development Sign Waste By-Law Enforce Full Cost Recovery Per Storage \$15.00 \$0.00 \$15.00		Waste By-Law Enforce	Full Cost Recovery	Per Retrieval	\$200.00	\$0.00	\$200.00	\$200.00	\$200.00
Disposal Fee of Illegal New Development Sign Prop Std/insp/Enfo Full Cost Recovery Per Disposal \$50.00 \$0.00 \$50.		Waste By Law Enforce	Full Cost Pacovery	Por Storage	\$15.00	\$0.00	\$15.00	\$15.00	\$15.00
New Development Sign Prop Std/insp/Enfo Full Cost Recovery Per Disposal \$50.00 \$0.00 \$50		waste by-Law Lillorce	run cost necovery	rei Storage	\$15.00	\$0.00	\$15.00	\$15.00	\$15.00
Removal Fee of Illegal Ground Mounted Sign Prop Std/insp/Enfo Full Cost Recovery Per Removal \$100.00 \$0.00 \$10		Prop Std/insp/Enfo	Full Cost Recovery	Per Disposal	\$50.00	\$0.00	\$50.00	\$50.00	\$50.00
Retrieval Fee of Illegal Ground Mounted Sign Waste By-Law Enforce Full Cost Recovery Per Retrieval \$200.00 \$0.00 \$200.00		, , , , ,	,	1	,	,		,	,
Ground Mounted Sign Waste By-Law Enforce Full Cost Recovery Per Retrieval \$200.00 \$0.00 \$200	Ground Mounted Sign	Prop Std/insp/Enfo	Full Cost Recovery	Per Removal	\$100.00	\$0.00	\$100.00	\$100.00	\$100.00
Storage Fee of Illegal Ground Mounted Sign Disposal Fee of Illegal Ground Mounted Sign Disposal Fee of Illegal Ground Mounted Sign Prop Std/insp/Enfo Full Cost Recovery Per Disposal Fee of Illegal Ground Mounted Sign Retrieval of Illegal Garage Sale Sign. Waste By-Law Enforce Full Cost Recovery Per Retrieval Garage Sale Sign. Waste By-Law Enforce Full Cost Recovery Per Storage Fee of Illegal Garage Sale Sign. Waste By-Law Enforce Full Cost Recovery Per Storage Storage Fee of Illegal Garage Sale Sign. Waste By-Law Enforce Full Cost Recovery Per Disposal Fee of Illegal Garage Sale Sign. Waste By-Law Enforce Full Cost Recovery Per Disposal Fee of Illegal Open-House Waste By-Law Enforce Full Cost Recovery Per Retrieval Storage Fee of Illegal Open-House Waste By-Law Enforce Full Cost Recovery Per Storage Storage Storage fee of Illegal Open-House Waste By-Law Enforce Full Cost Recovery Per Storage Storage Storage fee of Illegal Open-House Waste By-Law Enforce Full Cost Recovery Per Storage Storage Storage Storage fee of Illegal Open-House Waste By-Law Enforce Full Cost Recovery Per Storage S	Retrieval Fee of Illegal								
Ground Mounted Sign Waste By-Law Enforce Full Cost Recovery Per Storage \$15.00 \$0.00 \$15		Waste By-Law Enforce	Full Cost Recovery	Per Retrieval	\$200.00	\$0.00	\$200.00	\$200.00	\$200.00
Disposal Fee of Illegal Ground Mounted Sign Retrieval of Illegal Garage Sale Sign. Waste By-Law Enforce Full Cost Recovery Per Disposal Fee of Illegal Garage Sale Sign. Waste By-Law Enforce Full Cost Recovery Per Storage Fee of Illegal Garage Sale Sign. Waste By-Law Enforce Full Cost Recovery Per Disposal Fee of Illegal Garage Sale Sign. Waste By-Law Enforce Full Cost Recovery Per Disposal Fee of Illegal Garage Sale Sign. Waste By-Law Enforce Full Cost Recovery Per Disposal Fee of Illegal Open-House Waste By-Law Enforce Full Cost Recovery Per Retrieval Full Cost Recovery Per Storage Full Cost Recovery Per Disposal					**=	40.00	4	4	4
Ground Mounted Sign Prop Std/insp/Enfo Full Cost Recovery Per Disposal \$50.00 \$50		Waste By-Law Enforce	Full Cost Recovery	Per Storage	\$15.00	\$0.00	\$15.00	\$15.00	\$15.00
Retrieval of Illegal Garage Sale Sign. Waste By-Law Enforce Full Cost Recovery Per Retrieval \$200.00 \$0.00 \$20		Prop Std/insn/Enfo	Full Cost Pacovery	Por Disposal	\$50.00	\$0.00	\$50.00	\$50.00	\$50.00
Garage Sale Sign. Waste By-Law Enforce Full Cost Recovery Per Retrieval \$200.00 \$0.00 \$200.00		Prop Sta/msp/Emo	ruii cost necovery	rei Disposai	\$50.00	\$0.00	\$30.00	\$30.00	\$30.00
Storage Fee of Illegal Garage Sale Sign. Waste By-Law Enforce Full Cost Recovery Per Storage \$15.00 \$0.00 \$15.00 \$15.00 \$15.00 \$15.00 Disposal Fee of Illegal Garage Sale Sign. Waste By-Law Enforce Full Cost Recovery Per Disposal \$50.00 \$0.00 \$50.00 \$50.00 \$50.00 \$50.00 Retrieval fee of Illegal Open-House Waste By-Law Enforce Full Cost Recovery Per Retrieval \$200.00 \$0.00 \$200.00 \$200.00 \$200.00 Disposal Fee of Illegal Open-House Waste By-Law Enforce Full Cost Recovery Per Storage \$15.00 \$0.00 \$15.00 \$15.00 \$15.00 Disposal Fee of Illegal Open-House Waste By-Law Enforce Full Cost Recovery Per Storage \$15.00 \$0.00 \$15.00 \$15.00 \$15.00 Disposal Fee of Illegal Open-House Waste By-Law Enforce Full Cost Recovery Per Disposal \$50.00 \$0.00 \$50.00 \$50.00 \$50.00 \$50.00	•	Waste By-Law Enforce	Full Cost Recovery	Per Retrieval	\$200.00	\$0.00	\$200.00	\$200.00	\$200.00
Garage Sale Sign. Waste By-Law Enforce Full Cost Recovery Per Storage \$15.00 \$0.00 \$15					72000	70.00	7	7	7
Garage Sale Sign. Waste By-Law Enforce Full Cost Recovery Per Disposal \$50.00 \$0.00 \$5		Waste By-Law Enforce	Full Cost Recovery	Per Storage	\$15.00	\$0.00	\$15.00	\$15.00	\$15.00
Retrieval fee of Illegal Open-House Waste By-Law Enforce Full Cost Recovery Per Retrieval Storage fee of Illegal Open-House Waste By-Law Enforce Full Cost Recovery Per Storage Storag	Disposal Fee of Illegal								
Open-House Waste By-Law Enforce Full Cost Recovery Per Retrieval \$200.00 \$0.00 \$200.00 \$15.00		Waste By-Law Enforce	Full Cost Recovery	Per Disposal	\$50.00	\$0.00	\$50.00	\$50.00	\$50.00
Storage fee of Illegal Open- House Waste By-Law Enforce Full Cost Recovery Per Storage \$15.00 \$0.00 \$15.00 \$15.00 \$15.00 Disposal Fee of Illegal Open-House Waste By-Law Enforce Full Cost Recovery Per Disposal \$50.00 \$0.00 \$50.00 \$50.00 \$50.00 Removal Fee of Illegal	-								
Open- House Waste By-Law Enforce Full Cost Recovery Per Storage \$15.00 \$0.00 \$15.00 \$15.00 \$15.00 Disposal Fee of Illegal Open-House Waste By-Law Enforce Full Cost Recovery Per Disposal \$50.00 \$0.00 \$50.00 \$50.00 \$50.00 Removal Fee of Illegal Semoval Fee of Illegal Semoval Fee of Illegal Semoval Fee of Illegal Semoval Fee of Illegal	•	Waste By-Law Enforce	Full Cost Recovery	Per Retrieval	\$200.00	\$0.00	\$200.00	\$200.00	\$200.00
Disposal Fee of Illegal Open-House Waste By-Law Enforce Full Cost Recovery Per Disposal \$50.00 \$0.00 \$50.00 \$50.00 \$50.00 \$50.00		Wasto By Law Enforce	Full Cost Possesser	Dor Store 22	Ć1F.00	60.00	Ć1F 00	¢1F00	¢1F 00
Open-House Waste By-Law Enforce Full Cost Recovery Per Disposal \$50.00 \$0.00 \$50.00 \$50.00 Removal Fee of Illegal 80.00 80.00 80.00 80.00 80.00 \$50.00 \$50.00		vv a S te by-La W EIIIUI CE	i uii cust necovery	rei swiage	\$15.00	\$0.00	\$15.UU	\$15.00	\$15.UU
Removal Fee of Illegal		Waste By-Law Enforce	Full Cost Recovery	Per Disposal	\$50.00	\$0.00	\$50.00	\$50.00	\$50.00
	•				\$50.00	\$5.50	+30.00	+30.00	+30.03
	Real Estate Sign.	Waste By-Law Enforce	Full Cost Recovery	Per Removal	\$100.00	\$0.00	\$100.00	\$100.00	\$100.00

				2013	201	.4	2015	2016
					Inflationary			
				Approved	Adjusted	Budget		
Rate Description	Service	Fee Category	Fee Basis	Rate	Rate	Rate	Plan Rate	Plan Rate
Retrieval fee for Illegal								
Real Estate Sign.	Waste By-Law Enforce	Full Cost Recovery	Per Retrieval	\$200.00	\$0.00	\$200.00	\$200.00	\$200.00
Storage Fee for Illegal								
Real Estate Sign.	Waste By-Law Enforce	Full Cost Recovery	Per Storage	\$15.00	\$0.00	\$15.00	\$15.00	\$15.00
Disposal Fee for Illegal		5 11 6 . 1 5		450.00	40.00	450.00	450.00	450.00
Real Estate Sign. Removal fee for Illegal	Waste By-Law Enforce	Full Cost Recovery	Per Disposal	\$50.00	\$0.00	\$50.00	\$50.00	\$50.00
Temporary Signs.	Waste By-Law Enforce	Full Cost Recovery	Per Removal	\$100.00	\$0.00	\$100.00	\$100.00	\$100.00
Retrieval fee for Illegal	Waste by Law Emoree	Tun cost necovery	T CI TICINOVAT	Ģ100.00	\$0.00	φ100.00	\$100.00	Ģ100.00
Temporary Signs.	Waste By-Law Enforce	Full Cost Recovery	Per Retrieval	\$200.00	\$0.00	\$200.00	\$200.00	\$200.00
Storage fee for Illegal								
Temporary Signs.	Waste By-Law Enforce	Full Cost Recovery	Per Storage	\$15.00	\$0.00	\$15.00	\$15.00	\$15.00
Disposal fee for Illegal								
Temporary Signs.	Waste By-Law Enforce	Full Cost Recovery	Per Disposal	\$50.00	\$0.00	\$50.00	\$50.00	\$50.00
Dania Annii antina	D Ct.d /: /F f .	Full Cook Bossess	Per	¢700.00	60.00	ć700 00	6700.00	ć700 00
Basic Application	Prop Std/insp/Enfo	Full Cost Recovery	Application	\$780.00	\$0.00	\$780.00	\$780.00	\$780.00
Registered Letter	Prop Std/insp/Enfo	Full Cost Recovery	Per Letter	\$5.00	\$0.00	\$5.00	\$5.00	\$5.00
negiotei eu zettei	1100 310,11150,21110	i un cost necovery	Per hour x 3	ψ5.00	φ0.00	φ3.00	φ3.00	φ3.00
Fence Viewers Fee	Prop Std/insp/Enfo	Full Cost Recovery	viewers	\$30.00	\$0.00	\$30.00	\$30.00	\$30.00
Certificate of Award	Prop Std/insp/Enfo	Full Cost Recovery	Per Certificate	\$20.00	\$0.00	\$20.00	\$20.00	\$20.00
Application Fee- Line								
Fences Act. Deposit of	Prop Std/insp/Enfo	Full Cost Recovery	Per Award	\$25.00	\$0.00	\$25.00	\$25.00	\$25.00
Line Fence Handbook Fee	Dron Std/incn/Enfo	Full Cost Recovery	Dor Dackago	\$20.00	\$0.00	\$20.00	\$20.00	\$20.00
Re-attendance of fence	Prop Std/insp/Enfo	Full Cost Recovery	Per Package Per hour x 3	\$20.00	\$0.00	\$20.00	\$20.00	\$20.00
viewers	Prop Std/insp/Enfo	Full Cost Recovery	viewers	\$30.00	\$0.00	\$30.00	\$30.00	\$30.00
Appeal hearing				700.00	70.00	700.00	700.00	700.00
attendance	Prop Std/insp/Enfo	Full Cost Recovery	Per hour	\$30.00	\$0.00	\$30.00	\$30.00	\$30.00
Municipal charges								
added to the tax roll	Prop Std/insp/Enfo	Full Cost Recovery	Per charge	\$75.00	\$0.00	\$75.00	\$75.00	\$75.00
	L		Per		40.00	4	4444	440000
Fence exemption fee	Zoning Investigation	Full Cost Recovery	application	\$200.00	\$0.00	\$200.00	\$200.00	\$200.00
Pool enclosure fee	Zoning Investigation	Full Cost Recovery	Per application	\$84.00	\$0.00	\$84.00	\$84.00	\$84.00
Removal fee	Zoning mvestigation	Tun Cost Necovery	Per advertising	384.00	\$0.00	Ş64.00	304.00	304.00
advertising devices	Prop Std/insp/Enfo	Full Cost Recovery	device	\$60.00	\$0.00	\$60.00	\$60.00	\$60.00
Clerical/								
Administration Fee	Prop Std/insp/Enfo	Full Cost Recovery	Per Property	\$203.72	\$0.00	\$203.72	\$203.72	\$203.72
Property Standards &								
Maintenance	Prop Std/insp/Enfo	Full Cost Recovery	Per Property	\$407.44	\$0.00	\$407.44	\$407.44	\$407.44
Court/Tribunal	D Ct.d /: /F f .	Full Cook Bossess	D D	¢530.50	60.43	ć=20.00	ĆE 44 0E	ĆE 42.27
Attendance Fee Application fee:	Prop Std/insp/Enfo	Full Cost Recovery	Per Property Per	\$520.56	\$9.42	\$529.98	\$541.85	\$543.37
Taxicab Broker licence	Taxi & Livery Licens	Full Cost Recovery	application	\$376.04	\$6.96	\$383.00	\$391.58	\$393.57
Renewal fee: Taxicab	TOWN OF EASTERN PROCESS	i un cost necovery	Per	φ370101	ψ0.50	φ303.00	ψ331.30	ψ333.37
Broker licence	Taxi & Livery Licens	Full Cost Recovery	application	\$252.82	\$4.68	\$257.50	\$263.27	\$264.61
Application fee:			Per					
Limousine Service	Taxi & Livery Licens	Full Cost Recovery	application	\$376.04	\$6.96	\$383.00	\$391.58	\$393.57
Renewal fee: Limousine			Per					
Service Company	Taxi & Livery Licens	Full Cost Recovery	application	\$252.82	\$4.68	\$257.50	\$263.27	\$264.61
Application fee:	D	E. II Cook Do	Per	62.000 = -	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	62.445.60	62.246.4	ća 222 5 :
Private Parking Renewal fee: Private	Business & Trade Lic	Full Cost Recovery	application Per	\$3,088.54	\$57.14	\$3,145.68	\$3,216.14	\$3,232.54
Parking Enforcement	Business & Trade Lic	Full Cost Recovery	application	\$2,848.36	\$52.69	\$2,901.05	\$2,966.04	\$2,981.17
Lor cernent	1= × 11 ddc 11 c	1. 2.1. Cost	1- ppca (1011	¥=,0+0.30	752.05	Y=,501.03	7=,500.04	7-,001.17

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				2013	201	L4	2015	2016
					Inflationary			
				Approved	Adjusted	Budget		
Rate Description	Service	Fee Category	Fee Basis	Rate	Rate	Rate	Plan Rate	Plan Rate
Application fee:			Per					
Driving School	Taxi & Livery Licens	Full Cost Recovery	application	\$376.04	\$6.96	\$383.00	\$391.58	\$393.57
Renewal fee: Driving			Per					
School Operator	Taxi & Livery Licens	Full Cost Recovery	application	\$252.82	\$4.68	\$257.50	\$263.27	\$264.61
Application fee: Drive-			Per					
Self Rental Owner	Business & Trade Lic	Full Cost Recovery	application	\$376.04	\$6.96	\$383.00	\$391.58	\$393.57
Renewal fee: Drive-Self			Per					
Rental Owner licence	Business & Trade Lic	Full Cost Recovery	application	\$252.82	\$4.68	\$257.50	\$263.27	\$264.61
Application fee:			Per					
Holistic Centre licence	Business & Trade Lic	Full Cost Recovery	application	\$247.28	\$4.57	\$251.85	\$257.50	\$258.81
Renewal fee: Holistic		5 11 6 . 1 5	Per	4425.00	42.54	4420.27		444240
Centre licence	Business & Trade Lic	Full Cost Recovery	application Per	\$135.86	\$2.51	\$138.37	\$141.47	\$142.19
Application fee: Adult Entertainment Centre	Business & Trade Lic	Full Cost Possyony	application	\$12,070.74	¢222.21	\$12,294.05	¢12 E60 44	¢12 622 E4
Renewal fee: Adult	business & ridue Lic	Full Cost Recovery	Per	\$12,070.74	Ş223.31	\$12,234.03	\$12,303.44	\$12,033.54
Entertainment Centre	Business & Trade Lic	Full Cost Recovery	application	\$11,666.35	\$215.83	\$11,882.18	\$12 148 34	\$12 210 29
Application fee: Place	Business & Hude Lie	Tun cost necovery	Per	711,000.55	Ų213.03	\$11,00 2 .10	712,140.54	\$12,210.25
of Amusement licence	Business & Trade Lic	Full Cost Recovery	application	\$372.48	\$6.89	\$379.37	\$387.87	\$389.85
Renewal fee: Place of		,	Per	, -		,	,	
Amusement licence	Business & Trade Lic	Full Cost Recovery	application	\$215.01	\$3.98	\$218.99	\$223.89	\$225.03
Application fee:			Per			·		
Billiard Hall licence	Business & Trade Lic	Full Cost Recovery	application	\$372.48	\$6.89	\$379.37	\$387.87	\$389.85
Renewal fee: Billiard			Per					
Hall licence	Business & Trade Lic	Full Cost Recovery	application	\$215.01	\$3.98	\$218.99	\$223.89	\$225.03
Application fee:			Per					
Temporary Sign	Business & Trade Lic	Full Cost Recovery	application	\$325.25	\$6.02	\$331.27	\$338.69	\$340.41
Renewal fee:			Per					
Temporary Sign	Business & Trade Lic	Full Cost Recovery	application	\$213.83	\$3.96	\$217.79	\$222.66	\$223.80
Application fee: Body			Per					
Rub Parlour licence -	Business & Trade Lic	Full Cost Recovery	application	\$11,992.77	\$221.87	\$12,214.64	\$12,488.24	\$12,551.93
Renewal fee: Body Rub	Dusiness & Trade Lie	Full Cost Bosovery	Per	611 500 27	6214.20	¢11 002 7F	¢12.067.14	¢12 120 C0
Parlour licence -	Business & Trade Lic	Full Cost Recovery	application Per	\$11,588.37	\$214.38	\$11,802.75	\$12,067.14	\$12,128.68
Application fee: Bowling House licence	Rusiness & Trade Lic	Full Cost Recovery	application	\$372.48	\$6.89	\$379.37	\$387.87	\$389.85
Renewal fee: Bowling	Busiliess & ITaue Lic	ruii Cost Recovery	Per	\$372.40	\$0.09	\$379.37	\$307.07	\$309.03
House licence	Business & Trade Lic	Full Cost Recovery	application	\$215.01	\$3.98	\$218.99	\$223.89	\$225.03
Application fee: Boats	Business & Hude Lie	Tun cost necovery	Per	Ş215.01	\$3.50	Ş210.55	7223.03	J223.03
For Hire licence	Business & Trade Lic	Full Cost Recovery	application	\$325.25	\$6.02	\$331.27	\$338.69	\$340.41
Renewal fee: Boats For			Per	7020.20	70.00	700	7000.00	70.00
Hire licence	Business & Trade Lic	Full Cost Recovery	application	\$213.83	\$3.96	\$217.79	\$222.66	\$223.80
Application fee:			Per					
Carnival licence	Business & Trade Lic	Full Cost Recovery	application	\$372.48	\$6.89	\$379.37	\$387.87	\$389.85
Renewal fee: Carnival			Per					
licence	Business & Trade Lic	Full Cost Recovery	application	\$215.01	\$3.98	\$218.99	\$223.89	\$225.03
Application fee: Circus			Per					
licence	Business & Trade Lic	Full Cost Recovery	application	\$372.48	\$6.89	\$379.37	\$387.87	\$389.85
Renewal fee: Circus			Per					
licence	Business & Trade Lic	Full Cost Recovery	application	\$215.01	\$3.98	\$218.99	\$223.89	\$225.03
Application fee: Smoke			Per		4	4	4=	
Shop licence	Business & Trade Lic	Full Cost Recovery	application	\$568.64	\$10.52	\$579.16	\$592.13	\$595.15
Renewal fee: Smoke	Dusiness & Trade Lie	Full Cost Bosovery	Per	6277.62	¢ - 14	6202.77	¢200.10	¢200.57
Shop licence Application fee: Retail	Business & Trade Lic	Full Cost Recovery	application Per	\$277.63	\$5.14	\$282.77	\$289.10	\$290.57
Store (Food) licence	Business & Trade Lic	Full Cost Recovery	application	\$325.24	\$6.02	\$331.26	\$338.68	\$340.40
Renewal fee: Retail	Sasmess & Hade Be	. a.i cost necovery	Per	7525.24	Ç0.0Z	7331.20	7550.00	7540.40
Store (Food) licence	Business & Trade Lic	Full Cost Recovery	application	\$215.01	\$3.98	\$218.99	\$223.89	\$225.03
223.2 (. 334) 11001100	a made be	5551	1- ppca (1011	7213.01	75.50	, V=10.55	, VIII	¥=23.03

Rate Description Service Fee Category Fee Basis Rate					2013	201	4	2015	2016
Rate Description Service Fee Category Fee Basis Rate Rate Rate Rate Plan					2013	_	•	2013	2010
Rate Description Service Fee Category Fee Basis Rate Rate Rate Plan Rate Park Personal Services Par					Ammunicad		Dudast		
Application fee Per							_	·	_,
Personal Services Remeawal feer Personal Services Selvines & Trade Liu Full Cost Recovery application S213.83 59.88 5223.71 5228.72 5229.89 Application S213.83 S3.96 5217.79 5222.66 5223.80 Application S213.83 S3.96 5217.79 5222.66 5223.80 Application S213.83 S3.96 5217.79 S222.66 5223.80 Application S213.83 S3.96 S217.79 S222.66 S223.80 Application S215.01 S3.98 S218.99 S223.89		Service	Fee Category		Rate	Rate	Rate	Plan Rate	Plan Rate
Renewal fee: Personal Services Settings Business & Trade LU Full Cost Recovery Application S213.83 \$9.88 \$223.71 \$228.72 \$229.89 Application fee: Laundry licence Business & Trade LU Full Cost Recovery Application \$215.25 \$6.02 \$331.27 \$338.69 \$340.41	• •			1 -			40.000	400.	
Services Settings		Business & Irade Lic	Full Cost Recovery	— · · · — — — — — — — — — — — — — — — —	\$325.25	\$15.04	\$340.29	\$347.91	\$349.69
Application fee: Laundry Ifenence Business & Trade Lic Full Cost Recovery Application \$325.25 \$6.02 \$331.27 \$338.69 \$340.41		Durings O Tondalia	Evil Cook Bossesson	1 -	6242.02	60.00	ć222.74	ć220.72	6220.00
Laundry Licence Bosiness & Trade LC Full Cost Recovery application 5325.25 5.02 3331.27 3338.69 3340.41		Business & Irade Lic	Full Cost Recovery	+ · · ·	\$213.83	\$9.88	\$223./1	\$228.72	\$229.89
Renewal fee: Jaundry	• •	Pusinoss & Trada lis	Full Cost Possyony	1	6225.25	\$6.02	¢221.27	¢220 60	\$340.41
		business & ridue Lic	ruii Cost Recovery		\$525.25	\$6.02	\$331.27	\$336.03	\$340.41
Application fee Motor	•	Rusiness & Trade Lic	Full Cost Pecovery	1	\$212.92	\$2.06	\$217.70	\$222.66	\$222.80
Vehicle Racing licence Renewal fee: Mothor Per		business & ridue Lic	ruii Cost Recovery		\$215.05	\$3.90	\$217.79	\$222.00	\$223.80
Renewal fee: Multicons Recovery Application fee: New Suiness & Trade Lic Full Cost Recovery Application fee: New Suiness & Trade Lic Full Cost Recovery Application fee: New Suiness & Trade Lic Full Cost Recovery Application fee: New Suiness & Trade Lic Full Cost Recovery Application fee: New Suiness & Trade Lic Full Cost Recovery Application fee: New Suiness & Trade Lic Full Cost Recovery Application fee: New Suiness & Trade Lic Full Cost Recovery Application fee: New Suiness & Trade Lic Full Cost Recovery Application fee: New Suiness & Trade Lic Full Cost Recovery Application See Se	• •	Rusiness & Trade Lic	Full Cost Recovery	1 -	\$372.48	\$6.89	\$379.37	\$387.87	\$389.85
Vehicle Racing Licence Racing Licence Racing Licence Renewal fee: Theatre Renewal fee: Theatre Renewal fee: Theatre Renewal fee: Theatre Renewal fee: Per Renewal fee: Public Renewal fee: Renewal		business & riduc ac	Turi cost necovery		Ş372.40	\$0.05	Ş373.37	Ş307.07	\$303.03
Application fee: Theatre licence Renewal fee: Theatre Ilicence Renewal fee: Theatre Renewal fee: Public Range licence Renewal fee: Public Range licence Renewal fee: Ren		Rusiness & Trade Lic	Full Cost Recovery	1 -	\$215.01	\$3.98	\$218 99	\$223.89	\$225.03
Theatre Licence Renewal fee: Theatre Renewal fee: Path Renewal fee: Renewal		Business & Hude Lie	Tun cost necovery		Ψ215.01	φ3.50	Q210.55	Ş223.03	\$223.03
Renewal fee: Theatre Business & Trade Lic Full Cost Recovery application \$215.01 \$3.98 \$221.89 \$222.89 \$222.03 Application fee: Precious Metal Shop Licence Business & Trade Lic Full Cost Recovery application \$215.01 \$5.98.64 \$10.52 \$579.16 \$592.13 \$595.15 \$888.85		Business & Trade Lic	Full Cost Recovery	1 -	\$372.48	\$6.89	\$379.37	\$387.87	\$389.85
		Dustriess & Trade 210	i dir Gost necovery		ψ37 <u>2</u> ο	ψ0.03	φσ.σ.σ.	φσονιον	ψ303.03
Application fee: Precious Metal Shop Business & Trade Lic Full Cost Recovery Application S568.64 S10.52 S579.16 S592.13 S595.15		Business & Trade Lic	Full Cost Recovery	1 -	\$215.01	\$3.98	\$218.99	\$223.89	\$225.03
Precious Metal Shop Business & Trade Lic Full Cost Recovery application \$568.64 \$10.52 \$579.16 \$592.13 \$595.15				+ · · ·	7===:	70.00	7	7-10.00	7=====
Renewal fee: Precious Business & Trade Lic Full Cost Recovery application \$277.63 \$5.14 \$282.77 \$289.10 \$290.57	• •	Business & Trade Lic	Full Cost Recovery	application	\$568.64	\$10.52	\$579.16	\$592.13	\$595.15
Application fee: Pawn Shop licence Business & Trade Lic Full Cost Recovery Application \$568.64 \$10.52 \$579.16 \$592.13 \$595.15			, ·			·			· ·
Shop Licence Business & Trade Lic Full Cost Recovery Speciation S568.64 \$10.52 \$579.16 \$592.13 \$595.15	Metal Shop licence	Business & Trade Lic	Full Cost Recovery	application	\$277.63	\$5.14	\$282.77	\$289.10	\$290.57
Renewal fee: Pawm Shop licence Business & Trade Lic Full Cost Recovery application \$277.63 \$5.14 \$282.77 \$289.10 \$290.57									<u> </u>
Shop Icence Business & Trade Lic Full Cost Recovery Application fee: Pet Shop Icence Shop Icence Business & Trade Lic Full Cost Recovery Application fee: Pet Shop Icence Business & Trade Lic Full Cost Recovery Application fee: Bath Application fee: Bath House Icence Business & Trade Lic Full Cost Recovery Application Standard	• •	Business & Trade Lic	Full Cost Recovery	application	\$568.64	\$10.52	\$579.16	\$592.13	\$595.15
Application fee: Pet Shop licence Business & Trade Lic Full Cost Recovery Application \$568.64 \$10.52 \$579.16 \$592.13 \$595.15	Renewal fee: Pawn			Per					
Shop Licence Business & Trade Lic Full Cost Recovery Application Spansor	Shop licence	Business & Trade Lic	Full Cost Recovery	application	\$277.63	\$5.14	\$282.77	\$289.10	\$290.57
Renewal fee: Pet Shop licence Business & Trade Lic Full Cost Recovery application \$277.63 \$5.14 \$282.77 \$289.10 \$290.57	Application fee: Pet			Per					
Icence	Shop licence	Business & Trade Lic	Full Cost Recovery	application	\$568.64	\$10.52	\$579.16	\$592.13	\$595.15
Application fee: Bath House licence Business & Trade Lic Full Cost Recovery Application \$372.48 \$6.89 \$379.37 \$387.87 \$389.85	Renewal fee: Pet Shop			Per					
House licence Business & Trade Lic Full Cost Recovery application \$372.48 \$6.89 \$379.37 \$387.87 \$389.85	licence	Business & Trade Lic	Full Cost Recovery	application	\$277.63	\$5.14	\$282.77	\$289.10	\$290.57
Renewal fee: Bath House licence Business & Trade Lic Full Cost Recovery application \$215.01 \$3.98 \$218.99 \$223.89 \$225.03	Application fee: Bath			Per					
House licence Business & Trade Lic Full Cost Recovery Application S215.01 \$3.98 \$218.99 \$223.89 \$225.03	House licence	Business & Trade Lic	Full Cost Recovery	application	\$372.48	\$6.89	\$379.37	\$387.87	\$389.85
Application fee: Public Garage licence Business & Trade Lic Full Cost Recovery application \$376.04 \$6.96 \$383.00 \$391.58 \$393.57	Renewal fee: Bath			Per					
Sarage licence Business & Trade Lic Full Cost Recovery Application Sarage licence Per Application Sarage licence Business & Trade Lic Full Cost Recovery Application Sarage licence Per Application Sarage licence Business & Trade Lic Full Cost Recovery Application Sarage licence Sarage licence Business & Trade Lic Full Cost Recovery Application Sarage licence Sarage licence Sarage licence Per Application Sarage licence Per Application Sarage licence Per Application Sarage licence Per Application Sarage licence Sarage licence Sarage licence Per Application Sarage licence Sarage	House licence	Business & Trade Lic	Full Cost Recovery	application	\$215.01	\$3.98	\$218.99	\$223.89	\$225.03
Renewal fee: Public Garage licence Business & Trade Lic Full Cost Recovery application \$252.82 \$4.68 \$257.50 \$263.27 \$264.61	Application fee: Public			Per					
Sarage licence Business & Trade Lic Full Cost Recovery Application \$252.82 \$4.68 \$257.50 \$263.27 \$264.61		Business & Trade Lic	Full Cost Recovery		\$376.04	\$6.96	\$383.00	\$391.58	\$393.57
Application fee: Public Hall licence Business & Trade Lic Full Cost Recovery application \$372.48 \$6.89 \$379.37 \$387.87 \$389.85 Renewal fee: Public Hall licence Business & Trade Lic Full Cost Recovery application \$215.01 \$3.98 \$218.99 \$223.89 \$225.03 Application fee: Eating Establishment licence Business & Trade Lic Full Cost Recovery application \$441.00 \$8.16 \$449.16 \$459.22 \$461.56 Renewal fee: Eating Establishment licence Business & Trade Lic Full Cost Recovery application \$265.81 \$4.92 \$270.73 \$276.79 \$278.20 Application fee: Second Hand Dealer Renewal fee: Second Hand Dealer licence Business & Trade Lic Full Cost Recovery application \$568.64 \$10.52 \$579.16 \$592.13 \$595.15 Renewal fee: Second Hand Shop Business & Trade Lic Full Cost Recovery application \$277.63 \$5.14 \$282.77 \$289.10 \$290.57 Application fee: Second Hand Shop Business & Trade Lic Full Cost Recovery application \$277.63 \$5.14 \$282.77 \$289.10 \$290.57 Application fee: Second Hand Shop Business & Trade Lic Full Cost Recovery application \$277.63 \$5.14 \$282.77 \$289.10 \$290.57 Application fee: Second Hand Shop licence Business & Trade Lic Full Cost Recovery application \$277.63 \$5.14 \$282.77 \$289.10 \$290.57 Application fee: Second Hand Shop licence Business & Trade Lic Full Cost Recovery application \$277.63 \$5.14 \$282.77 \$289.10 \$290.57 Application fee: Second Hand Salvage Business & Trade Lic Full Cost Recovery application \$277.63 \$5.14 \$282.77 \$289.10 \$290.57 Application fee: Second Hand Salvage Business & Trade Lic Full Cost Recovery application \$277.63 \$5.14 \$282.77 \$289.10 \$290.57 Application fee: Second Hand Salvage Business & Trade Lic Full Cost Recovery application \$277.63 \$5.14 \$282.77 \$289.10 \$290.57 Application fee: Second Hand Salvage Business & Trade Lic Full Cost Recovery application \$277.63 \$5.14 \$282.77 \$289.10 \$290.57 Application fee: Second Hand Salvage Business & Trade Lic Full Cost Recovery application \$275.63 \$559.15 \$259.13 \$595.15 Application \$275.15 \$259.15 \$259.15 \$259.15 \$259.15 \$259.15 \$259.15 \$259.15 \$259.15 \$259.15 \$259.15				1 -		.			
Hall licence Business & Trade Lic Full Cost Recovery application \$372.48 \$6.89 \$379.37 \$387.87 \$389.85		Business & Trade Lic	Full Cost Recovery		\$252.82	\$4.68	\$257.50	\$263.27	\$264.61
Renewal fee: Public Hall licence Business & Trade Lic Full Cost Recovery Application fee: Eating Establishment licence Renewal fee: Eating Establishment licence Business & Trade Lic Full Cost Recovery Application Per Second Hand Dealer Business & Trade Lic Full Cost Recovery Application Per Second Hand Dealer licence Business & Trade Lic Full Cost Recovery Application Per Second Hand Dealer licence Business & Trade Lic Full Cost Recovery Application Per Second Hand Shop Business & Trade Lic Full Cost Recovery Application Per Second Hand Shop Business & Trade Lic Full Cost Recovery Application Per Second Hand Shop licence Business & Trade Lic Full Cost Recovery Application Per Second Hand Shop licence Business & Trade Lic Full Cost Recovery Application Per Second Hand Shop licence Business & Trade Lic Full Cost Recovery Application Per Second Hand Shop licence Business & Trade Lic Full Cost Recovery Application Per Second Hand Shop licence Business & Trade Lic Full Cost Recovery Application Per Second Hand Shop licence Business & Trade Lic Full Cost Recovery Application Per Second Hand Salvage Business & Trade Lic Full Cost Recovery Application Per Second Hand Salvage Business & Trade Lic Full Cost Recovery Application Per Second Hand Salvage Business & Trade Lic Full Cost Recovery Application Per Second Hand Salvage Business & Trade Lic Full Cost Recovery Application Per Second Hand Salvage Business & Trade Lic Full Cost Recovery Application Per Second Hand Salvage Business & Trade Lic Full Cost Recovery Application Per Second Hand Salvage Business & Trade Lic Full Cost Recovery Application Per Second Hand Salvage Business & Trade Lic Full Cost Recovery Application Per Second Hand Salvage Business & Trade Lic Full Cost Recovery Application				1 -					
Hall licence Business & Trade Lic Full Cost Recovery application \$215.01 \$3.98 \$218.99 \$223.89 \$225.03 Application fee: Eating Establishment licence Business & Trade Lic Full Cost Recovery application \$441.00 \$8.16 \$449.16 \$459.22 \$461.56 Renewal fee: Eating Establishment licence Business & Trade Lic Full Cost Recovery application \$265.81 \$4.92 \$270.73 \$276.79 \$278.20 Application fee: Second Hand Dealer Business & Trade Lic Full Cost Recovery application \$568.64 \$10.52 \$579.16 \$592.13 \$595.15 Renewal fee: Second Hand Dealer licence Business & Trade Lic Full Cost Recovery application \$277.63 \$5.14 \$282.77 \$289.10 \$290.57 Application fee: Second Hand Shop Business & Trade Lic Full Cost Recovery application \$568.64 \$10.52 \$579.16 \$592.13 \$595.15 Renewal fee: Second Hand Shop licence Business & Trade Lic Full Cost Recovery application \$277.63 \$5.14 \$282.77 \$289.10 \$290.57 Application fee: Second Hand Shop licence Business & Trade Lic Full Cost Recovery application \$277.63 \$5.14 \$282.77 \$289.10 \$290.57 Application fee: Second Hand Shop licence Business & Trade Lic Full Cost Recovery application \$277.63 \$5.14 \$282.77 \$289.10 \$290.57 Application fee: Second Hand Salvage Business & Trade Lic Full Cost Recovery application \$277.63 \$5.14 \$282.77 \$289.10 \$290.57 Application fee: Second Hand Salvage Business & Trade Lic Full Cost Recovery application \$568.64 \$10.52 \$579.16 \$592.13 \$595.15 Renewal fee: Second Per		Business & Trade Lic	Full Cost Recovery		\$372.48	\$6.89	\$379.37	\$387.87	\$389.85
Application fee: Eating Establishment licence Business & Trade Lic Full Cost Recovery Application Stablishment licence Business & Trade Lic Full Cost Recovery Application Application Application fee: Second Hand Dealer Business & Trade Lic Full Cost Recovery Application				1 -			4444	4	
Establishment licence Renewal fee: Eating Establishment licence Business & Trade Lic Full Cost Recovery application \$441.00 \$8.16 \$449.16 \$459.22 \$461.56 Renewal fee: Eating Establishment licence Business & Trade Lic Full Cost Recovery application \$265.81 \$4.92 \$270.73 \$276.79 \$278.20 Application fee: Second Hand Dealer Business & Trade Lic Full Cost Recovery application \$568.64 \$10.52 \$579.16 \$592.13 \$595.15 Renewal fee: Second Hand Dealer licence Business & Trade Lic Full Cost Recovery application \$277.63 \$5.14 \$282.77 \$289.10 \$290.57 Application fee: Second Hand Shop Business & Trade Lic Full Cost Recovery application \$568.64 \$10.52 \$579.16 \$592.13 \$595.15 Renewal fee: Second Hand Shop licence Business & Trade Lic Full Cost Recovery application \$277.63 \$5.14 \$282.77 \$289.10 \$290.57 Application fee: Second Hand Shop licence Business & Trade Lic Full Cost Recovery application \$277.63 \$5.14 \$282.77 \$289.10 \$290.57 Application fee: Second Hand Salvage Business & Trade Lic Full Cost Recovery application \$568.64 \$10.52 \$579.16 \$592.13 \$595.15 Renewal fee: Second Hand Salvage Business & Trade Lic Full Cost Recovery application \$568.64 \$10.52 \$579.16 \$592.13 \$595.15 Renewal fee: Second		Business & Trade Lic	Full Cost Recovery		\$215.01	\$3.98	\$218.99	\$223.89	\$225.03
Renewal fee: Eating Establishment licence Business & Trade Lic Full Cost Recovery Application fee: Second Hand Dealer Business & Trade Lic Full Cost Recovery Application Business & Trade Lic Full Cost Recovery Application Application Business & Trade Lic Full Cost Recovery Application Full Cost Recovery Application Application Full Cost Recovery Application Application Full Cost Recovery Application Application Business & Trade Lic Full Cost Recovery Application Application Full Cost Recovery Application Application Application Application Application Application Business & Trade Lic Full Cost Recovery Application Applicat		Durings O Tondalia	Evil Cook Bossesson	1 -	6444.00	60.16	¢440.46	6450.22	6464.56
Establishment licence Business & Trade Lic Full Cost Recovery application \$265.81 \$4.92 \$270.73 \$276.79 \$278.20 Application fee: Second Hand Dealer Business & Trade Lic Full Cost Recovery application \$568.64 \$10.52 \$579.16 \$592.13 \$595.15 Renewal fee: Second Hand Dealer licence Business & Trade Lic Full Cost Recovery application \$277.63 \$5.14 \$282.77 \$289.10 \$290.57 Application fee: Second Hand Shop Business & Trade Lic Full Cost Recovery application \$568.64 \$10.52 \$579.16 \$592.13 \$595.15 Renewal fee: Second Hand Shop licence Business & Trade Lic Full Cost Recovery application \$277.63 \$5.14 \$282.77 \$289.10 \$290.57 Application fee: Second Hand Shop licence Business & Trade Lic Full Cost Recovery application \$277.63 \$5.14 \$282.77 \$289.10 \$290.57 Application fee: Second Hand Salvage Business & Trade Lic Full Cost Recovery application \$568.64 \$10.52 \$579.16 \$592.13 \$595.15 Renewal fee: Second		Business & Irade Lic	Full Cost Recovery		\$441.00	\$8.16	\$449.16	\$459.22	\$461.56
Application fee: Second Hand Dealer Business & Trade Lic Full Cost Recovery Application Full	-	Pusinoss & Trada lis	Full Cost Possyony	1 -	¢26E 01	\$4.02	¢270.72	\$276.70	\$270.20
Second Hand Dealer Business & Trade Lic Full Cost Recovery application \$568.64 \$10.52 \$579.16 \$592.13 \$595.15 Renewal fee: Second Hand Dealer licence Business & Trade Lic Full Cost Recovery application \$277.63 \$5.14 \$282.77 \$289.10 \$290.57 Application fee: Per Second Hand Shop Business & Trade Lic Full Cost Recovery application \$568.64 \$10.52 \$579.16 \$592.13 \$595.15 Renewal fee: Second Hand Salvage Business & Trade Lic Full Cost Recovery application \$277.63 \$5.14 \$282.77 \$289.10 \$290.57 Application fee: Per Second Hand Salvage Business & Trade Lic Full Cost Recovery application \$568.64 \$10.52 \$579.16 \$592.13 \$595.15 Renewal fee: Second Per Second Hand Salvage Business & Trade Lic Full Cost Recovery application \$568.64 \$10.52 \$579.16 \$592.13 \$595.15 Renewal fee: Second Per Second Hand Salvage Business & Trade Lic <		Business & Irade Lic	Full Cost Recovery		\$205.81	\$4.92	\$270.73	\$276.79	\$278.20
Renewal fee: Second Hand Dealer licence Business & Trade Lic Application fee: Second Hand Slavage Business & Trade Lic Full Cost Recovery Application Full Cost Recovery Application Full Cost Recovery Application Full Cost Recovery Application Per Application Per Application S568.64 S10.52 S579.16 S592.13 S595.15 Renewal fee: Second Application Per Application Full Cost Recovery Application S277.63 S5.14 S282.77 S289.10 S290.57 Application S277.63 S5.14 S282.77 S289.10 S290.57 Application fee: Second Hand Salvage Business & Trade Lic Full Cost Recovery Application Application Full Cost Recovery Application S277.63 S5.14 S282.77 S289.10 S290.57 Application S277.63 S5.14 S282.77 S289.10 S290.57 Application S277.63 S5.14 S282.77 S289.10 S290.57 Application A		Rusiness & Trade Lic	Full Cost Pecovery	1	\$569.61	\$10.52	\$570.16	\$502.12	\$505.15
Hand Dealer licence Business & Trade Lic Full Cost Recovery application \$277.63 \$5.14 \$282.77 \$289.10 \$290.57 Application fee: Second Hand Shop Business & Trade Lic Full Cost Recovery application \$568.64 \$10.52 \$579.16 \$592.13 \$595.15 Renewal fee: Second Hand Shop licence Business & Trade Lic Full Cost Recovery application \$277.63 \$5.14 \$282.77 \$289.10 \$290.57 Application fee: Second Hand Salvage Business & Trade Lic Full Cost Recovery application \$568.64 \$10.52 \$579.16 \$592.13 \$595.15 Renewal fee: Second Hand Salvage Business & Trade Lic Full Cost Recovery application \$568.64 \$10.52 \$579.16 \$592.13 \$595.15 Renewal fee: Second Per		business & ridue Lic	Tull Cost Necovery		\$308.04	\$10.52	\$373.10	3332.13	\$393.13
Application fee: Second Hand Shop Business & Trade Lic Full Cost Recovery application Per application \$568.64 \$10.52 \$579.16 \$592.13 \$595.15 Renewal fee: Second Hand Shop licence Business & Trade Lic Full Cost Recovery application \$277.63 \$5.14 \$282.77 \$289.10 \$290.57 Application fee: Second Hand Salvage Business & Trade Lic Full Cost Recovery application \$568.64 \$10.52 \$579.16 \$592.13 \$595.15 Renewal fee: Second Per		Rusiness & Trade Lic	Full Cost Recovery	1	\$277.63	\$5.14	\$282.77	\$289.10	\$290.57
Second Hand Shop Business & Trade Lic Full Cost Recovery application \$568.64 \$10.52 \$579.16 \$592.13 \$595.15 Renewal fee: Second Hand Shop licence Business & Trade Lic Full Cost Recovery application \$277.63 \$5.14 \$282.77 \$289.10 \$290.57 Application fee: Second Hand Salvage Business & Trade Lic Full Cost Recovery application \$568.64 \$10.52 \$579.16 \$592.13 \$595.15 Renewal fee: Second		Sasmess & Hade Be	. a.i cost necovery		72,7.03	75.14	Y202.77	Ç205.10	7230.37
Renewal fee: Second Hand Shop licence Business & Trade Lic Full Cost Recovery Application fee: Second Hand Salvage Renewal fee: Second Full Cost Recovery Application Application Full Cost Recovery Application Applica	• • •	Business & Trade Lic	Full Cost Recovery	1	\$568.64	\$10.52	\$579.16	\$592.13	\$595.15
Hand Shop licence Business & Trade Lic Full Cost Recovery application \$277.63 \$5.14 \$282.77 \$289.10 \$290.57 Application fee: Per Second Hand Salvage Business & Trade Lic Full Cost Recovery application \$568.64 \$10.52 \$579.16 \$592.13 \$595.15 Renewal fee: Second			. I.i. cost necovery		\$500.04	710.52	ψ3,3. <u>1</u> 0	Ç552.15	, , , , , , , , , , , , , , , , , , ,
Application fee: Second Hand Salvage Renewal fee: Second		Business & Trade Lic	Full Cost Recovery	1	\$277.63	\$5.14	\$282.77	\$289.10	\$290.57
Second Hand Salvage Renewal fee: Second Part Second Recovery Renewal fee: Second Recovery Renewal fee: Second Recovery Renewal fee: Second Recovery Renewal fee: Second Recovery Recove					7203	Ψ5.1-1	, _OL., /	7_05.20	7_50.57
Renewal fee: Second Per		Business & Trade Lic	Full Cost Recovery	1	\$568.64	\$10.52	\$579.16	\$592.13	\$595.15
			111111111111111111111111111111111111111		,,,,,,,,,	,:-2	,	,	,
	Hand Salvage Yard	Business & Trade Lic	Full Cost Recovery	application	\$277.63	\$5.14	\$282.77	\$289.10	\$290.57

				2013	201	4	2015	2016
				2010	Inflationary	•	2015	
				Ammuouad		Dudant		
				Approved	Adjusted	Budget	·	
Rate Description	Service	Fee Category	Fee Basis	Rate	Rate	Rate	Plan Rate	Plan Rate
Application fee:	Durain and O Tanada Lia	F. II Cook Books	Per	¢5.00.04	\$10.52	¢570.46	ć502.42	Ć505.45
Second Hand Salvage	Business & Trade Lic	Full Cost Recovery	application Per	\$568.64	\$10.52	\$579.16	\$592.13	\$595.15
Renewal fee: Second Hand Salvage Shop	Business & Trade Lic	Full Cost Recovery	application	\$277.63	\$5.14	\$282.77	\$289.10	\$290.57
Application fee:	Dusiness & Hade Lic	Turi cost necovery	Per	\$277.03	\$3.14	3202.77	\$205.10	\$230.37
Swimming Pool licence	Rusiness & Trade lic	Full Cost Recovery	application	\$372.48	\$6.89	\$379.37	\$387.87	\$389.85
Renewal fee: Swimming	Business a nade at	Tun dost necovery	Per	ψ372ο	Ψ 0.03	φσ.σ.σ.	φσστιστ	-
Pool licence	Business & Trade Lic	Full Cost Recovery	application	\$215.01	\$3.98	\$218.99	\$223.89	\$225.03
Application fee:			Per		,	,	,	
Special Sale licence	Business & Trade Lic	Full Cost Recovery	application	\$568.64	\$10.52	\$579.16	\$592.13	\$595.15
Renewal fee: Special			Per					
Sale licence	Business & Trade Lic	Full Cost Recovery	application	\$277.63	\$5.14	\$282.77	\$289.10	\$290.57
Application fee:			Per					
Clothing Drop Box	Business & Trade Lic	Full Cost Recovery	application	\$484.45	\$8.96	\$493.41	\$504.46	\$507.04
Renewal fee: Clothing			Per					
Drop Box Operator	Business & Trade Lic	Full Cost Recovery	application	\$204.58	\$3.78	\$208.36	\$213.03	\$214.12
Application fee:			Per					
Entertainment	Business & Trade Lic	Full Cost Recovery	application	\$428.71	\$7.93	\$436.64	\$446.42	\$448.70
Renewal fee:		5 U.O. 1.D.	Per	4		44	4000	4
Entertainment	Business & Trade Lic	Full Cost Recovery	application	\$258.83	\$4.79	\$263.62	\$269.52	\$270.90
Application fee:	T: 0 1:	Full Coat Bassiani	Per	¢540.44	\$10.14	ć==0.20	¢570.70	ć=72.70
Taxicab Driver licence Renewal fee: Taxicab	laxi & Livery Licens	Full Cost Recovery	application Per	\$548.14	\$10.14	\$558.28	\$570.79	\$573.70
Driver licence	Taxi & Livery Licens	Full Cost Recovery	application	\$315.43	\$5.84	\$321.27	\$328.46	\$330.14
Application fee:	laxi & livery licens	Tun Cost Necovery	Per	3313.43	\$3.84	JJ21.27	\$328.40	\$330.14
Limousine Driver	Taxi & Livery Licens	Full Cost Recovery	application	\$355.97	\$6.59	\$362.56	\$370.68	\$372.57
Renewal fee: Limousine		Tun dost necovery	Per	ψοσοσ.	ψ0.55	φ302.30	φ370.00	ψ372.37
Driver licence	Taxi & Livery Licens	Full Cost Recovery	application	\$263.44	\$4.87	\$268.31	\$274.32	\$275.72
Application fee: Tow	,	,	Per		·			
Truck Driver licence	Taxi & Livery Licens	Full Cost Recovery	application	\$355.97	\$6.59	\$362.56	\$370.68	\$372.57
Renewal fee: Tow Truck			Per					
Driver licence	Taxi & Livery Licens	Full Cost Recovery	application	\$263.44	\$4.87	\$268.31	\$274.32	\$275.72
Application fee:			Per					
Driving Instructor	Taxi & Livery Licens	Full Cost Recovery	application	\$355.97	\$6.59	\$362.56	\$370.68	\$372.57
Renewal fee: Driving			Per					
Instructor licence -	Taxi & Livery Licens	Full Cost Recovery	application	\$263.44	\$4.87	\$268.31	\$274.32	\$275.72
Application fee:	L		Per	400-		4000 -0	40=0.00	40-0
Refreshment Vehicle	Taxi & Livery Licens	Full Cost Recovery	application	\$355.97	\$6.59	\$362.56	\$370.68	\$372.57
Renewal fee:	Tavi 9 livery licens	Full Cost Recovery	Per	6262.44	ć4.07	¢260.21	627422	¢275.72
Refreshment Vehicle Application fee: School	Taxi & Livery Licens	Full Cost Recovery	application Per	\$263.44	\$4.87	\$268.31	\$274.32	\$275.72
Bus Driver licence	Taxi & Livery Licens	Full Cost Recovery	application	\$355.97	\$6.59	\$362.56	\$370.68	\$372.57
Renewal fee: School	Taxi & Livery Licens	Tun cost recovery	Per	\$333.57	\$0.55	Ç302.30	\$370.00	Ψ37 Z.37
Bus Driver licence	Taxi & Livery Licens	Full Cost Recovery	application	\$263.44	\$4.87	\$268.31	\$274.32	\$275.72
Application fee:			Per	7=22	7	7-00.01	7	7=:
Pedicab Driver licence	Taxi & Livery Licens	Full Cost Recovery	application	\$355.97	\$6.59	\$362.56	\$370.68	\$372.57
Renewal fee: Pedicab	,	,	Per	·	·			
Driver licence	Taxi & Livery Licens	Full Cost Recovery	application	\$263.44	\$4.87	\$268.31	\$274.32	\$275.72
Application fee: Horse			Per					
Drawn Vehicle Driver	Taxi & Livery Licens	Full Cost Recovery	application	\$355.97	\$6.59	\$362.56	\$370.68	\$372.57
Renewal fee: Horse			Per					
Drawn Vehicle Driver	Taxi & Livery Licens	Full Cost Recovery	application	\$263.44	\$4.87	\$268.31	\$274.32	\$275.72
Application fee: Right		L	Per					
of Entry permit - Low	Business Permitting	Full Cost Recovery	application	\$281.71	\$5.21	\$286.92	\$293.35	\$294.84
Renewal fee: Right of	D Da	E. II Cook Do	Per	6455	42.00	6150 **	646466	6162.00
Entry permit - Low	Business Permitting	Full Cost Recovery	application	\$155.56	\$2.88	\$158.44	\$161.99	\$162.81

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				2013	201	4	2015	2016
Rate Description	Service	Fee Category	Fee Basis	Approved Rate	Inflationary Adjusted Rate	Budget Rate	Plan Rate	Plan Rate
Application fee: Right			Per					
of Entry permit - High	Business Permitting	Full Cost Recovery	application	\$1,034.98	\$19.15	\$1,054.13	\$1,077.74	\$1,083.24
Renewal fee: Right of			Per					
Entry permit - High	Business Permitting	Full Cost Recovery	application	\$341.74	\$6.32	\$348.06	\$355.86	\$357.67
Annual fee: Clothing			L			4	4	4.0.00
Drop Box location	Business Permitting	Full Cost Recovery	Per location Per	\$100.00	\$1.85	\$101.85	\$104.13	\$104.66
Amendment fee: Clothing Drop Box	Business Permitting	Full Cost Recovery	Amendment	\$100.00	\$1.85	\$101.85	\$104.13	\$104.66
Application Fee:	business Fermitting	Tun cost necovery	Per	\$100.00	\$1.65	\$101.65	\$104.13	\$104.00
Busker permit	Business Permitting	City Policy	application	\$35.71	\$0.66	\$36.37	\$37.19	\$37.37
Application fee:			Per					
Sidewalk Artist permit	Business Permitting	City Policy	application	\$35.71	\$0.66	\$36.37	\$37.19	\$37.37
Annual fee: Portrait								
Artist permit	Business Permitting	City Policy	Per person	\$428.51	\$7.93	\$436.44	\$446.21	\$448.49
Application fee:			Per					
Sidewalk Vending	Business Permitting	City Policy	application	\$285.09	\$5.27	\$290.36	\$296.87	\$298.38
Application fee:	Di Disti	Cit. Delian	Per	6205.00	65.37	¢200.26	¢206.07	6200.20
Curblane Vending Application fee:	Business Permitting	City Policy	application Per	\$285.09	\$5.27	\$290.36	\$296.87	\$298.38
Boulevard Café permit	Business Permitting	City Policy	application	\$223.13	\$4.13	\$227.26	\$232.35	\$233.53
Application fee:	business i crimitang	City i oney	Per	Ų223.13	Ş4.13	ŞZZ7.20	ŞZ3Z.33	Ψ 2 33.33
Boulevard Marketing	Business Permitting	City Policy	application	\$74.31	\$1.37	\$75.68	\$77.38	\$77.77
Licence amendment at								
any time other than	Business & Trade Lic	Full Cost Recovery	Per request	\$54.91	\$1.02	\$55.93	\$57.18	\$57.47
Application fee:			Per					
Ambassador Taxicab	Taxi & Livery Licens	Full Cost Recovery	application	\$941.93	\$17.43	\$959.36	\$980.85	\$985.85
Renewal fee:	L		Per			4	4====	4=0.4.00
Ambassador Taxicab	Taxi & Livery Licens	Full Cost Recovery	application	\$756.08	\$13.99	\$770.07	\$787.32	\$791.33
Application fee: Accessible Taxicab	Taxi & Livery Licens	Full Cost Recovery	Per application	\$469.39	\$8.68	\$478.07	\$488.78	\$491.28
Renewal fee:	Taxi & Livery Licens	ruii Cost Necovery	Per	\$409.59	\$0.00	3476.07	\$400.70	3491.20
Accessible Taxicab	Taxi & Livery Licens	Full Cost Recovery	application	\$391.03	\$7.23	\$398.26	\$407.19	\$409.26
Application fee: Adult			Per	700=:00	71.20	7000	7	7
Entertainment Centre	Business & Trade Lic	Full Cost Recovery	application	\$6,060.95	\$112.13	\$6,173.08	\$6,311.35	\$6,343.54
Renewal fee: Adult			Per					
Entertainment Centre	Business & Trade Lic	Full Cost Recovery	application	\$5,872.75	\$108.65	\$5,981.40	\$6,115.38	\$6,146.57
Application fee:			Per					
Standard Taxicab	Business & Trade Lic	Full Cost Recovery	application	\$1,194.39	\$22.10	\$1,216.49	\$1,243.74	\$1,250.08
Application fee: Body	Durings O Tondalia	Full Cook Bossesson	Per	¢5,002,07	6110.00	¢c 002 cF	¢c 220 45	¢c 264 02
Rub Parlour licence - Renewal fee: Body Rub	Business & Trade Lic	Full Cost Recovery	application Per	\$5,982.97	\$110.68	\$6,093.65	\$6,230.15	\$6,261.93
Parlour licence -	Business & Trade Lic	Full Cost Recovery	application	\$5,794.77	\$107.20	\$5,901.97	\$6,034.18	\$6,064.95
Application fee:	Business & Hude Lie	Tun cost necovery	Per	Ţ3,734.77	Ţ107.20	γ 5,501.57	70,034.10	70,004.55
Limousine Owner	Taxi & Livery Licens	Full Cost Recovery	application	\$717.11	\$13.27	\$730.38	\$746.74	\$750.55
Annual fee: Boulevard	·	,	Per square			·		
Café permit - Area 2	Business Permitting	Full Cost Recovery	metre	\$73.49	\$1.36	\$74.85	\$76.53	\$76.92
Annual fee: Boulevard			Per square					
Café permit - Area 1	Business Permitting	Full Cost Recovery	metre	\$36.73	\$0.68	\$37.41	\$38.25	\$38.44
Annual fee: Boulevard			Per square			A		Av = = :
Café permit - Area 3	Business Permitting	Full Cost Recovery	metre	\$18.38	\$0.34	\$18.72	\$19.14	\$19.24
Annual fee: Boulevard	Rusiness Permitting	Full Cost Possyony	Per square metre	\$30.00	60.27	\$20.37	\$20.02	\$20.02
Café permit - East York Annual fee: Awning or	Business Permitting	Full Cost Recovery	Per awning or	\$20.00	\$0.37	\$20.37	\$20.83	\$20.93
Temporary Marketing	Business Permitting	Full Cost Recovery	enclosure	\$28.57	\$0.53	\$29.10	\$29.75	\$29.90
Annual fee: Boulevard			Per square	Ų.23.37	Ç0.55	, 23.20	, L 55	+ 23.55
Marketing permit -	Business Permitting	Full Cost Recovery	metre	\$83.57	\$1.55	\$85.12	\$87.02	\$87.47
Annual fee: Boulevard			Per square					
Marketing permit -	Business Permitting	Full Cost Recovery	metre	\$41.86	\$0.77	\$42.63	\$43.59	\$43.81

				2012	201	4	2015	2016
				2013	201	.4	2015	2016
					Inflationary			
				Approved	Adjusted	Budget		
Rate Description	Service	Fee Category	Fee Basis	Rate	Rate	Rate	Plan Rate	Plan Rate
Annual fee: Boulevard			Per square					
Marketing permit -	Business Permitting	Full Cost Recovery	metre	\$20.94	\$0.39	\$21.33	\$21.81	\$21.92
Annual fee: Boulevard			Per square					
Marketing permit -	Business Permitting	Full Cost Recovery	metre	\$20.00	\$0.37	\$20.37	\$20.83	\$20.93
Annual fee: Sidewalk								
Vending (Toronto)	Business Permitting	Full Cost Recovery	Per location	\$1,181.40	\$21.86	\$1,203.26	\$1,230.21	\$1,236.48
Annual fee: Sidewalk								
Vending (Toronto)	Business Permitting	Full Cost Recovery	Per location	\$2,362.43	\$43.70	\$2,406.13	\$2,460.03	\$2,472.58
Annual fee: Sidewalk		5 11 6 . 1 5		42.474.65	44040	ć2 244 02	42.264.27	42 272 00
Vending (Metro) permit	Business Permitting	Full Cost Recovery	Per location	\$2,171.65	\$40.18	\$2,211.83	\$2,261.37	\$2,272.90
Annual fee: Sidewalk	Dusiness Dermitting	Full Cost Bosovery	Dor Location	64 242 20	¢90.35	¢4.422.65	¢4 522 74	Ć4 F4F 01
Vending (Metro) permit Annual fee: Curblane	Business Permitting	Full Cost Recovery	Per location	\$4,343.30	\$80.35	\$4,423.65	\$4,522.74	\$4,545.81
Vending (Toronto)	Business Permitting	Full Cost Recovery	Per location	\$4,218.58	\$78.04	\$4,296.62	\$4,392.87	\$4,415.27
Annual fee: Curblane	business remitting	Tull Cost Necovery	rei iocation	\$4,210.36	\$78.04	34,230.02	34,332.07	34,413.27
Vending (Toronto)	Business Permitting	Full Cost Recovery	Per location	\$5,737.31	\$106.14	\$5,843.45	\$5,974.34	\$6,004.81
Annual fee: Curblane	Dustrices i criticung	Tun cost recovery	T CI TOCATION	\$5,757.51	\$100.14	75,045.45	75,574.54	70,004.01
Vending (Metro) permit	Business Permitting	Full Cost Recovery	Per location	\$3,764.24	\$69.64	\$3,833.88	\$3,919.76	\$3,939.75
Annual fee: Curblane				70,70	7 00.0	+ - /	70,000	70,000
Vending (Metro) permit	Business Permitting	Full Cost Recovery	Per location	\$7,528.44	\$139.28	\$7,667.72	\$7,839.47	\$7,879.45
Application fee:			Per					
Refreshment Vehicle	Business & Trade Lic	Full Cost Recovery	application	\$355.97	\$6.59	\$362.56	\$370.68	\$372.57
Renewal fee:			Per					
Refreshment Vehicle	Business & Trade Lic	Full Cost Recovery	application	\$263.44	\$4.87	\$268.31	\$274.32	\$275.72
Application fee: Pedlar			Per					
Assistant licence	Business & Trade Lic	Full Cost Recovery	application	\$355.97	\$6.59	\$362.56	\$370.68	\$372.57
Renewal fee: Pedlar			Per					
Assistant licence	Business & Trade Lic	Full Cost Recovery	application	\$263.44	\$4.87	\$268.31	\$274.32	\$275.72
Application fee:			Per					
Hawker Pedlar on Foot	Business & Trade Lic	Full Cost Recovery	application	\$568.64	\$10.52	\$579.16	\$592.13	\$595.15
Renewal fee: Hawker		5 11 6 . 1 5	Per	4277.62	45.44	ć202 77	420040	4200 57
	Business & Trade Lic	Full Cost Recovery	application	\$277.63	\$5.14	\$282.77	\$289.10	\$290.57
Application fee:	Durain and O Treads tie	Full Coat Bassian	Per	¢5.00.04	610.53	ć=70.4 <i>C</i>	ć=02.42	¢505.45
Transient Trader Renewal fee: Transient	Business & Trade Lic	Full Cost Recovery	application Per	\$568.64	\$10.52	\$579.16	\$592.13	\$595.15
Trader licence	Business & Trade Lic	Full Cost Recovery	application	\$277.63	\$5.14	\$282.77	\$289.10	\$290.57
Application fee:	business & fraue Lic	Tull Cost Necovery	Per	\$277.03	\$3.14	J202.77	\$205.10	\$230.37
Holistic Practitioner	Business & Trade Lic	Full Cost Recovery	application	\$282.72	\$5.23	\$287.95	\$294.40	\$295.90
Renewal fee: Holistic	Business & Hude Lie	Tun cost necovery	Per	7202.72	ψ3. <u>2</u> 3	Ψ207.33	Ş254.40	Ş233.30
Practitioner licence	Business & Trade Lic	Full Cost Recovery	application	\$176.01	\$3.26	\$179.27	\$183.28	\$184.22
Application fee:			Per	7	70.00	7	7-00	7
Insulation Installer	Business & Trade Lic	Full Cost Recovery	application	\$357.13	\$6.61	\$363.74	\$371.88	\$373.78
Renewal fee:		· ·	Per					
Insulation Installer	Business & Trade Lic	Full Cost Recovery	application	\$211.46	\$3.91	\$215.37	\$220.20	\$221.32
Application fee: Body			Per					
Rubber licence	Business & Trade Lic	Full Cost Recovery	application	\$360.69	\$6.67	\$367.36	\$375.59	\$377.51
Renewal fee: Body			Per					
Rubber licence	Business & Trade Lic	Full Cost Recovery	application	\$254.00	\$4.70	\$258.70	\$264.49	\$265.84
Application fee:			Per					
Burlesque Entertainer	Business & Trade Lic	Full Cost Recovery	application	\$360.69	\$6.67	\$367.36	\$375.59	\$377.51
Renewal fee: Burlesque		l	Per					
Entertainer licence	Business & Trade Lic	Full Cost Recovery	application	\$254.00	\$4.70	\$258.70	\$264.49	\$265.84
Application fee:		- H G + B	Per			40.55 = :	40	42-2
Building Cleaner	Business & Trade Lic	Full Cost Recovery	application	\$357.13	\$6.61	\$363.74	\$371.88	\$373.78
Renewal fee: Building	Business & Trade Lic	Full Cost Recovery	Per	6311.40	63.04	¢24F27	6220.20	6224.22
Cleaner licence	Dusiliess & Itade IIC	Full Cost Recovery	application	\$211.46	\$3.91	\$215.37	\$220.20	\$221.32

				2013	201	.4	2015	2016
					Inflationary			
				Approved	Adjusted	Budget		
Rate Description	Service	Fee Category	Fee Basis	Rate	Rate	Rate	Dian Pata	Plan Rate
Application fee:	Service	ree Category	Per	Nate	Nate	Nate	Flaii Nate	Fiaii Nate
Advertising licence	Business & Trade Lic	Full Cost Recovery	application	\$325.25	\$6.02	\$331.27	\$338.69	\$340.41
Renewal fee:	Dustriess & ridde Ele	Tun dost necestery	Per	Ų323.23	, , , , , , , , , , , , , , , , , , ,	ψ331127	φοσοισο	ψ510112
Advertising licence	Business & Trade Lic	Full Cost Recovery	application	\$213.83	\$3.96	\$217.79	\$222.66	\$223.80
Application fee:		,	Per		,	,	,	,
Auctioneer licence	Business & Trade Lic	Full Cost Recovery	application	\$357.13	\$6.61	\$363.74	\$371.88	\$373.78
Renewal fee:			Per					
Auctioneer licence	Business & Trade Lic	Full Cost Recovery	application	\$211.46	\$3.91	\$215.37	\$220.20	\$221.32
Application fee: Bill			Per					
Distributor licence	Business & Trade Lic	Full Cost Recovery	application	\$325.25	\$6.02	\$331.27	\$338.69	\$340.41
Renewal fee: Bill			Per					
Distributor licence	Business & Trade Lic	Full Cost Recovery	application	\$213.83	\$3.96	\$217.79	\$222.66	\$223.80
Application fee:		5 11 0 1 1 5	Per	425742	45.54	6262.74	4274.00	427270
Building Renovator	Business & Trade Lic	Full Cost Recovery	application Per	\$357.13	\$6.61	\$363.74	\$371.88	\$373.78
Renewal fee: Building Renovator licence	Business & Trade Lic	Full Cost Recovery	application	\$211.46	\$3.91	\$215.37	\$220.20	\$221.32
Application fee:	business & fraue Lic	Turi cost necovery	Per	\$211.40	\$3.91	J21J.J7	\$220.20	3221.32
Chimney Repairman	Business & Trade Lic	Full Cost Recovery	application	\$357.13	\$6.61	\$363.74	\$371.88	\$373.78
Renewal fee: Chimney	Dustriess & ridde Ele	Tun dost necestery	Per	Ų3371 <u>2</u> 3	Ų0.01	φυσυ	ψ371.00	4075176
Repairman licence	Business & Trade Lic	Full Cost Recovery	application	\$211.46	\$3.91	\$215.37	\$220.20	\$221.32
Application fee: Drain		,	Per		,	,	,	
Contractor licence	Business & Trade Lic	Full Cost Recovery	application	\$357.13	\$6.61	\$363.74	\$371.88	\$373.78
Renewal fee: Drain			Per					
Contractor licence	Business & Trade Lic	Full Cost Recovery	application	\$211.46	\$3.91	\$215.37	\$220.20	\$221.32
Application fee: Drain			Per					
Layer licence	Business & Trade Lic	Full Cost Recovery	application	\$357.13	\$6.61	\$363.74	\$371.88	\$373.78
Renewal fee: Drain			Per					
Layer licence	Business & Trade Lic	Full Cost Recovery	application	\$211.46	\$3.91	\$215.37	\$220.20	\$221.32
Application fee:		5 11 0 11 5	Per	425742	45.54	6262.74	4274.00	4272 70
Heating Contractor	Business & Trade Lic	Full Cost Recovery	application Per	\$357.13	\$6.61	\$363.74	\$371.88	\$373.78
Renewal fee: Heating Contractor licence	Business & Trade Lic	Full Cost Recovery	application	\$211.46	\$3.91	\$215.37	\$220.20	\$221.32
Application fee:	business & fraue Lic	Turi cost necovery	Per	\$211.40	\$3.91	\$213.37	\$220.20	3221.32
Plumbing & Heating	Business & Trade Lic	Full Cost Recovery	application	\$544.96	\$10.08	\$555.04	\$567.47	\$570.37
Renewal fee: Plumbing	Business & Hude Lie	Tun cost necovery	Per	\$344.50	710.00	γ 555.0 τ	Ş307.47	\$370.37
& Heating Contractor	Business & Trade Lic	Full Cost Recovery	application	\$360.32	\$6.67	\$366.99	\$375.21	\$377.12
Application fee:		,	Per					
Driveway Paving	Business & Trade Lic	Full Cost Recovery	application	\$357.13	\$6.61	\$363.74	\$371.88	\$373.78
Renewal fee: Driveway			Per					
Paving Contractor	Business & Trade Lic	Full Cost Recovery	application	\$211.46	\$3.91	\$215.37	\$220.20	\$221.32
Application fee:			Per					
Plumbing Contractor	Business & Trade Lic	Full Cost Recovery	application	\$357.13	\$6.61	\$363.74	\$371.88	\$373.78
Renewal fee: Plumbing			Per					
Contractor licence	Business & Trade Lic	Full Cost Recovery	application	\$211.46	\$3.91	\$215.37	\$220.20	\$221.32
Application fee:	Descionara O Turada Lia	Full Coat Bassiani	Per	625742	66.64	ć262. 7 4	6274.00	6272.70
Master Plumber	Business & Trade Lic	Full Cost Recovery	application	\$357.13	\$6.61	\$363.74	\$371.88	\$373.78
Renewal fee: Master Plumber licence	Business & Trade Lic	Full Cost Recovery	Per application	\$211.46	\$3.91	\$215.37	\$220.20	\$221.32
Application fee:	Business & Haue Lie	Tan Cost Necovery	Per	Ç211.40	٠,53.91	/د.داعب	7220.20	٧٤٢.٥٤
Master Heating	Business & Trade Lic	Full Cost Recovery	application	\$357.13	\$6.61	\$363.74	\$371.88	\$373.78
Renewal fee: Master		1	Per	\$337.13	\$5.51	,	7272.50	7273.70
Heating Installer	Business & Trade Lic	Full Cost Recovery	application	\$211.46	\$3.91	\$215.37	\$220.20	\$221.32
Application fee:			Per					
Standard Taxicab	Taxi & Livery Licens	Full Cost Recovery	application	\$4,581.83	\$84.76	\$4,666.59	\$4,771.13	\$4,795.46
Renewal fee: Standard			Per					
Taxicab Owner licence	Taxi & Livery Licens	Full Cost Recovery	application	\$1,194.39	\$22.10	\$1,216.49	\$1,243.74	\$1,250.08

Application fee: Limousine Owner Taxi & Livery Licens Full Cost Recovery application \$1,070.71 \$19.81 \$1,090.52 \$1,114.9 Renewal fee: Limousine Owner licence Taxi & Livery Licens Full Cost Recovery application \$717.11 \$13.27 \$730.38 \$746.7 Application fee: Tow Truck Owner licence Taxi & Livery Licens Full Cost Recovery application \$1,070.71 \$19.81 \$1,090.52 \$1,114.9	
Rate Description Service Fee Category Fee Basis Rate Approved Rate Rate Plan Rat Application fee: Limousine Owner Renewal fee: Limousine Owner licence Taxi & Livery Licens Full Cost Recovery Application Per application Per application S717.11 S13.27 S730.38 S746.7 Per Truck Owner licence Taxi & Livery Licens Full Cost Recovery Application Full Cost Recovery Application S1,070.71 S19.81 S1,090.52 S1,114.9 Per application S1,070.71 S19.81 S1,090.52 S1,114.9 S746.7	\$1,120.63
Rate Description Service Fee Category Fee Basis Rate Rate Plan Rate Application fee: Limousine Owner Taxi & Livery Licens Full Cost Recovery application \$1,070.71 \$19.81 \$1,090.52 \$1,114.9 Renewal fee: Limousine Owner Iicence Taxi & Livery Licens Full Cost Recovery application \$717.11 \$13.27 \$730.38 \$746.7 Application fee: Tow Truck Owner Iicence Taxi & Livery Licens Full Cost Recovery application \$1,070.71 \$19.81 \$1,090.52 \$1,114.9	\$1,120.63
Application fee: Limousine Owner Taxi & Livery Licens Full Cost Recovery application \$1,070.71 \$19.81 \$1,090.52 \$1,114.9 Renewal fee: Limousine Owner licence Taxi & Livery Licens Full Cost Recovery application \$717.11 \$13.27 \$730.38 \$746.7 Application fee: Tow Truck Owner licence Taxi & Livery Licens Full Cost Recovery application \$1,070.71 \$19.81 \$1,090.52 \$1,114.9	\$1,120.63
Limousine Owner Taxi & Livery Licens Full Cost Recovery application \$1,070.71 \$19.81 \$1,090.52 \$1,114.90 Renewal fee: Limousine Owner licence Taxi & Livery Licens Full Cost Recovery application \$717.11 \$13.27 \$730.38 \$746.70 Per Truck Owner licence Taxi & Livery Licens Full Cost Recovery application \$1,070.71 \$19.81 \$1,090.52 \$1,114.90 Per Truck Owner licence Taxi & Livery Licens Full Cost Recovery application \$1,070.71 \$19.81 \$1,090.52 \$1,114.90 Per Truck Owner licence Taxi & Livery Licens Full Cost Recovery application \$1,070.71 \$19.81 \$1,090.52 \$1,114.90 Per Truck Owner licence Taxi & Livery Licens Full Cost Recovery application \$1,070.71 \$19.81 \$1,090.52 \$1,114.90 Per Truck Owner licence Taxi & Livery Licens Full Cost Recovery application \$1,070.71 \$19.81 \$1,090.52 \$1,114.90 Per Truck Owner licence Taxi & Livery Licens Full Cost Recovery application \$1,070.71 \$19.81 \$1,090.52 \$1,114.90 Per Truck Owner licence Taxi & Livery Licens Full Cost Recovery application \$1,070.71 \$19.81 \$1,090.52 \$1,114.90 Per Truck Owner licence Taxi & Livery Licens Full Cost Recovery application \$1,070.71 \$19.81 \$1,090.52 \$1,114.90 Per Truck Owner licence Taxi & Livery Licens Full Cost Recovery Application \$1,070.71 \$19.81 \$1,090.52 \$1,0	
Renewal fee: Limousine Owner licence Taxi & Livery Licens Taxi & Livery Licens Full Cost Recovery Truck Owner licence Taxi & Livery Licens Taxi & Livery Licens Full Cost Recovery Truck Owner licence Taxi & Livery Licens Full Cost Recovery Truck Owner licence Taxi & Livery Licens Full Cost Recovery Truck Owner licence Taxi & Livery Licens Full Cost Recovery Truck Owner licence Taxi & Livery Licens Truck Owner licence Truck Ow	
Owner licence Taxi & Livery Licens Full Cost Recovery application \$717.11 \$13.27 \$730.38 \$746.70 \$10.00 \$10	\$750.55
Application fee: Tow Truck Owner licence Taxi & Livery Licens Full Cost Recovery application \$1,070.71 \$19.81 \$1,090.52 \$1,114.9	ψ/30.33
Truck Owner licence Taxi & Livery Licens Full Cost Recovery application \$1,070.71 \$19.81 \$1,090.52 \$1,114.9	
	\$1,120.63
Renewal fee: Tow Truck Per	
Owner licence Taxi & Livery Licens Full Cost Recovery application \$717.11 \$13.27 \$730.38 \$746.7	\$750.55
Application fee: Per	
Driving Instructor Taxi & Livery Licens Full Cost Recovery application \$445.77 \$8.25 \$454.02 \$464.1	\$466.55
Renewal fee: Driving Per	
Instructor licence - Taxi & Livery Licens Full Cost Recovery application \$320.15 \$5.92 \$326.07 \$333.3	\$335.08
Application fee: Per	
Driving School Taxi & Livery Licens Full Cost Recovery application \$445.77 \$8.25 \$454.02 \$464.1	\$466.55
Renewal fee: Driving Per	6225.00
School Operator Taxi & Livery Licens Full Cost Recovery application \$320.15 \$5.92 \$326.07 \$333.3 Application fee: Per	\$335.08
Refreshment Vehicle Taxi & Livery Licens Full Cost Recovery application \$1,070.71 \$19.81 \$1,090.52 \$1,114.9	\$1,120.63
Renewal fee: Per Per	71,120.03
Refreshment Vehicle Taxi & Livery Licens Full Cost Recovery application \$717.11 \$13.27 \$730.38 \$746.7	\$750.55
Application fee:	\$750.55
Pedicab Owner licence Taxi & Livery Licens Full Cost Recovery application \$376.04 \$6.96 \$383.00 \$391.5	\$393.57
Renewal fee: Pedicab Per	,
Owner licence Taxi & Livery Licens Full Cost Recovery application \$252.82 \$4.68 \$257.50 \$263.2	\$264.61
Application fee: Per	
Hawker/Pedlar licence Taxi & Livery Licens Full Cost Recovery application \$1,070.71 \$19.81 \$1,090.52 \$1,114.9	\$1,120.63
Renewal fee: Per Per	
Hawker/Pedlar licence Taxi & Livery Licens Full Cost Recovery application \$717.11 \$13.27 \$730.38 \$746.7	\$750.55
Application fee: Per	l .
Hawker/Pedlar licence Taxi & Livery Licens Full Cost Recovery application \$1,070.71 \$19.81 \$1,090.52 \$1,114.9	\$1,120.63
Renewal fee: Per	475055
Hawker/Pedlar licence Taxi & Livery Licens Full Cost Recovery application \$717.11 \$13.27 \$730.38 \$746.7 Application fee: Horse Per	\$750.55
	6202 57
Drawn Vehicle Owner Taxi & Livery Licens Full Cost Recovery application \$376.04 \$6.96 \$383.00 \$391.5	\$393.57
Drawn Vehicle Owner Taxi & Livery Licens Full Cost Recovery application \$252.82 \$4.68 \$257.50 \$263.2	\$264.61
Application fee:	\$204.01
Collector of Second Business & Trade Lic Full Cost Recovery application \$568.64 \$10.52 \$579.16 \$592.1	\$595.15
Renewal fee: Collector Per	,
of Second Hand Goods Business & Trade Lic Full Cost Recovery application \$277.63 \$5.14 \$282.77 \$289.1	\$290.57
Application fee: Per	
Refreshment Vehicle Taxi & Livery Licens Full Cost Recovery application \$376.04 \$6.96 \$383.00 \$391.5	\$393.57
Renewal fee: Per Per	
Refreshment Vehicle Taxi & Livery Licens Full Cost Recovery application \$252.82 \$4.68 \$257.50 \$263.2	\$264.61
Application fee: Per	
Sidewalk Vending Business Permitting Full Cost Recovery application \$281.16 \$5.20 \$286.36 \$292.7	\$294.27
Application fee: Per Continue Description Continue Contin	6204.2-
Curblane Vending Business Permitting Full Cost Recovery application \$281.16 \$5.20 \$286.36 \$292.7	\$294.27
Annual fee: Sidewalk Vending (East York) - Business & Trade Lic Full Cost Recovery Per location \$1,054.33 \$19.51 \$1,073.84 \$1,097.8	\$1 102 40
Vending (East York) - Business & Trade Lic Full Cost Recovery Per location \$1,054.33 \$19.51 \$1,073.84 \$1,097.84 \$1,097.85 \$1,0	\$1,103.49
Vending (East York) - Business & Trade Lic Full Cost Recovery Per location \$2,108.67 \$39.01 \$2,147.68 \$2,195.7	\$2,206.99
Annual fee: Curblane	72,200.33
Vending (East York) - Business & Trade Lic Full Cost Recovery Per location \$3,655.03 \$67.62 \$3,722.65 \$3,806.0	\$3,825.45
Annual fee: Curblane	1
Vending (East York) - Business & Trade Lic Full Cost Recovery Per location \$5,060.81 \$93.62 \$5,154.43 \$5,269.8	\$5,296.77

Inflation and Other Adjustments – Continued

Rate Description Service Fee Category Fee Basis Rate Rate Rate Rate Plan Rate Plan Rate Plan Rate Plan Rate Plan Rate Rate Rate Rate Rate Rate Rate Rate
Rate Description Service Fee Category Fee Basis Rate Approved Rate Rate Rate Plan Rate Plan Rate Plan Rate Plan Rate Per Boulevard Café permit - East York Application fee: Boulevard Marketing Business Permitting Full Cost Recovery Application Fee Basis Per application \$50.84 \$0.94 \$51.78 \$52.94 \$51.78
Rate Description Service Fee Category Fee Basis Rate Rate Rate Plan Rate Rate Rate Rate Rate Rate Rate Plan Rate Pl
Application fee: Boulevard Café permit - East York Business Permitting Full Cost Recovery application \$50.84 \$0.94 \$51.78 \$52.94 \$\$ Application fee: Boulevard Marketing Business Permitting Full Cost Recovery application \$50.84 \$0.94 \$51.78 \$52.94 \$\$ Application fee: Temporary Partial Café Enclosure permit Business Permitting Full Cost Recovery Per enclosure \$104.66 \$1.94 \$106.60 \$108.98 \$100.00 \$\$ Annual fee: Adult Videotape Store Business & Trade Lic Full Cost Recovery Per store \$1,016.80 \$18.81 \$1,035.61 \$1,058.81 \$
Boulevard Café permit - East York Business Permitting Full Cost Recovery application \$50.84 \$0.94 \$51.78 \$52.94 \$\$ Application fee: Boulevard Marketing Business Permitting Full Cost Recovery application \$50.84 \$0.94 \$51.78 \$52.94 \$\$ Application fee: Temporary Partial Café Enclosure permit Business Permitting Full Cost Recovery Per enclosure \$104.66 \$1.94 \$106.60 \$108.98 \$100.00 \$108.98 \$100.00
East York Business Permitting Full Cost Recovery application \$50.84 \$0.94 \$51.78 \$52.94 \$52.94 \$51.78 \$52.94 \$52.9
Application fee: Boulevard Marketing Business Permitting Full Cost Recovery Application Full Cost Recovery Per enclosure Full Cost Recovery Per store
Boulevard Marketing Business Permitting Full Cost Recovery application \$50.84 \$0.94 \$51.78 \$52.94 \$52.94 \$51.78 \$52.94 \$51.78 \$52.94 \$51.78 \$52.94 \$51.78 \$52.94 \$5
Application fee: Temporary Partial Café Enclosure permit Annual fee: Adult Videotape Store Business & Trade Lic Full Cost Recovery Per enclosure Per enclosure \$104.66 \$1.94 \$106.60 \$108.98 \$100.00 \$108.90 \$108.90 \$108.90 \$108.90 \$108.90 \$108.90 \$108.90 \$108.90 \$108.90 \$108.90 \$108.90 \$108.90 \$108.90 \$108.90 \$108.90 \$108.90 \$108.90
Temporary Partial Café Enclosure permit Annual fee: Adult Videotape Store Business & Trade Lic Full Cost Recovery Per enclosure \$104.66 \$1.94 \$106.60 \$108.98 \$100.00 \$108.90 \$108.90 \$100.00 \$108.90 \$100.00 \$108.90 \$100.00 \$108.90 \$100.00 \$108.90 \$100.00 \$108.90 \$100.00 \$108.90 \$100.00 \$100.00 \$100.00 \$100.00 \$100.00 \$100.00 \$100.00
Enclosure permit Business Permitting Full Cost Recovery Per enclosure \$104.66 \$1.94 \$106.60 \$108.98 \$100.00 \$108.98 \$100.00 \$108.98 \$100.00 \$1
Annual fee: Adult Videotape Store Business & Trade Lic Full Cost Recovery Per store \$1,016.80 \$18.81 \$1,035.61 \$1,058.81 \$1,068.81
Annual fee: Temporary
Sign permit - Portable Business Permitting Full Cost Recovery Per location \$203.36 \$3.76 \$207.12 \$211.76 \$2
Late renewal Business & Trade
administration fee: Lic/Taxi & Livery Licens Full Cost Recovery Per renewal \$8.13 \$0.15 \$8.28 \$8.47 \$
Late renewal Business & Trade
administration fee: Lic/Taxi & Livery Licens Full Cost Recovery Per renewal \$59.99 \$1.11 \$61.10 \$62.47 \$6
Late renewal Business & Trade
administration fee: Lic/Taxi & Livery Licens Full Cost Recovery Per renewal \$115.92 \$2.14 \$118.06 \$120.71 \$12
Retreival of Illegal Per Clothing Per Clothing Drop box Waste By-Law Enforce Full Cost Recovery Drop Box \$200.00 \$0.00 \$200.00 \$200.00 \$200.00
Storage of Illegal
Clothing Drop Box Waste By-Law Enforce Full Cost Recovery Per Day \$15.00 \$0.00 \$15.00 \$15.00 \$
Disposal Fee for Illegal
Clothing Drop Box Waste By-Law Enforce Full Cost Recovery Per Disposal \$80.00 \$0.00 \$80.00 \$80.00 \$
Fee for Application to Per
Community Council - Zoning Investigation Full Cost Recovery Application \$200.00 \$0.00 \$200.00 \$200.00 \$200.00
Application and Per Per
Approval Fee for A- Exemptions & Permits Full Cost Recovery Application \$200.00 \$3.62 \$203.62 \$203.18 \$20
Annual renewal for A-
frame Signs for Exemptions & Permits Full Cost Recovery Annual Fee \$200.00 \$3.62 \$203.62 \$208.18 \$20
Dog Neuter Recovery
Fee Veterinary Care Full Cost Recovery Per Animal \$60.00 \$0.00 \$60.00 \$60.00
Dog Spay Recovery Fee Veterinary Care Full Cost Recovery Per Animal \$90.00 \$0.00 \$90.00 \$90.00 \$
Application Fee: Adult
Entertainment Centre
Designated Manager Per
Licence Business & Trade Lic Full Cost Recovery Application \$360.69 \$6.67 \$367.36 \$375.59 \$33
Renewal fee: Adult
Entertainment Centre
Designated Manager Per
Licence Business & Trade Lic Full Cost Recovery Application \$254.00 \$4.70 \$258.70 \$264.49 \$26

Fees for Discontinuation

				2013		
				Approved	Year	Reason for
Rate Description	Service	Fee Category	Fee Basis	Rate	Introduced	Discontinuation
Other fees - Trap Rentals						Service no longer
(Deposit)	Animal Mobile Response	Market Based	Per Trap	\$100.00	1999	available