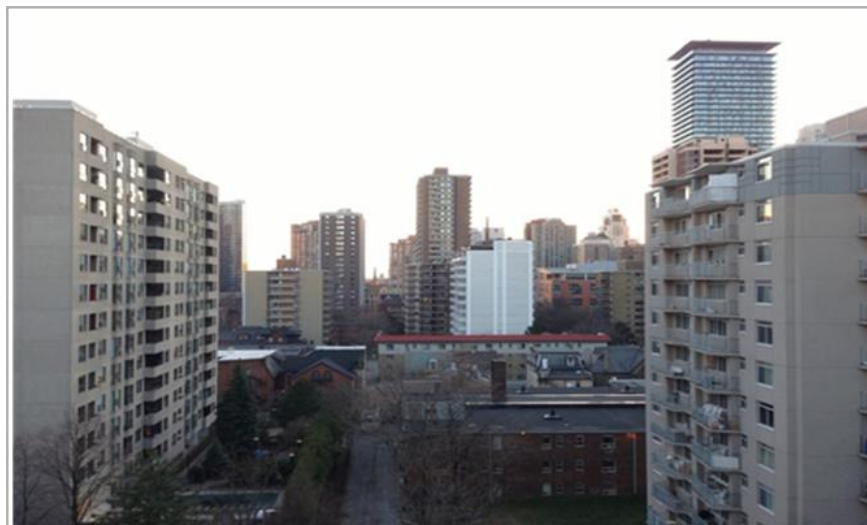


# Toronto 2018 BUDGET



## OPERATING BUDGET NOTES



## Municipal Licensing & Standards

### 2018 OPERATING BUDGET OVERVIEW

Municipal Licensing & Standards (ML&S) provides bylaw administration and enforcement services for private property maintenance and use, community standards including signs, noise, waste, parks and regulated businesses. Other services include Business Licensing and Permitting and Animal Care control, sheltering and adoption services.

### 2018 Budget Summary

The total cost to deliver these services to Toronto residents is \$56.743 million gross and \$19.382 million net as shown below:

(in \$000's)	2017 Budget	2018 Preliminary Budget	Change	
			\$	%
Gross Expenditures	53,128.4	56,743.4	3,615.0	6.8%
Revenues	33,746.1	37,361.1	3,615.0	10.7%
<b>Net Expenditures</b>	<b>19,382.4</b>	<b>19,382.4</b>	<b>0.0</b>	<b>0.0%</b>

Given the application of inflationary increases to user fee rates, the Program is able to fully offset \$0.308 million in net operating budget pressures arising mainly from increased salary and benefit costs while maintaining 2017 service levels for 2018 and moving forward with two new initiatives.

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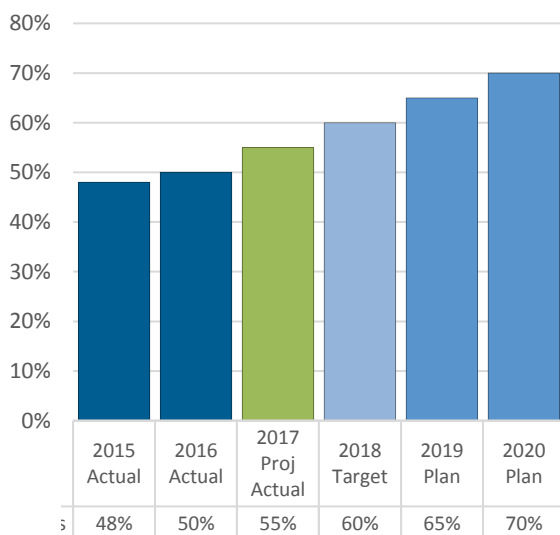
**FAST FACTS**

- ML&S has 12 district offices including Licensing, Bylaw Enforcement, Investigation and Animal Services (including animal shelters) across the City.
- 75,000 Property Standards inspections with 70% conducted in 5 days & 75% resolved within 60 days.
- 95,151 Business licenses and permits, (new & renewed).
- 80,000 dog and cat licenses, with an 80% renewal rate and 55% completed online.
- 1 CHIP Truck for micro-chipping and licensing, 1 mobile Spay/Neuter Truck.

**TRENDS**

- The efficiency of conducting pet license applications on-line is demonstrated by the growing % of applications being completed using this service since 2014.
- It is anticipated that this trend will continue in 2018 with on-line pet license applications expected to increase to 60%.
- ML&S is prioritizing on-line services to provide user-friendly services to the public such as self-management of pet owner profile, immediate issuance of donor tax receipts through email and streamlined pet licensing process for multiple pets.

**% On-line Pet License Applications**



**KEY SERVICE DELIVERABLES FOR 2018**

The 2018 Preliminary Operating Budget will enable the Program to:

**By-law Enforcement**

- Secure substantive prosecution outcomes and advance escalated enforcement initiatives related to non-compliant businesses.
- Respond to community nuisance complaints related to waste enforcement and focus on conduct in City Parks.
- Implement proactive waste diversion enforcement on multi-residential properties to support the City's objective of increasing waste diversion rates for multi-occupancy buildings.
- Continue coordination with the Toronto Police Service and Alcohol and Gaming Commission of Ontario on priority locations.

**Business Licensing and Permitting**

- Implement administrative and enforcement efficiency including on-line access for all business licence types.
- Implement harmonized Sidewalk Cafés, and Marketing Displays and Short Term Rentals by-laws.
- Implement pilots to streamline service delivery, including Provincial and Federal collaboration for the Restaurant industry.

**Property Standards, Inspection & Compliance**

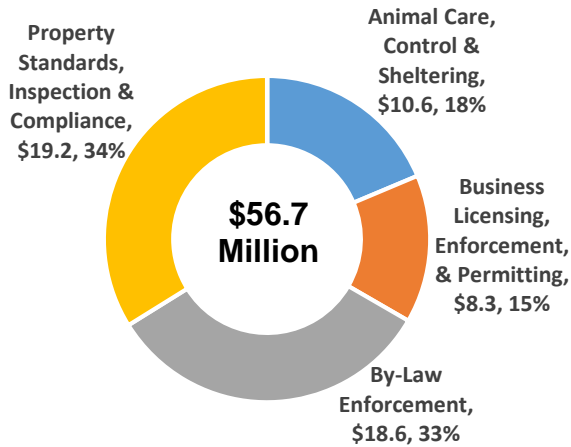
- Continued implementation of the RentSafeTO and Apartment Building Standards Program.
- Update bylaws to reflect community concerns and eliminate redundancy/conflict with other statutes.
- Develop alternative resolution options to manage neighbour disputes. Develop resolution plans for problem properties such as those that are vacant/derelict or hoarded.
- Enhance service delivery by collaborating with other Divisions and Agencies (i.e. SPIDER).

**Animal Care, Control, Management & Sheltering**

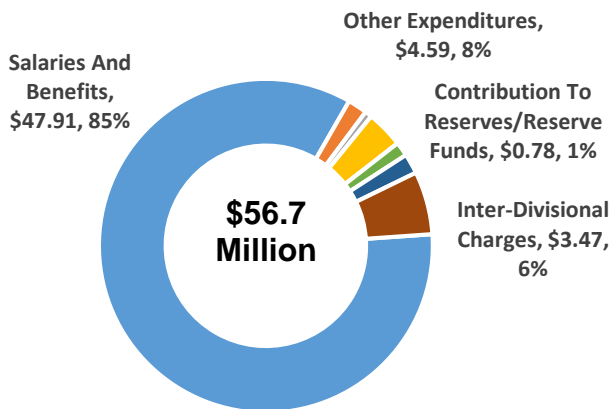
- Manage the increasing number of dangerous dogs through enhanced bylaws, enforcement and prosecutions. Introduce education programs on dog bite prevention and responsible dog ownership.
- Improve live outcome rates by expanding partnerships with humane societies and animal rescue groups and sterilization initiatives.
- Establish programs to increase adoption rates through behavioral assessments and training programs.
- Deliver low-cost rabies immunization for pets through partnerships with Toronto Public Health.

Where the money goes:

2018 Budget by Service

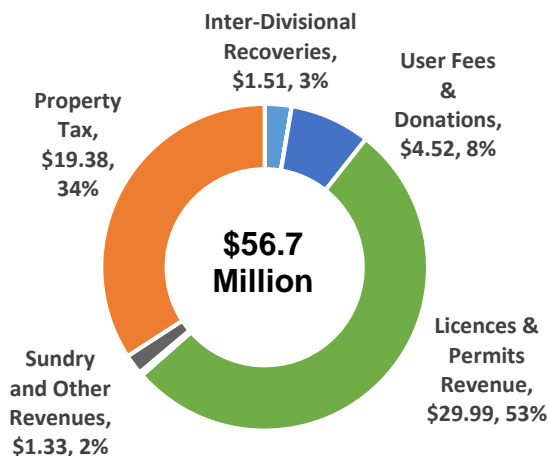


2018 Budget by Expenditure Category



Where the money comes from:

2018 Budget by Funding Source



OUR KEY ISSUES & PRIORITY ACTIONS

- **Modernization of Bylaws and Business Processes.**

  - ✓ Bylaws governing licensing, animals, property standards and maintenance will be updated to reflect community concerns and eliminate redundancy/conflict with other statutes.
  - ✓ Alternative resolution options will be developed to manage neighbour and other disputes on certain issue types.
  - ✓ Continue to review user fees through the modernization of bylaws to ensure identification of full cost, with recommendations on the level of cost recovery based on the service provided.
- **Short-Term Rentals Regulations**

  - ✓ The 2018 Operating Budget includes funding of \$0.77 million and associated revenues to manage growth in this industry with a new bylaw including registration and licensing.
- **Sidewalk Cafés, Parklets & Marketing Displays**

  - ✓ The 2018 Operating Budget includes funding of \$0.42 million and associated revenues to harmonize regulations, permits and fees across the City with a new bylaw. This will be achieved in concert with Transportation Services.

2018 OPERATING BUDGET HIGHLIGHTS

- The 2018 Preliminary Operating Budget for ML&S is \$56.743 million gross and \$19.382 million net representing \$0 increase to the 2017 Approved Operating Budget. The Program met the budget target established by Council. The 2018 budget reflects the following:

  - ✓ Base expenditure increases (\$2.4 million).
  - ✓ Revenue increases (\$2.4 million).
  - ✓ User fee funded New & Enhanced (\$1.2 million)
- Staff complement will increase by 11 to 490.5 from 2017 to 2018.
- New and enhanced funding of (\$1.2 million) for :

  - ✓ The Harmonized Sidewalk Café and Marketing By-law.
  - ✓ New Short-term Rentals Regulations
- The 2018 Preliminary Operating Budget provides funding for:

  - ✓ The operation of 12 district offices, supporting 75,000 property inspections and the issuance of 137,000 licenses & permits.

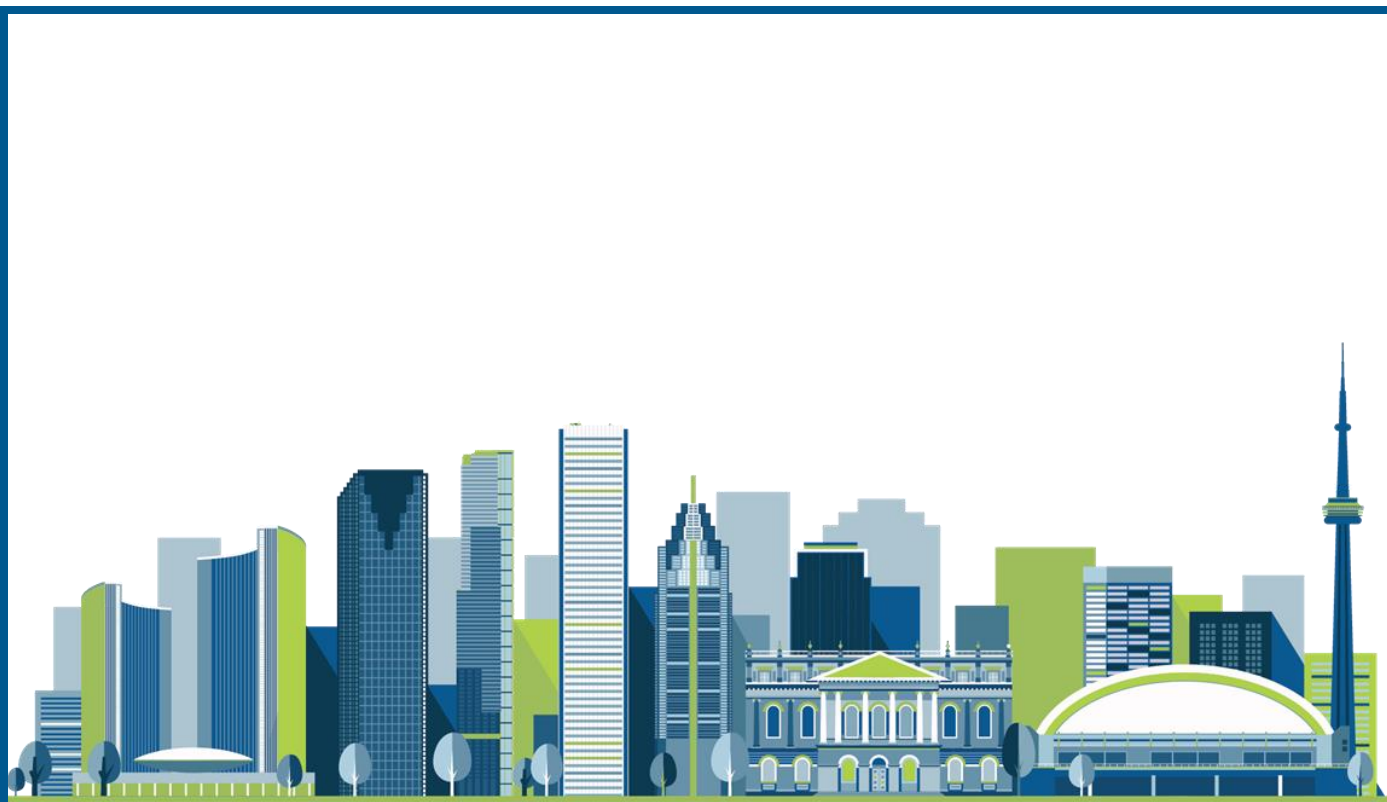
## Actions for Consideration

Approval of the 2018 Preliminary Budget as presented in these notes requires that:

1. City Council approve the 2018 Preliminary Operating Budget for Municipal Licensing & Standards of \$56.743 million gross, \$19.382 million net for the following services:

<u>Service</u>	<u>Gross</u> <u>(\$000s)</u>	<u>Net</u> <u>(\$000s)</u>
Animal Care, Control & Sheltering	10,590.5	7,540.8
Business Licensing & Permitting	8,330.6	(19,187.6)
By-Law Enforcement	18,616.9	16,791.1
Property Standards, Inspection & Compliance	<u>19,205.4</u>	<u>14,238.1</u>
Total Program Budget	<u>56,743.4</u>	<u>19,382.4</u>

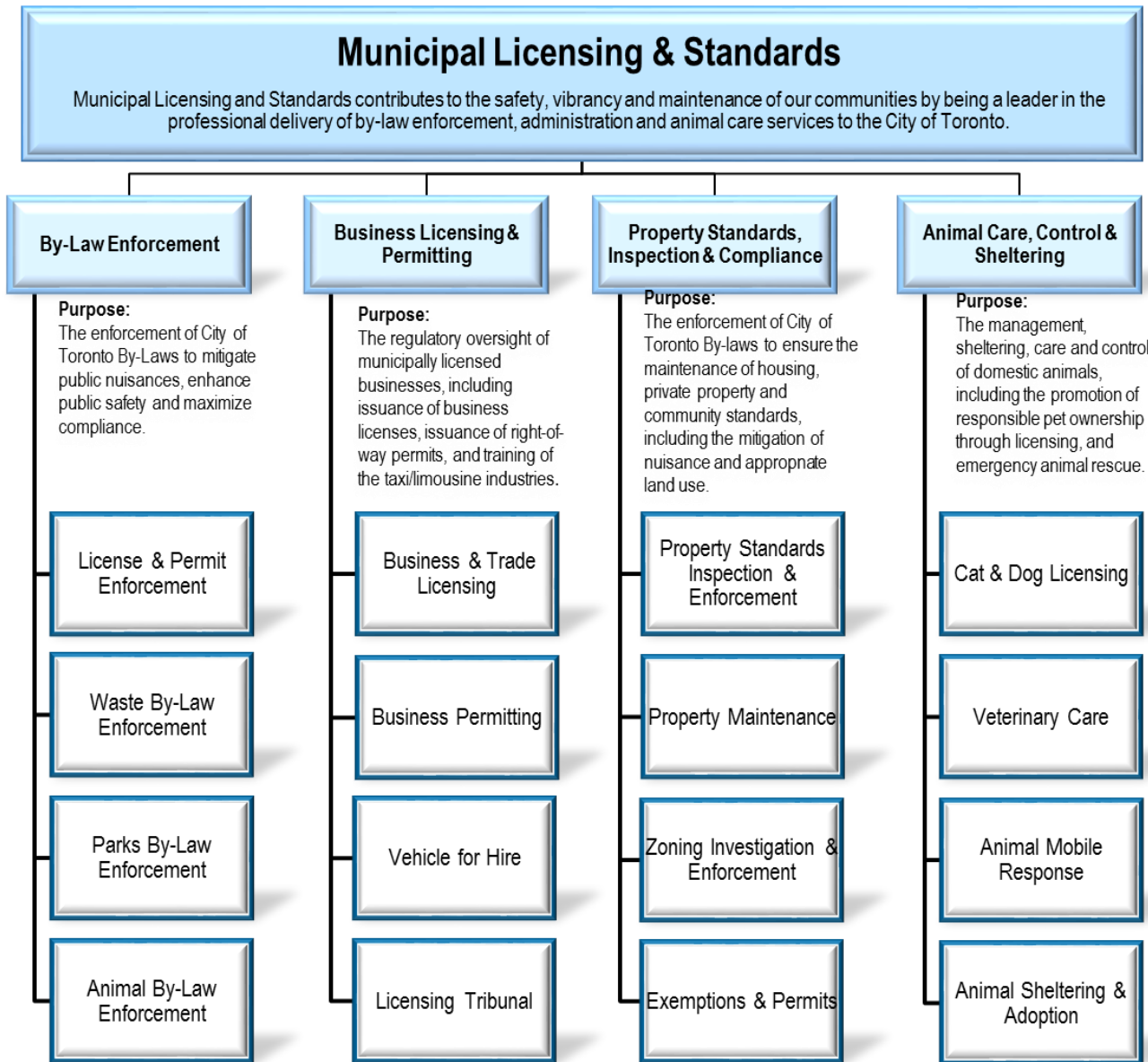
2. City Council approve the 2018 service levels for Municipal Licensing & Standards as outlined on pages 17, 21, 25 and 29 of this report, and associated staff complement of 490.5 positions, comprised of 2.0 capital project delivery positions and 488.5 operating service delivery positions.
3. City Council approve the 2018 new user fees, technical adjustments to user fees and rationalized user fees above the inflationary adjusted rate for Municipal Licensing & Standards identified in Appendix 7, for inclusion in the Municipal Code Chapter 441 "Fees and Charges".



# Part 1

## 2018-2020 Service Overview and Plan

Program Map



**By-Law Enforcement**

- By-Law Violator
- Complainant
- By-Law Complaint People
- Enforcement agencies
- Mayor & City Council

Indirect (Beneficial)

- Residents
- Businesses
- Visitors

**Business Licensing & Permitting**

- Business Licence Applicant
- Boulevard Occupancy Applicant
- Permit Applicant
- Property owners

Indirect (Beneficial)

- Residents
- Consumer / Patron
- Businesses
- Visitors

**Property Standards, Inspection & Compliance**

- Property owners
- Community/Resident groups
- Exemption Permit Applicants
- Tenants
- Housing advocacy associations

Indirect (Beneficial)

- Residents
- Businesses
- Visitors

**Animal Care, Control & Sheltering**

- Animal/pet owners
- Domestic Animals
- Animal Welfare advocacy groups
- Wild Animals

Indirect (Beneficial)

- Residents
- Businesses
- Visitors
- Veterinarian industry

**Table 1**  
**2018 Preliminary Operating Budget and Plan by Service**

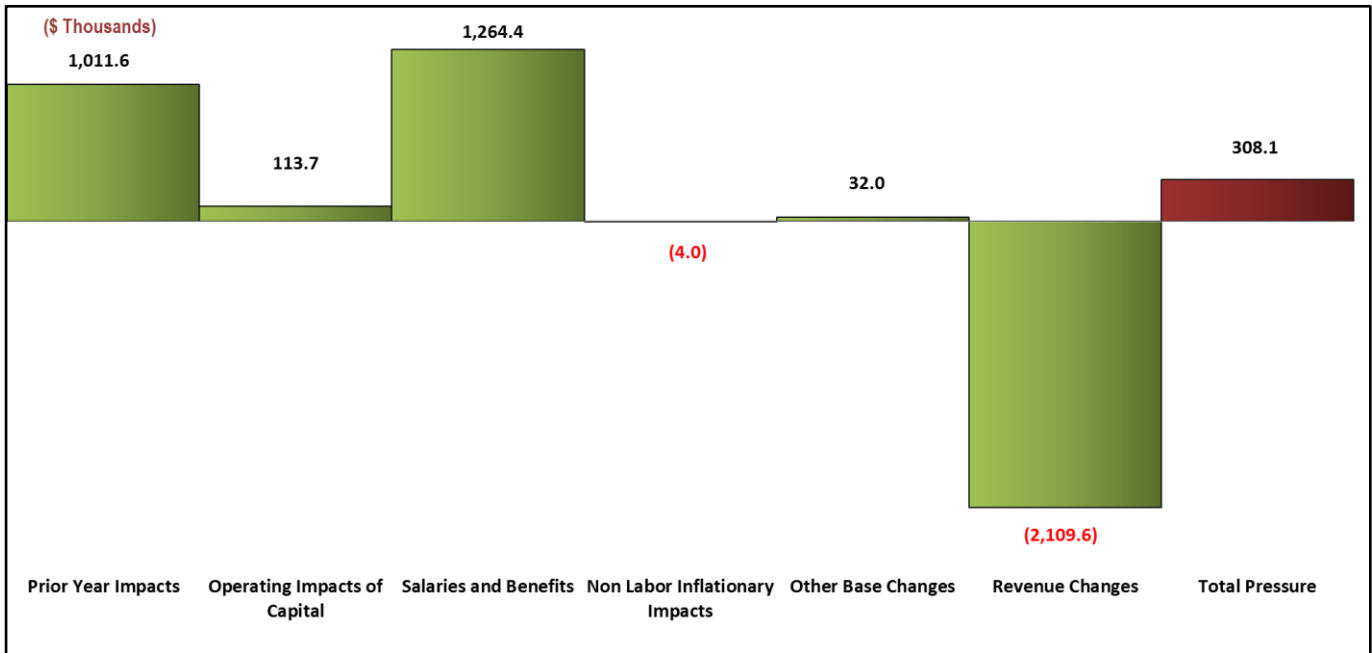
(In \$000s)	2017		2018 Preliminary Operating Budget			2018		Incremental Change			
	Budget	Projected Actual	Base	New/Enhanced	Total Budget	Preliminary vs. 2017 Budget		2019 Plan		2020 Plan	
By Service	\$	\$	\$	\$	\$	\$	%	\$	%	\$	%
<b>Animal Care, Control &amp; Sheltering</b>											
Gross Expenditures	10,550.3	10,104.6	10,590.5	0.0	10,590.5	40.2	0.4%	(605.1)	(5.7%)	86.1	0.9%
Revenue	3,332.7	3,449.4	3,049.7	0.0	3,049.7	(282.9)	(8.5%)	(750.0)	(24.6%)	0.0	0.0%
<b>Net Expenditures</b>	<b>7,217.7</b>	<b>6,655.2</b>	<b>7,540.8</b>	<b>0.0</b>	<b>7,540.8</b>	<b>323.1</b>	<b>4.5%</b>	<b>144.8</b>	<b>1.9%</b>	<b>86.0</b>	<b>1.1%</b>
<b>Business Licensing, Enforcement, &amp; Permitting</b>											
Gross Expenditures	8,458.1	8,100.8	8,150.8	179.9	8,330.6	(127.5)	(1.5%)	261.4	3.1%	123.9	1.4%
Revenue	25,967.2	26,877.3	27,093.6	424.6	27,518.2	1,551.0	6.0%	271.1	1.0%	21.2	0.1%
<b>Net Expenditures</b>	<b>(17,509.2)</b>	<b>(18,776.5)</b>	<b>(18,942.8)</b>	<b>(244.8)</b>	<b>(19,187.6)</b>	<b>(1,678.4)</b>	<b>9.6%</b>	<b>(9.7)</b>	<b>0.1%</b>	<b>102.7</b>	<b>(0.5%)</b>
<b>By-Law Enforcement</b>											
Gross Expenditures	17,369.6	16,635.8	18,372.2	244.8	18,616.9	1,247.3	7.2%	346.2	1.9%	234.7	1.2%
Revenue	1,915.7	1,982.8	1,825.9	0.0	1,825.9	(89.8)	(4.7%)	0.0		0.0	
<b>Net Expenditures</b>	<b>15,454.0</b>	<b>14,653.0</b>	<b>16,546.3</b>	<b>244.8</b>	<b>16,791.1</b>	<b>1,337.1</b>	<b>8.7%</b>	<b>346.2</b>	<b>2.1%</b>	<b>234.7</b>	<b>1.4%</b>
<b>Property Standards, Inspection &amp; Compliance</b>											
Gross Expenditures	16,750.4	16,042.8	18,432.6	772.7	19,205.4	2,455.0	14.7%	616.8	3.2%	170.4	0.9%
Revenue	2,530.5	2,619.2	4,195.9	771.3	4,967.3	2,436.7	96.3%	466.0	9.4%	1.4	0.0%
<b>Net Expenditures</b>	<b>14,219.9</b>	<b>13,423.5</b>	<b>14,236.7</b>	<b>1.4</b>	<b>14,238.1</b>	<b>18.3</b>	<b>0.1%</b>	<b>150.8</b>	<b>1.1%</b>	<b>169.0</b>	<b>1.2%</b>
<b>Total</b>											
Gross Expenditures	53,128.4	50,884.0	55,546.1	1,197.4	56,743.4	3,615.0	6.8%	619.3	1.1%	615.1	1.1%
Revenue	33,746.1	34,928.7	36,165.1	1,196.0	37,361.1	3,615.0	10.7%	(12.9)	(0.0%)	22.6	0.1%
<b>Total Net Expenditures</b>	<b>19,382.4</b>	<b>15,955.2</b>	<b>19,381.0</b>	<b>1.4</b>	<b>19,382.4</b>	<b>0.0</b>	<b>0.0%</b>	<b>632.2</b>	<b>3.3%</b>	<b>592.4</b>	<b>3.0%</b>
<b>Approved Positions</b>	<b>479.5</b>	<b>460.5</b>	<b>479.5</b>	<b>11.0</b>	<b>490.5</b>	<b>11.0</b>	<b>2.3%</b>	<b>(2.0)</b>	<b>(0.4%)</b>	<b>0.0</b>	

The Municipal Licensing & Standards' 2018 Preliminary Operating Budget is \$56.743 million gross and \$19.382 million net, representing no net change to the 2017 Approved Net Operating Budget and is in line with the budget reduction target of 0% as set out in the 2018 Operating Budget Directions approved by Council.

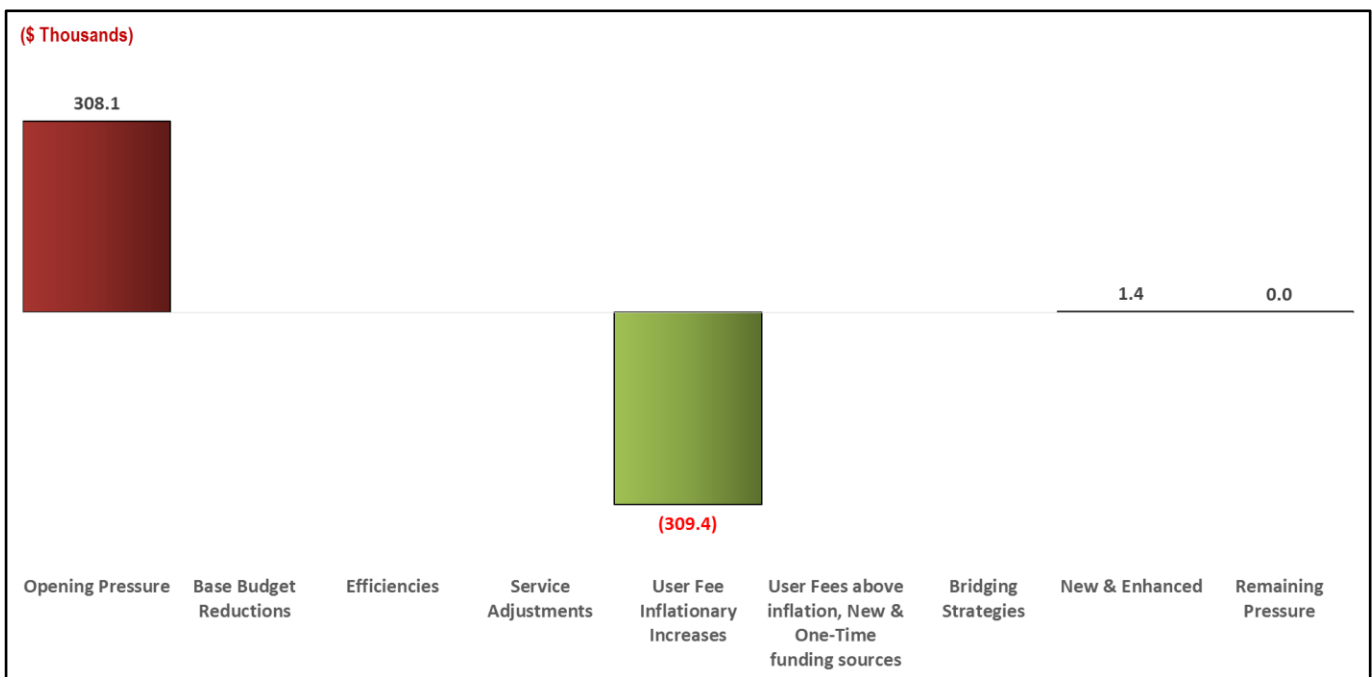
- Base pressures are mainly attributable to salary & benefit adjustments and the annualized impact of implementing the Apartment Building Standards program (ABS). Revenues for Toronto Animal Services and Investigation Services are adjusted based on actual experience.
- The Program also includes increased revenue from the annualized impact of implementing the ABS program as well as from volume adjustment of Private Transportation Company (PTC) trip fees. A remaining base pressure of \$0.308 million has been offset by inflationary increases to applicable user fees.
- The 2018 Operating Budget includes new and enhanced service priorities within the Business Licensing, Enforcement, & Permitting and By-law Enforcement services for the Harmonized Sidewalk Café and Marketing By-law implementation that requires funding for 3 new positions. Within the Property Standards, Inspection & Compliance service, the implementation of the new regulatory regime for Short-term Rentals requires funding for 8 new staff. The cost of both of these new initiatives is offset by new associated user fee revenues.
- Approval of the 2018 Operating Budget will result in Municipal Licensing & Standards increasing its total staff complement by 11 positions from 479.5 to 490.5.
- The 2019 and 2020 Plan increases of \$0.632 million and \$0.592 million, respectively, are primarily attributable to salary and benefit adjustments including COLA and progression pay that are in line with the current collective agreements as well as the annualized impact of the new and enhanced service priorities from 2018.

The following graphs summarize the operating budget pressures for Municipal Licensing & Standards and the actions taken to offset/reduce these pressures to meet the budget reduction target.

### Key Cost Drivers



### Actions to Achieve Budget Reduction Target





**Table 2  
Key Cost Drivers**

(In \$000s)	2018 Base Operating Budget				Total	
	Animal Care, Control & Sheltering	Business Licensing & Permitting	By-Law Enforcement	Property Standards, Inspection & Compliance		
	\$	\$	\$	\$	\$	
<b>Gross Expenditure Changes</b>						
<b>Prior Year Impacts</b>						
1 Annualization of ABS Program				1,125.7	1,125.7	
2 Reduction of Temp IT Capital Delivery Staff	(9.1)	(22.8)	(47.9)	(34.2)	(114.1)	(1.0)
<b>Operating Impacts of Capital</b>						
Sustainment cost for Datamart Analyst	9.1	22.7	47.8	34.1	113.7	1.0
<b>Economic Factors</b>						
Corporate Economic Factors	7.4		1.0	0.0	8.4	
Divisional Economic Factors (Lower Utility Rates)	(10.9)		(1.4)	(0.0)	(12.4)	
<b>Salary &amp; Benefit Changes</b>	172.4	(332.4)	562.2	862.2	1,264.4	
<b>Other Base Expenditures Changes</b>						
Furniture	(0.2)		0.9	(0.7)		
IDC Various Adjustments	(55.5)	23.0	252.5	(196.3)	23.7	
Fleet ASD Contribution to Reserve	8.3				8.3	
Insurance Deductible Alignment	0.7	1.7	(4.9)	2.5		
3 Align Budget with Operational Effort	(82.0)	0.5	192.5	(111.0)		
<b>Total Gross Expenditure Changes</b>	<b>40.2</b>	<b>(307.3)</b>	<b>1,002.5</b>	<b>1,682.2</b>	<b>2,417.6</b>	
<b>Revenue Changes</b>						
1 Prior Year Impact: Annualization of ABS Program				1,747.2	1,747.2	
2 Prior Year Impact: Reduction of Temp IT Capital Delivery Staff	(9.1)	(22.8)	(47.9)	(34.2)	(114.1)	
3 Align Budget with Operational Effort	2.3		(2.3)			
IDR from SWMS			(3.5)		(3.5)	
Re-allocation of User Fees between services	(16.7)		16.7			
Revenue Adjustments Based on Actual Experience	(261.9)		(52.7)	(121.6)	(436.3)	
Private Transportation Companies Volume Increase		916.3			916.3	
<b>Total Revenue Changes</b>	<b>(285.5)</b>	<b>893.5</b>	<b>(89.8)</b>	<b>1,591.3</b>	<b>2,109.6</b>	
<b>Net Expenditure Changes</b>	<b>325.7</b>	<b>(1,200.8)</b>	<b>1,092.3</b>	<b>90.9</b>	<b>308.1</b>	

Key cost drivers for Municipal Licensing & Standards are discussed below:

### Gross Expenditure Changes

- Prior Year Impacts:
  - Apartment Building Standards (ABS): The annualization of expenditures (\$1.126 million) related to the ABS (Apartment Building Standards) Framework implementation are included for 2018. Included are annualization of salary & benefit costs as well as non-labour requirements. The program exists to ensure safe and adequate housing for tenants, and to hold housing providers/landlords accountable to comply with the City's property standards bylaws.
  - Reduction of Temporary IT Capital Delivery Staff: The completion of the Datamart project will necessitate the reduction of one temporary IT capital delivery staff in 2018 for \$0.114 million. As the project enters the sustainment phase permanent staff will be hired for this purpose.
- Operating Impacts of Capital:
  - With the completion of the Datamart project, the project will enter the sustainment phase (1) permanent staff will be hired for this purpose (\$0.114 million).

- Economic Factors
  - Various economic factors have been adjusted for each Functional Service Area mainly for utilities such as expenditures for hydro, water and natural gas to reflect lower rates for these utilities. The overall change for this driver is a decrease in cost of \$0.004 million.
- Salary and Benefit Changes
  - Salary & Benefit changes of \$1.264 million are included to reflect requirements of collective agreements and provision for non-union staff as well as adjustment to benefit rate estimates. Adjustments include COLA (\$0.278 million), Step increases (\$0.137 million), Progression Pay (\$0.227 million), adjustments including turnover (\$0.182 million) and benefit adjustments (\$0.440 million).
- IDC Various Adjustments
  - Interdivisional charges (IDC) have been adjusted by \$0.024 million for 2018. Adjustments have been made to IDC for Fleet maintenance and fuel, Legal Services Corporate Communication and IT support services.

### Base Revenue Changes

- Prior Year Impact: Apartment Building Standards (ABS)
  - The annualization of revenue (\$1.747 million) related to the ABS (Apartment Building Standards) Framework implementation are expected to provide net revenue of \$0.622 million in 2018. The annual cost of the Framework program is \$5.2 million gross expenditures, \$3.5 million revenue and \$1.7 million net expenditure for MLS where 65% of the cost is recovered from user fees.
- Prior Year Impact: Reduction of Temporary IT Capital Delivery Staff
  - The completion of the Datamart project will necessitate the reduction of one temporary IT capital delivery staff in 2018. As the project enters the sustainment phase a revenue reduction of \$0.114 million represents the loss of funding from the IT Capital Plan.
- Revenue Adjustments Based on Actual Experience
  - Annual revenue estimates have been adjusted based on actual experience. These adjustments include reductions of \$0.262 million for Animal Care, Control & Sheltering, \$0.053 million for By-Law Enforcement and \$0.122 million for Property Standards, Inspection & Compliance.
- Private Transportation Companies (PTC) Volume Increase
  - In May 2016 City Council approved the new Vehicle-for-Hire Bylaw to regulate Toronto's Ground Transportation Industry, including taxicabs, limousines and Private Transportation Companies (PTC). PTC regulations permit and regulate companies like Uber and revenue is generated through a licensing fee structure which includes \$0.30 per-trip fee for all trips originating in the City of Toronto. A volume adjustment to PTC daily trips from 49,570, as approved in the 2017 budget, to 57,700 will result in additional revenue in 2018 of \$0.916 million

In order to achieve the budget reduction target, the 2018 service changes for Municipal Licensing & Standards consists of base revenue changes of \$0.309 million net as detailed below.

**Table 3**  
**Actions to Achieve Budget Reduction Target**  
**2018 Preliminary Service Change Summary**

Description (\$000s)	Service Changes								Total Service Changes			Incremental Change				
	Animal Care, Control & Sheltering		Business Licensing & Permitting		By-Law Enforcement		Property Standards, Inspection & Compliance		\$	\$	#	2019 Plan		2020 Plan		
	Gross	Net	Gross	Net	Gross	Net	Gross	Net	Gross	Net	Pos.	Net	Pos.	Net	Pos.	
<b>Base Changes:</b>																
<b>Base Revenue Changes</b>																
User Fee Inflation Increase @ 1.87%		(2.6)		(232.8)				(74.0)		(309.4)		(141.2)			(8.4)	
<b>Base Revenue Change</b>		(2.6)		(232.8)				(74.0)		(309.4)		(141.2)			(8.4)	
<b>Sub-Total</b>		(2.6)		(232.8)				(74.0)		(309.4)		(141.2)			(8.4)	
<b>Total Changes</b>		(2.6)		(232.8)				(74.0)		(309.4)		(141.2)			(8.4)	

Municipal Licensing & Standards met the budget target with the following measures:

### Base Revenue Changes (\$0.309 million net)

#### Inflationary Increase on User Fees

- The 2018 Preliminary Operating Budget includes increased revenues of \$0.309 million to be generated from applicable licenses and permit fee increases effective January 1, 2018 for Animal Care, Control & Sheltering, Business Licensing & Permitting and Property Standards, Inspection & Compliance.
- Rates will be increased by a 1.87% blended inflationary increase in keeping with the City's user fee policy to maintain full cost recovery for these provided services. In accordance with the City's User Fee Policy, inflationary increases automatically apply to most user fees.
- The 2019 and 2020 Plan includes anticipated additional inflationary increases to fees of 1.87%.

**Table 4**  
**2018 Preliminary New & Enhanced Service Priorities**

Description (\$000s)	New and Enhanced						Total New and Enhanced			Incremental Change			
	Business Licensing, Enforcement, & Permitting		By-Law Enforcement		Property Standards, Inspection & Compliance				Position #	2019 Plan		2020 Plan	
	Gross	Net	Gross	Net	Gross	Net	\$	\$		Net	Pos.	Net	Pos.
<b>Enhanced Services Priorities</b>													
<b>Council Directed:</b>													
<i>Harmonized Sidewalk Café and Marketing By-law</i>	(41.0)	(465.7)	244.8	244.8			203.7	(220.9)	3.0	(123.8)		(9.2)	
<i>Interdivisional Charges from Transportation Services - Café and Marketing By-law</i>	220.9	220.9					220.9	220.9		123.8		9.2	
<b>Sub-Total Council Directed</b>	<b>179.9</b>	<b>(244.8)</b>	<b>244.8</b>	<b>244.8</b>			<b>424.6</b>	<b>(0.0)</b>	<b>3.0</b>	<b>(0.0)</b>		<b>(0.0)</b>	
<b>Total Enhanced Services</b>	<b>179.9</b>	<b>(244.8)</b>	<b>244.8</b>	<b>244.8</b>			<b>424.6</b>	<b>(0.0)</b>	<b>3.0</b>	<b>(0.0)</b>		<b>(0.0)</b>	
<b>New Service Priorities</b>													
<b>Council Approved:</b>													
<i>Short-term Rentals Regulations</i>					772.7	1.4	772.7	1.4	8.0	(106.7)	(2.0)	(15.7)	
<b>Sub-Total Council Approved</b>					<b>772.7</b>	<b>1.4</b>	<b>772.7</b>	<b>1.4</b>	<b>8.0</b>	<b>(106.7)</b>	<b>(2.0)</b>	<b>(15.7)</b>	
<b>Total New Service Priorities</b>					<b>772.7</b>	<b>1.4</b>	<b>772.7</b>	<b>1.4</b>	<b>8.0</b>	<b>(106.7)</b>	<b>(2.0)</b>	<b>(15.7)</b>	
<b>Total New / Enhanced Services</b>	<b>179.9</b>	<b>(244.8)</b>	<b>244.8</b>	<b>244.8</b>	<b>772.7</b>	<b>1.4</b>	<b>1,197.4</b>	<b>1.4</b>	<b>11.0</b>	<b>(106.7)</b>	<b>(2.0)</b>	<b>(15.7)</b>	

### Enhanced Service Priorities (\$0.425 million gross & \$0 million net)

#### Harmonized Sidewalk Café and Marketing By-law

- Through the concurrent staff report entitled "New Bylaw and Fees for Sidewalk Cafés, Parklets and Marketing Displays" (November 24, 2017 from the Executive Director, Municipal Licensing and Standards and the General Manager Transportation Services (Joint Committee of December 4, 2017) the divisions are proposing a framework for the harmonization of the sidewalk café and marketing bylaws, and an update of associated fees for these sidewalk uses. The by-laws that allow for sidewalk cafes and marketing displays had not been harmonized following amalgamation.
- Currently, there are 6 different by-laws in force that provide for café and marketing uses on the City's sidewalks. Although these by-laws were created for a similar purpose, they established different standards and procedures, all of which are still in effect today.
- Updated regulations are also needed to ensure contemporary standards with respect to the allocation of space and resources within the public right-of-way are reflected in the By-law. Standards for this commercial use of the public sidewalk are inconsistent across the city and do not always reflect the current accessibility needs of the public, given the growth of the city's population density, pedestrian volumes, and ageing population
- The 2018 Preliminary Operating Budget includes total funding of \$0.425 million gross and \$0 net for this Enhanced Service Priority (inclusive of charges for Transportation Services). Effective May 1, 2018, ML&S will increase its complement by adding one (1.0) permanent position and two (2.0) temporary positions to enhance program enforcement; administration and customer service in the permit application process and implementation plan. The division will re-evaluate the need for these positions at future year budget processes.
- The total cost of \$0.204 million including 3 ML&S staff are fully cost recovered through updated license and permit fees resulting in net revenue of \$0.221 million in 2018. This will effectively offset the interdivisional charges from Transportation Services for 3 Transportation Services staff. Annualized amounts of \$0.124 million in 2019 and \$0.009 million in 2020 for Transportation Services staff costs will also be offset by net revenue generated by associated user fees.
- The 2018 Preliminary Operating Budget for Municipal Licensing & Standards is consistent with the concurrent staff report.

### Interdivisional Charges from Transportation Services - Café and Marketing By-law

- Associated gross expenditures of \$0.221 million reflect an interdivisional charge (IDC) of \$0.221 million from Transportation Services (TS) and are fully cost recovered through the updated license and permit fees. The recovery to Transportation Services will fund 3 permanent staff, including a project manager, project lead and an engineering technologist to provide expertise in providing design guidance and facilitating relocation/modification of street elements for pedestrian clearways.

### **New Service Priorities (\$0.773 million gross & \$0.001 million net)**

#### Short-Term Rentals Regulations

- There has been a significant rise in the number of people in and around Toronto renting residential property or rooms for short periods. This growth has been driven by the emergence of online companies that host listings and facilitate bookings and payments.
- Businesses that provide short-term accommodation to the travelling public, like hotels, motels and B&Bs, are required to operate in accordance with provincial legislation. Hotels, motels, B&Bs, short-term rental operators, travel agencies and short-term rental companies are not currently licensed by the City of Toronto.
- The Program is proposing, as per direction from City Council, regulations that would allow people to rent their own homes for short period and to advertise these rentals online via companies such as Airbnb. Under the proposed regulations, all short-term companies would need to be licensed with the City and all short-term operators would be required to register with the City.
- In accordance with the City's User Fee Policy, the Program will assign fees to the short-term rental company license and short-term rental operator registration service to recover the costs of administering the license and registry and enforcing the associated requirements. This will be facilitated by the creation of a new by-law.
- As noted in Appendix 7b of this report, the new fees recommended for approval and effective June 1, 2018 are:
  - Short-Term Rental Company: Application Fee: \$5000.00
  - Short-Term Rental Company: Nightly Fee \$1.00
  - Short-Term Rental Operator: Registration Fee (Annual) \$50.00
- The 2018 Preliminary Operating Budget includes total funding of \$0.773 million gross and \$0.001 million net for this New Service Priority Funding will provide five (5) new permanent positions (including Municipal Standards Officers and Licensing Compliance Officers) to enforce and deliver the new short-rentals program as well as three (3) temporary positions for a total of 8 approved positions to implement the new program.
- The 2018 Preliminary Operating Budget is consistent with the concurrent Staff report entitled "Licensing and Registration Regulations for Short-Term Rentals" (November 14, 2017) from the Executive Director, Municipal Licensing and Standards as amended by the Licensing & Standards Committee on November 16, 2017.

Approval of the 2018 Preliminary Operating Budget for ML&S will result in a 2019 incremental net cost of \$0.632 million and a 2020 incremental net cost of \$0.592 million to maintain the 2018 service levels, as discussed in the following section.

**Table 5**  
**2019 and 2020 Plan by Program**

Description (\$000s)	2019 - Incremental Increase					2020 - Incremental Increase				
	Gross	Revenue	Net	% Change	Position	Gross	Revenue	Net	% Change	Position
<b>Known Impacts:</b>										
<b>Prior Year Impact</b>										
Reversal of One-Time Grant to Toronto Wildlife Centre	(750.0)	(750.0)		0.0%					0.0%	
Reduction of Temp IT Capital Delivery Staff	(3.0)		(3.0)	(0.0%)		(3.4)		(3.4)	(0.0%)	
New/Enhanced Service Priorities	489.3	595.9	(106.7)	(0.6%)	(2.0)	(1.5)	14.2	(15.7)	(0.1%)	
<b>Operating Impact of Capital</b>										
Datamart Project	3.0		3.0	0.0%		3.0		3.0	0.0%	
<b>Salaries and Benefits</b>										
Salaries, progression pay, step increases, fringe benefits and normal staff turnover	842.9		842.9	4.3%		589.6		589.6	2.9%	
<b>Sub-Total</b>	<b>582.2</b>	<b>(154.1)</b>	<b>736.2</b>	<b>3.8%</b>	<b>(2.0)</b>	<b>587.6</b>	<b>14.2</b>	<b>573.4</b>	<b>2.9%</b>	
<b>Anticipated Impacts:</b>										
<b>Other</b>										
Charges for Courts, IT, Fleet and Legal Services	37.2		37.2	0.2%		27.4		27.4	0.1%	
User Fee Inflation Increase @ 1.87%		141.2	(141.2)	(0.7%)			8.4	(8.4)	(0.0%)	
<b>Sub-Total</b>	<b>37.2</b>	<b>141.2</b>	<b>(104.0)</b>	<b>(0.5%)</b>		<b>27.4</b>	<b>8.4</b>	<b>19.0</b>	<b>0.1%</b>	
<b>Total Incremental Impact</b>	<b>619.3</b>	<b>(12.9)</b>	<b>632.2</b>	<b>3.3%</b>	<b>(2.0)</b>	<b>615.1</b>	<b>22.6</b>	<b>592.4</b>	<b>3.0%</b>	

Future year incremental costs are primarily attributable to the following:

### Known Impacts:

- 2019 reversal of one-time grant funding of \$0.750 million to the Toronto Wildlife Centre for planning and construction.
- The 2019 and 2020 Plan reflects inflationary cost increases and adjustments for salaries, progression pay, step increases, fringe benefits and normal staff turnover.
- Staff costs for the capital funded delivery of the DataMart project have been replaced by staff requirements for the sustainment of the new system.
- The annualized impact of the new and enhanced service priorities from 2018 for the Sidewalk Cafés, Parklets and Marketing Displays By-law and Short-Term Rentals Regulations will have net impacts of \$(0.107) million in 2019 and \$(0.016) million in 2020. The net impact is primarily driven by the reduction of two (2) temporary implementation staff for Short-Term Rentals Regulations.

### Anticipated Impacts:

- Inter-divisional Charges and Recoveries increases for the outlook years reflect the impact of services provided by Information Technology (IT), Legal Services and Court Services for the Tribunal and Fleet Services.
- Annualization of 2018 user fee inflationary increases based on 1.87% on applicable fees.

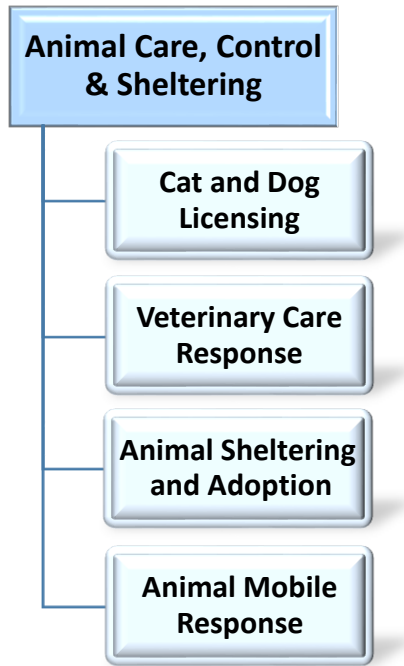


## Part 2

### 2018 Preliminary Operating Budget by Service

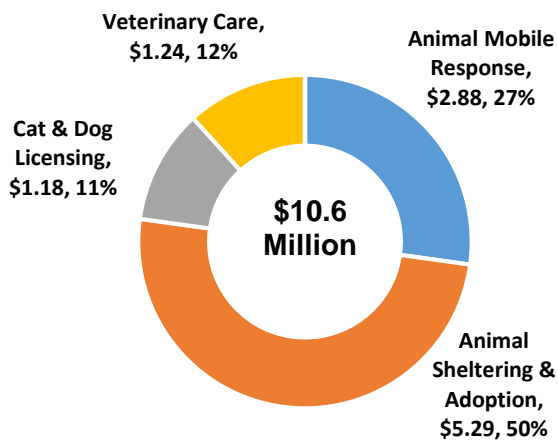
### Animal Care, Control & Sheltering

### What We Do

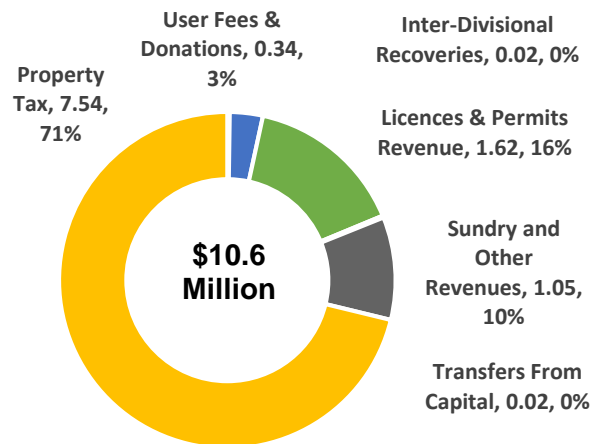


- Animal Services promotes and supports the healthy and safe co-existence of people and animals in the City.
- The Service provides education and enforcement of animal related legislation, provision of animal sheltering, adoption, lost pet returns, licensing, pet sterilization and emergency animal rescue, removal and care.

**2018 Service Budget by Activity (\$Ms)**



**2018 Service by Funding Source (\$Ms)**





## 2018 Service Levels

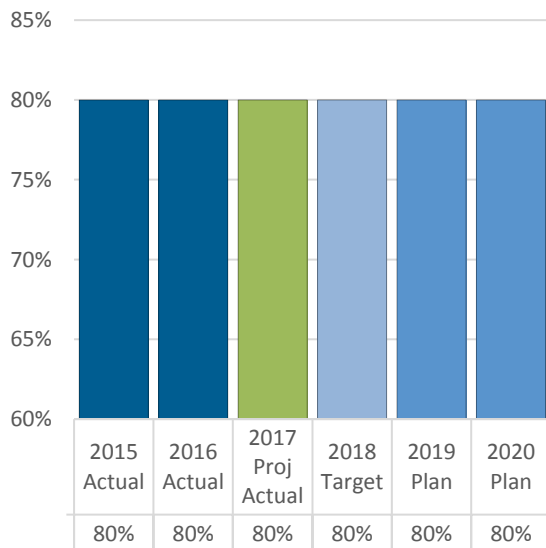
### Animal Care, Control & Sheltering

Activity	Type	Service Level Description	Status	2015	2016	2017	2018
Animal Mobile Response	Emergency Animal Rescue & Care	Percentage response within 2 hours	Approved	80%	80%	80%	80%
			Actual	80%	90%	85%	
	Cadaver Removal	Percentage response within 48 hours	Approved	90%	85%	80%	90%
			Actual	70%	90%	90%	
Animal Sheltering and Adoption	Sheltered Animals	Average days in shelter	Approved	18	18	18	18
			Actual	17	16	16	
	Animals Adopted or Returned to Owner	Percentage of animals adopted/returned to owners	Approved	66%	70%	70%	70%
			Actual	70%	75%	70%	
Cat and Dog Licensing	Dogs Licensed	Number of dogs licensed	Approved	65,000	65,000	65,000	65,000
			Actual	57,448	55,000	58,506	
	Cats Licensed	Number of cat licensed	Approved	35,000	35,000	35,000	35,000
			Actual	23,465	25,000	24,302	
Veterinary Care	Sheltered Animals Given Care	Percentage of sheltered animals given care	Approved	100%	100%	100%	100%
			Actual	100%	100%	100%	
	Animals Vaccinated, Spayed/neutered, micro-chipped	Number of animals vaccinated, spayed/neutered, micro-chipped	Approved	20,500	20,500	18,000	18,000
			Actual	20,500	12,500	10,836	

Overall, the 2018 Service Levels are consistent with the approved 2017 Service Levels for Animal Care, Control & Sheltering. The service level for Animal Mobile response - Cadaver Removal has been re-adjusted to 90% to align more closely with current projections for 2017.

### Service Performance Measures

**% of Pet Licenses Renewed**



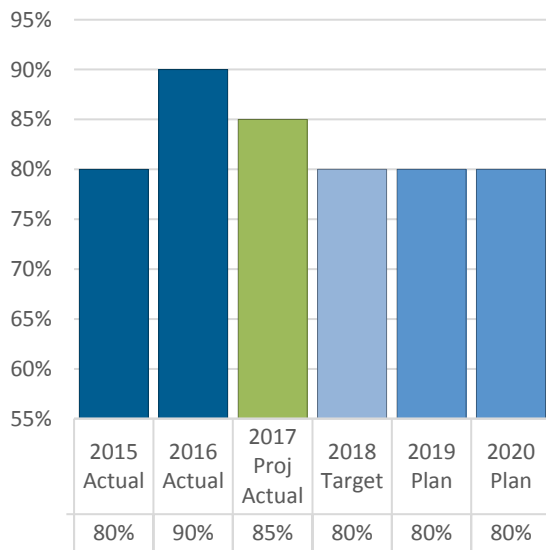
- Dog and cat licensing renewal compliance has maintained the 2015/2016 levels and will continue to achieve the same renewal level of 80% renewed in 2017.
- The target for 2018 and the plans for 2019 and 2020 are expected to maintain an 80% renewal rate.

Average # of Days Animal Is Sheltered



- By-law decreased time to shelter cats from 5 days to 3 days which resulted in a faster turn-around time for adoptable cats only.
- Increased spay neuter of stray cats and feral cats has significantly impacted the cat population which has resulted in fewer stray cats in shelter.
- Improved identification and transfer out to more partners has assisted in reducing average shelter time.
- Based on current actuals, 2017 is projected to show an increase of 1 day to 16 days.
- The 2018 target and 2019 & 2020 plans increase by 2 more days as increased shelter times are expected due to increased medical care standards as well as more regulation e.g. impacting dangerous dogs.

% Responses within 2 Hours



- This measure represents the emergency response rate to injured and distressed animals including wildlife.
- The projections for 2017, 2018 and outlook years are in line with the 2016 and 2015 experiences.

**Table 6**  
**2018 Preliminary Service Budget by Activity**

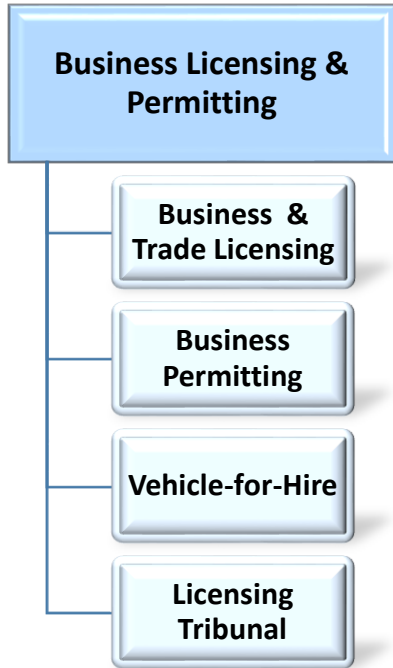
	2017		2018 Preliminary Operating Budget						Incremental Change					
	Approved Budget	Base Budget	Service Changes	Preliminary Base	Prelim. Base Budget vs. 2017 Budget		New/Enhanced	Prelim Budget	2018 Prelim Budget vs. 2017 Budget		2019 Plan		2020 Plan	
					\$	%			\$	%	\$	%	\$	%
(\$000s)	\$	\$	\$	\$	\$	%	\$	\$	\$	%	\$	%	\$	%
<b>GROSS EXP.</b>														
Animal Mobile Response	5,021.4	2,881.3		2,881.3	(2,140.1)	(42.6%)		2,881.3	(2,140.1)	(42.6%)	(258.9)	(9.0%)	22.4	0.9%
Animal Sheltering & Adoption	2,598.1	5,292.4		5,292.4	2,694.3	103.7%		5,292.4	2,694.3	103.7%	(154.0)	(2.9%)	37.1	0.7%
Cat & Dog Licensing	594.6	1,175.0		1,175.0	580.4	97.6%		1,175.0	580.4	97.6%	(59.5)	(5.1%)	10.5	0.9%
Veterinary Care	2,336.2	1,241.8		1,241.8	(1,094.4)	(46.8%)		1,241.8	(1,094.4)	(46.8%)	(132.8)	(10.7%)	16.0	1.4%
<b>Total Gross Exp.</b>	<b>10,550.3</b>	<b>10,590.5</b>		<b>10,590.5</b>	<b>40.2</b>	<b>0.4%</b>		<b>10,590.5</b>	<b>40.2</b>	<b>0.4%</b>	<b>(605.1)</b>	<b>(5.7%)</b>	<b>86.1</b>	<b>0.9%</b>
<b>REVENUE</b>														
Animal Mobile Response	1,305.7	698.0		698.0	(607.8)	(46.5%)		698.0	(607.8)	(46.5%)	(300.0)	(43.0%)		
Animal Sheltering & Adoption	656.5	760.5		760.5	104.0	15.8%		760.5	104.0	15.8%	(225.0)	(29.6%)	0.0	0.0%
Cat & Dog Licensing	930.4	1,138.0		1,138.0	207.7	22.3%		1,138.0	207.7	22.3%	(75.0)	(6.6%)		
Veterinary Care	440.1	453.3		453.3	13.2	3.0%		453.3	13.2	3.0%	(150.0)	(33.1%)	0.0	0.0%
<b>Total Revenues</b>	<b>3,332.7</b>	<b>3,049.7</b>		<b>3,049.7</b>	<b>(282.9)</b>	<b>(8.5%)</b>		<b>3,049.7</b>	<b>(282.9)</b>	<b>(8.5%)</b>	<b>(750.0)</b>	<b>(24.6%)</b>	<b>0.0</b>	<b>0.0%</b>
<b>NET EXP.</b>														
Animal Mobile Response	3,715.7	2,183.4		2,183.4	(1,532.4)	(41.2%)		2,183.4	(1,532.4)	(41.2%)	41.1	1.9%	22.4	1.0%
Animal Sheltering & Adoption	1,941.6	4,531.9		4,531.9	2,590.4	133.4%		4,531.9	2,590.4	133.4%	71.0	1.6%	37.1	0.8%
Cat & Dog Licensing	(335.7)	37.0		37.0	372.7	(111.0%)		37.0	372.7	(111.0%)	15.5	42.1%	10.5	20.1%
Veterinary Care	1,896.1	788.5		788.5	(1,107.6)	(58.4%)		788.5	(1,107.6)	(58.4%)	17.2	2.2%	16.0	2.0%
<b>Total Net Exp.</b>	<b>7,217.7</b>	<b>7,540.8</b>		<b>7,540.8</b>	<b>323.1</b>	<b>4.5%</b>		<b>7,540.8</b>	<b>323.1</b>	<b>4.5%</b>	<b>144.8</b>	<b>1.9%</b>	<b>86.0</b>	<b>1.1%</b>
<b>Approved Positions</b>	<b>86.3</b>	<b>85.1</b>		<b>85.1</b>	<b>(1.2)</b>	<b>(1.4%)</b>		<b>85.1</b>	<b>(1.2)</b>	<b>(1.4%)</b>				

The **Animal Care, Control & Sheltering** service 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 Animal Care, Control & Sheltering service's 2018 Preliminary Operating Budget of \$10.591 million gross and \$7.542 million net is \$0.323 million or 4.5% above the 2017 Approved Net Budget.

- With base budget pressures common to all services, this service is experiencing inflationary salary increases of \$0.172 million. In addition, the service is experiencing pressures which are predominately driven by a reduction to forecasted revenue based on actual experience (\$0.262 million). There was also reallocation of fees of \$0.017 million to By-Law enforcement as well as loss of capital funding of \$0.009 million as the DataMart project enters its sustainment phase. For this sustainment phase, common to all services, the Program will need to hire (1) position.
- In order to offset these pressures, the 2018 Preliminary Operating Budget includes:
  - Base expenditure reductions resulting from a service re-alignment of expenditures and revenues reflecting a decrease of \$0.084 million based on reviewing recent spending and considering future requirements;
  - A user fee inflationary increase of 1.87%, applied to eligible fees for this service, will increase net revenue by \$0.003 million.
- The 2018 Preliminary Operating Budget includes the re-budgeting of \$0.750 million gross, with \$0 in net expenditures, to provide one-time grant funding to the Toronto Wildlife Centre utilizing the Beare Road fund. Originally approved for 2017, project delays have necessitated deferring the grant to 2018.

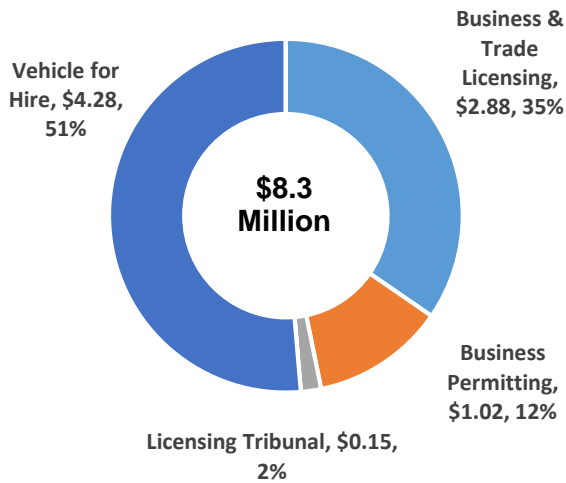
### Business Licensing & Permitting



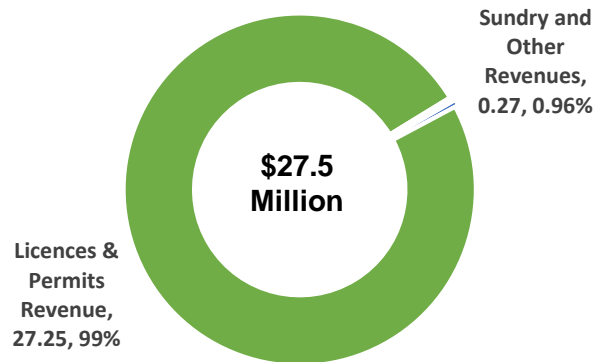
### What We Do

- The regulatory oversight of municipally licensed businesses, the issuance of new business licenses, permits and renewals including, for example, right-of-way permits, temporary sign permits, and fireworks permits and vehicle for hire licenses.
- The core service activities include:
  - ✓ Business and Trade Licensing
  - ✓ Business Permitting
  - ✓ Vehicle-for-Hire Licensing including taxis and PTC
  - ✓ Licensing Tribunal

**2018 Service Budget by Activity (\$Ms)**



**2018 Service by Funding Source (\$Ms)**



## 2018 Service Levels

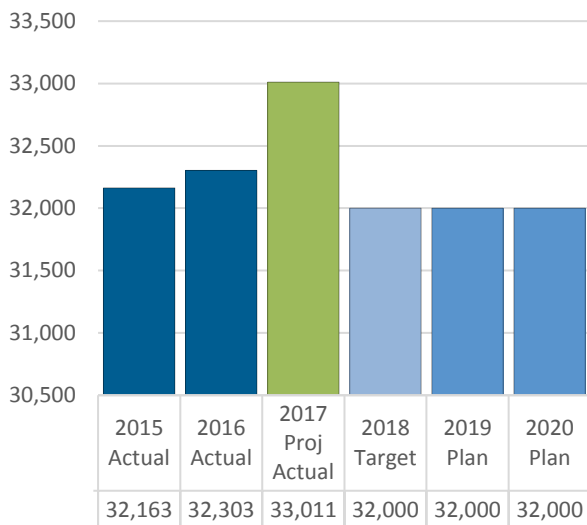
### Business Licensing & Permitting

Activity	Type	Service Level Description	Status	2015	2016	2017	2018
Business and Trade Licensing	Stationary Licenses	Percentage of Licenses issued in 20 days or less (new and renewal)	Approved	70%	70%	70%	70%
			Actual	85%	90%	85%	
	Trade Licenses	Percentage of Licenses issued in 20 days or less (new and renewal)	Approved	70%	70%	70%	70%
			Actual	85%	90%	85%	
Business Permitting	Clothing Drop Box, Right of Way (Patio, Café, Marketing), Fireworks & Temporary Sign Permits	Percentage of Permits issued in 20 days or less (new and renewal)	Approved	90%	90%	90%	90%
			Actual	91%	90%	90%	
Vehicle for Hire	Vehicle-for-Hire licenses	Percentage of Vehicle-for-Hire licenses issued in 20 days (new and renewal)	Approved	n/a	n/a	95%	95%
			Actual	n/a	n/a	95%	
	Private Transportation Company (PTC)	Percentage of PTC licenses issued in 5 days (new and renewal)	Approved	n/a	n/a	95%	95%
			Actual	n/a	n/a	95%	

Overall, the 2018 Service Levels are consistent with the approved 2017 Service Levels for Business Licensing & Permitting.

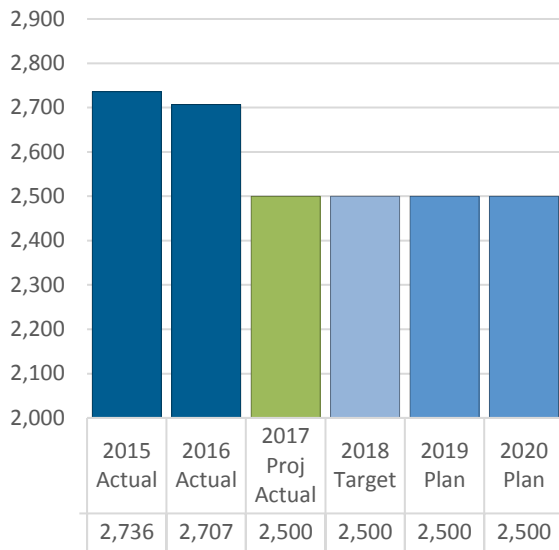
### Service Performance Measures

# New and Renewed Business Licenses Issued



- This measure presents the number of new and renewed business licenses issued (for stationary businesses and trades).
- In 2015 and 2016 the average number of licenses is over 32,000. In 2017, due to generally favourable economic conditions in the City, it is projected that the number of licenses will exceed 33,000.
- It is projected that the number licenses, new and renewed, will likely return to historical levels in 2018 through to 2020.

# of Permits Issued (New and Renewed)



- Depending on sustained economic indicators and vitality of the market, the 2017 annual total permits issued of 2,500, including renewals, is projected to be maintained over the next three years.

# of Days to Renew a License



- Number of days to renew a licence in 2017 has maintained the same level as 2016.
- Business process improvement in queue has resulted in faster turnaround times in 2016/2017.
- Projected days for 2018 through 2020 have been adjusted down from 12 to an average of 11 days to reflect the anticipated impact of on-going efforts to decrease wait times.

**Table 6  
2018 Preliminary Service Budget by Activity**

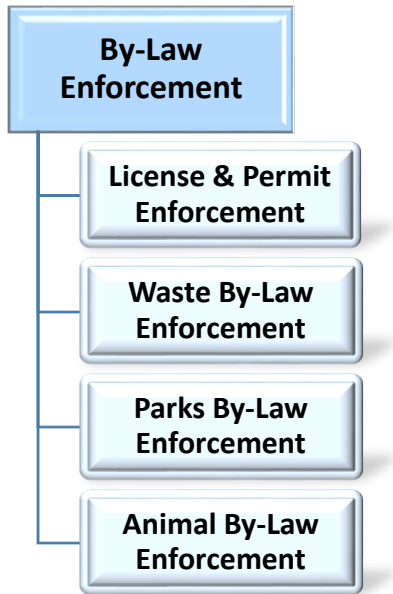
(\$000s)	2017	2018 Preliminary Operating Budget								Incremental Change				
	Approved Budget \$	Base Budget \$	Service Changes \$	Preliminary Base \$	Prelim. Base Budget vs. 2017 Budget		New/Enhanced \$	Prelim Budget \$	2018 Prelim Budget vs. 2017 Budget		2019 Plan		2020 Plan	
					\$	%			\$	%	\$	%	\$	%
<b>GROSS EXP.</b>														
Business & Trade Licensing	2,297.3	2,899.5		2,899.5	602.2	26.2%	(17.2)	<b>2,882.3</b>	585.0	25.5%	67.9	2.4%	36.7	1.2%
Business Permitting	574.5	724.4		724.4	149.8	26.1%	292.0	<b>1,016.3</b>	441.8	76.9%	118.0	11.6%	23.2	2.0%
Licensing Tribunal	130.2	160.3		160.3	30.1	23.1%	(5.9)	<b>154.4</b>	24.2	18.6%	2.2	1.5%	1.6	1.0%
Vehicle to Hire	5,456.1	4,366.6		4,366.6	(1,089.4)	(20.0%)	(89.0)	<b>4,277.7</b>	(1,178.4)	(21.6%)	73.3	1.7%	62.4	1.4%
<b>Total Gross Exp.</b>	<b>8,458.1</b>	<b>8,150.8</b>		<b>8,150.8</b>	<b>(307.3)</b>	<b>(3.6%)</b>	<b>179.9</b>	<b>8,330.6</b>	<b>(127.5)</b>	<b>(1.5%)</b>	<b>261.4</b>	<b>3.1%</b>	<b>123.9</b>	<b>1.4%</b>
<b>REVENUE</b>														
Business & Trade Licensing	9,119.3	9,218.3		9,218.3	99.1	1.1%	80.7	<b>9,299.0</b>	179.7	2.0%	87.8	0.9%	5.8	0.1%
Business Permitting	1,432.4	1,443.0		1,443.0	10.6	0.7%	344.0	<b>1,787.0</b>	354.5	24.8%	116.1	6.5%	12.0	0.6%
Licensing Tribunal	606.9	613.8		613.8	7.0	1.2%		<b>613.8</b>	7.0	1.2%	4.2	0.7%	0.2	0.0%
Vehicle to Hire	14,808.7	15,818.4		15,818.4	1,009.7	6.8%		<b>15,818.4</b>	1,009.7	6.8%	62.9	0.4%	3.1	0.0%
<b>Total Revenues</b>	<b>25,967.2</b>	<b>27,093.6</b>		<b>27,093.6</b>	<b>1,126.3</b>	<b>4.3%</b>	<b>424.6</b>	<b>27,518.2</b>	<b>1,551.0</b>	<b>6.0%</b>	<b>271.1</b>	<b>1.0%</b>	<b>21.2</b>	<b>0.1%</b>
<b>NET EXP.</b>														
Business & Trade Licensing	(6,822.0)	(6,318.9)		(6,318.9)	503.1	(7.4%)	(97.9)	<b>(6,416.8)</b>	405.2	(5.9%)	(20.0)	0.3%	30.9	(0.5%)
Business Permitting	(857.9)	(718.6)		(718.6)	139.2	(16.2%)	(52.0)	<b>(770.6)</b>	87.2	(10.2%)	1.9	(0.2%)	11.2	(1.5%)
Licensing Tribunal	(476.7)	(453.6)		(453.6)	23.1	(4.8%)	(5.9)	<b>(459.5)</b>	17.2	(3.6%)	(1.9)	0.4%	1.4	(0.3%)
Vehicle to Hire	(9,352.6)	(11,451.7)		(11,451.7)	(2,099.1)	22.4%	(89.0)	<b>(11,540.7)</b>	(2,188.1)	23.4%	10.4	(0.1%)	59.2	(0.5%)
<b>Total Net Exp.</b>	<b>(17,509.2)</b>	<b>(18,942.8)</b>		<b>(18,942.8)</b>	<b>(1,433.7)</b>	<b>8.2%</b>	<b>(244.8)</b>	<b>(19,187.6)</b>	<b>(1,678.4)</b>	<b>9.6%</b>	<b>(9.7)</b>	<b>0.1%</b>	<b>102.7</b>	<b>(0.5%)</b>
Approved Positions	67.0	62.0		62.0	(5.0)	(7.5%)	(0.0)	<b>62.0</b>	(5.0)	(7.5%)				

The **Business Licensing and Permitting** service provides for the issuance and monitoring of business licenses including Vehicle for Hire, right-of-way permits, temporary sign permits, and fireworks permits. This service primarily has jurisdiction over Business and Trade Licensing, Business Permitting, Vehicle for Hire Licensing and supports activities of the Licensing Tribunal.

The Business Licensing and Permitting service's 2018 Preliminary Operating Budget of \$8.331 million gross and \$19.188 million net revenue is \$1.678 million or 9.6% over the 2017 Approved Net (Revenue) Budget.

- For 2018, the service is experiencing pressures from interdivisional charges of \$0.023 million mainly for Court Services and insurance deductible expenses. There was also loss of capital funding (\$0.023 million) as the DataMart project enters its sustainment phase. For this sustainment phase, common to all services, the Program will need to hire (1) position.
- Offsetting these pressures, the 2018 Preliminary Operating Budget includes:
  - A reduction in salary costs of \$0.332 million.
  - Base revenue increases of \$0.916 million resulting from an increased volume of Private Transportation Company trip fees.
  - A user fee inflationary increase of 1.87%, applied to eligible fees of this service, will increase net revenue by \$0.233 million.
- The 2018 Preliminary Operating Budget includes funding of \$0.180 million gross and \$0.245 net revenue for the enhanced initiative to harmonize the Sidewalk Café and Marketing By-law and enhanced program enforcement; administration and customer service; and oversight of issues related to pedestrian movement and accessibility in the permit application process and implementation plan.

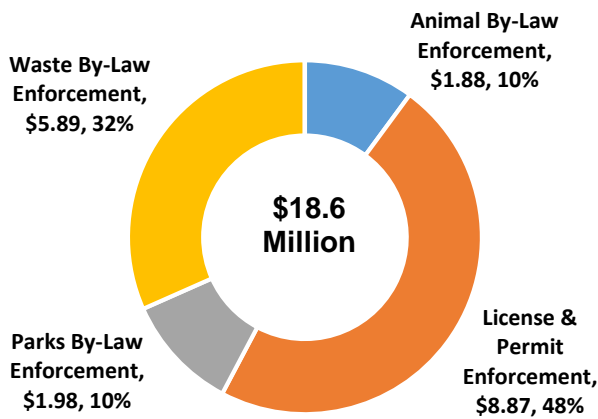
### By-Law Enforcement



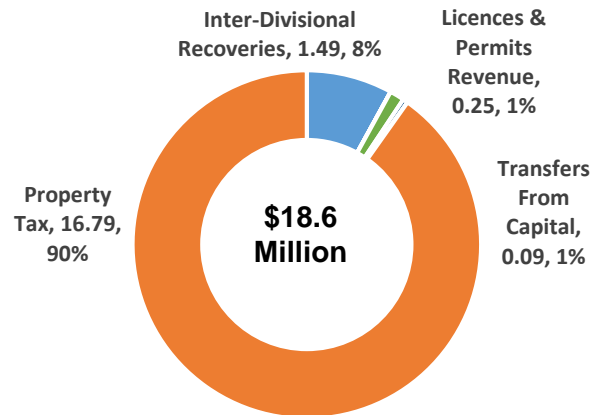
### What We Do

- The enforcement of the City of Toronto By-Laws to mitigate public nuisances, enhance public safety and maximize compliance. The core activities include:
  - ✓ License and Permit Enforcement
  - ✓ Waste By-Law Enforcement
  - ✓ Parks By-Law Enforcement
  - ✓ Animal By-Law Enforcement

**2018 Service Budget by Activity (\$Ms)**



**2018 Service by Funding Source (\$Ms)**





## 2018 Service Levels

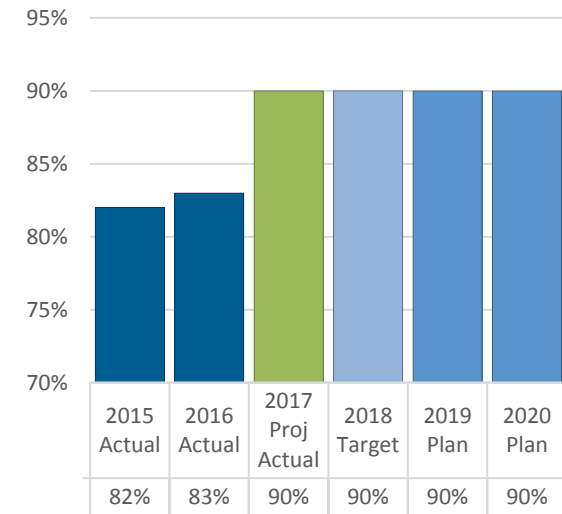
### By-Law Enforcement

Activity	Type	Service Level Description	Status	2015	2016	2017	2018
Animal By-Law Enforcement	Dogs off-leash	% rate response within 48 hours of report of dogs off-leash	Approved	90%	90%	90%	90%
			Actual	85%	90%	90%	
	Dog bites	% dog bites reports emergency response occurs within 2 hours	Approved	n/a	80%	80%	80%
			Actual	n/a	88%	90%	
License and Permit Enforcement	By-law Enforcement Service Requests	% of Municipal Code Chapter 545 license and permit by-law reports where initial response occurs within 48 hours of the report	Approved	90%	90%	90%	90%
			Actual	75%	60%	90%	
Parks By-Law Enforcement	Parks Service Requests	% parks reports where initial response occurs within 48 hours	Approved	90%	90%	90%	90%
			Actual	89%	90%	90%	
Waste By-Law Enforcement	Abandoned Appliance Reports	% abandoned appliance reports where response occurs within 24 hrs	Approved	100%	100%	100%	100%
			Actual	50%	80%	85%	
	Illegal Dumping Reports	% illegal dumping by-law service response rate within 48 hrs	Approved	90%	80%	80%	80%
			Actual	82%	90%	90%	

Overall, the 2018 Service Levels are consistent with the approved 2017 Service Levels for By-Law Enforcement.

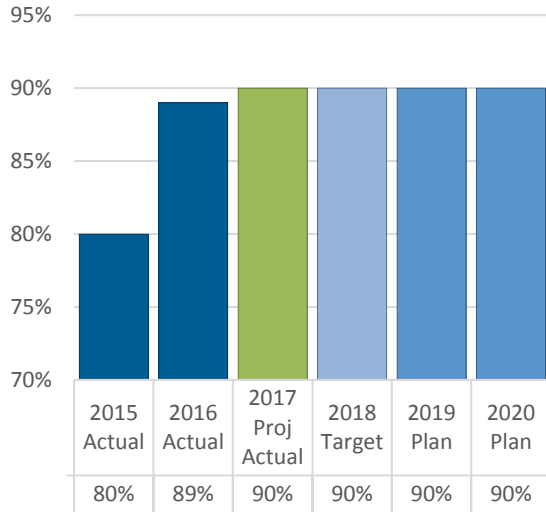
### Service Performance Measures

**% Response w/In 48 Hours of Report of Dogs Off-Leash**



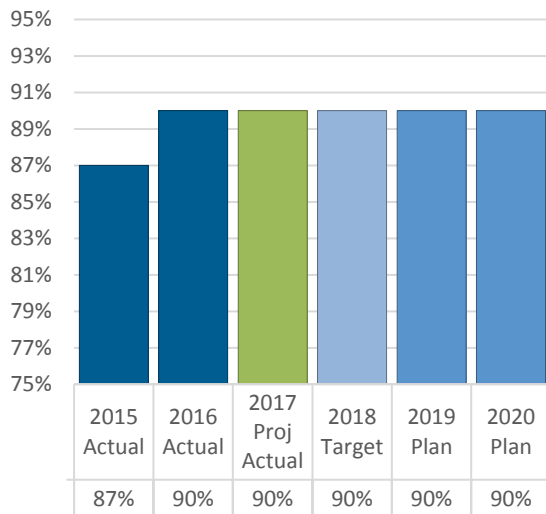
- This measure tracks Dogs off-leash enforcement within a public park by the determining the frequency of response to off-leash incidents reported. The projected rate for 2017 and 2018 through 2020 is 90%.
- A steady service level has been maintained in responding to reports within 48 hours after they have been witnessed.
- To increase effectiveness data-driven analytics will be introduced in 2018 with an effort to direct proactive patrols to better manage the issue of dogs off-leash in real-time.

**% of Waste By-Law Inspections Conducted Within 48 Hours**



- Waste by-law enforcement targeting to maintain a 90% response rate within 48 hours.
- The establishment of a dedicated Solid Waste Enforcement Team, augmented by District Operations, in partnership with Solid Waste Management, will assist our focus on priority service requests including illegal dumping.

**% of Parks By-Law Inspections Conducted Within 48 Hours**



- Parks by-law service requests within city parks will continue to have a 90% response rate within 48 hours.
- A resource redeployment project resulted in the creation of the Public Spaces Enforcement Team.
- This realignment has doubled the number of bylaw officers available to respond to issues with city parks in addition to other enforcement duties in the public realm.

**Table 6**  
**2018 Preliminary Service Budget by Activity**

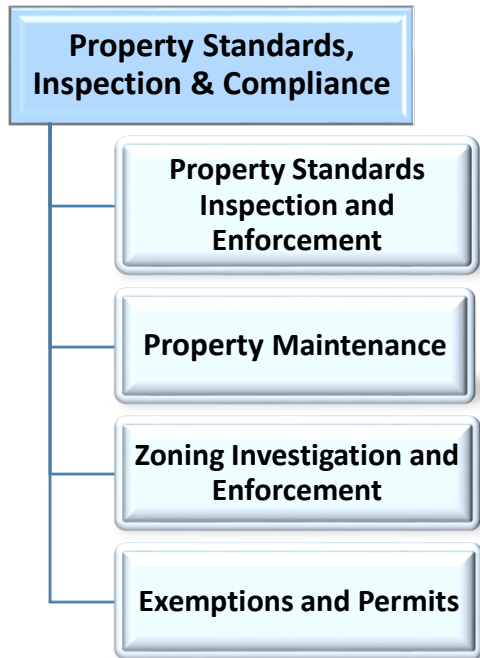
	2017	2018 Preliminary Operating Budget							Incremental Change					
	Approved Budget	Base Budget	Service Changes	Preliminary Base	Prelim. Base Budget vs. 2017 Budget		New/Enhanced	Prelim Budget	2018 Prelim Budget vs. 2017 Budget		2019 Plan		2020 Plan	
					\$	%			\$	%	\$	%	\$	%
<b>GROSS EXP.</b>														
Animal By-Law Enforcement	1,326.9	1,881.0		1,881.0	554.0	41.8%		1,881.0	554.0	41.8%	31.3	1.7%	15.9	0.8%
License & Permit Enforcement	8,261.4	8,624.6		8,624.6	363.2	4.4%	244.8	8,869.4	608.0	7.4%	176.3	2.0%	118.2	1.3%
Parks By-Law Enforcement	1,184.9	1,977.6		1,977.6	792.7	66.9%		1,977.6	792.7	66.9%	48.5	2.5%	28.7	1.4%
Waste By-Law Enforcement	6,596.5	5,889.0		5,889.0	(707.5)	(10.7%)		5,889.0	(707.5)	(10.7%)	90.2	1.5%	71.9	1.2%
<b>Total Gross Exp.</b>	<b>17,369.6</b>	<b>18,372.2</b>		<b>18,372.2</b>	<b>1,002.5</b>	<b>5.8%</b>	<b>244.8</b>	<b>18,616.9</b>	<b>1,247.3</b>	<b>7.2%</b>	<b>346.2</b>	<b>1.9%</b>	<b>234.7</b>	<b>1.2%</b>
<b>REVENUE</b>														
Animal By-Law Enforcement	286.4	250.4		250.4	(36.0)	(12.6%)		250.4	(36.0)	(12.6%)				
License & Permit Enforcement	82.0	48.9		48.9	(33.1)	(40.4%)		48.9	(33.1)	(40.4%)				
Parks By-Law Enforcement	23.0	17.3		17.3	(5.7)	(24.8%)		17.3	(5.7)	(24.8%)				
Waste By-Law Enforcement	1,524.3	1,509.3		1,509.3	(14.9)	(1.0%)		1,509.3	(14.9)	(1.0%)				
<b>Total Revenues</b>	<b>1,915.7</b>	<b>1,825.9</b>		<b>1,825.9</b>	<b>(89.8)</b>	<b>(4.7%)</b>		<b>1,825.9</b>	<b>(89.8)</b>	<b>(4.7%)</b>				
<b>NET EXP.</b>														
Animal By-Law Enforcement	1,040.5	1,630.6		1,630.6	590.1	56.7%		1,630.6	590.1	56.7%	31.3	1.9%	15.9	1.0%
License & Permit Enforcement	8,179.3	8,575.7		8,575.7	396.3	4.8%	244.8	8,820.4	641.1	7.8%	176.3	2.0%	118.2	1.3%
Parks By-Law Enforcement	1,161.9	1,960.3		1,960.3	798.4	68.7%		1,960.3	798.4	68.7%	48.5	2.5%	28.7	1.4%
Waste By-Law Enforcement	5,072.2	4,379.7		4,379.7	(692.6)	(13.7%)		4,379.7	(692.6)	(13.7%)	90.2	2.1%	71.9	1.6%
<b>Total Net Exp.</b>	<b>15,454.0</b>	<b>16,546.3</b>		<b>16,546.3</b>	<b>1,092.3</b>	<b>7.1%</b>	<b>244.8</b>	<b>16,791.1</b>	<b>1,337.1</b>	<b>8.7%</b>	<b>346.2</b>	<b>2.1%</b>	<b>234.7</b>	<b>1.4%</b>
Approved Positions	159.9	162.8		162.8	2.9	1.8%	3.0	165.8	5.9	3.7%				

The **By-Law Enforcement** service provides enforcement activities related to the Waste By-Law, Parks By-Law, Animal By-Law as well as Licensing and Permit enforcement. This service primarily provides monitoring and active enforcement of the City of Toronto By-Laws to maximize compliance.

The By-Law Enforcement Service's 2018 Preliminary Operating Budget of \$18.617 million gross and \$16.791 million net is \$1.337 million or 8.7% above the 2017 Approved Net Budget.

- With base budget pressures common to all services, this service is experiencing salary increases of \$0.562 million. In addition, the service is experiencing pressures which are primarily due to increased interdivisional charges (\$0.253 million) and pressure from aligning the budget with operational effort (\$0.195 million) as well as a reduction to budgeted revenues based on actual experience (\$0.053 million). There was also loss of capital funding of \$0.048 million as the DataMart project enters its sustainment phase. For this sustainment phase, common to all services, the Program will need to hire (1) position.
- The 2018 Preliminary Operating Budget includes funding of \$0.245 million gross and net for the enhanced initiative to harmonize the Sidewalk Café, Parklets and Marketing Displays By-law and for 3 positions to assist with the increased volumes to bring businesses into compliance as part of enhancing program enforcement; administration and customer service; and oversight of issues related to pedestrian movement and accessibility in the permit application process and implementation plan. .

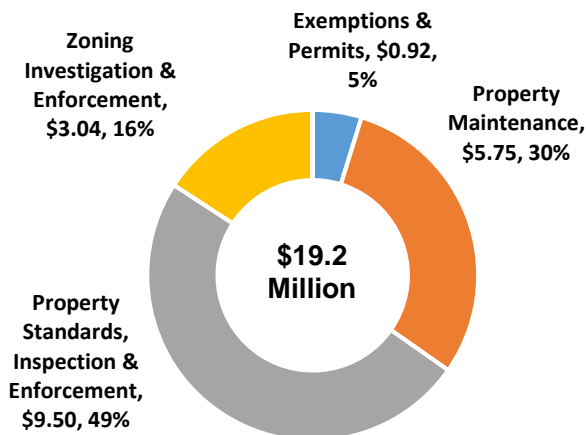
### Property Standards, Inspection & Compliance



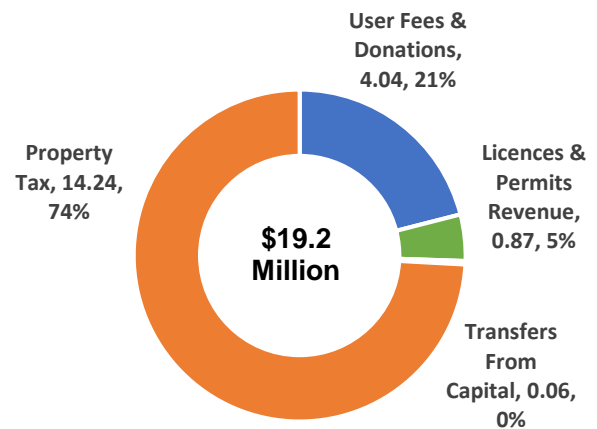
### What We Do

- Provide enforcement activities related to property standards; property maintenance (including waste, 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

2018 Service Budget by Activity (\$Ms)



2018 Service by Funding Source (\$Ms)



## 2018 Service Levels

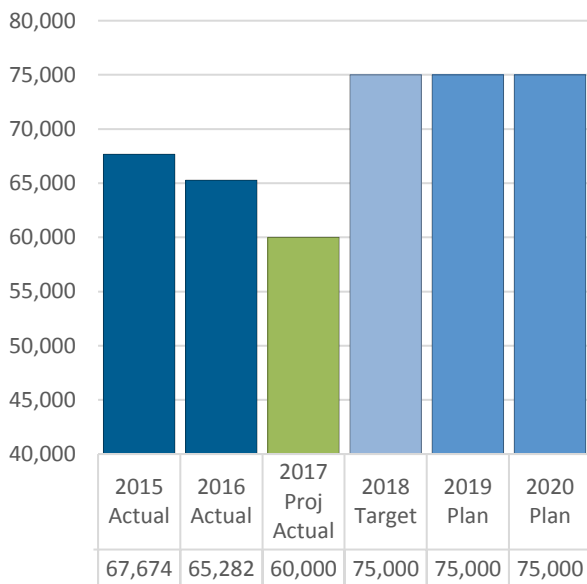
### Property Standards, Inspection & Compliance

Activity	Type	Service Level Description	Status	2015	2016	2017	2018
Property Standards Inspection and Enforcement	Property Standards emergency response	% emergency responses conducted within 24 hours of reports	Approved	100%	100%	100%	100%
			Actual	85%	90%	90%	
	Property Standards non-emergency response	% non-emergency responses conducted within 5 days of report	Approved	70%	80%	80%	<b>70%</b>
			Actual	60%	50%	75%	
Property Maintenance	Property Maintenance emergency responses	% emergency responses conducted within 24 hours of reports	Approved	100%	100%	100%	100%
			Actual	85%	95%	90%	
	Property non-emergency responses	% non-emergency responses conducted within 5 days of report	Approved	70%	80%	80%	<b>70%</b>
			Actual	60%	75%	80%	
Zoning Investigation and Enforcement	Zoning responses	% responses conducted within 5 days of report	Approved	70%	70%	70%	70%
			Actual	55%	70%	75%	
Exemptions and Permits	Fence / Noise / Natural Gardens	% an exemption or permit referral to Community Council occurs in 30 days.	Approved	100%	100%	100%	100%
			Actual	81%	80%	60%	

Overall, the 2018 Service Levels are generally consistent with the approved 2017 Service Levels for Property Standards, Inspection & Compliance. The 2018 Service Levels for Inspection & Enforcement and Property Maintenance, non-emergency response conducted within 24 hrs of report, have been updated to correct the level to 70% to reflect the current anticipated response rate.

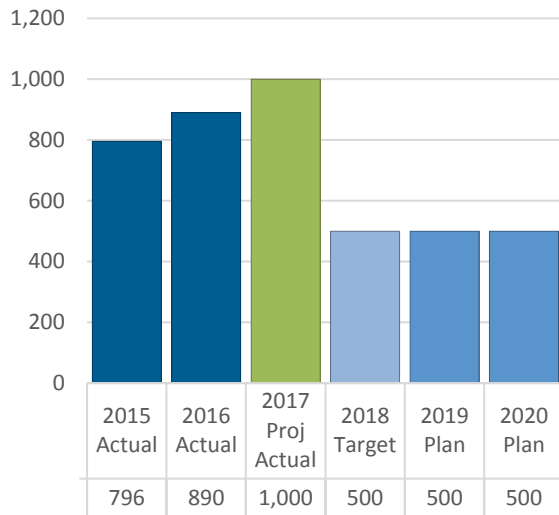
### Service Performance Measures

# of Property Standards Inspections



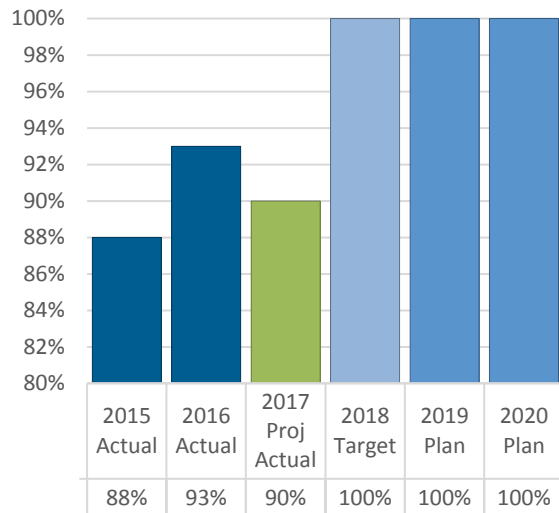
- The number of property standards inspections projected for 2017 has decreased by 11% since 2015 due to changes in business processes which optimize procedures with more efficient and effective response strategies.
- 2018 and outlook years are anticipated to stabilize at volumes of 75,000 per year.

**# of Applications Reviewed For Exemptions and Permits**



- Requests for exemptions have been trending up in recent years, which is a result of increased education and awareness.
- By-laws for noise and fences are being reviewed for 2017 and targets may be reassessed based on the adopted changes.
- It is anticipated that while the volume of some applications may decrease, the volume of other applications, e.g. for construction, may increase. As a result, the number of applications reviewed is expected to stabilize at 500 per year for 2018 through 2020.

**% Initial Responses Conducted Within 24 Hrs**



- The percentage of initial response to Emergency Property Standards Service Request conducted within 24 Hours for 2017 is projected to decrease by 3% from 2016.
- While the average response rate from 2015 to 2017 is 90.3%; 2018 and outlook years are expected to be at 100% as efforts are made to adhere to standard.

**Table 6**  
**2018 Preliminary Service Budget by Activity**

(\$000s)	2017	2018 Preliminary Operating Budget							Incremental Change					
	Approved Budget	Base Budget	Service Changes	Preliminary Base	Prelim. Base Budget vs. 2017 Budget		New/Enhanced	Prelim Budget	2018 Prelim Budget vs. 2017 Budget		2019 Plan		2020 Plan	
					\$	%			\$	%	\$	%	\$	%
<b>GROSS EXP.</b>														
Exemptions & Permits	2,541.4	917.8		917.8	(1,623.6)	(63.9%)		917.8	(1,623.6)	(63.9%)	10.1	1.1%	8.3	0.9%
Property Maintenance	4,512.8	5,750.6		5,750.6	1,237.8	27.4%		5,750.6	1,237.8	27.4%	92.4	1.6%	63.1	1.1%
Property Standards, Inspection & Enforcement	6,894.7	8,726.1		8,726.1	1,831.4	26.6%	772.7	9,498.8	2,604.1	37.8%	467.2	4.9%	68.6	0.7%
Zoning Investigation & Enforcement	2,801.6	3,038.2		3,038.2	236.6	8.4%		3,038.2	236.6	8.4%	47.1	1.6%	30.3	1.0%
<b>Total Gross Exp.</b>	<b>16,750.4</b>	<b>18,432.6</b>		<b>18,432.6</b>	<b>1,682.2</b>	<b>10.0%</b>	<b>772.7</b>	<b>19,205.4</b>	<b>2,455.0</b>	<b>14.7%</b>	<b>616.8</b>	<b>3.2%</b>	<b>170.4</b>	<b>0.9%</b>
<b>REVENUE</b>														
Exemptions & Permits	254.0	63.9		63.9	(190.1)	(74.9%)		63.9	(190.1)	(74.9%)	0.0	0.0%	0.0	0.0%
Property Maintenance	447.5	921.6		921.6	474.1	105.9%		921.6	474.1	105.9%	0.3	0.0%	0.3	0.0%
Property Standards, Inspection & Enforcement	1,508.3	3,061.7		3,061.7	1,553.4	103.0%	771.3	3,833.0	2,324.7	154.1%	465.7	12.1%	1.1	0.0%
Zoning Investigation & Enforcement	320.7	148.7		148.7	(172.0)	(53.6%)		148.7	(172.0)	(53.6%)	0.0	0.0%	0.0	0.0%
<b>Total Revenues</b>	<b>2,530.5</b>	<b>4,195.9</b>		<b>4,195.9</b>	<b>1,665.4</b>	<b>65.8%</b>	<b>771.3</b>	<b>4,967.3</b>	<b>2,436.7</b>	<b>96.3%</b>	<b>466.0</b>	<b>9.4%</b>	<b>1.4</b>	<b>0.0%</b>
<b>NET EXP.</b>														
Exemptions & Permits	2,287.4	853.9		853.9	(1,433.5)	(62.7%)		853.9	(1,433.5)	(62.7%)	10.1	1.2%	8.3	1.0%
Property Maintenance	4,065.2	4,829.0		4,829.0	763.7	18.8%		4,829.0	763.7	18.8%	92.1	1.9%	62.8	1.3%
Property Standards, Inspection & Enforcement	5,386.4	5,664.4		5,664.4	278.0	5.2%	1.4	5,665.8	279.4	5.2%	1.6	0.0%	67.6	1.2%
Zoning Investigation & Enforcement	2,480.9	2,889.5		2,889.5	408.6	16.5%		2,889.5	408.6	16.5%	47.1	1.6%	30.3	1.0%
<b>Total Net Exp.</b>	<b>14,219.9</b>	<b>14,236.7</b>		<b>14,236.7</b>	<b>16.9</b>	<b>0.1%</b>	<b>1.4</b>	<b>14,238.1</b>	<b>18.3</b>	<b>0.1%</b>	<b>150.8</b>	<b>1.1%</b>	<b>169.0</b>	<b>1.2%</b>
<b>Approved Positions</b>	<b>166.3</b>	<b>169.6</b>		<b>169.6</b>	<b>3.3</b>	<b>2.0%</b>	<b>8.0</b>	<b>177.6</b>	<b>11.3</b>	<b>6.8%</b>	<b>(2.0)</b>	<b>(1.1%)</b>		

The **Property Standards Inspection & Compliance** service provides enforcement activities related to property standards and property maintenance; zoning issues requiring investigation and/or enforcement. This service primarily addresses issues and/or service requests related to maintenance of buildings and property, litter and dumping of refuse, grass and weeds, graffiti, noise, fences, zoning, signs and processes required exemptions and permits.

The Property Standards Inspection & Compliance Service's 2018 Preliminary Operating Budget of \$19.205 million gross and \$14.238 million net is \$0.018 million or 0.1% over the 2017 Approved Net Budget.

- In addition to the base budget pressures common to all services, in 2018, this service has an increase of \$1.126 million for the annualized costs for the Apartment Building Standards program that was approved for 2017.
- The base pressure also includes the common service impact of loss of capital funding of \$0.034 million as the DataMart project enters its sustainment phase, which means, as a result, the Program will need to hire (1) position. Also, a restatement of projected revenues from inspection activities resulting in a decrease of \$0.122 million based on actual experience.
- In order to offset these pressures, the 2018 Preliminary Operating Budget includes:
  - An increase of \$1.747 million for the annualization of anticipated fee revenue for the Apartment Building Standards program.
  - A reduction in interdivisional charges of \$0.196 million mainly for IT hardware and systems and a reduction of \$0.111 million based on aligning the budget with operational effort within ML&S.
  - A user fee inflationary increase of 1.87%, for fees applied to this service that is anticipated to generate additional net revenue of \$0.074 million in 2018.
- The 2018 Preliminary Operating Budget includes funding of \$0.773 million gross, \$0.001 net to implement *Short-Term Rentals Regulations*, requiring (5) new permanent positions to administer, enforce and deliver the new short-rentals program and (3) temporary positions to implement the new Short-Term Rentals program.



# Part 3

## Issues for Discussion



## Issues Impacting the 2018 Budget

### *User Fee Review*

- Historically, Municipal Licensing & Standards has experienced under-achieved annual revenues. 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 and reported back, as appropriate, through future Budget processes. After consultation with the Financial Planning Division, it was determined that the overall approach would be to review all user fees for full cost recovery and consistency with the City's User Fee Policy.
- In 2015, the Program addressed some of the revenue shortfall through the implementation of new licensing categories, such as Personal Service Settings, Toronto Taxi License Plates, and permit and licensing enforcement blitzes, and a process change to the application of re-inspection fees. In addition, over contribution to Legal Services outside of a service agreement was rectified.
- The future approach was deemed to be a multi-year initiative with Phase 1 being introduced in 2016 that focused on accurately reflecting actual revenue volumes based on current performance of the program and incorporating base changes to the fee structure for future years. The Program engaged the services of an outside consultant to provide on-going support and validation of the study conclusions.
- The 2016 Operating Budget for MLS included the first phase of volume adjustments, reflecting additional revenue of \$0.464 million in 2016 that normalized expected user fee revenues with actual experience and realistic projections.
- Review findings were also incorporated in-year 2016 as part of the fee structure proposed for Taxi, Limo and Private Transportation Companies as part of the report LS10.3 "A New Vehicle-for-Hire Bylaw to Regulate Toronto's Ground Transportation Industry" that was considered by Council on May 3, 2016.
- The 2017 Budget included fee adjustments identified as part of the report LS15.3 Rental Apartment Buildings: Results of Public Consultation and Proposed Regulatory Regime, that was adopted as amended by City Council during its meeting of December 13 and 14, 2016 and proposed a licensing framework for rental apartment buildings along with the recovery of costs of an enhanced MRAB (Apartment Building Standards or ABS) program.
- The Program will be approaching future user fee adjustments as each ML&S relevant by-law is reviewed and updated to reflect full cost recovery. A current example would be the Harmonized Sidewalk Café, Parklets and Marketing Displays By-law which is harmonizing policy and updating fees from six older by-laws that have not been adjusted since amalgamation of the City in 1998.
- It should be noted that, as specified in Chapter 441 of the Toronto Municipal Code, applicable user fees are subject to automatic annual inflationary increases. In the case of MLS, the appropriate blended rate (based on specific inflationary factors for service inputs) had been determined to be 1.87% for 2018 which is expected to generate additional revenue of \$0.309 million.

## **Toronto Wildlife Centre**

- In 2017, City Council approved funding of \$0.750 million as a grant to the Toronto Wildlife Centre, to be funded from the balance of the Beare Road Fund, to be provided as a contribution towards the construction of a new wildlife hospital, subject to the City of Toronto Grants Policy.
- The Toronto Wildlife Centre is still in process of negotiating the terms of the Grant Agreement and consequently no payment has yet been made in 2017. It is likely at this point funds will not be transferred to the Centre until 2018.
- As a result, this grant, funded through the Beare Road account, is part of the 2018 Preliminary Operating Budget for ML&S to ensure required funding is in place for 2018. This amount is consequently reversed in the 2019 outlook.

## **Emerging Requirements for 2018**

- **Multi-tenant Houses (Rooming Houses):** The estimated resource requirements for this Council directed initiative are currently being reviewed. A staff report is anticipated in January 2018. The October 26, 2016 Executive Committee decision on this item can be found at:

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2016.EX18.13>

## **Issues Impacting Future Years**

### **Backyard Hen Pilot Program**

- On October 2, 2017 City Council considered and amended Item LS20.1 (*Prohibited Animals Review*). As part of the amendments, Council requested the Executive Director, Municipal Licensing and Standards to develop and implement a pilot program as soon as possible and at least prior to the end of October, 2017 permitting backyard hens in Wards 5, 13, 21 and 32 for a period of up to three years from the date of implementation, with an interim review after 18 months. Any financial impact is yet to be determined.
- The Executive Director, Municipal Licensing and Standards was also requested to create pilot program criteria, requirements and metrics and report back to the Licensing and Standards Committee at the end of the Backyard Hen Pilot Program. The October 2, 2017 Council decision on this item can be found at:

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2017.LS20.1>

## **Issues Referred to the 2018 Operating Budget Process**

### **Licensed Holistic Centres**

- On November 7, 2017 City Council considered and amended Item AU10.3 (*A Review of Municipal Licensing and Standards Division's Management of Business Licences - Part Two: Licensed Holistic Centres*).
- Council requested the Executive Director, Municipal Licensing and Standards to conduct a detailed and thorough review of the existing By-laws and legislative framework governing the licensing of body rub parlours and holistic centres and report back to the Licensing & Standards Committee in February 2018.
- Council also directed the Executive Director, Municipal Licensing and Standards to report to the Budget Committee through the 2018 budget process, on the projected costs and potential revenue sources necessary to increase the enforcement complement of the division, including appropriately marked and equipped vehicles

and equipment to enhance dedicated enforcement efforts related to non-compliant businesses currently operating with holistic licences.

- The November 7, 2017 Council decision on this item can be found at:

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2017.AU10.3>

### ***Third Party Election Advertising***

- On October 2, 2017 City Council considered and amended Item EX27.4 (*Third Party Election Advertising Enforcement under the Municipal Elections Act, 1996*).
- Council requested the Executive Director, Municipal Licensing and Standards to report through the 2018 Budget Process on the staff resources needed for enforcement pertaining to illegal third party election advertising commencing May 1, 2018.. The October 2, 2017 Council decision on this item can be found at:

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2017.EX27.4>



# Appendices

## Appendix 1

### 2017 Service Performance

#### Key Service Accomplishments

In 2017, Municipal Licensing & Standards accomplished the following:

##### **Modernize Bylaws and Business Processes**

- ✓ Implemented RentSafeTO and Apartment Building Standards Program including registration and evaluation of all apartment buildings in the City.
- ✓ Reviewed and amended Toronto Municipal Code chapter 349, Animals enhancing public and animal safety, specifically related to dangerous dogs, prohibited animals, including a backyard hen pilot.
- ✓ Completed review of new by-laws governing Short-Term Rentals and Sidewalk Cafés, Parklets and Marketing Displays.

##### **Streamline/Automate Modernize Technology and Business Systems**

- ✓ Worked with Toronto Office of Partnerships to pilot City of Toronto Online Donations and Volunteer Management System (DVMS);
- ✓ Continued partnership with Province of Ontario to improve customer experience by reducing red tape, including participating in a proof of concept using Blockchain technology.
- ✓ Automated the application process for Private Transportation Company drivers.
- ✓ Leveraged social media platforms to engage with stakeholders online with four major strategic projects that gained over 3,000 views/interactions.
- ✓ Hosted over 55 public and industry consultations engaging 1,700 stakeholders
- ✓ Conducted 10 online surveys on key policy projects, with over 7,000 responses.

##### **Enhance Performance and Business Analytic Systems and Reporting**

- ✓ Completed Phase I of DataMart project, which will integrate the operating systems to automate data collection for more effective analysis, reporting, and decision making.

##### **Continuation of Business Transformation**

- ✓ Reorganized and restructured service lines to provide adequate oversight and management controls.
- ✓ Launched electronic pet license billing function and implemented Phase 1 of Online Self Services for profile and pet data update.

##### **Improve Enforcement and Compliance Outcomes**

- ✓ Partnered with Toronto Police Services to address illegal Marijuana storefront resulting in over 2,500 inspections, 772 charges and 6 ML&S obtained search warrants related to obstructing entry.
- ✓ MLS in partnership with Legal Services succeeded in obtaining an interim injunction which ordered an illegal marijuana storefront business to stop selling marijuana at multiple locations throughout the City as they were operating in direct contravention of the City's Zoning Bylaw.
- ✓ Obtained resolution of 11 cases related to recurrent vacant/derelict properties including the removal of over 175,000 pounds of waste removed.
- ✓ Involved in resolution of 27 cases referred through Specialized Program for Interdivisional Enhanced Responsiveness (SPIDER).
- ✓ Completed one year Multi-Residential Containment project in collaboration with Solid Waste Management to address contamination in recycling, organic and garbage disposal procedures with issuance of 630 notices of violations and 185 total charges.
- ✓ Implemented Vehicle-for-Hire Enforcement Team focused on public complaints, proactive inspection of high risk locations and strategic relationships with Vehicle-for-Hire stakeholders.
  - Conducted 3,096 proactive inspections; Investigated 923 complaints; Laid 1,050 charges.

## Appendix 2

### 2018 Preliminary Operating Budget by Expenditure Category Program Summary by Expenditure Category

Category of Expense (\$000's)	2015	2016	2017	2017	2018	2018 Change from		Plan	
	Actual	Actual	Budget	Projected	Preliminary	2017 Approved		2019	2020
	\$	\$	\$	Actual *	Budget	\$	%	\$	\$
Salaries And Benefits	39,447.0	40,445.4	45,055.5	41,996.0	47,906.1	2,850.6	6.3%	48,776.5	49,354.9
Materials & Supplies	813.8	905.9	979.8	824.6	1,067.4	87.6	8.9%	1,067.4	1,067.4
Equipment	612.1	491.6	242.0	93.2	384.5	142.5	58.9%	444.5	444.5
Service And Rent	2,011.2	1,624.3	1,761.5	3,227.7	2,041.9	280.4	15.9%	2,319.8	2,319.8
Contribution To Reserves/Reserve Funds	749.3	308.1	770.3	770.3	778.6	8.3	1.1%	778.6	778.6
Other Expenditures	358.4	309.3	1,098.8	349.3	1,099.9	1.1	0.1%	349.9	349.9
Inter-Divisional Charges	4,624.1	3,573.5	3,220.6	3,622.8	3,465.1	244.6	7.6%	3,626.1	3,662.7
<b>Total Gross Expenditures</b>	<b>48,616.1</b>	<b>47,658.2</b>	<b>53,128.4</b>	<b>50,884.0</b>	<b>56,743.4</b>	<b>3,615.0</b>	<b>6.8%</b>	<b>57,362.8</b>	<b>57,977.8</b>
Inter-Divisional Recoveries	1,507.0	1,543.2	1,515.5	1,519.3	1,511.9	(3.5)	(0.2%)	1,511.9	1,511.9
User Fees & Donations	2,427.6	1,640.4	2,741.9	2,788.5	4,521.5	1,779.6	64.9%	4,522.9	4,524.4
Licences & Permits Revenue	25,870.5	27,295.4	27,876.6	29,943.5	29,994.6	2,118.0	7.6%	30,730.4	30,751.5
Transfers From Capital		230.7	328.1	240.8	214.0	(114.1)	(34.8%)	214.0	214.0
Sundry and Other Revenues	339.3	370.3	1,284.0	436.7	1,119.0	(165.0)	(12.8%)	369.0	369.0
<b>Total Revenues</b>	<b>30,144.4</b>	<b>31,080.2</b>	<b>33,746.1</b>	<b>34,928.7</b>	<b>37,361.1</b>	<b>3,615.0</b>	<b>10.7%</b>	<b>37,348.2</b>	<b>37,370.9</b>
<b>Total Net Expenditures</b>	<b>18,471.7</b>	<b>16,578.0</b>	<b>19,382.4</b>	<b>15,955.2</b>	<b>19,382.4</b>	<b>0.0</b>	<b>0.0%</b>	<b>20,014.5</b>	<b>20,607.0</b>
<b>Approved Positions</b>	<b>421.0</b>	<b>462.0</b>	<b>479.5</b>	<b>460.5</b>	<b>490.5</b>	<b>11.0</b>	<b>2.3%</b>	<b>488.5</b>	<b>488.5</b>

\* Based on the 9-month Operating Variance Report

For additional information regarding the 2017 Q3 operating variances and year-end projections, please refer to the attached link for the report entitled "Operating Variance Report for the Nine-Month Period Ended September 30, 2017" that goes to Budget Committee on November 27, 2017.

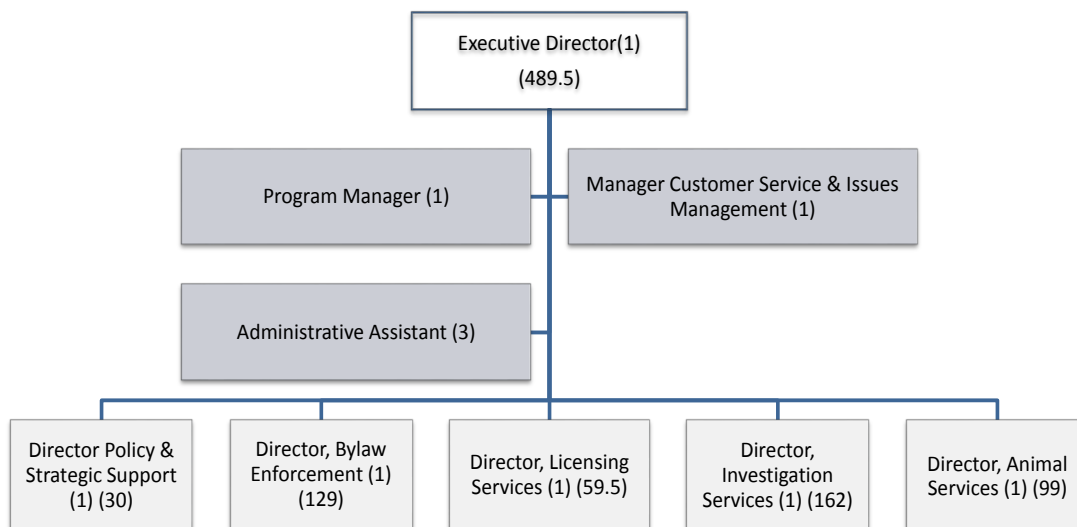
<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2017.BU37.2>

### Impact of 2017 Operating Variance on the 2018 Preliminary Operating Budget

- Expenditures for 2017 are anticipated to be under budget mainly driven by salary & benefits. The Program is still in the process of filling vacancies and is projecting to be 19 positions below the total approved complement of 479.5 due to on-going recruitment issues. The 2018 Preliminary Operating Budget assumes full complement of 479.5 plus 11 positions and resources for new initiatives.
- Revenue is anticipated to be over budget at year-end 2017 by \$1.183 million. The new Vehicle for Hire By-law has been implemented and is experiencing higher than planned volumes of PTC (Private Transportation Company) application and trip fees. As well, there is higher than planned revenue from licenses and permits and increased insurance recoveries. Other areas with on-going under-achieved revenue are being addressed by a user fee review and rationalization such as moving to full cost recovery for the ABS program. The 2018 Preliminary Operating Budget includes revenue increases of \$3.615 million and has been aligned to reflect the level of revenues experienced in 2017 including a volume adjustment for PTC trip fees as well as inflationary increases to user fee rates and includes the impact of new initiatives.
- The Program is continually reviewing user fees as well as associated by-laws where possible in order to approach full cost recovery with maintenance of a user fee revenue plan to rationalize user fees and generate revenue in order to maintain and improve revenue streams.

### Appendix 3

### 2018 Organization Chart



### 2018 Total Complement

	Category	Senior Management	Management with Direct Reports	Management without Direct Reports/Exempt Professional & Clerical	Union	Total
Operating	Permanent	6.0	51.0	29.0	393.0	479.0
	Temporary			4.0	5.5	9.5
	<b>Total Operating</b>	6.0	51.0	33.0	398.5	488.5
Capital	Permanent			-	-	-
	Temporary			2.0	-	2.0
	<b>Total Capital</b>	-	-	2.0	-	2.0
<b>Grand Total</b>		<b>6.0</b>	<b>51.0</b>	<b>35.0</b>	<b>398.5</b>	<b>490.5</b>

## **Appendix 5**

### **Summary of 2018 New / Enhanced Service Priorities**



## 2018 Operating Budget - Preliminary New and Enhanced Services Summary by Service (\$000's)

Form ID		Citizen Focused Services B  Program - Municipal Licensing & Standards	Adjustments				2019 Plan Net Change	2020 Plan Net Change
Category	Equity Impact		Gross Expenditure	Revenue	Net	Approved Positions		
14713		Harmonized Sidewalk Café and Marketing By-law						
72	Positive	<b>Description:</b>						
<p>Currently, there are 6 different by-laws in force that provide for café and marketing uses on the City's sidewalks. Although these by-laws were created for a similar purpose, they established different standards and procedures, all of which are still in effect today. Creating consistent standards and procedures is a primary objective of this change. The fees associated with these uses have also not been reviewed following amalgamation. As a result, the Program is proposing a framework for the harmonization of the sidewalk café and marketing bylaws and an update of associated fees for these sidewalk uses. The lack of consistency that has arisen is a challenge to administer and enforce on a uniform basis; can confuse the public who view these inconsistencies as frustrating and inefficient; and does not foster a progressive business climate. Beyond harmonization, updated regulations are also needed to ensure contemporary standards with respect to the allocation of space and resources within the public right-of-way are reflected in the By-law. Ensuring sufficient space for the movement of pedestrians, which is particularly important in high-growth areas, is a primary objective in this regard.</p>								
<b>Service Level Impact:</b>								
<p>The 2018 Preliminary Operating Budget includes total funding of \$0.204 million gross and \$0.221 net revenue for this Enhanced Service Priority (exclusive of charges for Transportation Services). Effective May 1, 2018, ML&amp;S will increase its complement by adding 1 permanent position and 2 temporary positions to assist with the increased volumes to bring into compliance businesses that are currently operating without a permit. The division will assess the status of the temporary position in two years after the implementation of the new harmonized bylaw. At implementation, the fees would be applied in full for any new applicant. Any increases for existing permit holders resulting from the recommended permit fees would be phased in equally over the 10-year period.</p>								
<b>Equity Statement:</b>								
<p>This proposal will have a positive impact on the women, persons with disabilities and seniors. It will increase the accessibility of sidewalks. The proposal may also have a positive impact on youth and low-income persons as it has been designed to provide stability to the food and service industry. It may increase access to employment.</p>								
<b>Service: MS-Business Licensing, Enforcement, &amp; Permitting</b>								
Preliminary New / Enhanced Services:		(41.0)	424.6	(465.7)	(0.00)	(127.5)	(10.2)	
<b>Service: MS-By-Law Enforcement</b>								
Preliminary New / Enhanced Services:		244.8	0.0	244.8	3.00	3.7	1.1	
<b>Total Preliminary New / Enhanced Services:</b>		<b>203.7</b>	<b>424.6</b>	<b>(220.9)</b>	<b>3.00</b>	<b>(123.8)</b>	<b>(9.2)</b>	



**2018 Operating Budget - Preliminary New and Enhanced Services  
Summary by Service (\$000's)**

Form ID		Citizen Focused Services B  Program - Municipal Licensing & Standards	Adjustments				2019 Plan Net Change	2020 Plan Net Change
Category	Equity Impact		Gross Expenditure	Revenue	Net	Approved Positions		
14759		Transportation Recovery from MLS Sidewalk Cafes & Marketing						
72	Positive	<b>Description:</b>						

An interdivisional cost recovery needs to be established between ML&S and Transportation Services to fund three (3) new permanent positions. These positions include a project manager, project lead and an engineering technologist to provide expertise in providing design guidance and facilitating relocation/modification of street elements related to pedestrian clearways.

**Service Level Impact:**

Service Level changes include supporting residents and pedestrians of all ages and abilities:

- 1) Meeting or exceeding the targets for # of locations transformed from substandard locations to AODA compliance,
- 2) Developing 3 to 5 pilot street block plans for highly complex or challenged locations, resulting in wider, more comfortable walking space and vibrant café culture with feedback opportunities from businesses, patrons, neighbourhood associations and accessibility groups,
- 3) Ensuring the maintenance of wider pedestrian clearways on special streets in the Downtown area,
- 4) Implementing best practice designs to benefit patrons and pedestrians.

**Equity Statement:**

This proposal will have a positive impact on the women, persons with disabilities and seniors. It will increase the accessibility of sidewalks. The proposal may also have a positive impact on youth and low-income persons as it has been designed to provide stability to the food and service industry. It may increase access to employment.

**Service:** MS-Business Licensing, Enforcement, & Permitting

Preliminary New / Enhanced Services:	220.9	0.0	220.9	0.00	123.8	9.2
<b>Total Preliminary New / Enhanced Services:</b>	<b>220.9</b>	<b>0.0</b>	<b>220.9</b>	<b>0.00</b>	<b>123.8</b>	<b>9.2</b>

**2018 Operating Budget - Preliminary New and Enhanced Services  
Summary by Service (\$000's)**

Form ID		Citizen Focused Services B  Program - Municipal Licensing & Standards	Adjustments				2019 Plan Net Change	2020 Plan Net Change
Category	Equity Impact		Gross Expenditure	Revenue	Net	Approved Positions		

14784 Short-term Rentals Regulations

74 Positive **Description:**

The Program is proposing, as per direction from City Council, regulations that would allow people to rent their own homes for short period and to advertise these rentals online via rental companies. Under the proposed regulations, all short-term companies would need to be licensed with the City and all short-term operators would be required to register with the City. In accordance with the City's User Fee Policy, the Program will assign fees to the short-term rental company license and short-term rental operator registration service to recover the costs of administering the license and registry and enforcing the associated requirements. This will be facilitated by the creation of a new by-law. The resultant revenues are based on the following assumptions:

- 1) Annual platform license fee of \$5,000 and 1 platform for a total revenue of \$5,000
- 2) Per night booked fee of \$1 and assuming approximately 760,000 booked nights for a total revenue of \$0.760 million
- 3) Operator registration fee of \$50 (annual) and assuming 8,000 operators for a total revenue of \$0.400 million
- 4) Only approximately 60% of the operators will be licensed in 2018 based on date of implementation (June 2018). The total annual revenue is anticipated to be \$1.2 million where it is estimated that, on an ongoing basis, only 50% of operators will renew their annual license and that 50% new operators will join the program.

**Service Level Impact:**

Under the proposed regulations, all short-term rental companies would need to be licensed with the City and all short-term rental operators would be required to register with the City. In order to provide this service level, the 2018 Preliminary Operating Budget includes total funding of \$0.773 million gross and \$0.001 million net to provide five (5) new permanent positions (including Municipal Standards Officers and Licensing Compliance Officers) to enforce and deliver the new short-term rentals program as well as three (3) temporary positions for implementation of the program. Through licensing, short-term rental companies will be required to oversee their operators' and ensure that they are operating in compliance with regulations. It will also provide the City to access data on short-term rental that will enable effective enforcement of regulations.

**Equity Statement:**

This proposal is likely to have a positive impact on low-income people, as well as those who experience housing insecurity. The proposal, which aims to minimize the negative impacts of short-term rentals on housing affordability and availability, may increase access to affordable housing. The proposal may provide some persons with low income with an opportunity to rent their homes for short periods, providing them access to a limited supplementary income. Finally, oversight of people providing short-term rental accommodations in their homes will also provide the City with access to information needed for investigative purposes in the event that criminal activity takes place in these rentals. This has City-wide benefits, but would especially help to protect vulnerable populations who may be more likely to be victimized.

**2018 Operating Budget - Preliminary New and Enhanced Services  
Summary by Service (\$000's)**

Form ID		Citizen Focused Services B  Program - Municipal Licensing & Standards	Adjustments				2019 Plan Net Change	2020 Plan Net Change
Category	Equity Impact		Gross Expenditure	Revenue	Net	Approved Positions		
<b>Service:</b>		MS-Property Standards, Inspection & Compliance						
Preliminary New / Enhanced Services:			772.7	771.3	1.4	8.00	(106.7)	(15.7)
<b>Total Preliminary New / Enhanced Services:</b>			<b>772.7</b>	<b>771.3</b>	<b>1.4</b>	<b>8.00</b>	<b>(106.7)</b>	<b>(15.7)</b>
<b>Summary:</b>								
<b>Total Preliminary New / Enhanced Services:</b>			<b>1,197.4</b>	<b>1,196.0</b>	<b>1.4</b>	<b>11.00</b>	<b>(106.7)</b>	<b>(15.7)</b>

**Category:**

71 - Operating Impact of New Capital Projects  
72 - Enhanced Services-Service Expansion

74 - New Services  
75 - New Revenues

## Appendix 6

### Inflows/Outflows to/from Reserves & Reserve Funds Program Specific Reserve / Reserve Funds

Reserve / Reserve Fund Name (\$000s)	Reserve / Reserve Fund Number	Projected Balance as of Dec. 31, 2017* \$	Withdrawals (-) / Contributions (+)		
			2018 \$	2019 \$	2020 \$
<b>Projected Beginning Balance (January)</b>		<b>1,464.8</b>	<b>1,185.1</b>	<b>1,366.3</b>	<b>1,807.5</b>
MLS Vehicle & Equipment Replacement Reserve	XQ1202				
<i>Proposed Withdrawals (-)</i>					
<i>Purchase</i>		(712.7)	(260.0)		(1,174.0)
<i>Contributions (+)</i>					
<i>Base restored</i> <sup>1</sup>		400.0	432.9	441.2	441.2
<i>Increment restored</i> <sup>2</sup>		41.2			
<i>Fleet ASD</i>		(8.3)	8.3		
<b>Total Reserve / Reserve Fund Draws / Contributions</b>		<b>1,185.1</b>	<b>1,366.3</b>	<b>1,807.5</b>	<b>1,074.7</b>
<b>Balance at Year-End</b>		<b>1,185.1</b>	<b>1,366.3</b>	<b>1,807.5</b>	<b>1,074.7</b>

\* Based on 9-month 2017 Reserve Fund Variance Report

1. 2016 had no contributions as the funds were to buy 20 new small cars for Investigations instead of contributing to the reserve;
2. Increment restores the funding diverted in 2016 to Credit Cards expense.

### Corporate Reserve / Reserve Funds

Reserve / Reserve Fund Name (\$000s)	Reserve / Reserve Fund Number	Projected Balance as of Dec. 31, 2017* \$	Withdrawals (-) / Contributions (+)		
			2018 \$	2019 \$	2020 \$
<b>Projected Beginning Balance (January)</b>		<b>30,005.2</b>	<b>30,342.5</b>	<b>30,679.9</b>	<b>31,017.3</b>
Insurance Reserve Fund	XR1010				
<i>Proposed Withdrawals (-)</i>					
<i>Contributions (+)</i>					
<b>ML&amp;S</b>		337.4	337.4	337.4	337.4
<b>Total Reserve / Reserve Fund Draws / Contributions</b>		<b>30,342.5</b>	<b>30,679.9</b>	<b>31,017.3</b>	<b>31,354.7</b>
<b>Balance at Year-End</b>		<b>30,342.5</b>	<b>30,679.9</b>	<b>31,017.3</b>	<b>31,354.7</b>

\* Based on 9-month 2017 Reserve Fund Variance Report

## Appendix 7a

## User Fees Adjusted for Inflation and Other

Rate Description	Service	Fee Category	Fee Basis	2017	2018			2019	2020
				Approved Rate	Inflationary Adjusted Rate	Other Adj.	Budget Rate	Plan Rate	Plan Rate
Photocopies of documents	Business & Trade Licensing	Full Cost Recovery	Page	\$0.55	\$0.01		\$0.56	\$0.56	\$0.56
Certification of documents	Business & Trade Licensing	Full Cost Recovery	Page	\$11.11	\$0.21		\$11.32	\$11.32	\$11.32
Duplicate paper licence or permit	Business & Trade Licensing	Full Cost Recovery	Item	\$12.22	\$0.23		\$12.45	\$12.45	\$12.45
Duplicate licence sticker or permit sticker	Vehicle for Hire	Full Cost Recovery	Item	\$5.55	\$0.10		\$5.65	\$5.65	\$5.65
Duplicate plate	Vehicle for Hire	Full Cost Recovery	Item	\$27.77	\$0.52		\$28.29	\$28.29	\$28.29
Duplicate decal	Vehicle for Hire	Full Cost Recovery	Item	\$12.22	\$0.23		\$12.45	\$12.45	\$12.45
Duplicate photo card	Business & Trade Licensing	Full Cost Recovery	Item	\$5.55	\$0.10		\$5.65	\$5.65	\$5.65
Filing of documents: notice of designated agent	Vehicle for Hire	Full Cost Recovery	Document	\$68.88	\$1.29		\$70.17	\$70.17	\$70.17
Filing of documents: notice of designated custodian	Vehicle for Hire	Full Cost Recovery	Document	\$68.88	\$1.29		\$70.17	\$70.17	\$70.17
Re-scheduling an exam or course before it starts	Vehicle for Hire	Full Cost Recovery	Case	\$27.77	\$0.52		\$28.29	\$28.29	\$28.29
Registration for the Accessible Taxicab Driver Training Course	Vehicle for Hire	Full Cost Recovery	Case	\$207.00	\$3.87		\$210.87	\$210.87	\$210.87
Examination fee: Building Renovator	Business & Trade Licensing	Full Cost Recovery	Case	\$55.55	\$1.04		\$56.59	\$56.59	\$56.59
Examination fee: Drain Layer	Business & Trade Licensing	Full Cost Recovery	Case	\$111.09	\$2.08		\$113.17	\$113.17	\$113.17
Examination fee: Drain Contractor	Business & Trade Licensing	Full Cost Recovery	Case	\$111.09	\$2.08		\$113.17	\$113.17	\$113.17
Licence status confirmation letter	Business & Trade Licensing	Full Cost Recovery	Letter	\$11.11	\$0.21		\$11.32	\$11.32	\$11.32
Application for vehicle repair facility accreditation	Business & Trade Licensing	Full Cost Recovery	Application	\$83.31	\$1.56		\$84.87	\$84.87	\$84.87
Inspection for placement on list of accredited vehicle repair	Business & Trade Licensing	Full Cost Recovery	Inspection	\$138.86	\$2.60		\$141.46	\$141.46	\$141.46
Provision of inspection services where required as a result	Property Standards Inspection & Enforcement	Full Cost Recovery	Inspection - Minimum	\$98.34	\$1.84		\$100.18	\$100.18	\$100.18
Provision of inspection services where required as a result	Property Standards Inspection & Enforcement	Full Cost Recovery	Inspection/ Hour - Minimum	\$57.54	\$1.08		\$58.62	\$58.62	\$58.62
Application fee: Temporary Sign permit - A-Frame	Business Permitting	Full Cost Recovery	Application	\$105.54	\$1.97		\$107.51	\$107.51	\$107.51

## Appendix 7a

## User Fees Adjusted for Inflation and Other

Rate Description	Service	Fee Category	Fee Basis	2017	2018			2019	2020
				Approved Rate	Inflationary Adjusted Rate	Other Adj.	Budget Rate	Plan Rate	Plan Rate
Renewal fee: Temporary Sign permit - A-Frame	Business Permitting	Full Cost Recovery	Application	\$83.31	\$1.56		\$84.87	\$84.87	\$84.87
Removal Fee of Illegal Portable Sign.	Property Standards Inspection & Enforcement	Full Cost Recovery	Case	\$100.00	\$0.00		\$100.00	\$100.00	\$100.00
Application fee: Temporary Sign permit - Mobile	Business Permitting	Full Cost Recovery	Application	\$138.87	\$2.60		\$141.47	\$141.47	\$141.47
Retrieval of Illegal Mobile Sign (per sign).	Property Standards Inspection & Enforcement	Full Cost Recovery	Sign	\$200.00	\$0.00		\$200.00	\$200.00	\$200.00
Storage of Illegal Sign (per day). Mobile Sign.	Property Standards Inspection & Enforcement	Full Cost Recovery	Day	\$15.00	\$0.00		\$15.00	\$15.00	\$15.00
Annual fee: Temporary Sign permit - New Development	Business Permitting	Full Cost Recovery	Project	\$222.18	\$4.15		\$226.33	\$226.33	\$226.33
Roof Signs per sq. ft. of sign face area	Exemptions & Permits	Full Cost Recovery	Sq Ft.	\$30.00	\$0.00		\$30.00	\$30.00	\$30.00
For Removal of Illegal open house directional sign.	Property Standards Inspection & Enforcement	Full Cost Recovery	Sign	\$100.00	\$0.00		\$100.00	\$100.00	\$100.00
For Removal of Illegal garage sales sign.	Property Standards Inspection & Enforcement	Full Cost Recovery	Sign	\$100.00	\$0.00		\$100.00	\$100.00	\$100.00
Inspection of event area	Parks By-Law Enforcement	Full Cost Recovery	Inspector/ Hour	\$60.00	\$0.00		\$60.00	\$60.00	\$60.00
Permit application fee	Zoning Investigation & Enforcement	Full Cost Recovery	Application	\$100.00	\$0.00		\$100.00	\$100.00	\$100.00
Appeal application fee	Property Standards Inspection & Enforcement	Full Cost Recovery	Application	\$200.00	\$0.00		\$200.00	\$200.00	\$200.00
Monitoring by City staff of sound levels at an event or activity	Property Standards Inspection & Enforcement	Full Cost Recovery	Staff/Hour	\$60.00	\$0.00		\$60.00	\$60.00	\$60.00
Remedial work for contracts up to \$500	Property Maintenance	Full Cost Recovery	Remedial Work	\$100.00	\$0.00		\$100.00	\$100.00	\$100.00
Remedial work for contracts ranging from \$501-\$1,000	Property Maintenance	Full Cost Recovery	Remedial Work	\$200.00	\$0.00		\$200.00	\$200.00	\$200.00
Remedial work for contracts ranging from \$1,001-\$2,000	Property Maintenance	Full Cost Recovery	Remedial Work	\$300.00	\$0.00		\$300.00	\$300.00	\$300.00
Remedial work for contracts ranging from \$2,001-\$5,000	Property Maintenance	Full Cost Recovery	Remedial Work	\$500.00	\$0.00		\$500.00	\$500.00	\$500.00
Remedial work for contracts ranging from \$5,001-\$10,000	Property Maintenance	Full Cost Recovery	Remedial Work	\$1,000.00	\$0.00		\$1,000.00	\$1,000.00	\$1,000.00

## Appendix 7a

## User Fees Adjusted for Inflation and Other

Rate Description	Service	Fee Category	Fee Basis	2017	2018			2019	2020
				Approved Rate	Inflationary Adjusted Rate	Other Adj.	Budget Rate	Plan Rate	Plan Rate
Remedial work for contracts over \$10,000	Property Maintenance	Full Cost Recovery	Remedial Work	\$2,000.00	\$0.00		\$2,000.00	\$2,000.00	\$2,000.00
Clerical administrative services	Property Standards Inspection & Enforcement	Full Cost Recovery	Property	\$211.26	\$0.00		\$211.26	\$211.26	\$211.26
Business Licensing & Enforcement - Property Inspection Fee.	Property Standards Inspection & Enforcement	Full Cost Recovery	Property	\$479.57	\$8.97		\$488.54	\$488.54	\$488.54
Administration fee for court attendance	Property Standards Inspection & Enforcement	Full Cost Recovery	Attendance	\$599.42	\$11.21		\$610.63	\$610.63	\$610.63
Amount for the annual registration of animal. Dog/Cat License - Unaltered Cat	Cat & Dog Licensing	City Policy	Animal	\$50.00	\$0.00		\$50.00	\$50.00	\$50.00
Amount for the annual registration of animal. Dog/Cat License - Unaltered Dog	Cat & Dog Licensing	City Policy	Animal	\$60.00	\$0.00		\$60.00	\$60.00	\$60.00
Amount for the annual registration of animal. Dog/Cat License - Unaltered Cat (Senior)	Cat & Dog Licensing	City Policy	Animal	\$25.00	\$0.00		\$25.00	\$25.00	\$25.00
Amount for the annual registration of animal. Dog/Cat License - Unaltered Dog (Senior)	Cat & Dog Licensing	City Policy	Animal	\$30.00	\$0.00		\$30.00	\$30.00	\$30.00
Amount for the annual registration of animal. Dog/Cat License - Sterilized Dog	Cat & Dog Licensing	City Policy	Animal	\$25.00	\$0.00		\$25.00	\$25.00	\$25.00
Amount for the annual registration of animal. Dog/Cat License - Sterilized Cat	Cat & Dog Licensing	City Policy	Animal	\$15.00	\$0.00		\$15.00	\$15.00	\$15.00
Amount for the annual registration of animal. Dog/Cat License - Sterilized Dog (Senior)	Cat & Dog Licensing	City Policy	Animal	\$12.50	\$0.00		\$12.50	\$12.50	\$12.50
Amount for the annual registration of animal. Dog/Cat License - Sterilized Cat (Senior)	Cat & Dog Licensing	City Policy	Animal	\$7.50	\$0.00		\$7.50	\$7.50	\$7.50



## Appendix 7a

### User Fees Adjusted for Inflation and Other

Rate Description	Service	Fee Category	Fee Basis	2017	2018			2019	2020
				Approved Rate	Inflationary Adjusted Rate	Other Adj.	Budget Rate	Plan Rate	Plan Rate
Fee charged for replacing a lost pet tag	Cat & Dog Licensing	Full Cost Recovery	Tag	\$5.00	\$0.00		\$5.00	\$5.00	\$5.00
Impound Fee Dog. The first day of care in the animal shelter	Cat & Dog Licensing	Market Based	1st 24 Hours Or Part thereof	\$40.00	\$0.00		\$40.00	\$40.00	\$40.00
Impound Fee Dog. The daily care, food and board of animal.	Cat & Dog Licensing	Market Based	Subsequent per Diem	\$20.00	\$0.00		\$20.00	\$20.00	\$20.00
Impound Fee Cat. The first day of care in the animal shelter	Cat & Dog Licensing	Market Based	1st 24 Hours Or Part thereof	\$30.00	\$0.00		\$30.00	\$30.00	\$30.00
Impound Fee Cat. The daily care, food and board of animal.	Cat & Dog Licensing	Market Based	Subsequent per Diem	\$10.00	\$0.00		\$10.00	\$10.00	\$10.00
Adoption Fee Dog	Animal Sheltering & Adoption	Market Based	Animal	\$125.00	\$0.00		\$125.00	\$125.00	\$125.00
Adoption Fee Cat	Animal Sheltering & Adoption	Market Based	Animal	\$75.00	\$0.00		\$75.00	\$75.00	\$75.00
Adoption Fee - Bird - Budgies, finch type	Animal Sheltering & Adoption	Market Based	Animal	\$5.00	\$0.00		\$5.00	\$5.00	\$5.00
Adoption Fee - Bird - Cockatiels, love bird types	Animal Sheltering & Adoption	Market Based	Animal	\$20.00	\$0.00		\$20.00	\$20.00	\$20.00
Adoption Fee - Bird - Small parrot (<=1 kg)	Animal Sheltering & Adoption	Market Based	Animal	\$50.00	\$0.00		\$50.00	\$50.00	\$50.00
Adoption Fee Fish	Animal Sheltering & Adoption	Market Based	Animal	\$5.00	\$0.00		\$5.00	\$5.00	\$5.00
Adoption Fee Mammals	Animal Sheltering & Adoption	Market Based	Animal	\$40.00	\$0.00		\$40.00	\$40.00	\$40.00
Adoption Fee - Reptiles	Animal Sheltering & Adoption	Market Based	Animal	\$20.00	\$0.00		\$20.00	\$20.00	\$20.00
Adoption Fee - Rodents	Animal Sheltering & Adoption	Market Based	Animal	\$5.00	\$0.00		\$5.00	\$5.00	\$5.00
Other fees - Cat boxes	Animal Sheltering & Adoption	Market Based	Box	\$5.00	\$0.00		\$5.00	\$5.00	\$5.00
Neuter - Male Cat	Veterinary Care	Full Cost Recovery	Animal	\$40.00	\$0.00		\$40.00	\$40.00	\$40.00
Spay Female Cat > 1 year	Veterinary Care	Full Cost Recovery	Animal	\$60.00	\$0.00		\$60.00	\$60.00	\$60.00
Spay/Neuter - Additional fee if physical complications	Veterinary Care	Full Cost Recovery	Animal	\$20.00	\$0.00		\$20.00	\$20.00	\$20.00
Fee charged when the pet owner surrenders a dog to Toronto Animal Services	Animal Sheltering & Adoption	City Policy	Animal	\$54.63	\$1.02		\$55.65	\$55.65	\$55.65

## Appendix 7a

## User Fees Adjusted for Inflation and Other

Rate Description	Service	Fee Category	Fee Basis	2017	2018			2019	2020
				Approved Rate	Inflationary Adjusted Rate	Other Adj.	Budget Rate	Plan Rate	Plan Rate
Fee charged when the pet owner surrenders a cat to Toronto Animal Services	Animal Sheltering & Adoption	City Policy	Animal	\$32.78	\$0.61		\$33.39	\$33.39	\$33.39
Fee charged when the pet owner surrenders other domestic animal	Animal Sheltering & Adoption	City Policy	Animal	\$32.78	\$0.61		\$33.39	\$33.39	\$33.39
Sheltering Fees at clinic - Cats	Veterinary Care	City Policy	Diem Animal	\$10.00	\$0.00		\$10.00	\$10.00	\$10.00
Pick Up & Delivery Charge	Animal Mobile Response	Full Cost Recovery	Trip Animal	\$43.70	\$0.82		\$44.52	\$44.52	\$44.52
Protective Care (Dog/Cat)	Animal Sheltering & Adoption	City Policy	1st 24 Hours Or Part thereof	\$40.00	\$0.00		\$40.00	\$40.00	\$40.00
Protective Care Dog	Animal Sheltering & Adoption	City Policy	Subsequent per Diem per Animal	\$20.00	\$0.00		\$20.00	\$20.00	\$20.00
Protective Care Cat	Animal Sheltering & Adoption	City Policy	Subsequent per Diem per Animal	\$10.00	\$0.00		\$10.00	\$10.00	\$10.00
Retrieval of Illegal Portable Sign.	Property Standards Inspection & Enforcement	Full Cost Recovery	Case	\$200.00	\$0.00		\$200.00	\$200.00	\$200.00
Storage Fee for Illegal Portable Sign.	Property Standards Inspection & Enforcement	Full Cost Recovery	Storage	\$15.00	\$0.00		\$15.00	\$15.00	\$15.00
Removal Fee for Illegal Mobile Sign.	Property Standards Inspection & Enforcement	Full Cost Recovery	Case	\$100.00	\$0.00		\$100.00	\$100.00	\$100.00
Disposal Fee for Illegal Mobile Sign.	Property Standards Inspection & Enforcement	Full Cost Recovery	Case	\$80.00	\$0.00		\$80.00	\$80.00	\$80.00
Retrieval of Illegal New Development Sign	Property Standards Inspection & Enforcement	Full Cost Recovery	Request	\$200.00	\$0.00		\$200.00	\$200.00	\$200.00
Storage of Illegal New Development Sign	Property Standards Inspection & Enforcement	Full Cost Recovery	Storage	\$15.00	\$0.00		\$15.00	\$15.00	\$15.00
Disposal Fee of Illegal New Development Sign	Property Standards Inspection & Enforcement	Full Cost Recovery	Request	\$50.00	\$0.00		\$50.00	\$50.00	\$50.00
Removal Fee of Illegal Ground Mounted Sign	Property Standards Inspection & Enforcement	Full Cost Recovery	Request	\$100.00	\$0.00		\$100.00	\$100.00	\$100.00

## Appendix 7a

## User Fees Adjusted for Inflation and Other

Rate Description	Service	Fee Category	Fee Basis	2017	2018			2019	2020
				Approved Rate	Inflationary Adjusted Rate	Other Adj.	Budget Rate	Plan Rate	Plan Rate
Retrieval Fee of Illegal Ground Mounted Sign	Property Standards Inspection & Enforcement	Full Cost Recovery	Request	\$200.00	\$0.00		\$200.00	\$200.00	\$200.00
Storage Fee of Illegal Ground Mounted Sign	Property Standards Inspection & Enforcement	Full Cost Recovery	Storage	\$15.00	\$0.00		\$15.00	\$15.00	\$15.00
Disposal Fee of Illegal Ground Mounted Sign	Property Standards Inspection & Enforcement	Full Cost Recovery	Request	\$50.00	\$0.00		\$50.00	\$50.00	\$50.00
Retrieval of Illegal Garage Sale Sign.	Property Standards Inspection & Enforcement	Full Cost Recovery	Case	\$200.00	\$0.00		\$200.00	\$200.00	\$200.00
Storage Fee of Illegal Garage Sale Sign.	Property Standards Inspection & Enforcement	Full Cost Recovery	Storage	\$15.00	\$0.00		\$15.00	\$15.00	\$15.00
Disposal Fee of Illegal Garage Sale Sign.	Property Standards Inspection & Enforcement	Full Cost Recovery	Case	\$50.00	\$0.00		\$50.00	\$50.00	\$50.00
Retrieval fee of Illegal Open-House Directional Sign.	Property Standards Inspection & Enforcement	Full Cost Recovery	Case	\$200.00	\$0.00		\$200.00	\$200.00	\$200.00
Storage fee of Illegal Open- House Directional Sign.	Property Standards Inspection & Enforcement	Full Cost Recovery	Storage	\$15.00	\$0.00		\$15.00	\$15.00	\$15.00
Disposal Fee of Illegal Open-House Directional Sign	Property Standards Inspection & Enforcement	Full Cost Recovery	Case	\$50.00	\$0.00		\$50.00	\$50.00	\$50.00
Removal Fee of Illegal Real Estate Sign.	Property Standards Inspection & Enforcement	Full Cost Recovery	Case	\$100.00	\$0.00		\$100.00	\$100.00	\$100.00
Retrieval fee for Illegal Real Estate Sign.	Property Standards Inspection & Enforcement	Full Cost Recovery	Case	\$200.00	\$0.00		\$200.00	\$200.00	\$200.00
Storage Fee for Illegal Real Estate Sign.	Property Standards Inspection & Enforcement	Full Cost Recovery	Storage	\$15.00	\$0.00		\$15.00	\$15.00	\$15.00
Disposal Fee for Illegal Real Estate Sign.	Property Standards Inspection & Enforcement	Full Cost Recovery	Case	\$50.00	\$0.00		\$50.00	\$50.00	\$50.00
Removal fee for Illegal Temporary Signs.	Property Standards Inspection & Enforcement	Full Cost Recovery	Case	\$100.00	\$0.00		\$100.00	\$100.00	\$100.00

## Appendix 7a

## User Fees Adjusted for Inflation and Other

Rate Description	Service	Fee Category	Fee Basis	2017	2018			2019	2020
				Approved Rate	Inflationary Adjusted Rate	Other Adj.	Budget Rate	Plan Rate	Plan Rate
Retrieval fee for Illegal Temporary Signs.	Property Standards Inspection & Enforcement	Full Cost Recovery	Case	\$200.00	\$0.00		\$200.00	\$200.00	\$200.00
Storage fee for Illegal Temporary Signs.	Property Standards Inspection & Enforcement	Full Cost Recovery	Case	\$15.00	\$0.00		\$15.00	\$15.00	\$15.00
Disposal fee for Illegal Temporary Signs.	Property Standards Inspection & Enforcement	Full Cost Recovery	Case	\$50.00	\$0.00		\$50.00	\$50.00	\$50.00
Basic Application	Property Standards Inspection & Enforcement	Full Cost Recovery	Application	\$780.00	\$0.00		\$780.00	\$780.00	\$780.00
Registered Letter	Property Standards Inspection & Enforcement	Full Cost Recovery	Letter	\$5.00	\$0.00		\$5.00	\$5.00	\$5.00
Fence Viewers Fee	Property Standards Inspection & Enforcement	Full Cost Recovery	Hour X 3 Viewers (Minimum 3 Hours)	\$30.00	\$0.00		\$30.00	\$30.00	\$30.00
Certificate of Award	Property Standards Inspection & Enforcement	Full Cost Recovery	Certificate	\$20.00	\$0.00		\$20.00	\$20.00	\$20.00
Application Fee- Line Fences Act. Deposit of fence viewers	Property Standards Inspection & Enforcement	Full Cost Recovery	Application	\$25.00	\$0.00		\$25.00	\$25.00	\$25.00
Line Fence Handbook Fee	Property Standards Inspection & Enforcement	Full Cost Recovery	Package	\$20.00	\$0.00		\$20.00	\$20.00	\$20.00
Re-attendance of fence viewers	Property Standards Inspection & Enforcement	Full Cost Recovery	Hour X 3 Viewers (Includes Travel Time)	\$30.00	\$0.00		\$30.00	\$30.00	\$30.00
Appeal hearing attendance	Property Standards Inspection & Enforcement	Full Cost Recovery	Hour	\$30.00	\$0.00		\$30.00	\$30.00	\$30.00
Municipal charges added to the tax roll	Property Standards Inspection & Enforcement	Full Cost Recovery	Transaction	\$75.00	\$0.00		\$75.00	\$75.00	\$75.00
Fence exemption fee	Zoning Investigation & Enforcement	Full Cost Recovery	Application	\$200.00	\$0.00		\$200.00	\$200.00	\$200.00
Pool enclosure fee	Zoning Investigation & Enforcement	Full Cost Recovery	Application	\$84.00	\$0.00		\$84.00	\$84.00	\$84.00

## Appendix 7a

## User Fees Adjusted for Inflation and Other

Rate Description	Service	Fee Category	Fee Basis	2017	2018			2019	2020
				Approved Rate	Inflationary Adjusted Rate	Other Adj.	Budget Rate	Plan Rate	Plan Rate
Removal fee advertising devices displayed in contravention of Article IV, Chapter 693	Property Standards Inspection & Enforcement	Full Cost Recovery	Case	\$60.00	\$0.00		\$60.00	\$60.00	\$60.00
Clerical/ Administration Fee	Property Standards Inspection & Enforcement	Full Cost Recovery	Property	\$203.72	\$0.00		\$203.72	\$203.72	\$203.72
Property Standards & Maintenance Enforcement - Inspection Fee	Property Standards Inspection & Enforcement	Full Cost Recovery	Property	\$407.44	\$0.00		\$407.44	\$407.44	\$407.44
Court/Tribunal Attendance Fee	Property Standards Inspection & Enforcement	Full Cost Recovery	Property	\$568.50	\$10.63		\$579.13	\$579.13	\$579.13
Application fee: Taxicab Broker licence	Vehicle for Hire	Full Cost Recovery	Application	\$403.00	\$7.54		\$410.54	\$410.54	\$410.54
Renewal fee: Taxicab Broker licence	Vehicle for Hire	Full Cost Recovery	Application	\$271.00	\$5.07		\$276.07	\$276.07	\$276.07
Application fee: Limousine Service Company licence	Vehicle for Hire	Full Cost Recovery	Application	\$402.78	\$7.53		\$410.31	\$410.31	\$410.31
Renewal fee: Limousine Service Company licence	Vehicle for Hire	Full Cost Recovery	Application	\$270.80	\$5.06		\$275.86	\$275.86	\$275.86
Application fee: Private Parking Enforcement Agency licence	Business & Trade Licensing	Full Cost Recovery	Application	\$410.84	\$7.68		\$418.52	\$418.52	\$418.52
Renewal fee: Private Parking Enforcement Agency licence	Business & Trade Licensing	Full Cost Recovery	Application	\$276.22	\$5.17		\$281.39	\$281.39	\$281.39
Application fee: Driving School Operator licence - without vehicle	Vehicle for Hire	Full Cost Recovery	Application	\$410.84	\$7.68		\$418.52	\$418.52	\$418.52
Renewal fee: Driving School Operator licence - without vehicle	Vehicle for Hire	Full Cost Recovery	Application	\$276.22	\$5.17		\$281.39	\$281.39	\$281.39
Application fee: Drive-Self Rental Owner licence	Business & Trade Licensing	Full Cost Recovery	Application	\$410.84	\$7.68		\$418.52	\$418.52	\$418.52
Renewal fee: Drive-Self Rental Owner licence	Business & Trade Licensing	Full Cost Recovery	Application	\$276.22	\$5.17		\$281.39	\$281.39	\$281.39
Application fee: Holistic Centre licence	Business & Trade Licensing	Full Cost Recovery	Application	\$270.16	\$5.05		\$275.21	\$275.21	\$275.21
Renewal fee: Holistic Centre licence	Business & Trade Licensing	Full Cost Recovery	Application	\$148.42	\$2.78		\$151.20	\$151.20	\$151.20
Application fee: Adult Entertainment Centre licence - Owner/Operator	Business & Trade Licensing	Full Cost Recovery	Application	\$13,187.62	\$246.61		\$13,434.23	\$13,434.23	\$13,434.23

## Appendix 7a

## User Fees Adjusted for Inflation and Other

Rate Description	Service	Fee Category	Fee Basis	2017	2018			2019	2020
				Approved Rate	Inflationary Adjusted Rate	Other Adj.	Budget Rate	Plan Rate	Plan Rate
Renewal fee: Adult Entertainment Centre licence - Owner/Operator	Business & Trade Licensing	Full Cost Recovery	Application	\$12,745.82	\$238.35		\$12,984.17	\$12,984.17	\$12,984.17
Application fee: Place of Amusement licence	Business & Trade Licensing	Full Cost Recovery	Application	\$406.95	\$7.61		\$414.56	\$414.56	\$414.56
Renewal fee: Place of Amusement licence	Business & Trade Licensing	Full Cost Recovery	Application	\$234.91	\$4.39		\$239.30	\$239.30	\$239.30
Application fee: Billiard Hall licence	Business & Trade Licensing	Full Cost Recovery	Application	\$406.95	\$7.61		\$414.56	\$414.56	\$414.56
Renewal fee: Billiard Hall licence	Business & Trade Licensing	Full Cost Recovery	Application	\$234.91	\$4.39		\$239.30	\$239.30	\$239.30
Application fee: Temporary Sign Provider licence	Business & Trade Licensing	Full Cost Recovery	Application	\$355.35	\$6.65		\$362.00	\$362.00	\$362.00
Renewal fee: Temporary Sign Provider licence	Business & Trade Licensing	Full Cost Recovery	Application	\$233.62	\$4.37		\$237.99	\$237.99	\$237.99
Application fee: Body Rub Parlour licence - Owner/Operator	Business & Trade Licensing	Full Cost Recovery	Application	\$13,102.44	\$245.02		\$13,347.46	\$13,347.46	\$13,347.46
Renewal fee: Body Rub Parlour licence - Owner/Operator	Business & Trade Licensing	Full Cost Recovery	Application	\$12,660.62	\$236.75		\$12,897.37	\$12,897.37	\$12,897.37
Application fee: Bowling House licence	Business & Trade Licensing	Full Cost Recovery	Application	\$406.95	\$7.61		\$414.56	\$414.56	\$414.56
Renewal fee: Bowling House licence	Business & Trade Licensing	Full Cost Recovery	Application	\$234.91	\$4.39		\$239.30	\$239.30	\$239.30
Application fee: Boats For Hire licence	Business & Trade Licensing	Full Cost Recovery	Application	\$355.35	\$6.65		\$362.00	\$362.00	\$362.00
Renewal fee: Boats For Hire licence	Business & Trade Licensing	Full Cost Recovery	Application	\$233.62	\$4.37		\$237.99	\$237.99	\$237.99
Application fee: Carnival licence	Business & Trade Licensing	Full Cost Recovery	Application	\$406.95	\$7.61		\$414.56	\$414.56	\$414.56
Renewal fee: Carnival licence	Business & Trade Licensing	Full Cost Recovery	Application	\$234.91	\$4.39		\$239.30	\$239.30	\$239.30
Application fee: Circus licence	Business & Trade Licensing	Full Cost Recovery	Application	\$406.95	\$7.61		\$414.56	\$414.56	\$414.56
Renewal fee: Circus licence	Business & Trade Licensing	Full Cost Recovery	Application	\$234.91	\$4.39		\$239.30	\$239.30	\$239.30
Application fee: Smoke Shop licence	Business & Trade Licensing	Full Cost Recovery	Application	\$621.25	\$11.62		\$632.87	\$632.87	\$632.87
Renewal fee: Smoke Shop licence	Business & Trade Licensing	Full Cost Recovery	Application	\$303.32	\$5.67		\$308.99	\$308.99	\$308.99
Application fee: Retail Store (Food) licence	Business & Trade Licensing	Full Cost Recovery	Application	\$355.34	\$6.64		\$361.98	\$361.98	\$361.98

## Appendix 7a

### User Fees Adjusted for Inflation and Other

Rate Description	Service	Fee Category	Fee Basis	2017	2018			2019	2020
				Approved Rate	Inflationary Adjusted Rate	Other Adj.	Budget Rate	Plan Rate	Plan Rate
Renewal fee: Retail Store (Food) licence	Business & Trade Licensing	Full Cost Recovery	Application	\$234.91	\$4.39		\$239.30	\$239.30	\$239.30
Application fee: Personal Services Settings licence	Business & Trade Licensing	Full Cost Recovery	Application	\$355.35	\$6.65		\$362.00	\$362.00	\$362.00
Renewal fee: Personal Services Settings licence	Business & Trade Licensing	Full Cost Recovery	Application	\$233.62	\$4.37		\$237.99	\$237.99	\$237.99
Application fee: Laundry licence	Business & Trade Licensing	Full Cost Recovery	Application	\$355.35	\$6.65		\$362.00	\$362.00	\$362.00
Renewal fee: Laundry licence	Business & Trade Licensing	Full Cost Recovery	Application	\$233.62	\$4.37		\$237.99	\$237.99	\$237.99
Application fee: Theatre licence	Business & Trade Licensing	Full Cost Recovery	Application	\$406.95	\$7.61		\$414.56	\$414.56	\$414.56
Renewal fee: Theatre licence	Business & Trade Licensing	Full Cost Recovery	Application	\$234.91	\$4.39		\$239.30	\$239.30	\$239.30
Application fee: Precious Metal Shop licence	Business & Trade Licensing	Full Cost Recovery	Application	\$621.25	\$11.62		\$632.87	\$632.87	\$632.87
Renewal fee: Precious Metal Shop licence	Business & Trade Licensing	Full Cost Recovery	Application	\$303.32	\$5.67		\$308.99	\$308.99	\$308.99
Application fee: Pawn Shop licence	Business & Trade Licensing	Full Cost Recovery	Application	\$621.25	\$11.62		\$632.87	\$632.87	\$632.87
Renewal fee: Pawn Shop licence	Business & Trade Licensing	Full Cost Recovery	Application	\$303.32	\$5.67		\$308.99	\$308.99	\$308.99
Application fee: Pet Shop licence	Business & Trade Licensing	Full Cost Recovery	Application	\$621.25	\$11.62		\$632.87	\$632.87	\$632.87
Renewal fee: Pet Shop licence	Business & Trade Licensing	Full Cost Recovery	Application	\$303.32	\$5.67		\$308.99	\$308.99	\$308.99
Application fee: Public Garage licence	Business & Trade Licensing	Full Cost Recovery	Application	\$410.84	\$7.68		\$418.52	\$418.52	\$418.52
Renewal fee: Public Garage licence	Business & Trade Licensing	Full Cost Recovery	Application	\$276.22	\$5.17		\$281.39	\$281.39	\$281.39
Application fee: Public Hall licence	Business & Trade Licensing	Full Cost Recovery	Application	\$406.95	\$7.61		\$414.56	\$414.56	\$414.56
Renewal fee: Public Hall licence	Business & Trade Licensing	Full Cost Recovery	Application	\$234.91	\$4.39		\$239.30	\$239.30	\$239.30
Application fee: Eating Establishment licence	Business & Trade Licensing	Full Cost Recovery	Application	\$481.81	\$9.01		\$490.82	\$490.82	\$490.82
Renewal fee: Eating Establishment licence	Business & Trade Licensing	Full Cost Recovery	Application	\$290.41	\$5.43		\$295.84	\$295.84	\$295.84
Application fee: Second Hand Dealer licence	Business & Trade Licensing	Full Cost Recovery	Application	\$621.25	\$11.62		\$632.87	\$632.87	\$632.87
Renewal fee: Second Hand Dealer licence	Business & Trade Licensing	Full Cost Recovery	Application	\$303.32	\$5.67		\$308.99	\$308.99	\$308.99

## Appendix 7a

### User Fees Adjusted for Inflation and Other

Rate Description	Service	Fee Category	Fee Basis	2017	2018			2019	2020
				Approved Rate	Inflationary Adjusted Rate	Other Adj.	Budget Rate	Plan Rate	Plan Rate
Application fee: Second Hand Shop licence	Business & Trade Licensing	Full Cost Recovery	Application	\$621.25	\$11.62		\$632.87	\$632.87	\$632.87
Renewal fee: Second Hand Shop licence	Business & Trade Licensing	Full Cost Recovery	Application	\$303.32	\$5.67		\$308.99	\$308.99	\$308.99
Application fee: Second Hand Salvage Yard licence	Business & Trade Licensing	Full Cost Recovery	Application	\$621.25	\$11.62		\$632.87	\$632.87	\$632.87
Renewal fee: Second Hand Salvage Yard licence	Business & Trade Licensing	Full Cost Recovery	Application	\$303.32	\$5.67		\$308.99	\$308.99	\$308.99
Application fee: Second Hand Salvage Shop licence	Business & Trade Licensing	Full Cost Recovery	Application	\$621.25	\$11.62		\$632.87	\$632.87	\$632.87
Renewal fee: Second Hand Salvage Shop licence	Business & Trade Licensing	Full Cost Recovery	Application	\$303.32	\$5.67		\$308.99	\$308.99	\$308.99
Application fee: Clothing Drop Box Operator licence	Business & Trade Licensing	Full Cost Recovery	Application	\$529.27	\$9.90		\$539.17	\$539.17	\$539.17
Renewal fee: Clothing Drop Box Operator licence	Business & Trade Licensing	Full Cost Recovery	Application	\$223.50	\$4.18		\$227.68	\$227.68	\$227.68
Application fee: Entertainment Establishment/Nightclub licence	Business & Trade Licensing	Full Cost Recovery	Application	\$468.37	\$8.76		\$477.13	\$477.13	\$477.13
Renewal fee: Entertainment Establishment/Nightclub licence	Business & Trade Licensing	Full Cost Recovery	Application	\$282.78	\$5.29		\$288.07	\$288.07	\$288.07
Application fee: Tow Truck Driver licence	Vehicle for Hire	Full Cost Recovery	Application	\$388.92	\$7.27		\$396.19	\$396.19	\$396.19
Renewal fee: Tow Truck Driver licence	Vehicle for Hire	Full Cost Recovery	Application	\$287.81	\$5.38		\$293.19	\$293.19	\$293.19
Application fee: Driving Instructor licence - without vehicle	Vehicle for Hire	Full Cost Recovery	Application	\$388.92	\$7.27		\$396.19	\$396.19	\$396.19
Renewal fee: Driving Instructor licence - without vehicle	Vehicle for Hire	Full Cost Recovery	Application	\$287.81	\$5.38		\$293.19	\$293.19	\$293.19
Application fee: Refreshment Vehicle Driver licence	Vehicle for Hire	Full Cost Recovery	Application	\$388.92	\$7.27		\$396.19	\$396.19	\$396.19
Renewal fee: Refreshment Vehicle Driver licence	Vehicle for Hire	Full Cost Recovery	Application	\$287.81	\$5.38		\$293.19	\$293.19	\$293.19
Application fee: School Bus Driver licence	Vehicle for Hire	Full Cost Recovery	Application	\$388.92	\$7.27		\$396.19	\$396.19	\$396.19
Renewal fee: School Bus Driver licence	Vehicle for Hire	Full Cost Recovery	Application	\$287.81	\$5.38		\$293.19	\$293.19	\$293.19
Application fee: Pedicab Driver licence	Vehicle for Hire	Full Cost Recovery	Application	\$388.92	\$7.27		\$396.19	\$396.19	\$396.19



## Appendix 7a

## User Fees Adjusted for Inflation and Other

Rate Description	Service	Fee Category	Fee Basis	2017	2018			2019	2020
				Approved Rate	Inflationary Adjusted Rate	Other Adj.	Budget Rate	Plan Rate	Plan Rate
Renewal fee: Pedicab Driver licence	Vehicle for Hire	Full Cost Recovery	Application	\$287.81	\$5.38		\$293.19	\$293.19	\$293.19
Application fee: Right of Entry permit - Low Impact	Business Permitting	Full Cost Recovery	Application	\$307.77	\$5.76		\$313.53	\$313.53	\$313.53
Renewal fee: Right of Entry permit - Low Impact	Business Permitting	Full Cost Recovery	Application	\$169.95	\$3.18		\$173.13	\$173.13	\$173.13
Application fee: Right of Entry permit - High Impact	Business Permitting	Full Cost Recovery	Application	\$1,130.74	\$21.14		\$1,151.88	\$1,151.88	\$1,151.88
Renewal fee: Right of Entry permit - High Impact	Business Permitting	Full Cost Recovery	Application	\$373.36	\$6.98		\$380.34	\$380.34	\$380.34
Annual fee: Clothing Drop Box location endorsement	Business Permitting	Full Cost Recovery	Application	\$109.25	\$2.04		\$111.29	\$111.29	\$111.29
Amendment fee: Clothing Drop Box licence	Business Permitting	Full Cost Recovery	Case	\$109.25	\$2.04		\$111.29	\$111.29	\$111.29
Application Fee: Busker permit	Business Permitting	City Policy	Application	\$39.00	\$0.73		\$39.73	\$39.73	\$39.73
Application fee: Sidewalk Artist permit	Business Permitting	City Policy	Application	\$39.00	\$0.73		\$39.73	\$39.73	\$39.73
Annual fee: Portrait Artist permit	Business Permitting	City Policy	Annual	\$468.17	\$8.75		\$476.92	\$476.92	\$476.92
Application fee: Sidewalk Vending permit	Business Permitting	City Policy	Application	\$311.47	\$5.82		\$317.29	\$317.29	\$317.29
Application fee: Curblane Vending permit	Business Permitting	City Policy	Application	\$311.47	\$5.82		\$317.29	\$317.29	\$317.29
Application fee: Boulevard Café permit	Business Permitting	City Policy	Application	\$243.78	\$4.56		\$248.34	\$248.34	\$248.34
Application fee: Boulevard Marketing permit	Business Permitting	City Policy	Application	\$81.18	\$1.52		\$82.70	\$82.70	\$82.70
Licence amendment at any time other than renewal	Business & Trade Licensing	Full Cost Recovery	Case	\$60.00	\$1.12		\$61.12	\$61.12	\$61.12
Renewal fee: Accessible Taxicab Owner licence	Vehicle for Hire	Full Cost Recovery	Application	\$348.00	\$6.51		\$354.51	\$354.51	\$354.51
Application fee: Adult Entertainment Centre licence - Owner or Operator	Business & Trade Licensing	Full Cost Recovery	Application	\$6,621.76	\$123.83		\$6,745.59	\$6,745.59	\$6,745.59
Renewal fee: Adult Entertainment Centre licence - Owner or Operator	Business & Trade Licensing	Full Cost Recovery	Application	\$6,416.15	\$119.98		\$6,536.13	\$6,536.13	\$6,536.13
Application fee: Standard Taxicab Owner licence - Estate (base fee)	Business & Trade Licensing	Full Cost Recovery	Application	\$964.86	\$18.04		\$982.90	\$982.90	\$982.90
Application fee: Body Rub Parlour licence - Owner or Operator	Business & Trade Licensing	Full Cost Recovery	Application	\$6,536.56	\$122.23		\$6,658.79	\$6,658.79	\$6,658.79

## Appendix 7a

## User Fees Adjusted for Inflation and Other

Rate Description	Service	Fee Category	Fee Basis	2017	2018			2019	2020
				Approved Rate	Inflationary Adjusted Rate	Other Adj.	Budget Rate	Plan Rate	Plan Rate
Renewal fee: Body Rub Parlour licence - Owner or Operator	Business & Trade Licensing	Full Cost Recovery	Application	\$6,330.95	\$118.39		\$6,449.34	\$6,449.34	\$6,449.34
Application fee: Limousine Owner licence - Estate (base fee)	Vehicle for Hire	Full Cost Recovery	Application	\$682.18	\$12.76		\$694.94	\$694.94	\$694.94
Annual fee: Boulevard Café permit - Area 2	Business Permitting	Full Cost Recovery	Sq M.	\$80.28	\$1.50		\$81.78	\$81.78	\$81.78
Annual fee: Boulevard Café permit - Area 1	Business Permitting	Full Cost Recovery	Sq M.	\$40.13	\$0.75		\$40.88	\$40.88	\$40.88
Annual fee: Boulevard Café permit - Area 3	Business Permitting	Full Cost Recovery	Sq M.	\$20.08	\$0.38		\$20.46	\$20.46	\$20.46
Annual fee: Boulevard Café permit - East York	Business Permitting	Full Cost Recovery	Sq M.	\$21.85	\$0.41		\$22.26	\$22.26	\$22.26
Annual fee: Awning or Temporary Marketing Enclosure permit	Business Permitting	Full Cost Recovery	Annual	\$31.21	\$0.58		\$31.79	\$31.79	\$31.79
Annual fee: Boulevard Marketing permit - Area 2	Business Permitting	Full Cost Recovery	Sq M.	\$91.30	\$1.71		\$93.01	\$93.01	\$93.01
Annual fee: Boulevard Marketing permit - Area 1	Business Permitting	Full Cost Recovery	Sq M.	\$45.73	\$0.86		\$46.59	\$46.59	\$46.59
Annual fee: Boulevard Marketing permit - Area 3	Business Permitting	Full Cost Recovery	Sq M.	\$22.88	\$0.43		\$23.31	\$23.31	\$23.31
Annual fee: Boulevard Marketing permit - East York	Business Permitting	Full Cost Recovery	Sq M.	\$21.85	\$0.41		\$22.26	\$22.26	\$22.26
Annual fee: Curblane Vending (Toronto) permit - Ice Cream & Flowers	Business Permitting	Full Cost Recovery	Annual	\$4,608.91	\$86.19		\$4,695.10	\$4,695.10	\$4,695.10
Annual fee: Curblane Vending (Toronto) permit - Food & Non-Food	Business Permitting	Full Cost Recovery	Annual	\$6,268.17	\$117.21		\$6,385.38	\$6,385.38	\$6,385.38
Annual fee: Curblane Vending (Metro) permit - Ice Cream & Flowers	Business Permitting	Full Cost Recovery	Annual	\$4,112.54	\$76.90		\$4,189.44	\$4,189.44	\$4,189.44
Annual fee: Curblane Vending (Metro) permit - Food & Non-Food	Business Permitting	Full Cost Recovery	Annual	\$8,225.04	\$153.81		\$8,378.85	\$8,378.85	\$8,378.85
Application fee: Pedlar Assistant licence	Business & Trade Licensing	Full Cost Recovery	Application	\$388.92	\$7.27		\$396.19	\$396.19	\$396.19
Renewal fee: Pedlar Assistant licence	Business & Trade Licensing	Full Cost Recovery	Application	\$287.81	\$5.38		\$293.19	\$293.19	\$293.19
Application fee: Hawker Pedlar on Foot licence	Business & Trade Licensing	Full Cost Recovery	Application	\$621.25	\$11.62		\$632.87	\$632.87	\$632.87

## Appendix 7a

### User Fees Adjusted for Inflation and Other

Rate Description	Service	Fee Category	Fee Basis	2017	2018			2019	2020
				Approved Rate	Inflationary Adjusted Rate	Other Adj.	Budget Rate	Plan Rate	Plan Rate
Renewal fee: Hawker Pedlar on Foot licence	Business & Trade Licensing	Full Cost Recovery	Application	\$303.32	\$5.67		\$308.99	\$308.99	\$308.99
Application fee: Transient Trader licence	Business & Trade Licensing	Full Cost Recovery	Application	\$621.25	\$11.62		\$632.87	\$632.87	\$632.87
Renewal fee: Transient Trader licence	Business & Trade Licensing	Full Cost Recovery	Application	\$303.32	\$5.67		\$308.99	\$308.99	\$308.99
Application fee: Holistic Practitioner licence	Business & Trade Licensing	Full Cost Recovery	Application	\$308.88	\$5.78		\$314.66	\$314.66	\$314.66
Renewal fee: Holistic Practitioner licence	Business & Trade Licensing	Full Cost Recovery	Application	\$192.30	\$3.60		\$195.90	\$195.90	\$195.90
Application fee: Insulation Installer licence	Business & Trade Licensing	Full Cost Recovery	Application	\$390.18	\$7.30		\$397.48	\$397.48	\$397.48
Renewal fee: Insulation Installer licence	Business & Trade Licensing	Full Cost Recovery	Application	\$231.02	\$4.32		\$235.34	\$235.34	\$235.34
Application fee: Body Rubber licence	Business & Trade Licensing	Full Cost Recovery	Application	\$394.06	\$7.37		\$401.43	\$401.43	\$401.43
Renewal fee: Body Rubber licence	Business & Trade Licensing	Full Cost Recovery	Application	\$277.50	\$5.19		\$282.69	\$282.69	\$282.69
Application fee: Burlesque Entertainer licence	Business & Trade Licensing	Full Cost Recovery	Application	\$394.06	\$7.37		\$401.43	\$401.43	\$401.43
Renewal fee: Burlesque Entertainer licence	Business & Trade Licensing	Full Cost Recovery	Application	\$277.50	\$5.19		\$282.69	\$282.69	\$282.69
Application fee: Building Cleaner licence	Business & Trade Licensing	Full Cost Recovery	Application	\$390.18	\$7.30		\$397.48	\$397.48	\$397.48
Renewal fee: Building Cleaner licence	Business & Trade Licensing	Full Cost Recovery	Application	\$231.02	\$4.32		\$235.34	\$235.34	\$235.34
Application fee: Advertising licence	Business & Trade Licensing	Full Cost Recovery	Application	\$355.35	\$6.65		\$362.00	\$362.00	\$362.00
Renewal fee: Advertising licence	Business & Trade Licensing	Full Cost Recovery	Application	\$233.62	\$4.37		\$237.99	\$237.99	\$237.99
Application fee: Auctioneer licence	Business & Trade Licensing	Full Cost Recovery	Application	\$390.18	\$7.30		\$397.48	\$397.48	\$397.48
Renewal fee: Auctioneer licence	Business & Trade Licensing	Full Cost Recovery	Application	\$231.02	\$4.32		\$235.34	\$235.34	\$235.34
Application fee: Building Renovator licence	Business & Trade Licensing	Full Cost Recovery	Application	\$390.18	\$7.30		\$397.48	\$397.48	\$397.48
Renewal fee: Building Renovator licence	Business & Trade Licensing	Full Cost Recovery	Application	\$231.02	\$4.32		\$235.34	\$235.34	\$235.34
Application fee: Chimney Repairman licence	Business & Trade Licensing	Full Cost Recovery	Application	\$390.18	\$7.30		\$397.48	\$397.48	\$397.48
Renewal fee: Chimney Repairman licence	Business & Trade Licensing	Full Cost Recovery	Application	\$231.02	\$4.32		\$235.34	\$235.34	\$235.34

## Appendix 7a

### User Fees Adjusted for Inflation and Other

Rate Description	Service	Fee Category	Fee Basis	2017	2018			2019	2020
				Approved Rate	Inflationary Adjusted Rate	Other Adj.	Budget Rate	Plan Rate	Plan Rate
Application fee: Drain Contractor licence	Business & Trade Licensing	Full Cost Recovery	Application	\$390.18	\$7.30		\$397.48	\$397.48	\$397.48
Renewal fee: Drain Contractor licence	Business & Trade Licensing	Full Cost Recovery	Application	\$231.02	\$4.32		\$235.34	\$235.34	\$235.34
Application fee: Drain Layer licence	Business & Trade Licensing	Full Cost Recovery	Application	\$390.18	\$7.30		\$397.48	\$397.48	\$397.48
Renewal fee: Drain Layer licence	Business & Trade Licensing	Full Cost Recovery	Application	\$231.02	\$4.32		\$235.34	\$235.34	\$235.34
Application fee: Heating Contractor licence	Business & Trade Licensing	Full Cost Recovery	Application	\$390.18	\$7.30		\$397.48	\$397.48	\$397.48
Renewal fee: Heating Contractor licence	Business & Trade Licensing	Full Cost Recovery	Application	\$231.02	\$4.32		\$235.34	\$235.34	\$235.34
Application fee: Plumbing & Heating Contractor licence	Business & Trade Licensing	Full Cost Recovery	Application	\$595.38	\$11.13		\$606.51	\$606.51	\$606.51
Renewal fee: Plumbing & Heating Contractor licence	Business & Trade Licensing	Full Cost Recovery	Application	\$393.66	\$7.36		\$401.02	\$401.02	\$401.02
Application fee: Driveway Paving Contractor licence	Business & Trade Licensing	Full Cost Recovery	Application	\$390.18	\$7.30		\$397.48	\$397.48	\$397.48
Renewal fee: Driveway Paving Contractor licence	Business & Trade Licensing	Full Cost Recovery	Application	\$231.02	\$4.32		\$235.34	\$235.34	\$235.34
Application fee: Plumbing Contractor licence	Business & Trade Licensing	Full Cost Recovery	Application	\$390.18	\$7.30		\$397.48	\$397.48	\$397.48
Renewal fee: Plumbing Contractor licence	Business & Trade Licensing	Full Cost Recovery	Application	\$231.02	\$4.32		\$235.34	\$235.34	\$235.34
Application fee: Master Plumber licence	Business & Trade Licensing	Full Cost Recovery	Application	\$390.18	\$7.30		\$397.48	\$397.48	\$397.48
Renewal fee: Master Plumber licence	Business & Trade Licensing	Full Cost Recovery	Application	\$231.02	\$4.32		\$235.34	\$235.34	\$235.34
Application fee: Master Heating Installer licence	Business & Trade Licensing	Full Cost Recovery	Application	\$390.18	\$7.30		\$397.48	\$397.48	\$397.48
Renewal fee: Master Heating Installer licence	Business & Trade Licensing	Full Cost Recovery	Application	\$231.02	\$4.32		\$235.34	\$235.34	\$235.34
Renewal fee: Standard Taxicab Owner licence	Vehicle for Hire	Full Cost Recovery	Application	\$964.86	\$18.04		\$982.90	\$982.90	\$982.90
Application Fee: Toronto Taxicab Owner licence	Vehicle for Hire	Full Cost Recovery	Application	\$4,073.00	\$76.17		\$4,149.17	\$4,149.17	\$4,149.17
Renewal Fee: Toronto Taxicab Owner licence	Vehicle for Hire	Full Cost Recovery	Application	\$1,062.00	\$19.86		\$1,081.86	\$1,081.86	\$1,081.86
Application fee: Limousine Owner licence	Vehicle for Hire	Full Cost Recovery	Application	\$1,060.93	\$19.84		\$1,080.77	\$1,080.77	\$1,080.77
Renewal fee: Limousine Owner licence	Vehicle for Hire	Full Cost Recovery	Application	\$682.18	\$12.76		\$694.94	\$694.94	\$694.94

## Appendix 7a

## User Fees Adjusted for Inflation and Other

Rate Description	Service	Fee Category	Fee Basis	2017	2018			2019	2020
				Approved Rate	Inflationary Adjusted Rate	Other Adj.	Budget Rate	Plan Rate	Plan Rate
Application fee: Tow Truck Owner licence	Vehicle for Hire	Full Cost Recovery	Application	\$1,153.83	\$21.58		\$1,175.41	\$1,175.41	\$1,175.41
Renewal fee: Tow Truck Owner licence	Vehicle for Hire	Full Cost Recovery	Application	\$767.50	\$14.35		\$781.85	\$781.85	\$781.85
Application fee: Driving Instructor licence - with vehicle	Vehicle for Hire	Full Cost Recovery	Application	\$444.06	\$8.30		\$452.36	\$452.36	\$452.36
Renewal fee: Driving Instructor licence - with vehicle	Vehicle for Hire	Full Cost Recovery	Application	\$306.81	\$5.74		\$312.55	\$312.55	\$312.55
Application fee: Driving School Operator licence - with vehicle	Vehicle for Hire	Full Cost Recovery	Application	\$444.06	\$8.30		\$452.36	\$452.36	\$452.36
Renewal fee: Driving School Operator licence - with vehicle	Vehicle for Hire	Full Cost Recovery	Application	\$306.81	\$5.74		\$312.55	\$312.55	\$312.55
Application fee: Refreshment Vehicle Owner licence - motorized vehicle	Vehicle for Hire	Full Cost Recovery	Application	\$1,153.83	\$21.58		\$1,175.41	\$1,175.41	\$1,175.41
Renewal fee: Refreshment Vehicle Owner licence - motorized vehicle	Vehicle for Hire	Full Cost Recovery	Application	\$767.50	\$14.35		\$781.85	\$781.85	\$781.85
Application fee: Pedicab Owner licence	Vehicle for Hire	Full Cost Recovery	Application	\$394.88	\$7.38		\$402.26	\$402.26	\$402.26
Renewal fee: Pedicab Owner licence	Vehicle for Hire	Full Cost Recovery	Application	\$276.22	\$5.17		\$281.39	\$281.39	\$281.39
Application fee: Hawker/Pedlar licence - with motor vehicle	Vehicle for Hire	Full Cost Recovery	Application	\$1,153.83	\$21.58		\$1,175.41	\$1,175.41	\$1,175.41
Renewal fee: Hawker/Pedlar licence - with motor vehicle	Vehicle for Hire	Full Cost Recovery	Application	\$783.46	\$14.65		\$798.11	\$798.11	\$798.11
Application fee: Hawker/Pedlar licence - with push cart	Vehicle for Hire	Full Cost Recovery	Application	\$1,153.83	\$21.58		\$1,175.41	\$1,175.41	\$1,175.41
Renewal fee: Hawker/Pedlar licence - with push cart	Vehicle for Hire	Full Cost Recovery	Application	\$783.46	\$14.65		\$798.11	\$798.11	\$798.11
Application fee: Collector of Second Hand Goods licence	Business & Trade Licensing	Full Cost Recovery	Application	\$605.29	\$11.32		\$616.61	\$616.61	\$616.61
Renewal fee: Collector of Second Hand Goods licence	Business & Trade Licensing	Full Cost Recovery	Application	\$303.32	\$5.67		\$308.99	\$308.99	\$308.99

## Appendix 7a

## User Fees Adjusted for Inflation and Other

Rate Description	Service	Fee Category	Fee Basis	2017	2018			2019	2020
				Approved Rate	Inflationary Adjusted Rate	Other Adj.	Budget Rate	Plan Rate	Plan Rate
Application fee: Refreshment Vehicle Owner licence - non-motorized vehicle	Vehicle for Hire	Full Cost Recovery	Application	\$394.88	\$7.38		\$402.26	\$402.26	\$402.26
Renewal fee: Refreshment Vehicle Owner licence - non-motorized vehicle	Vehicle for Hire	Full Cost Recovery	Application	\$276.22	\$5.17		\$281.39	\$281.39	\$281.39
Application fee: Sidewalk Vending permit - East York	Business Permitting	Full Cost Recovery	Application	\$307.17	\$5.74		\$312.91	\$312.91	\$312.91
Application fee: Curblane Vending permit - East York	Business Permitting	Full Cost Recovery	Application	\$307.17	\$5.74		\$312.91	\$312.91	\$312.91
Annual fee: Sidewalk Vending (East York) - Ice Cream, Flowers	Business & Trade Licensing	Full Cost Recovery	Annual	\$1,151.90	\$21.54		\$1,173.44	\$1,173.44	\$1,173.44
Annual fee: Sidewalk Vending (East York) - Food & Non-Food	Business & Trade Licensing	Full Cost Recovery	Annual	\$2,303.78	\$43.08		\$2,346.86	\$2,346.86	\$2,346.86
Annual fee: Curblane Vending (East York) - Ice Cream & Frozen Desserts	Business & Trade Licensing	Full Cost Recovery	Annual	\$3,993.23	\$74.67		\$4,067.90	\$4,067.90	\$4,067.90
Annual fee: Curblane Vending (East York) - Foods except Ice Cream & Frozen Desserts	Business & Trade Licensing	Full Cost Recovery	Annual	\$5,529.06	\$103.39		\$5,632.45	\$5,632.45	\$5,632.45
Application fee: Boulevard Café permit - East York	Business Permitting	Full Cost Recovery	Application	\$55.55	\$1.04		\$56.59	\$56.59	\$56.59
Application fee: Boulevard Marketing permit - East York	Business Permitting	Full Cost Recovery	Application	\$55.55	\$1.04		\$56.59	\$56.59	\$56.59
Application fee: Temporary Partial Café Enclosure permit	Business Permitting	Full Cost Recovery	Application	\$114.35	\$2.14		\$116.49	\$116.49	\$116.49
Annual fee: Adult Videotape Store licence - East District	Business & Trade Licensing	Full Cost Recovery	Annual	\$1,110.87	\$20.77		\$1,131.64	\$1,131.64	\$1,131.64
Annual fee: Temporary Sign permit - Portable	Business Permitting	Full Cost Recovery	Annual	\$222.18	\$4.15		\$226.33	\$226.33	\$226.33
Late renewal administration fee: within 30 days	Business & Trade Licensing	Full Cost Recovery	Application	\$8.88	\$0.17		\$9.05	\$9.05	\$9.05
Late renewal administration fee: from 31 to 60 days	Business & Trade Licensing	Full Cost Recovery	Application	\$65.54	\$1.23		\$66.77	\$66.77	\$66.77
Late renewal administration fee: from 61 to 90 days	Business & Trade Licensing	Full Cost Recovery	Application	\$126.64	\$2.37		\$129.01	\$129.01	\$129.01
Retrieval of Illegal Clothing Drop box	Waste By-Law Enforcement	Full Cost Recovery	Box	\$200.00	\$0.00		\$200.00	\$200.00	\$200.00

## Appendix 7a

### User Fees Adjusted for Inflation and Other

Rate Description	Service	Fee Category	Fee Basis	2017	2018			2019	2020
				Approved Rate	Inflationary Adjusted Rate	Other Adj.	Budget Rate	Plan Rate	Plan Rate
Storage of Illegal Clothing Drop Box	Property Standards Inspection & Enforcement	Full Cost Recovery	Day	\$15.00	\$0.00		\$15.00	\$15.00	\$15.00
Disposal Fee for Illegal Clothing Drop Box	Property Standards Inspection & Enforcement	Full Cost Recovery	Case	\$80.00	\$0.00		\$80.00	\$80.00	\$80.00
Fee for Application to Community Council - Exemption for Natural Garden Exemption	Exemptions & Permits	Full Cost Recovery	Application	\$200.00	\$0.00		\$200.00	\$200.00	\$200.00
Application and Approval Fee for A-frame Signs for purposes of identifying, advertising, promoting, or directing attention to a development	Exemptions & Permits	Full Cost Recovery	Application	\$218.42	\$4.08		\$222.50	\$222.50	\$222.50
Annual renewal for A-frame Signs for purposes of identifying, advertising, promoting, or directing attention to a development	Exemptions & Permits	Full Cost Recovery	Annual	\$218.42	\$4.08		\$222.50	\$222.50	\$222.50
Dog Neuter Recovery Fee	Veterinary Care	Full Cost Recovery	Animal	\$60.00	\$0.00		\$60.00	\$60.00	\$60.00
Dog Spay Recovery Fee	Veterinary Care	Full Cost Recovery	Animal	\$90.00	\$0.00		\$90.00	\$90.00	\$90.00
Application Fee: Adult Entertainment Centre Designated Manager Licence	Business & Trade Licensing	Full Cost Recovery	Application	\$394.06	\$7.37		\$401.43	\$401.43	\$401.43
Renewal fee: Adult Entertainment Centre Designated Manager Licence	Business & Trade Licensing	Full Cost Recovery	Application	\$277.50	\$5.19		\$282.69	\$282.69	\$282.69
Sidewalk Vending Permit: Major Arterial Road	Business Permitting	Full Cost Recovery	Application	\$4,907.65	\$91.77		\$4,999.42	\$4,999.42	\$4,999.42
Sidewalk Vending Permit: Minor Arterial Road	Business Permitting	Full Cost Recovery	Application	\$2,669.39	\$49.92		\$2,719.31	\$2,719.31	\$2,719.31
Mobile Food Vending Permit (12 Month)	Business Permitting	Full Cost Recovery	Application	\$5,434.95	\$101.63		\$5,536.58	\$5,536.58	\$5,536.58
Ice Cream Vending Permit (12 Month)	Business Permitting	Full Cost Recovery	Application	\$563.37	\$10.54		\$573.91	\$573.91	\$573.91
Mobile Food Vending Permit (6 Month )	Business Permitting	Full Cost Recovery	Application	\$2,717.47	\$50.82		\$2,768.29	\$2,768.29	\$2,768.29

## Appendix 7a

## User Fees Adjusted for Inflation and Other

Rate Description	Service	Fee Category	Fee Basis	2017	2018			2019	2020
				Approved Rate	Inflationary Adjusted Rate	Other Adj.	Budget Rate	Plan Rate	Plan Rate
Mobile Food Vending Permit (9 Month )	Business Permitting	Full Cost Recovery	Application	\$4,076.22	\$76.23		\$4,152.45	\$4,152.45	\$4,152.45
Ice Cream Vending Permit (6 Month)	Business Permitting	Full Cost Recovery	Application	\$281.67	\$5.27		\$286.94	\$286.94	\$286.94
Ice Cream Vending Permit (9 Month )	Business Permitting	Full Cost Recovery	Application	\$422.52	\$7.90		\$430.42	\$430.42	\$430.42
Application Fee: Commercial Parking Lot Operator Licence	Business Permitting	Full Cost Recovery	Application	\$410.84	\$7.68		\$418.52	\$418.52	\$418.52
Renewal Fee: Commercial Parking Lot Operator Licence	Business Permitting	Full Cost Recovery	Application	\$276.22	\$5.17		\$281.39	\$281.39	\$281.39
Application Fee: Taxicab Operator	Vehicle for Hire	Full Cost Recovery	Application	\$500.00	\$0.00		\$500.00	\$500.00	\$500.00
Renewal Fee: Taxicab Operator	Vehicle for Hire	Full Cost Recovery	Application	\$300.00	\$0.00		\$300.00	\$300.00	\$300.00
Application Fee: Private Transportation Company (PTC)	Vehicle for Hire	Full Cost Recovery	Application	\$20,000.00	\$0.00		\$20,000.00	\$20,000.00	\$20,000.00
Annual PTC Fee/Driver	Vehicle for Hire	Full Cost Recovery	Application	\$15.00	\$0.00		\$15.00	\$15.00	\$15.00
PTC Fee/Trip	Vehicle for Hire	Full Cost Recovery	Each	\$0.30	\$0.00		\$0.30	\$0.30	\$0.30
Application fee: Vehicle-for-hire Driver	Vehicle for Hire	Full Cost Recovery	Application	\$130.00	\$0.00		\$130.00	\$130.00	\$130.00
Renewal Fee: Vehicle-for-hire Driver	Vehicle for Hire	Full Cost Recovery	Application	\$130.00	\$0.00		\$130.00	\$130.00	\$130.00
Provision of inspection services in apartment building	Property Standards Inspection & Enforcement	Full Cost Recovery	Inspection	\$108.80	\$2.03		\$110.83	\$110.83	\$110.83
Provision of inspection services in apartment building - minimum inspection	Property Standards Inspection & Enforcement	Full Cost Recovery	Inspection - Minimum	\$108.80	\$2.03		\$110.83	\$110.83	\$110.83
Provision of audit in apartment building – administrative fee	Property Standards Inspection & Enforcement	Full Cost Recovery	Each	\$1,800.00	\$33.66		\$1,833.66	\$1,833.66	\$1,833.66
Provision of audit in apartment building - inspection fee	Property Standards Inspection & Enforcement	Full Cost Recovery	Hour	\$108.80	\$2.03		\$110.83	\$110.83	\$110.83
Registration fee for apartment building	Property Standards Inspection & Enforcement	Full Cost Recovery	Unit	\$10.60	\$0.20		\$10.80	\$10.80	\$10.80



## Appendix 7b

### New User Fees

Rate Description	Service	Fee Category	Fee Basis	2018 Budget Rate	2019 Plan Rate	2020 Plan Rate
Annual fee: Year-round Enclosed Café permit: Central zone <sup>(1)</sup>	Business Permitting	Market Based	Square Metre	\$133.00	\$133.00	\$133.00
Annual fee: Year-round Enclosed Café permit: Outer zone <sup>(1)</sup>	Business Permitting	Market Based	Square Metre	\$66.50	\$66.50	\$66.50
Monthly Fee Parklet Café Central Zone <sup>(1)</sup>	Business Permitting	Market Based	Per Month	\$931.00	\$931.00	\$931.00
Monthly Fee Parklet Café Outer Zone <sup>(1)</sup>	Business Permitting	Market Based	Per Month	\$596.00	\$596.00	\$596.00
Application fee: Boulevard Café and Marketing permit transfer fee <sup>(1)</sup>	Business Permitting	Full Cost Recovery	Application	\$676.27	\$676.27	\$676.27
Short-Term Rental Company: Application Fee <sup>(2)</sup>	Prop Std/insp/Enfo	Full Cost Recovery	Application	\$5,000.00	\$5,000.00	\$5,000.00
Short-Term Rental Company: Nightly Fee <sup>(2)</sup>	Prop Std/insp/Enfo	Full Cost Recovery	Per night booked	\$1.00	\$1.00	\$1.00
Short-Term Rental Operator: Registration Fee (Annual) <sup>(2)</sup>	Prop Std/insp/Enfo	Full Cost Recovery	Application	\$50.00	\$50.00	\$50.00

<sup>(1)</sup> Effective May 1, 2018

<sup>(2)</sup> Effective June 1, 2018

## Appendix 7d

### User Fees for Technical Adjustments

Rate Description	Service	Fee Category	Fee Basis	2017 Approved Rate	2018 Budget Rate	Reason for Adjustment
Fee charged when the pet owner surrenders the animal to Toronto Animal Services	Animal Sheltering & Adoption	City Policy	Litter	\$20.00	\$20.37	Subject to annual inflation adjustment
Fee charged for the purchase of the dangerous dog tag	Cat & Dog Licensing	Full cost recovery	Per tag	\$10.00	\$10.00	Inadvertently excluded in Municipal Code Chapter 441
Fee charged - replacement purchase of the dangerous dog tag	Cat & Dog Licensing	Full cost recovery	Per tag	\$10.00	\$10.00	Inadvertently excluded in Municipal Code Chapter 441
Fee for hearing to appeal a dangerous dog determination	Cat & Dog Licensing	Full cost recovery	Per application	\$299.00	\$299.00	Inadvertently excluded in Municipal Code Chapter 441

## Appendix 7f

### User Fees for Rationalization

Service	2017			2018			Comments
	Rate ID	Rate Description	Approved Rate	Rate ID	Rate Description	Budget Rate	
Business Permitting	MS279	Application fee: Boulevard Café permit	\$243.78	MS455	Application fee: Boulevard Café and Marketing permit	\$1,131.80	Rationalization of user fees to align with harmonized bylaw
Business Permitting	MS281	Application fee: Boulevard Marketing permit	\$81.18				
Business Permitting	MS409	Application fee: Boulevard Café permit - East York	\$55.55				
Business Permitting	MS410	Application fee: Boulevard Marketing permit - East York	\$55.55				
Business Permitting	MS301	Annual fee: Boulevard Café permit - Area 2	\$80.28	MS456	Annual fee: Sidewalk Café permit: Central zone	\$88.31	Rationalization of user fees to align with harmonized bylaw
Business Permitting	MS303	Annual fee: Boulevard Café permit - Area 1	\$40.13				
Business Permitting	MS305	Annual fee: Boulevard Café permit - Area 3	\$20.08				
Business Permitting	MS307	Annual fee: Boulevard Café permit - East York	\$21.85	MS457	Annual fee: Sidewalk Café permit: Outer zone	\$44.14	Rationalization of user fees to align with harmonized bylaw
Business Permitting	MS311	Annual fee: Boulevard Marketing permit - Area 2	\$91.30	MS458	Annual fee: Marketing Display permit: Central zone	\$62.65	Rationalization of user fees to align with harmonized bylaw
Business Permitting	MS313	Annual fee: Boulevard Marketing permit - Area 1	\$45.73				
Business Permitting	MS315	Annual fee: Boulevard Marketing permit - Area 3	\$22.88				
Business Permitting	MS317	Annual fee: Boulevard Marketing permit - East York	\$21.85	MS459	Annual fee: Marketing Display permit: Outer zone	\$38.12	Rationalization of user fees to align with harmonized bylaw

Note: The rationalization of fees is effective as of May 1, 2018