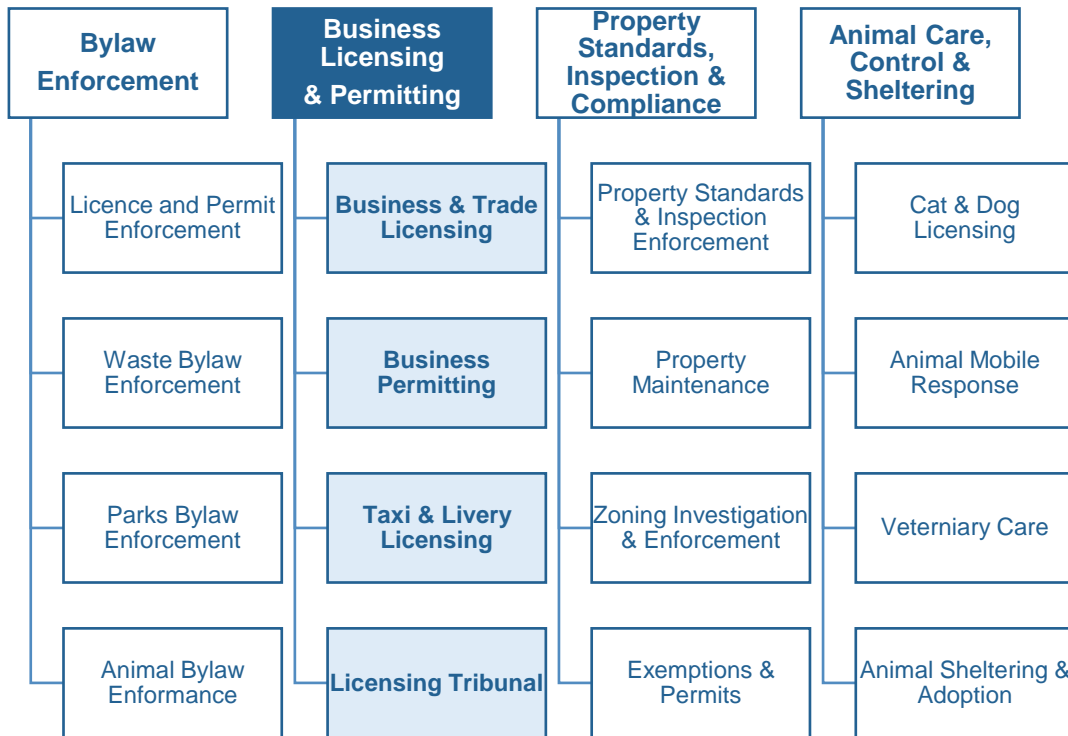




# LICENSING SERVICES

PROGRAM MAP

Municipal Licensing and Standards



Shaded boxes reflect the activities covered in this report

Licensing programs, for businesses and taxi services, help protect the health and safety of the public and the integrity of the businesses. Administrative and enforcement staff carry out key functions: issuing licences to businesses that meet the standards set by the by-laws; ensuring the standards are maintained; and investigating complaints and any non-compliant issues. Licensing programs seek to enrich businesses by promoting public confidence, assisting with fair competition and ensuring a degree of consumer protection is in place.

**SUMMARY OF PERFORMANCE MEASUREMENT RESULTS**

Question	Indicator/Measure	Internal Comparison of Toronto's 2016 vs. 2015 Results	External Comparison to Other Municipalities (MBNC) By Quartile for 2016	Chart & Page Ref.
<b>Service / Activity Level Indicators</b>				
How many licences are issued?	Number of licences issued per 100,000 population	<b>Increase</b> The number of licences issued increased (service level indicator)	2 High number of licences issued compared to others (service level indicator)	19.1 19.2 pg. 5/6
How many taxi plate-holder licences are issued?	Number of taxi-plate holder licences issued per 100,000 population	<b>Increase</b> The number of taxi-plate holder licences increased (service level indicator)	1 Higher number of taxi plate holder licences issued compared to others (service level indicator)	19.1 19.2 pg. 5/6
How many taxi driver licences are issued?	Number of taxi licences issued per 100,000 population	<b>Increase</b> The number of taxi driver licences increased (service level indicator)	1 Highest number of taxi licences issued compared to others (service level indicator)	19.1 19.2 pg. 5/6
How many business licences are issued?	Number of business licences issued per 100,000 population	<b>Stable</b> The number of business licences issued was stable in 2016 (service level indicator)	3 High number of business licences issued compared to others (service level indicator)	19.1 19.2 pg. 5/6
<b>Customer Service Measures</b>				
How long does it take to renew a taxi licence?	Average number of days to renew a taxi licence	<b>Decrease</b> Number of days to renew a taxi licence decreased	n/a	19.3 pg. 7

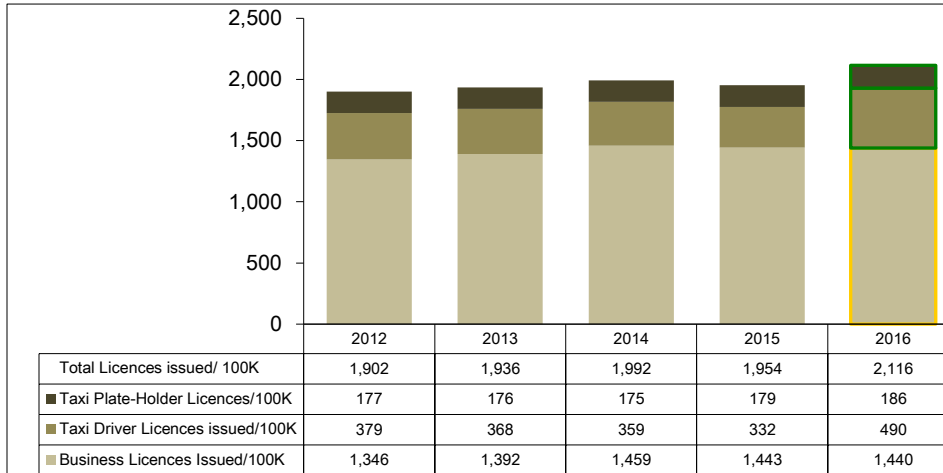
Question	Indicator/Measure	Internal Comparison of Toronto's 2016 vs. 2015 Results		External Comparison to Other Municipalities (MBNC) By Quartile for 2016		Chart & Page Ref.
Overall Results		Service Level Indicators (Resources)	Performance Measures (Results)	Service Level Indicators (Resources)	Performance Measures (Results)	
		3 - Increased 1 - Stable 0 - Decreased  100% stable or increased	1 - Favorable 0 - Stable 0 - Unfavorable  100% favorable or stable	2 - 1st quartile 1 - 2nd quartile 1 - 3rd quartile 0 - 4th quartile  75% in 1st and 2nd quartiles	0 - 1st quartile 0 - 2nd quartile 0 - 3rd quartile 0 - 4th quartile  N/A	

For an explanation of how to interpret this summary and the supporting charts, please see the Guide to Toronto's Performance Results. These quartile results are based on a maximum sample size of 9 municipalities.

## SERVICE/ACTIVITY LEVELS

Toronto's licensing services issue and monitor business licences, right-of-way permits, temporary sign permits, and firework permits. The three types of licences that are included for the purposes of this report are business licences, taxi licences and taxi plate holder licences.

### 19.1 –HOW MANY LICENCES ARE ISSUED IN TORONTO?

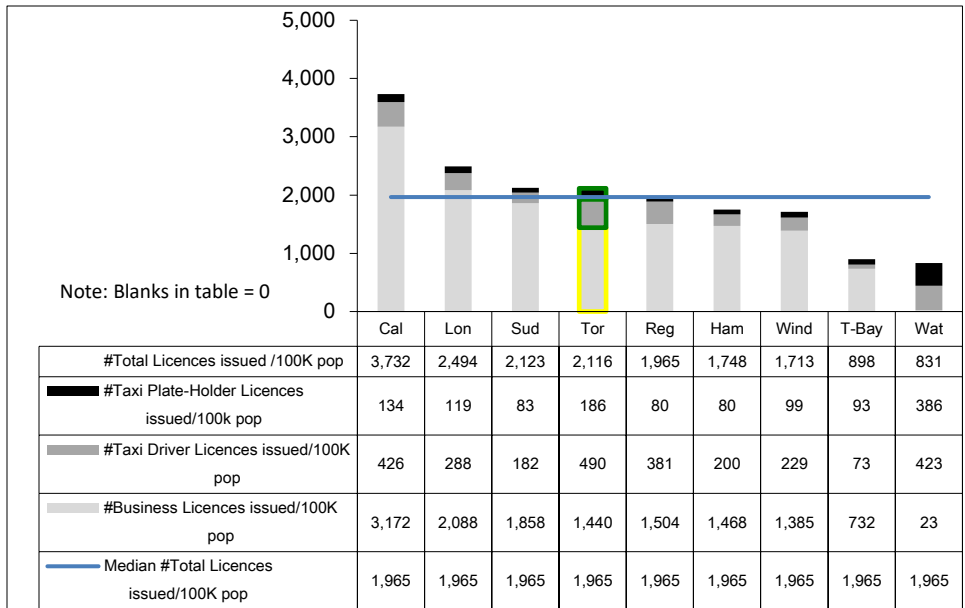


**Chart 19.1** show the number of licences issued per 100,000. It should be noted that the results for 2010 are not based on Statistics Canada revised population estimates.

**Chart 19.1 (City of Toronto) Number of Licences Issued per 100,000 Population**

Toronto issues more licences than most other municipalities. In 2016, Toronto issued 14,091 taxi driver licences (increase of 47.6%), 5,348 taxi plate-holder licences (increase of 4%), and 41,408 business licences (decrease of 0.3%, relatively stable).

19.2 – HOW MANY LICENCES ARE ISSUED IN TORONTO COMPARED TO OTHER MUNICIPALITIES?



**Chart 19.2**  
compares Toronto's 2016 result to other municipalities.

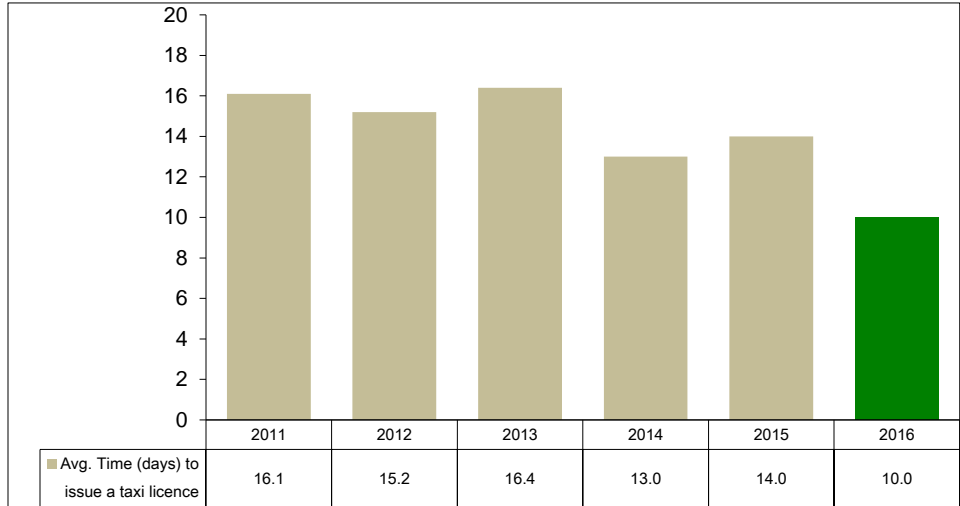
**Chart 19.2 (MBNC 2016) Number of Licences Issued per 100,000 Population**

In terms of having the highest rate of licences issued:

- Total: Toronto ranks fourth of nine (second quartile) municipalities.
- Taxi Plate-holder: Toronto ranks second of nine (first quartile) municipalities.
- Taxi Driver Licences: Toronto ranks first of nine (first quartile) municipalities.
- Business Licences issued: Toronto ranks sixth of nine (third quartile) municipalities.

## CUSTOMER SERVICE

### 19.3—HOW LONG DOES IT TAKE TO RENEW A TAXI LICENCE IN TORONTO?



**Chart 19.3** provides the average number of days it takes to renew a taxi licence in Toronto - a reflection of customer service.

**Chart 19.3 (City of Toronto) Number of Days to Renew a Taxi Licence**

There was a decrease of 28.6% in 2016. The number of days to renew a Taxi Licence is projected to decrease further by 20% for 2017. Implementing operational and system improvements are projected to reduce wait times to 7 days through 2018.

## 2016 ACHIEVEMENTS AND 2017 PLANNED INITIATIVES

The following initiatives are intended to further improve the efficiency and effectiveness of Toronto's licensing services:

### 2016 Initiatives Completed/Achievements

- Successfully advanced several significant policy reports;
  - Completion of the Ground Transportation Review and implementation of a Vehicle-for-Hire By-Law
  - Multi-tenanted housing & short –term rental consultation proposal
- Licensed approximately 20,000 PTC drivers (to end of October) and 2,000 new Vehicle-for-Hire drivers(taxi/limo) since July 15
- Implementation of IT Capital projects:
  - Alignment of Online Self Services for Licensing to Toronto Portal and enterprise Common Payment Component (CPC)
- Advancement of initiatives with the Province of Ontario – Burden Reduction Project

### 2017 Planned Initiatives

- Continue review of the Municipal Code for Licensing to reduce administrative burden and make the bylaw easier to understand and enforce.
- Implement pilot to streamline service delivery, including Provincial and Federal collaborations for the Restaurant industry.
- Operationalize and report back on the new Vehicle-for-Hire bylaw regulating the expanded ground transportation industry.
- Bylaws governing licensing, animals, property standards and maintenance will be updated to reflect community concerns and eliminate redundancy/conflict with other statutes

### Factors Influencing Results of Municipalities

The results of each municipality found in the charts included in this report are influenced to varying degrees by factors such as:

- **Number and type of businesses.** Many businesses are regulated through a municipal licensing program and can vary extensively across municipalities. The method and approach towards licensing specific establishments may also differ from one municipality to another.
- **Municipal By-laws:** Administration, inspection and regulation process used and the sophistication of the municipal by-law regulations will differ.
- **Policy and Practices:** Cost is dependent on the number of categories of business licences in the municipality and the number and types of licences used.
- **Processes and Systems:** The type and quality of systems used to track complaints, inspections and other data.