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## PATRON MANAGEMENT PLAN (PMP)

### Overview

The Municipal Licensing and Standards Division (MLS) issues business licences, and conducts enforcement of business licensing, property standards, noise, and zoning regulations.

[Chapter 545, Licensing](#) (Licensing Bylaw) sets out general licence requirements that all licensees must comply with, including prohibiting discrimination against members of the public and maintaining public sidewalks. The Bylaw also sets out specific requirements depending on the type of business.

### What is a Patron Management Plan (PMP)?

A PMP is an administrative plan to be submitted to MLS by specific licensed establishments. The requirements of the plan are laid out in the Licensing Bylaw and include outlining processes for patron entry and re-entry as well as procedures for monitoring line-ups and preventing loitering outside of the business.

The PMP is intended to control for potential community safety and/or nuisance issues and ensure patrons outside of the business are respectful of nearby residents, particularly late at night.

### Who needs to submit a PMP?

The following business categories must submit a PMP to the City, as well as operate in accordance with the submitted plan and immediately provide a copy to any employee of MLS upon request:

- Entertainment Establishment/Nightclub
- Expanded Activity Entertainment Place of Assembly
- Expanded Activity Eating or Drinking Establishment

In addition, MLS has the authority to impose a PMP if needed on any food and/or entertainment establishment upon licence application, renewal, or any time during the duration of the licence.

**The remainder of this document outlines the requirements of the PMP to be completed in full by the owner or operator. If you have questions, you can reach staff at [MLSBusinessLicence@toronto.ca](mailto:MLSBusinessLicence@toronto.ca).**

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## PATRON MANAGEMENT MEASURES

### 1. Acknowledgement of requirements of the Use of Streets and Sidewalks Bylaw:

An acknowledgement by the operator of the applicable requirements of Toronto Municipal Code, [Chapter 743, Use of Streets and Sidewalks](#) (Use of Streets and Sidewalks Bylaw), related to pedestrian clearways

The Bylaw has a set of regulations dealing with activities that occur in the public road allowance. The Bylaw:

- Restricts any activity that may obstruct the flow of traffic or create hazards for pedestrians or vehicles;
- Establishes responsibilities for property owners and tenants to maintain sidewalks and streets, including cleaning and repairs;
- Requires that all property owners must ensure the sidewalks adjacent to their property are safe and clear of hazards; and
- Sets out regulations for temporary or permanent structures (for example: patios, signs, fences) encroaching on public spaces.

Details of the Bylaw can be found on the City's webpage – [Street Use Bylaw webpage](#) – and an acknowledgment is drafted below.

*I acknowledge the requirements of Chapter 743, Use of Streets and Sidewalks and have reviewed the Bylaw, including the details provided on the City's webpage, and that I as the business owner am responsible for ensuring sidewalks adjacent to the business property are safe and clear from hazards*

**2. Information and procedures on venue lineups and entry/exits:**

Operator needs to identify the following information in as much detail as possible and attach to the plan, and attach any images, diagrams and/or drawings of the venue to support (if applicable)

**2A. Organization of lineups: A description of where patrons seeking entry or re-entry to the establishment will line up and the maximum number of patrons who will be permitted in such lineups**

**2B. Control of lineups: What procedures the operator will use to monitor lineups, to control the location of lineups, to control the number of patrons in lineups, and to ensure orderly conduct by patrons in lineups including but not limited to information on thresholds for refusing entry of patron(s) on the basis of disorderly conduct**

**2C. Monitoring entrances and exits: A description of how the operator will efficiently organize and monitor entries and exits to and from the establishment to ensure public safety and prevent patrons from loitering outside the establishment**

**Corporate Entity Name**

**Operating Name**

**Operating Address**

**Date**

**Name of Director or Authorized Person:**

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**Signature of Director or Authorized Person:**