

LEVEL 2 NOISE CONTROL PLAN (NCP)

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 Level 2 Noise Control Plan (NCP)?

An NCP 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 includes providing information on the venue's equipment and what procedures are in place to respond to monitor noise and respond to any noise concerns.

The NCP is intended to mitigate persistent noise issues, particularly those late at night and with impacts on multiple communities and/or residents.

Who needs to submit a Level 2 NCP?

The Entertainment Establishment/Nightclub business category must submit a Level 2 NCP 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.

In addition, MLS has the authority to impose an NCP 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 NCP to be completed in full by the owner or operator. If you have questions, you can reach staff at MLSBusinessLicence@toronto.ca.

NOISE CONTROL MEASURES

1. Acknowledgement of the provisions of the Noise Bylaw:

An acknowledgement by the operator of the applicable by-law requirements of [Toronto Municipal Code, Chapter 591, Noise](#) (the Noise Bylaw), and the availability of community-based mediation services to resolve noise complaints.

Noise Bylaw

The Noise Bylaw balances the city's vibrancy with the needs of residents and visitors and provides time restrictions and sound level limits for various types of noise.

Of note, there are specific sound level restrictions for amplified sound and instrument sound. Instrument sound is defined in the By-law as "sound made by any musical instrument, including the unamplified playing of percussion instruments". The associated requirements in the By-law for amplified and instrument sound are the following:

- The By-law prohibits amplified, or instrument sound measured at a **point of reception in an outdoor living area** that exceeds 55 dB(A) or 70 dB(C) during the day (7 a.m. to 11 p.m.) and 50 dB(A) or 65 dB(C) at night (11 p.m. to 7 a.m.).
- If it is not reasonable to measure from a point of reception in an outdoor living area, when measured at a **point of reception in an indoor living area** the limits are 42 dB(A) or 57 dB(C) from 11p.m. to 7 a.m. and 50 dB(A) or 65 dB(C) from 7 a.m. to 11 p.m.

Amplified sound is measured by bylaw enforcement officers using sound meters and compared against the standards as identified in the bylaw. Measurement will be taken by trained staff from an indoor or outdoor point of reception (where the sound is being experienced). Background noise will be taken into consideration when conducting measurements.

Amplified sound is not permitted on private patios, on sidewalk cafés or by busker permit holders (unless the permit holder has obtained a street event permit under the [Use of Streets and Sidewalks Bylaw](#)).

Further information can be found on the City's webpage – [Noise webpage](#)

Community Mediation

The City has partnered with [The Neighbourhood Group \(TNG\) Community Services](#), an organization that provides free voluntary community mediation services to Toronto residents, as an alternative means to resolving a dispute with the help of neutral mediators.

Mediation can help deliver better service, divert some cases from bylaw enforcement,

and get to the root cause of long-standing community or neighbour-to-neighbour issues. The process is separate from bylaw enforcement and completely confidential. Residents may seek resolution to their issue using mediation services directly to TNG Community Services.

Further information can be found on the webpage here – [TNG Community Mediation webpage](#)

An acknowledgment of the Noise Bylaw and the availability of community-based mediation services to resolve noise complaints is drafted below.

☐ *I acknowledge the requirements of Chapter 591, Noise and have reviewed the Bylaw, including the details provided on the City's webpage and the availability of community-based mediation services to resolve noise complaints, and that I as the business owner am responsible for ensuring compliance with relevant requirements under Chapter 591 and will take efforts to mitigate excessive noise impacts as much as possible.*

2. Inventory of sound-producing or amplification equipment on the premises

Identification of all sound-producing or amplification equipment (for example: amplifiers, speakers, sub-woofers, etc.) on the premises, including the type of equipment and the frequency of its intended use.

Please identify equipment that is fixed on the premises and include as much detail as possible (for example - sound system ratings, age and location of equipment) and attach any images, diagrams and/or drawings of the venue to support

3. Operations strategy to mitigate noise

To be submitted to the Municipal Licensing and Standards Division upon request

- A. How and when the operator will monitor noise levels emanating from the premises (*for example: frequency of monitoring and strategies to ensure compliance with the Noise Bylaw and what equipment will be used to monitor levels*)

- B. What action the operator will take to alleviate excessive noise while the establishment is operating (*for example: what actions will be taken if there are persistent complaints from neighbours of excessive noise and/or noise levels are exceeding the thresholds in the Noise Bylaw*)

- C. How and when the operator will monitor the exterior of the premises to address noise and loitering issues involving patrons of the establishment

- D. What process the operator will use to engage with nearby residents, resident groups, and other establishments about noise or nuisance issues related to the establishment (*for example: how neighbours can contact the establishment if there any excessive noise issues*)

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- E. What process the operator will use to respond to persistent resident complaints about noise, including specific monitoring and mitigation actions it will take if the establishment operates in a building that also contains residential accommodation

- F. What actions the operator will take to educate staff on the details of this noise operations strategy and how it will be implemented

4. Additional professional acoustics/noise report

Assessment report from a certified professional engineer to be attached to the NCP and include the following:

- A statement of the intended maximum volume levels (both dBA and dBC Leq sound levels) at which music or amplified sound will be played within the establishment based on the equipment present in the establishment
- Building on the inventory of sound-producing or amplification equipment on the premises as part of this Plan, a summary of the wattage of all sound-producing or amplification equipment used in the establishment, as well as their locations and positioning within the premises
- The results of sound-level testing at multiple points at the exterior of the premises, including a map or diagram of the points of reception used for testing
- A summary of the sound insulation methods, equipment, and mechanisms installed at the business premises and how they will be used to ensure that maximum volume levels are not exceeded
 - To include a list of any acoustic treatments at the premises (for example: seals, double-glazed windows, isolation pads, acoustic panels, etc.) and specifications of equipment that will be used for monitoring (if applicable)

Company Entity Name

Operating Name

Operating Address

Date

Name of Director or Authorized Person

Signature of Director or Authorized Person