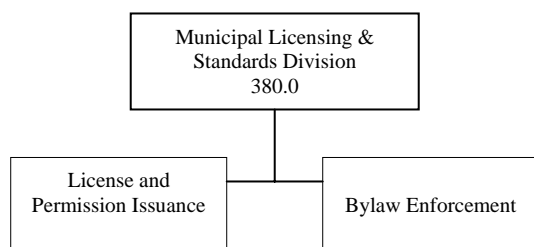


Municipal Licensing and Standards Division

As the Municipal Licensing and Standards Division, we strive to be a leader in supporting the City of Toronto as a safe, vibrant, creative and clean community through bylaw administration and enforcement serving those who live, work and visit in the City.

Program Profile

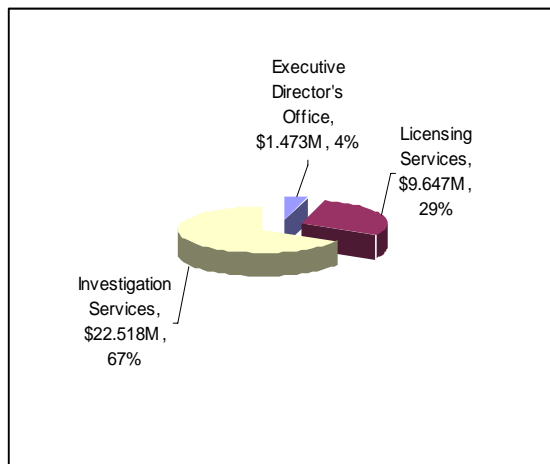


2007 Key Strategic Directions and Priorities

- Implement strategic/business planning process
- Maximize opportunities to co-ordinate policy, investigation and enforcement activities across City regulatory enforcement community
- Responding to legislative changes contained in the new *City of Toronto Act*,

2007 Recommended Operating Budget by Service

Total = \$33.638 M (Gross)



2006 Key Accomplishments

- Launched Apartment Standards Disclosure website for violations in multi-unit residential properties
- Licensing and regulating of entertainment facilities to improve safety and security in entertainment uses by requiring noise, litter and crowd control plans along with requirements for metal detectors and a ratio of security guards to patrons
- Regulating of garage sales; posters on public property; and requiring mandatory food handlers certification
- Implemented call centre for Licensing Services

2008 / 2009 Outlook

Municipal Licensing and Standards Division (ML&S) will continue to work to develop and implement innovative strategies to enhance compliance and effectively enforce City bylaws. ML&S will work to implement new processes and acquire appropriate resources to improve its ability to serve clients, citizens, Council and others.

Background

The services provided by Municipal Licences and Standards Division (ML&S) are mandated by Council bylaw. A broad outline of the services provided by the Division include the following:

- Issuance of business licenses, right-of-way permits (excluding City of Scarborough) and temporary sign permits;
- Processing of rooming house licenses (former City of Toronto only), group home registrations (former Cities of Scarborough, Etobicoke & York only) and bylaw exemption applications; and, the inspection and investigation of:
 - Business licenses
 - Right-of-way permits
 - Noise
 - Zoning
 - Garage sales
 - Signs, including posters
 - Clothing drop boxes
 - Property maintenance, including: waste, fences, heat/vital services, long grass and weeds, graffiti.

Program Objectives for 2007

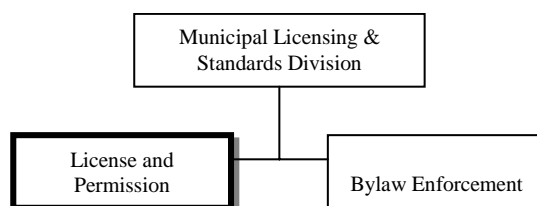
- Implementing a strategic planning process resulting in the development of a vision document, divisional goals and work-unit objectives to ensure service delivery focuses on the 4 E's – efficient, effective, economical and essential
- Develop and implement communication initiatives to enhance the awareness of council members, the public and other City divisions and partners of Division's work
- Responding to legislative changes contained in the new *City of Toronto Act*
- Improve the existing technology:
 - Implement a remote-based case management system for investigation files
 - 311 Readiness
 - Provide more readily available information system to facilitate routine disclosure of public information, whenever possible
- To maximize opportunities to co-ordinate policy, investigation and enforcement activities across the City's regulatory enforcement community
- Develop and implement performance standards and benchmarks for work processes
- Process map issuance, inspection and enforcement practices to identify opportunities to enhance service delivery and to forecast activity levels
- Obtain resources and modify processes to better manage the workload volume of the District offices
- Consolidation of the Licensing Services offices
- Obtain resources to improve counter service delivery to clients

License and Permission Issuance

Program: Municipal Licensing & Standards Division

Service Area Description:

- Issuance of business licenses, right-of-way permits (excluding City of Scarborough), temporary sign permits
- processing of rooming house licenses (former City of Toronto only), group home registrations (former Cities of Scarborough, Etobicoke and York only) and bylaw exemption applications



Services provided (2006)

- Issued 49,681 new and renewal business licenses
- Processed 1,738 right-of-way permits in the former City of Toronto and East York for outdoor cafes and vending
- Conducted 20,414 vehicle inspections at Vehicle Test Centre
- Trained 4,364 licensees holding mobile business licenses

Emerging Challenges and Opportunities:

Challenges

- *Increasing service demands*
- *Information system resources*

Opportunities

- *Enhanced customer service through e-business strategies*
- *Partnerships/collaboration with other City divisions and governments*

Bylaw Enforcement

Program: Municipal Licensing & Standards Division

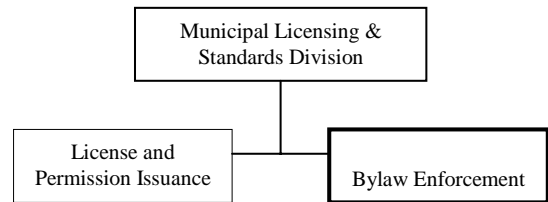
Service Area Description:

Bylaw enforcement activities relate to the inspection and investigation of:

- Business licenses
- Right-of-way permits
- Noise
- Zoning
- Garage sales
- Signs, including posters
- Clothing drop boxes
- Property maintenance, including:
 - Waste
 - Fences
 - Heat/vital services
 - Long grass and weeds
 - Graffiti

Services provided (2006 Projected)

- 40,000 District-based investigations
- 2,000 Clean City investigations
- 25,000 Mobile Business Enforcement Team inspections/investigations
- 60,000 Waste Enforcement Team inspections



Emerging Challenges and Opportunities:

Challenges:

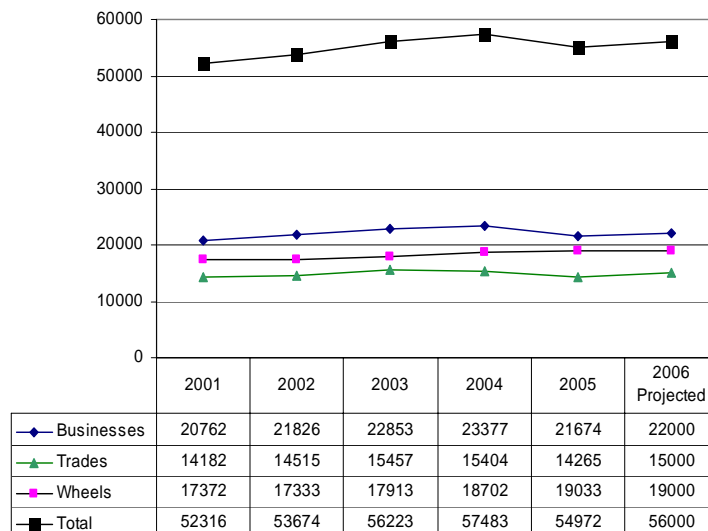
- ***Increasing service demands***
- ***Training capacity***
- ***Case management system***

Opportunities:

- ***Enhance collaboration and coordinated approaches with City's regulatory enforcement community and other governments***
- ***Strategic, targeted enforcement strategies***

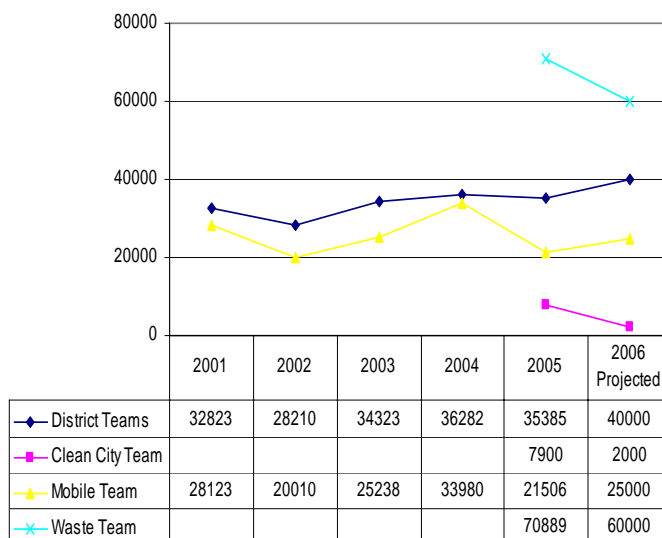
Key Performance Measures:

Business Licenses Issued



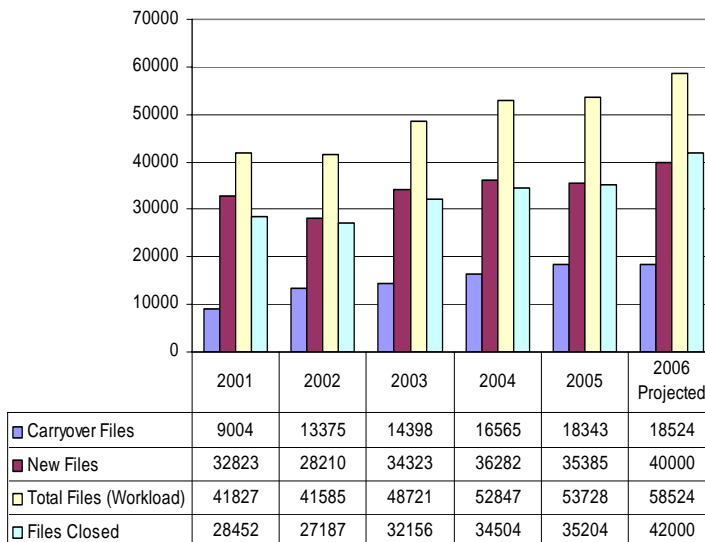
The number of business licenses issues has remained relatively stable during the reported period.

New Inspection/Investigation Files by Year Received



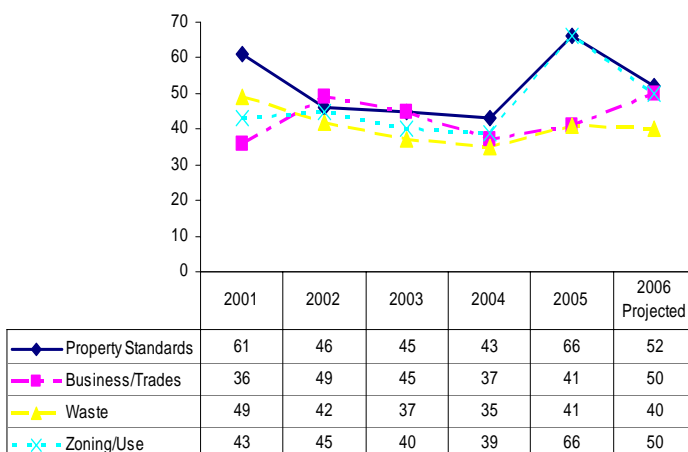
The District Teams are complaint-driven and have experienced a generally upward trend in new cases each year. The Mobile Team is generally a proactive enforcement Team. Clean City Team, established in 2005, has changed its reporting from inspections to investigations resulting in a lower number in 2006. For the Waste Team, the reduction in inspections will primarily be attributed to staff vacancies, new staff learning curves and data recording. This data does not include files carried over from previous years.

**Carryover, New and Closed Files by Year
District Offices**



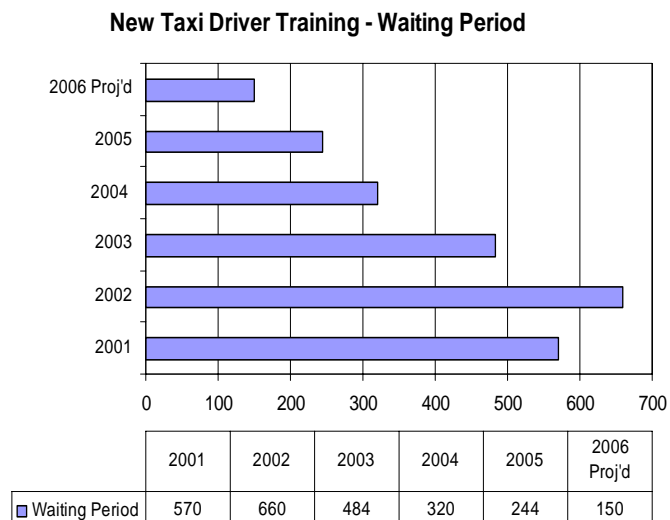
District Office teams primarily investigate property maintenance complaints. Since 2001, the number of files carried over from one year to the next has steadily increased from 9004 in 2001 to 18,524 in 2006. With the exception of 2002, the number of new files (i.e., complaints) opened has also been on an upward trend.

**Average Number of Days To Complete Investigations,
District Offices**



This data is based on files opened and closed in the same year by the District offices. With respect to “Waste” files, this data reflects waste complaints involving private property.

In 2005, District office staff participated in a training program, which decreased staff availability to respond to complaints received.



Access to new taxi driver training has improved significantly since 2002 when it took, on average, 660 days for an applicant to obtain training. In 2005, the number of days was reduced to 244. This reduction is primarily attributed to an increase in staff at the Training Centre, which has permitted the number of classes to increase.