

# 18 Licensing



## What is the Service?

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 licenses 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.

The numbers and types of businesses which are regulated through a municipal licensing program vary extensively throughout OMBI municipalities, as do the methods and approach for carrying out these basic requirements.

## Influencing Factors:

**Municipal By-laws:** Administration, inspection and regulation process used and the sophistication of the municipal by-law regulations will differ.

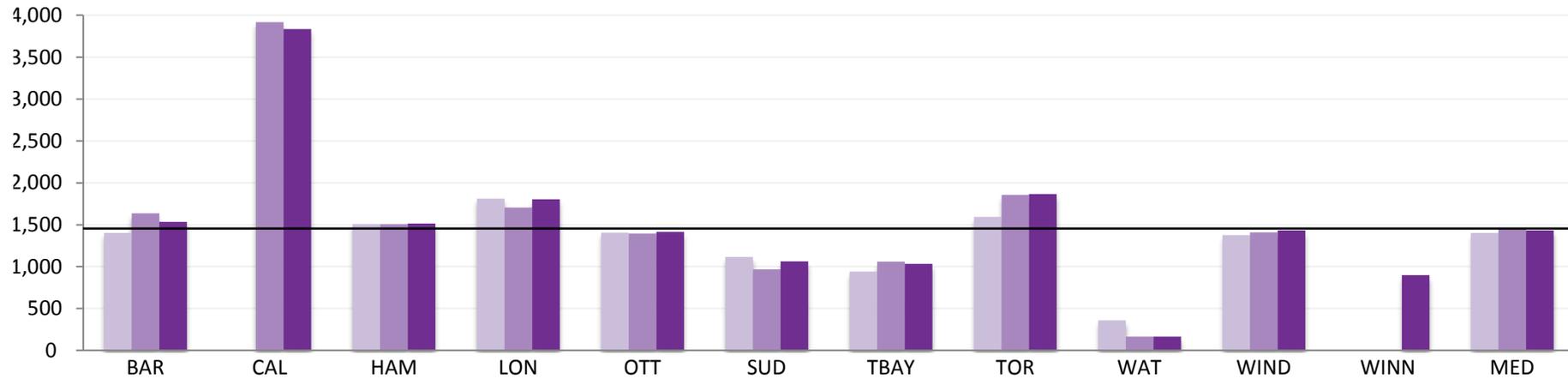
**Policy and Practices:** Cost is dependent on the number of categories of business licenses in the municipality and the number and types of licenses used.

**Processes and Systems:** The type and quality of systems used to track complaints, inspections and other data.

# Licensing

## How many licenses are issued?

Fig 18.1 Number of Licenses Issued per 100,000 Population



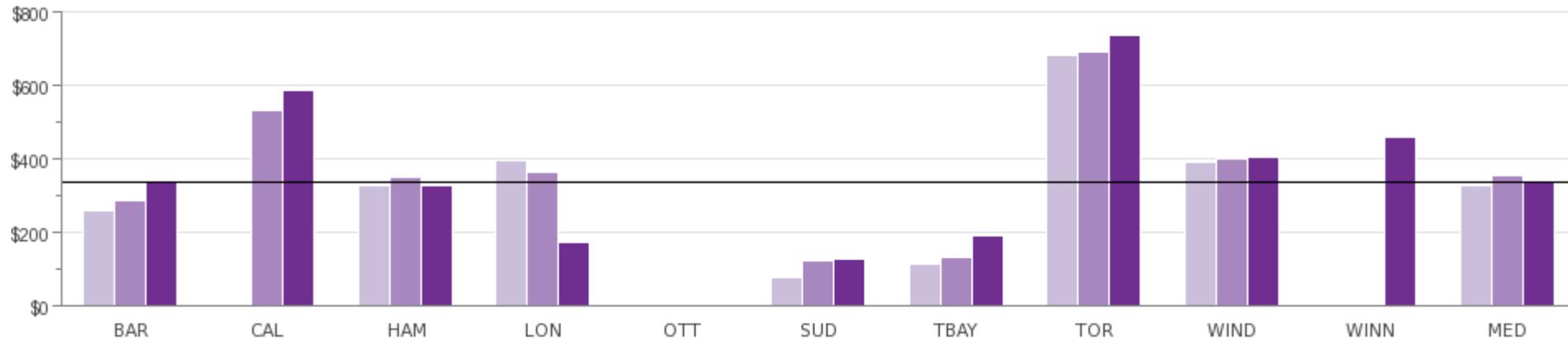
2010	1,402	N/A	1,507	1,812	1,408	1,116	941	1,593	360	1,376	N/A	1,402
2011	1,637	3,920	1,510	1,705	1,395	969	1,059	1,859	165	1,409	N/A	1,459
2012	1,534	3,836	1,516	1,806	1,415	1,064	1,033	1,868	164	1,433	898	1,433

Source: LICN205 (Service Level)

## What did the municipality spend on business and taxi licensing?

Fig 18.2 OMBI Total Cost for Licenses per 100,000 Population (includes amortization)

(In Thousands)



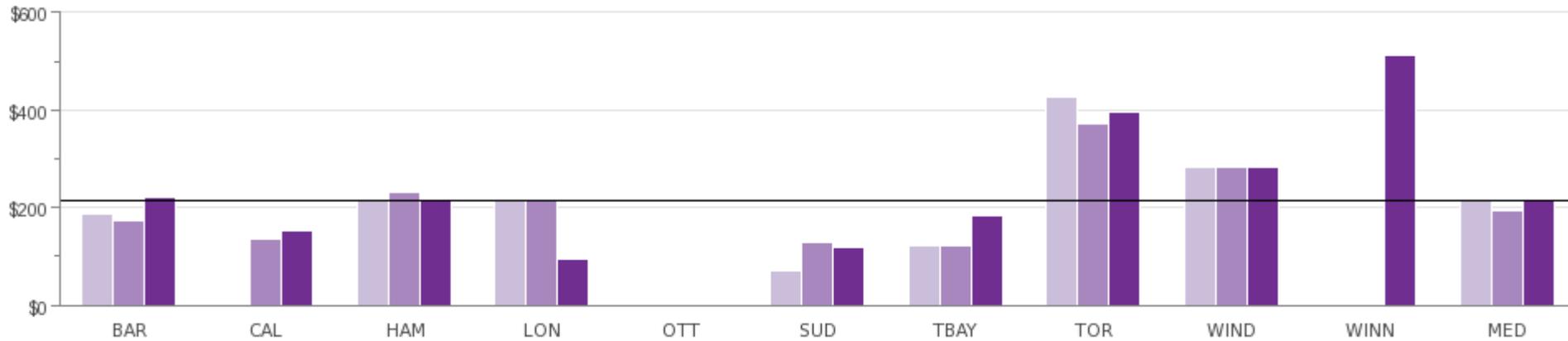
2010	\$260,443	N/A	\$326,551	\$393,677	N/A	\$77,407	\$114,421	\$681,555	\$388,832	N/A	\$326,551
2011	\$286,330	\$533,466	\$348,810	\$363,818	N/A	\$123,768	\$128,555	\$690,408	\$399,550	N/A	\$356,314
2012	\$336,843	\$587,099	\$327,510	\$171,362	N/A	\$126,281	\$191,470	\$736,302	\$403,650	\$459,329	\$336,843

Source: LICN225T (Service Level)

Note: Calgary did not collect data in 2010; Ottawa does not report; and Winnipeg is reporting for the first time.

## What is the total cost per license issued?

Fig 18.3 OMBI Total Cost per License Issued (includes amortization)



2010	\$186	N/A	\$217	\$217	N/A	\$69	\$122	\$428	\$283	N/A	\$217
2011	\$175	\$136	\$231	\$213	N/A	\$128	\$121	\$371	\$284	N/A	\$194
2012	\$220	\$153	\$216	\$95	N/A	\$119	\$185	\$394	\$282	\$511	\$216

Source: LICN305T (Efficiency)

Note: Calgary did not collect data in 2010; Ottawa does not report; and Winnipeg is reporting for the first time.