

19 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:

Specific services include:

- Issuing licenses to businesses that meet the standards set by the By-laws
- Ensuring the standards are maintained
- 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 approaches 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.

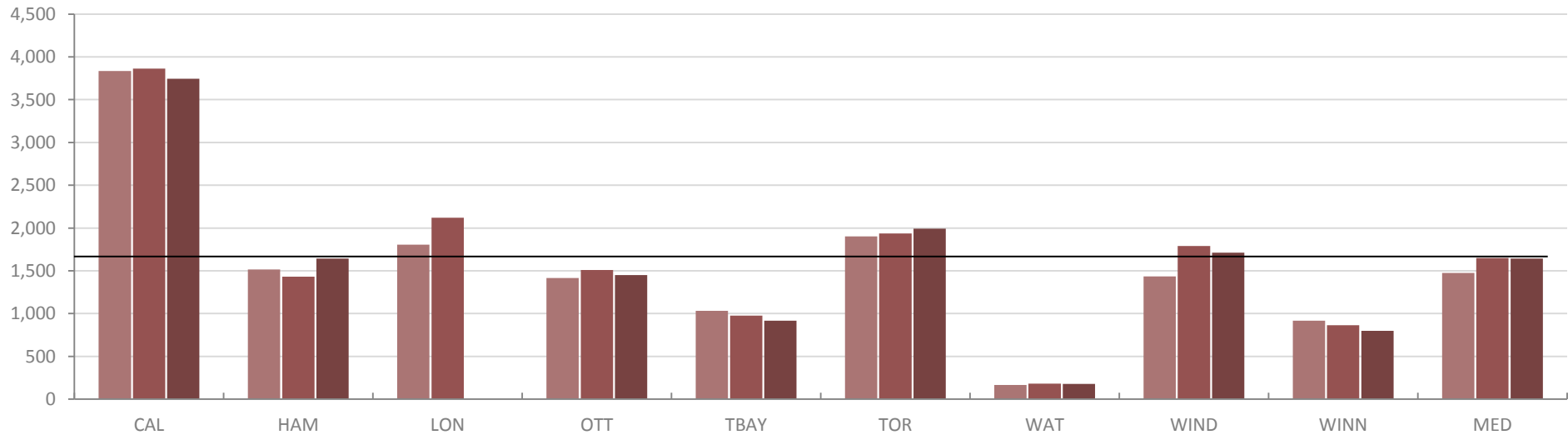
Processes and Systems: Type and quality of systems used to track complaints, inspections and other data.



Licensing

How many licenses are issued?

Fig 19.1 Number of Licenses Issued per 100,000 Population



2012	3,836	1,516	1,806	1,415	1,033	1,902	164 *	1,433	918	1,475
2013	3,863	1,431	2,119	1,510	975	1,936	180 *	1,790	863	1,650
2014	3,744	1,642	N/A	1,451	918	1,992	179 *	1,713	798	1,642

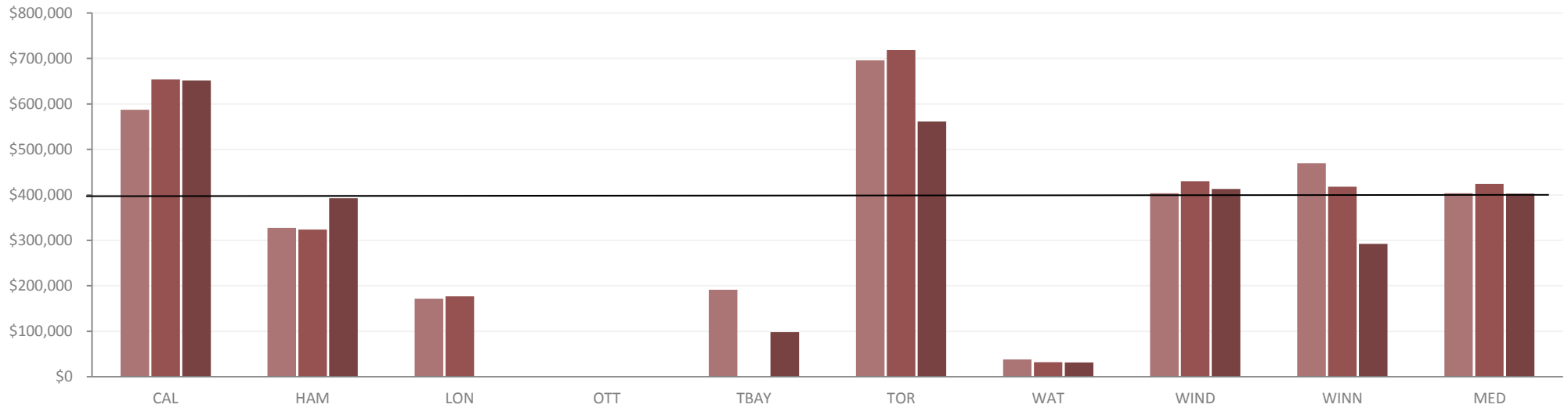
Source: LICN205 (Service Level)

Note: Results include taxi driver licenses, taxi plate holder licenses and business licenses.

*The Region of Waterloo issues taxi-cab, vehicle for hire, salvage yard and second hand shop licenses; and they do not issue business licenses. Therefore, Waterloo's results have been removed from the median for comparability purposes.

How much did the municipality spend on business, taxi driver and taxi plate holder licenses based on population?

Fig 19.2 Total Cost for Licenses per 100,000 Population (includes amortization)



2012	\$587,099	\$327,510	\$171,362	N/A	\$191,470	\$695,813	\$403,650	\$403,650	\$469,658	\$403,650
2013	\$653,860	\$323,819	\$177,017	N/A	N/A	\$718,295	\$424,108	\$430,250	\$417,965	\$424,108
2014	\$651,843	\$392,361	N/A	N/A	\$98,495	\$560,998	\$402,531	\$412,700	\$292,557	\$402,531

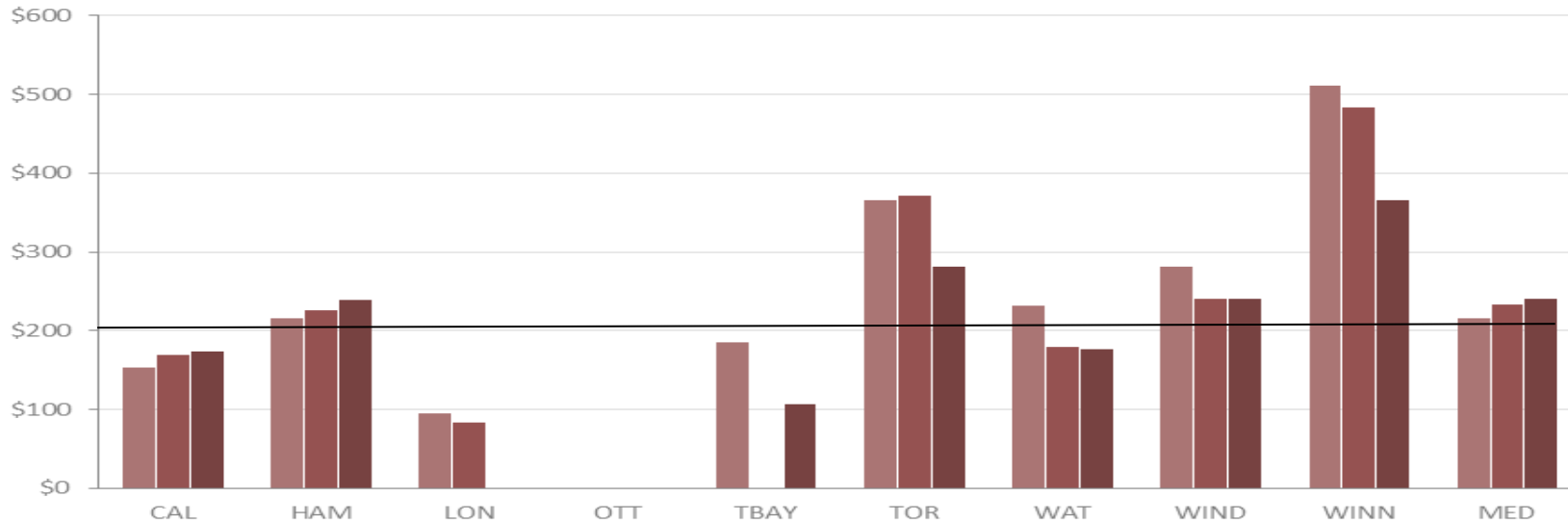
Source: LICN225T (Service Level)

Note: Results include taxi driver licenses, taxi plate holder licenses and business licenses.

*The Region of Waterloo issues taxi-cab, vehicle for hire, salvage yard and second hand shop licenses only; and they do not issue business licenses. Therefore, Waterloo's results have been removed from the median for comparability purposes.

What is the total cost per license issued?

Fig 19.3 Total Cost per License Issued (includes amortization)



2012	\$153	\$216	\$95	N/A	\$185	\$366	\$232	\$282	\$511	\$216
2013	\$169	\$226	\$84	N/A	N/A	\$371	\$180	\$240	\$484	\$233
2014	\$174	\$239	N/A	N/A	\$107	\$282	\$177	\$241	\$366	\$240

Source: LICN305T (Efficiency)

Note: Results include taxi driver licenses, taxi plate holder licenses and business licenses.

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