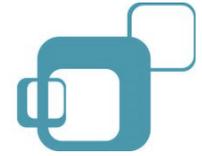


# 19 Licensing



## 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 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:** Type and quality of systems used to track complaints, inspections and other data.

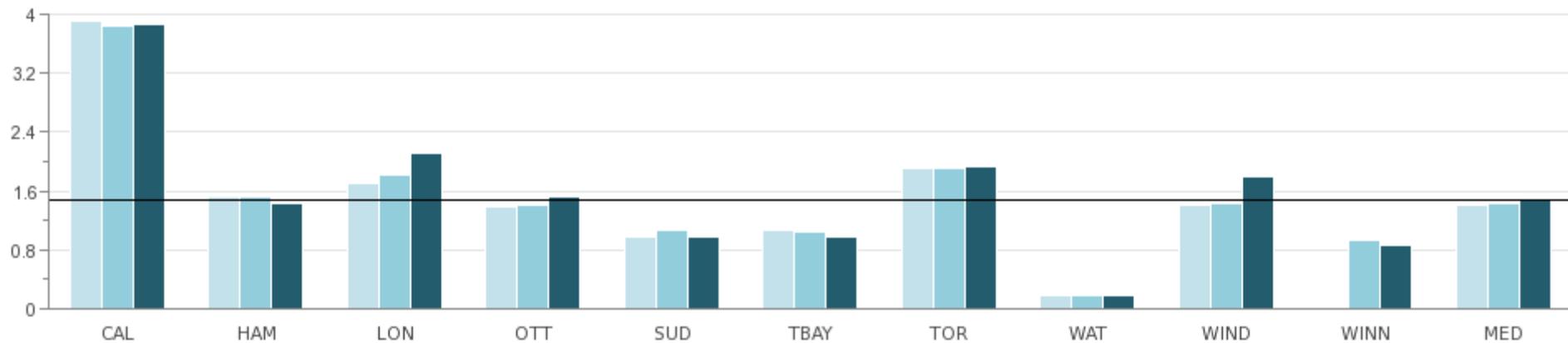


# Licensing

## How many licenses are issued?

Fig 19.1 Number of Licenses Issued per 100,000 Population

(In Thousands)



<b>2011</b>	<b>3,920</b>	<b>1,510</b>	<b>1,705</b>	<b>1,395</b>	<b>969</b>	<b>1,059</b>	<b>1,918</b>	<b>165 *</b>	<b>1,409</b>		<b>1,460</b>
<b>2012</b>	<b>3,836</b>	<b>1,516</b>	<b>1,806</b>	<b>1,415</b>	<b>1,064</b>	<b>1,033</b>	<b>1,902</b>	<b>164 *</b>	<b>1,433</b>	<b>918</b>	<b>1,433</b>
<b>2013</b>	<b>3,863</b>	<b>1,431</b>	<b>2,119</b>	<b>1,510</b>	<b>967</b>	<b>975</b>	<b>1,936</b>	<b>180 *</b>	<b>1,790</b>	<b>863</b>	<b>1,510</b>

Source: LICN205 (Service Level)

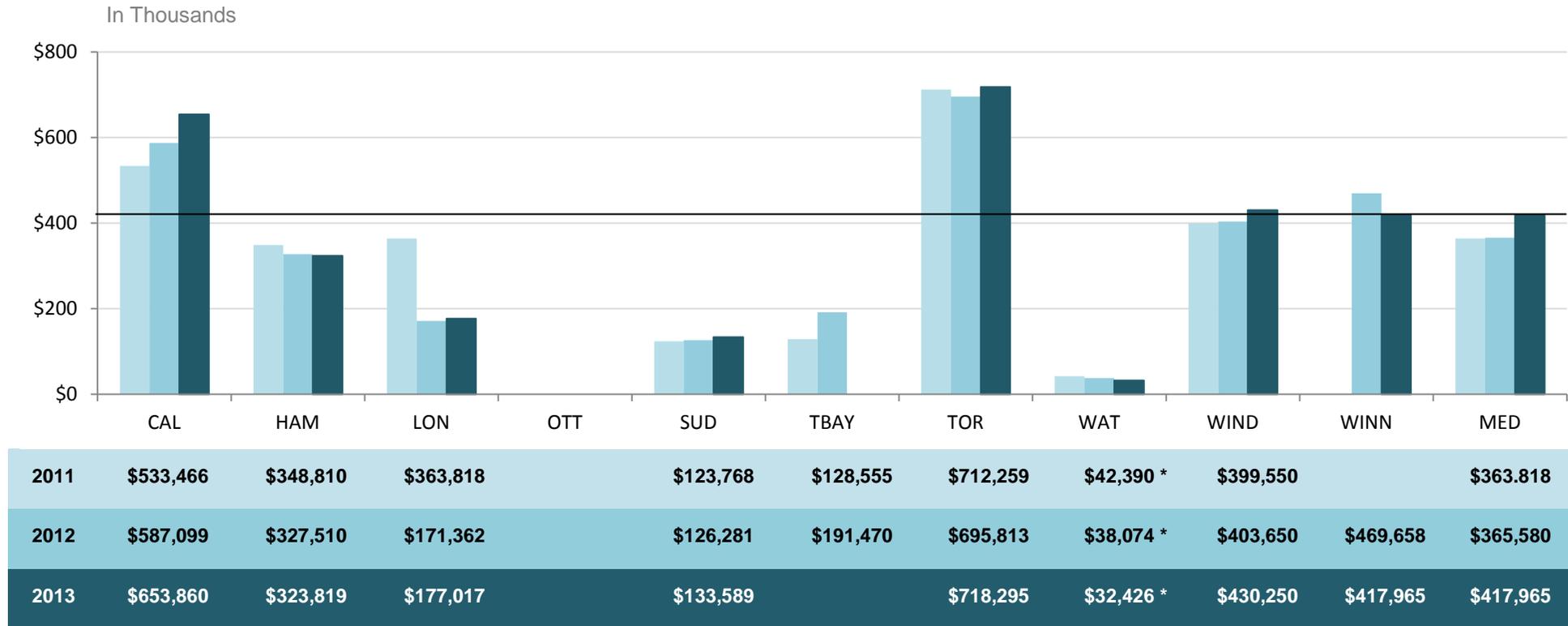
Note: Results include taxi driver licenses, taxi plate holder licenses and business licenses.

Comment: The Region of Waterloo is an upper-tier OMBI participant that issues taxi-cab, vehicle for hire, salvage yard and second hand shop licenses.

\* Unlike single-tier municipalities, Waterloo does not issue business licenses; therefore Waterloo's results have been removed from the median for comparability purposes.

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

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



Source: LICN225T (Service Level)

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

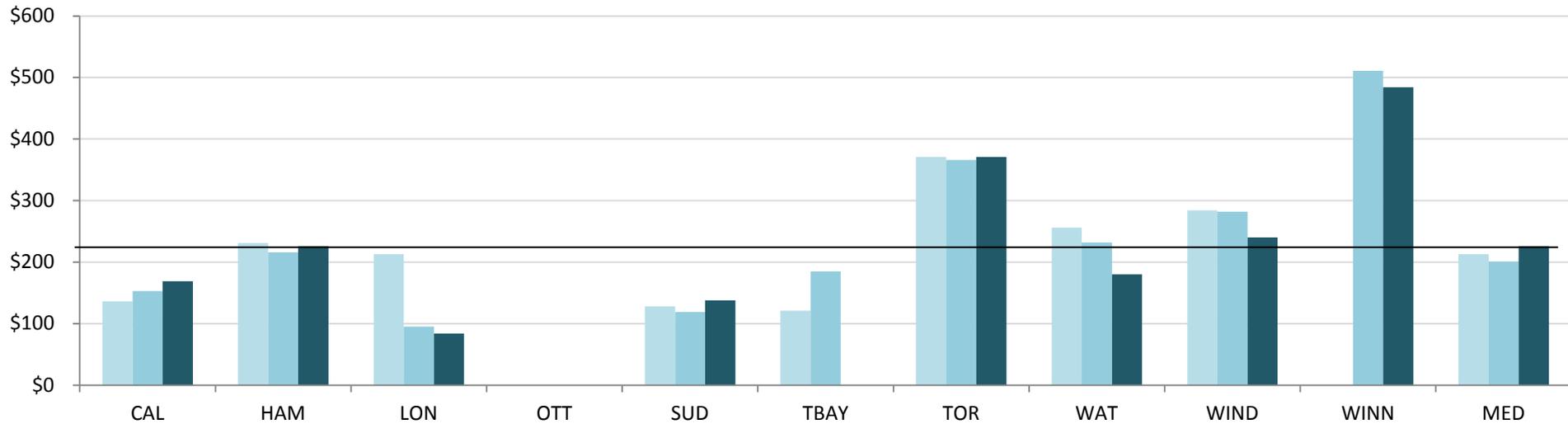
Comment: Ottawa does not report on this measure.

The Region of Waterloo is an upper-tier OMBI participant that issues taxi-cab, vehicle for hire, salvage yard and second hand shop licenses.

\* Unlike single-tier municipalities, Waterloo does 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?

OMBI Total Cost per License Issued (includes amortization)



<b>2011</b>	<b>\$136</b>	<b>\$231</b>	<b>\$213</b>		<b>\$128</b>	<b>\$121</b>	<b>\$371</b>	<b>\$256 *</b>	<b>\$284</b>		<b>\$222</b>
<b>2012</b>	<b>\$153</b>	<b>\$216</b>	<b>\$95</b>		<b>\$119</b>	<b>\$185</b>	<b>\$366</b>	<b>\$232 *</b>	<b>\$282</b>	<b>\$511</b>	<b>\$216</b>
<b>2013</b>	<b>\$169</b>	<b>\$226</b>	<b>\$84</b>		<b>\$138</b>		<b>\$371</b>	<b>\$180 *</b>	<b>\$240</b>	<b>\$484</b>	<b>\$203</b>

Source: LICN305T (Efficiency)

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

Comment: Ottawa does not report on this measure.

The Region of Waterloo is an upper-tier OMBI participant that issues taxi-cab, vehicle for hire, salvage yard and second hand shop licenses.

\* Unlike single-tier municipalities, Waterloo does not issue business licenses; therefore Waterloo's results have been removed from the median for comparability purposes.