



32 Licensing Services

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 carries 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 bylaw 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.

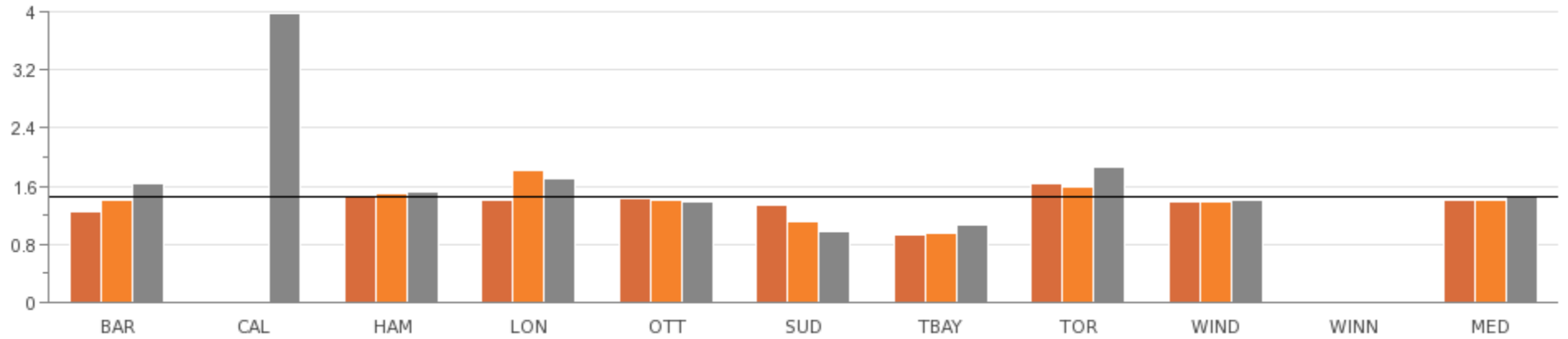
Processes and Systems: The type and quality of systems used to track complaints, inspections and other data.

Licensing Services

How many licenses are issued?

Fig 32.1 Number of Licenses Issued per 100,000 Population

(In Thousands)



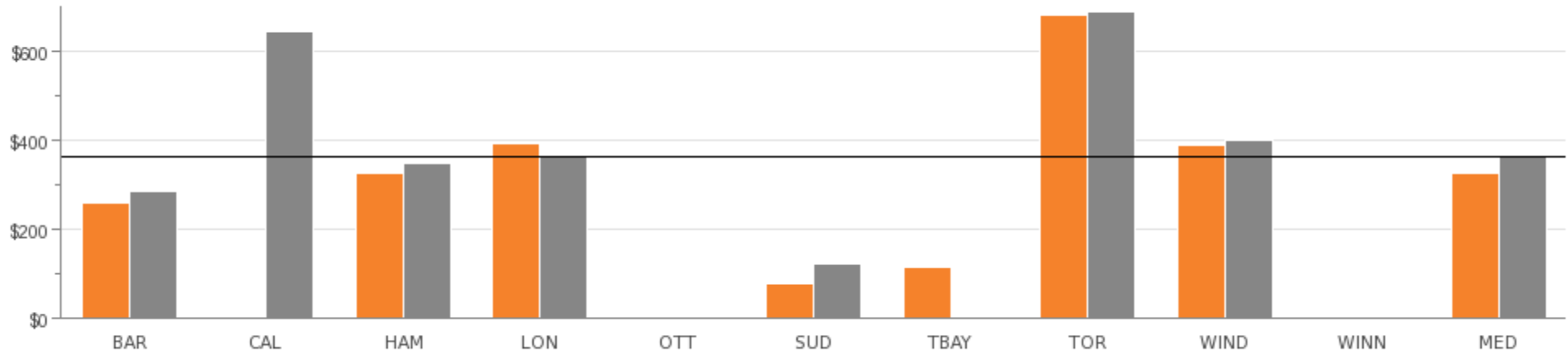
2009	1,256	N/A	1,457	1,407	1,438	1,348	922	1,629	1,390	N/A	1,399
2010	1,402	N/A	1,507	1,812	1,408	1,116	941	1,593	1,376	N/A	1,405
2011	1,637	3,988	1,510	1,705	1,395	969	1,059	1,859	1,409	0	1,460

Source: LICN205 (Service Level)

What did the municipality spend on business and taxi licensing?

Fig 32.2 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	\$644,055	\$348,810	\$363,818	N/A	\$123,768	N/A	\$690,408	\$399,550	N/A	\$363,818

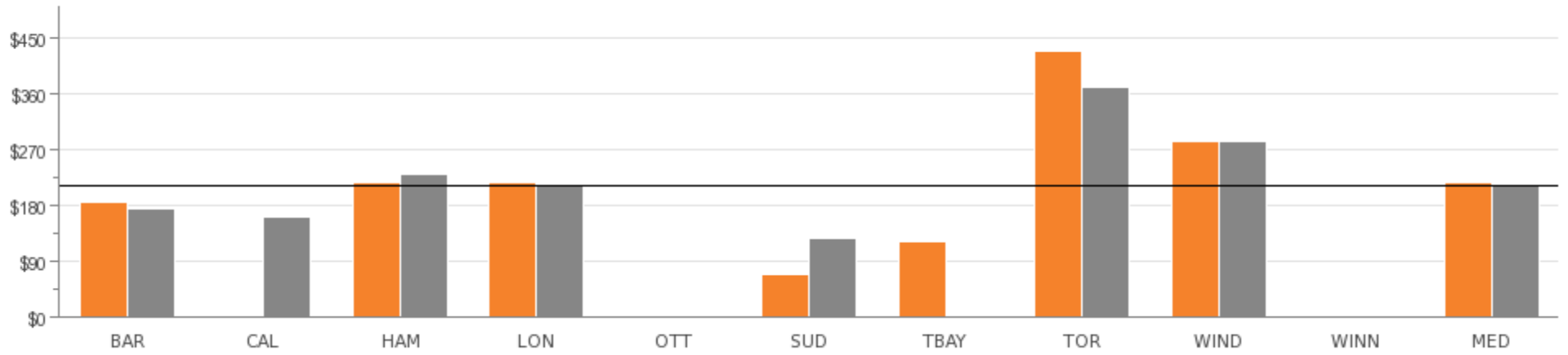
Source: LICN225T (Service Level)

Note: Calculation includes amortization.

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What is the total cost per license issued?

Fig 32.3 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	\$161	\$231	\$213	N/A	\$128	N/A	\$371	\$284	N/A	\$213

Source: LICN305T (Efficiency)

Note: Ottawa and Waterloo do not provide data.