

LICENSING



VALUE PROPOSITION

I expect my municipality to ensure my safety by issuing licenses and responding to emerging business models and citizen complaints.

As an applicant, I expect the license application process to be convenient, timely, affordable and transparent.

KEEP IN MIND:

Influencing Factors

Influencing factors can create variances in comparison data from year-to-year and from municipality-to-municipality.



Municipal By-Laws

Administration, inspection, regulation process and By-law regulations vary



Policy & Practices

Licensing standards set by municipal Councils, number and type of licenses issued and associated regulations



Processes & Systems

Type and quality of systems used to track complaints, inspections and other data

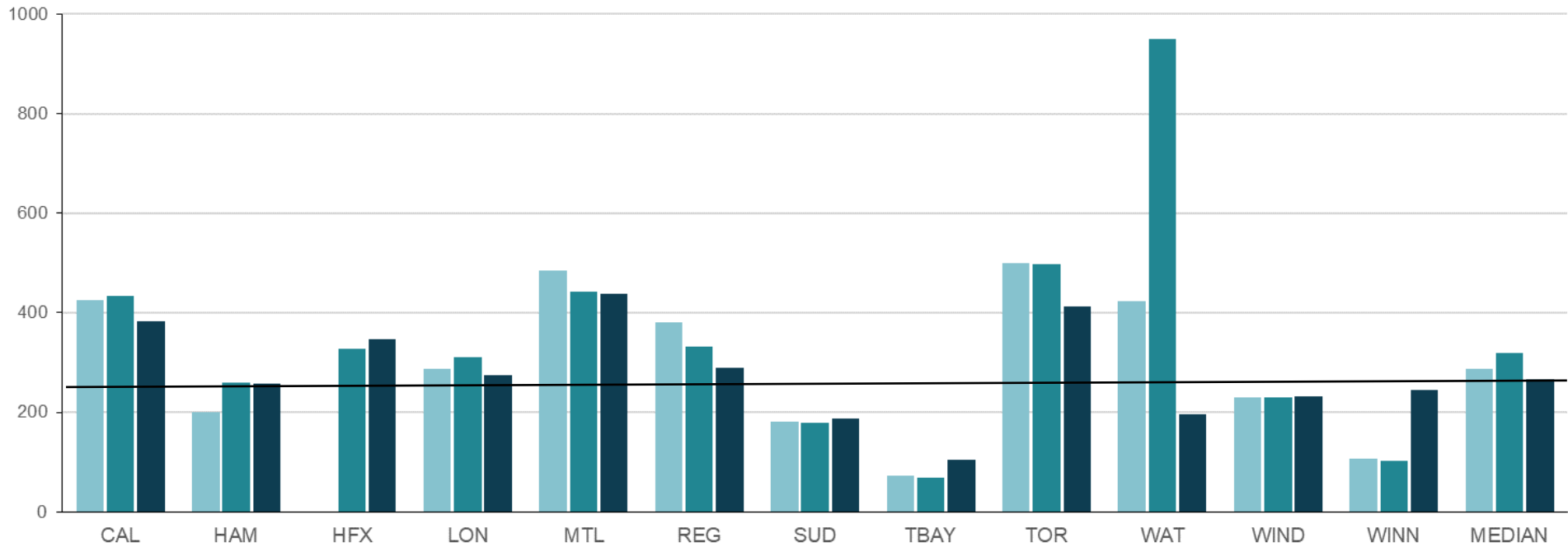


For a full description of influencing factors, please go to: www.mbcncanada.ca

Licensing

Figure 19.1 Number of Taxi Driver Licenses Issued per 100,000 Population

A taxi driver license is issued to an individual and permits them to operate a taxicab, limousine, executive car, etc. Increases occurred in 2017 for some municipalities as a result of an increase in licensing of rideshare/personal transportation providers. At the current time, ride-sharing services are administered depending on the municipality. For consistency, they are now excluded from this measure.



2016	426	200	N/A	288	484	381	182	73	499	423	229	106	288
2017	433	260	328	311	442	333	179	69	498	951	231	103	319
2018	383	257	346	275	437	290	187	105	412	197	232	245	266

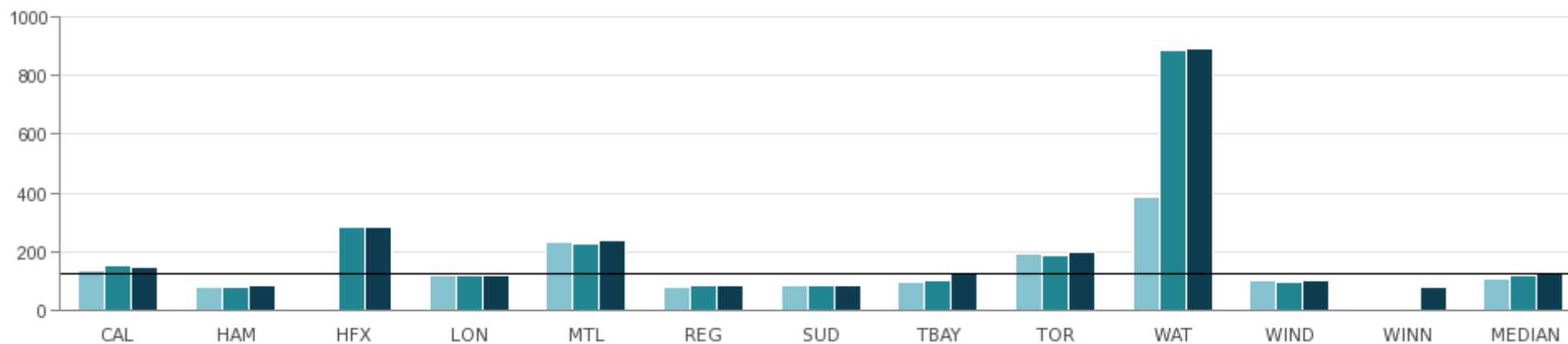
Source: LICN210 (Service Level)

Calgary: Decrease due to drivers leaving the taxi industry or moving to Transportation Network Companies (TNC's).

Licensing

Figure 19.2 Number of Taxi Plate-Holder Licenses Issued per 100,000 Population

A taxi plate-holder license authorizes an individual(s) to own license plate(s) to operate one or more vehicles as a taxicab, limousine, executive car, etc.



2016	134	80	N/A	119	232	80	83	93	190	386	99	N/A	109
2017	151	80	282	119	229	83	82	98	184	886	97	N/A	119
2018	148	84	281	118	240	82	82	131	198	896	100	80	125

Source: LICN212 (Service Level)

Waterloo: Increase due to UBER and other auxiliary taxi services increasing vehicle numbers through 2017.

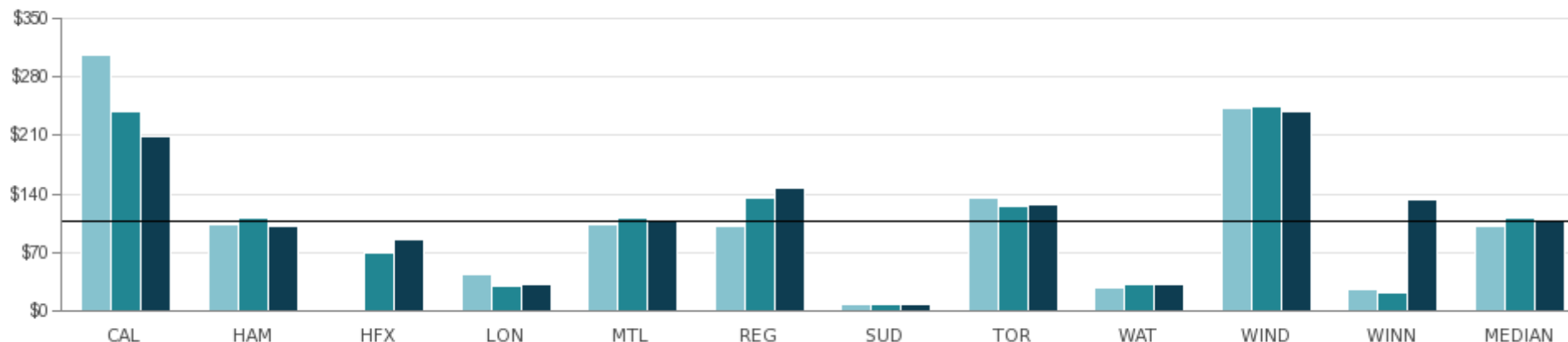
Winnipeg: The City of Winnipeg assumed management of the taxi industry in 2018. This first year of data will form a baseline for future analysis.

Licensing

Figure 19.3 Total Cost for Taxi (Driver and Plate-Holder) Licensing per 100,000 Population

This measure reports the total cost to administer the licensing of taxi drivers and plate holders on a population basis. A taxi driver license is issued to an individual and permits them to operate a taxicab, limousine, executive car, etc. A taxi plate-holder license authorizes an individual(s) to own vehicle license plate(s) to operate one or more vehicles as a taxicab, limousine, executive car, etc.

(In Thousands)



2016	\$307,465	\$102,528	N/A	\$43,853	\$102,925	\$100,295	\$7,227	\$134,138	\$28,171	\$242,758	\$24,804	\$101,412
2017	\$237,845	\$110,264	\$69,169	\$30,146	\$110,282	\$135,155	\$7,461	\$124,345	\$30,378	\$243,832	\$22,054	\$110,264
2018	\$207,964	\$101,357	\$85,737	\$32,159	\$107,060	\$146,304	\$8,270	\$127,261	\$31,607	\$238,403	\$132,892	\$107,060

Source: LICN250T (Service Level)

Calgary: Decrease due to lower costs in 2018. 2017 costs included one-time costs to implement operating efficiencies.

Regina: Conducted extensive taxi bylaw review in 2017 that included engagement sessions and consultant costs. Also held a lottery for seasonal taxi licences.

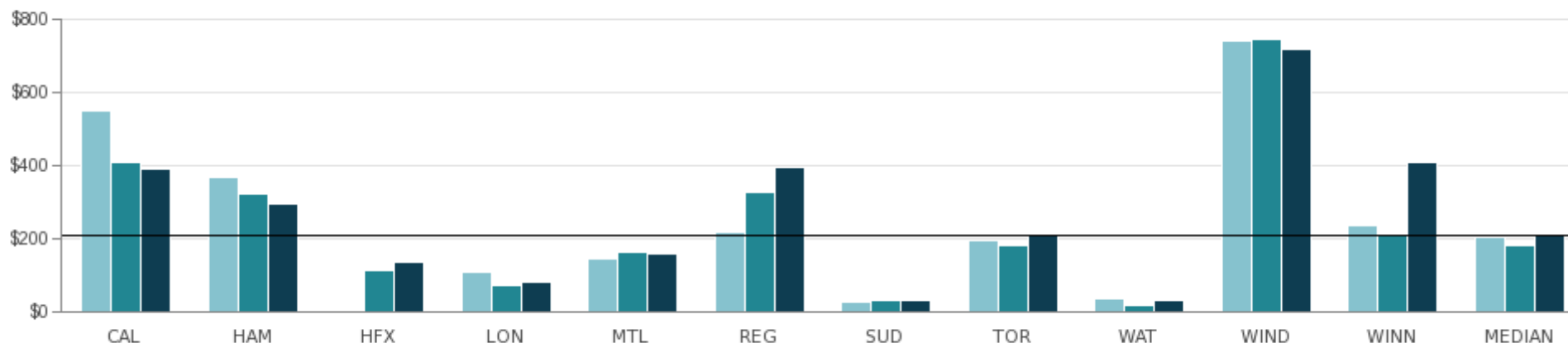
Thunder Bay: Does not report - function of Police Services.

Winnipeg: In 2018, responsibility for oversight of taxi industry was transferred from Provincial Taxicab Board to City of Winnipeg, resulting in increased costs.

Licensing

Figure 19.4 Total Cost for Taxi (Driver and Plate-Holder) Licensing per License Issued

This measure reports the total cost to administer the licensing of taxi drivers and plate holders on a per license basis. A taxi driver license is issued to an individual and permits them to operate a taxicab, limousine, executive car, etc. A taxi plate-holder license authorizes an individual(s) to own vehicle license plate(s) to operate one or more vehicles as a taxicab, limousine, executive car, etc.



2016	\$549	\$366	N/A	\$108	\$144	\$217	\$27	\$195	\$35	\$741	\$234	\$206
2017	\$407	\$324	\$113	\$70	\$164	\$325	\$29	\$182	\$17	\$745	\$214	\$182
2018	\$392	\$297	\$137	\$82	\$158	\$394	\$31	\$209	\$16	\$718	\$410	\$209

Source: LICN335T (Efficiency)

Regina: Conducted extensive taxi bylaw review in 2017 and held a lottery for seasonal taxi licences.

Thunder Bay: Does not report - function of Police Services.

Waterloo: Cost of inspections continues to decrease as licensed taxi numbers (metered and auxiliary) increased in 2017, and more inspections can be completed due to enhanced inspection processes and efficiencies.

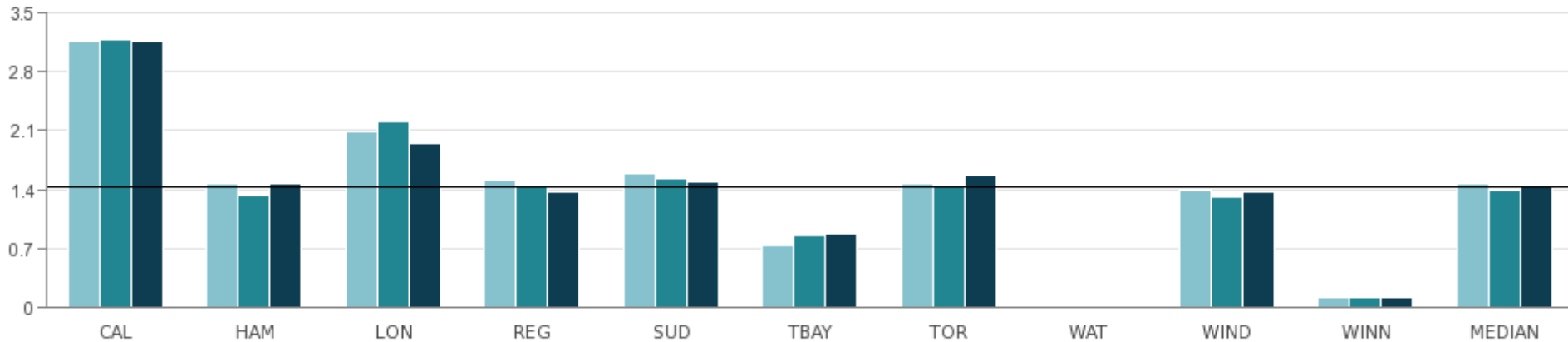
Winnipeg: In 2018, responsibility for oversight of taxi industry was transferred from Provincial Taxicab Board to City of Winnipeg, resulting in increased costs.

Licensing

Figure 19.5 Number of Business Licenses Issued per 100,000 Population

This measure provides the number of business licenses issued on a population basis. Business licenses are issued pursuant to municipal bylaws including zoning, fire and health requirements as well as building regulations to ensure public health and safety, nuisance control and consumer protection.

(In Thousands)



2016	3,172	1,468	2,088	1,504	1,593	732	1,467	23	1,385	122	1,468
2017	3,181	1,340	2,217	1,451	1,536	846	1,440	21	1,306	123	1,390
2018	3,161	1,470	1,955	1,372	1,492	876	1,576	19	1,364	119	1,421

Source: LICN215 (Service Level)

Halifax: Does not report – provincial responsibility.

Montreal: Does not report - technology restrictions.

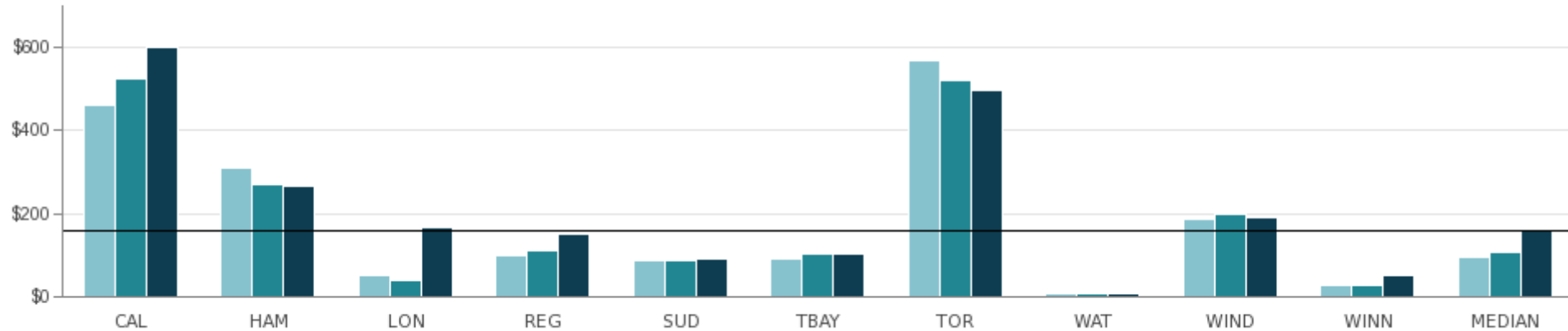
Waterloo: The Region only issues licenses for salvage shops and yards, second hand goods shops and taxi cabs. Results do not appear on graph as the numbers are too low.

Licensing

Figure 19.6 Total Cost for Business Licensing per 100,000 Population

This measure reflects the total cost to issue and administer business licenses on a population basis. Business licenses are issued pursuant to municipal bylaws including zoning, fire and health requirements as well as building regulations to ensure public health and safety, nuisance control and consumer protection.

(In Thousands)



2016	\$459,695	\$311,765	\$51,541	\$100,295	\$86,889	\$92,222	\$567,804	\$7,043	\$184,840	\$28,430	\$96,259
2017	\$526,344	\$268,429	\$39,489	\$109,083	\$87,690	\$102,051	\$519,976	\$7,595	\$197,669	\$26,191	\$105,567
2018	\$602,477	\$268,049	\$164,446	\$149,686	\$91,805	\$104,092	\$499,534	\$7,611	\$189,797	\$49,249	\$157,066

Source: LICN255T (Efficiency)

Calgary: In 2018, there was an increased cost per licence due to investment in online service tools which will result in customer efficiencies and allow businesses to apply for business licenses and related permits online 24/7.

Halifax: Does not report – provincial responsibility.

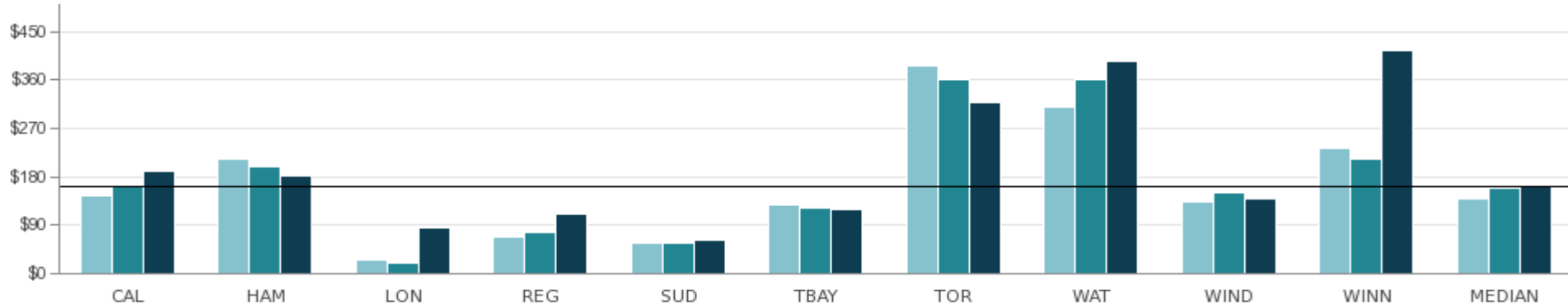
London: Unable to restate previous years' data due to realignment of business units. The increase in 2018 results accurately reflect this alignment.

Montreal: Does not report - technology restrictions.

Licensing

Figure 19.7 Total Cost for Business Licensing per License Issued

This measure reflects the total cost to issue and administer business licenses per license. Business licenses are issued pursuant to municipal bylaws including zoning, fire and health requirements as well as building regulations to ensure public health and safety, nuisance control and consumer protection.



2016	\$145	\$212	\$25	\$67	\$55	\$126	\$387	\$309	\$133	\$234	\$139
2017	\$165	\$200	\$18	\$75	\$57	\$121	\$361	\$361	\$151	\$214	\$158
2018	\$191	\$182	\$84	\$109	\$62	\$119	\$317	\$394	\$139	\$415	\$161

Source: LICN340T (Efficiency)

Calgary: In 2018, there was an increased cost per licence due to investment in online service tools which will result in customer efficiencies and allow businesses to apply for business licenses and related permits online 24/7.

Halifax: Does not report - provincial responsibility.

London: Unable to restate previous years' data due to realignment of business units. The increase in 2018 results accurately reflect this alignment.

Montreal: Does not report - technology restrictions.

Winnipeg: Transfer of responsibility for taxi industry to different agency within City of Winnipeg resulted in re-allocation of fixed costs and increase in overall service costs.

