

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



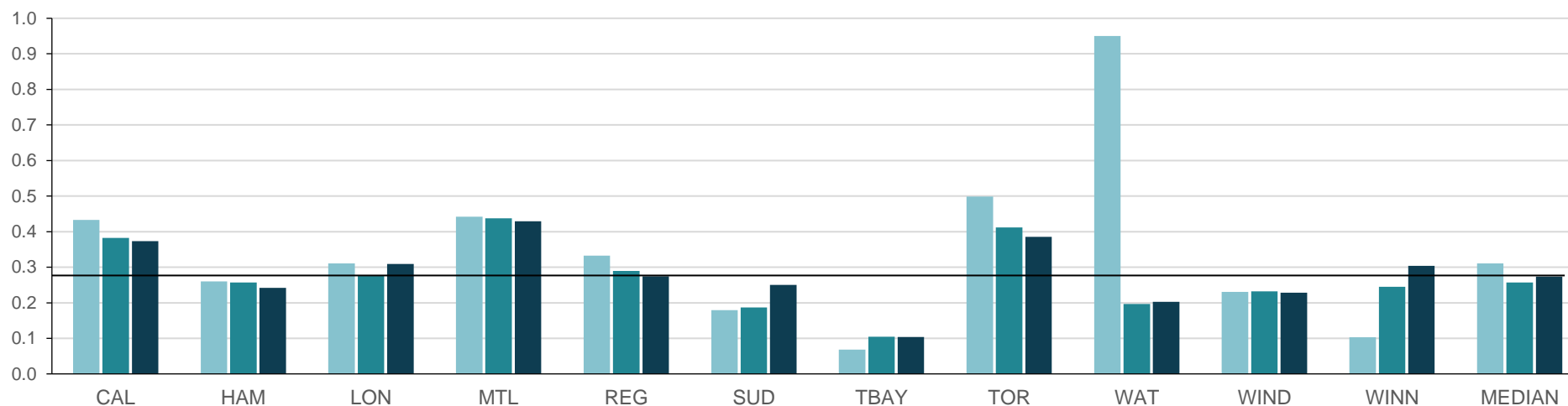
For a full description of influencing factors, please go to: www.mbncanada.ca

Licensing

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

A taxi driver licence 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 ride-share/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.

(In Thousands)



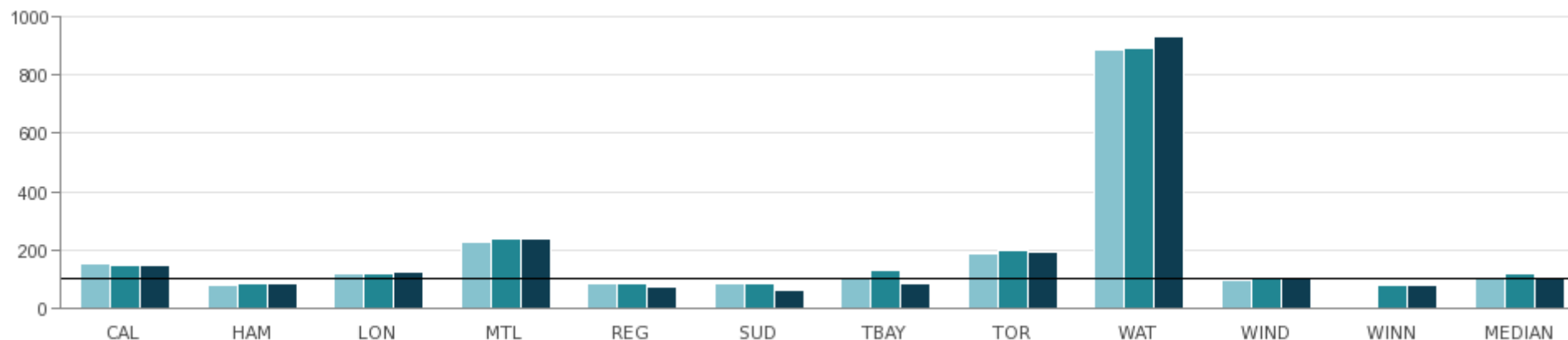
2017	433	260	311	442	333	179	69	498	951	231	103	311
2018	383	257	275	437	290	187	105	412	197	232	245	257
2019	373	242	309	429	274	250	104	385	203	229	304	274

Source: LICN210 (Service Level)

Licensing

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

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



2017	151	80	119	229	83	82	98	184	886	97	N/A	109
2018	148	84	118	240	82	82	131	198	896	100	80	118
2019	146	85	121	238	72	63	86	191	932	98	79	98

Source: LICN212 (Service Level)

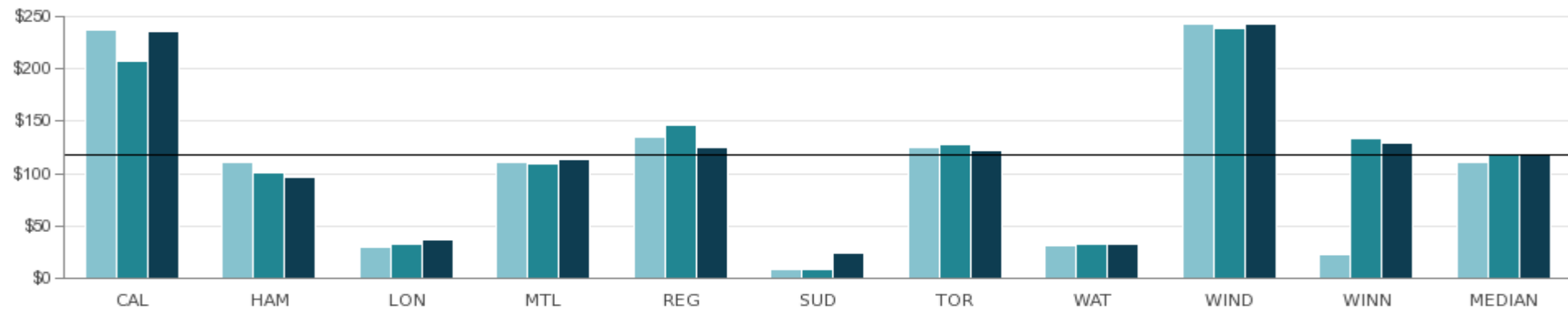
Winnipeg: The City of Winnipeg assumed management of the taxi industry in 2018. This first year of data will form a baseline for future analysis.

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 licence is issued to an individual and permits them to operate a taxicab, limousine, executive car, etc. A taxi plate-holder licence authorizes an individual(s) to own vehicle licence plate(s) to operate one or more vehicles as a taxicab, limousine, executive car, etc.

(In Thousands)



2017	\$237,845	\$110,264	\$30,146	\$110,282	\$135,155	\$7,461	\$124,345	\$30,378	\$243,832	\$22,054	\$110,273
2018	\$207,964	\$101,357	\$32,159	\$109,080	\$146,304	\$8,270	\$127,261	\$31,607	\$238,403	\$132,892	\$118,171
2019	\$235,649	\$96,071	\$36,068	\$113,043	\$124,278	\$23,224	\$121,528	\$32,051	\$242,687	\$128,591	\$117,286

Source: LICN250T (Service Level)

Calgary: Decrease in 2018 was due to lower costs. The increase in 2019 was due to taxi improvement initiatives.

Regina: Decrease in total cost for licensing as total number of licences were reduced and process efficiencies were implemented.

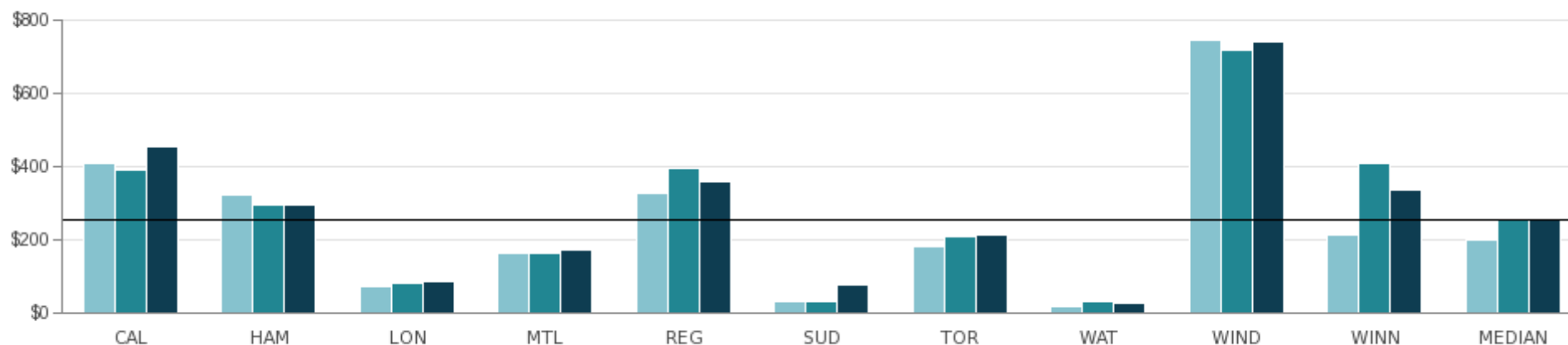
Thunder Bay: Does not report - function of Police Services.

Winnipeg: Costs related to Provincial oversight by the Provincial Taxicab Board are excluded. Increase due to an increase in the number of vacancies in 2017.

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 licence basis. A taxi driver licence is issued to an individual and permits them to operate a taxicab, limousine, executive car, etc. A taxi plate-holder licence authorizes an individual(s) to own vehicle licence plate(s) to operate one or more vehicles as a taxicab, limousine, executive car, etc.



2017	\$407	\$324	\$70	\$164	\$325	\$29	\$182	\$17	\$745	\$214	\$198
2018	\$392	\$297	\$82	\$161	\$394	\$31	\$209	\$29	\$718	\$410	\$253
2019	\$454	\$294	\$84	\$170	\$359	\$74	\$211	\$28	\$742	\$337	\$253

Source: LICN335T (Efficiency)

Regina: There was a decrease in total cost per licence in 2019 as process efficiencies were implemented.

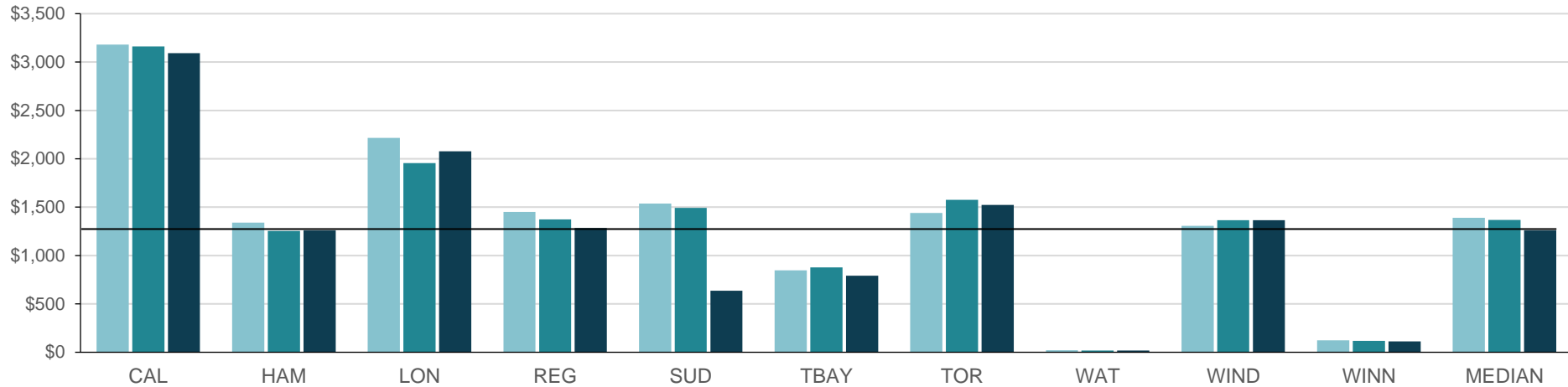
Thunder Bay: Does not report - function of Police Services.

Winnipeg: 2019 was the first 12-month operating year as the City commenced regulation of vehicle for hire industry in March 2018.

Licensing

Figure 19.5 Number of Business Licences Issued per 100,00 Population

This measure provides the number of business licences issued on a population basis. Business licences 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.



2017	3,181	1,340	2,217	1,451	1,536	846	1,440	21	1,306	123	1,390
2018	3,161	1,255	1,955	1,372	1,492	876	1,576	19	1,365	119	1,368
2019	3,093	1,261	2,076	1,285	636	791	1,524	19	1,366	111	1,261

Source: LICN215 (Service Level)

Montreal: Does not report - technology restrictions.

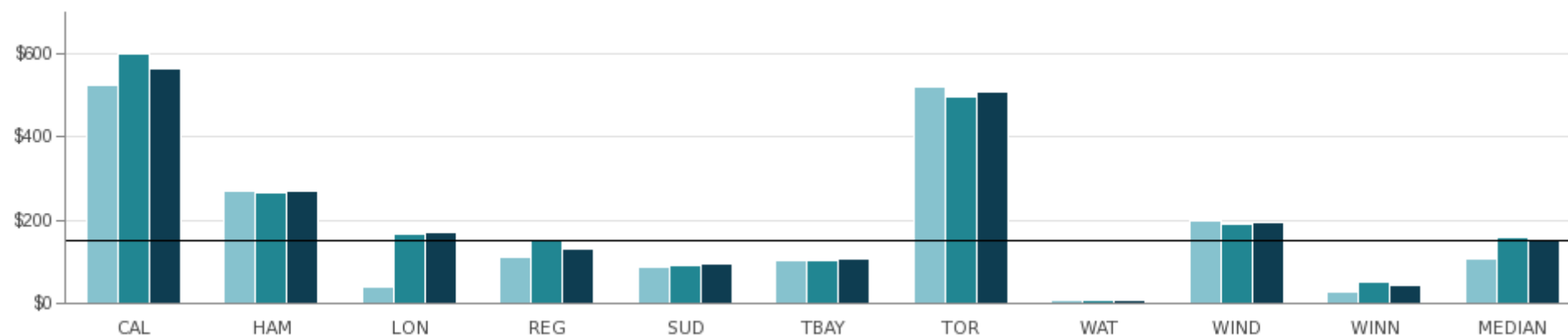
Waterloo: The Region only issues licenses for salvage shops and yards, second hand goods shops and taxi cabs. Results do not appear on graph as the numbers are too low.

Licensing

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

This measure reflects the total cost to issue and administer business licences on a population basis. Business licences 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)



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
2019	\$565,157	\$270,275	\$169,014	\$129,856	\$94,459	\$106,117	\$510,490	\$7,983	\$193,999	\$44,000	\$149,435

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 licences and related permits online 24/7.

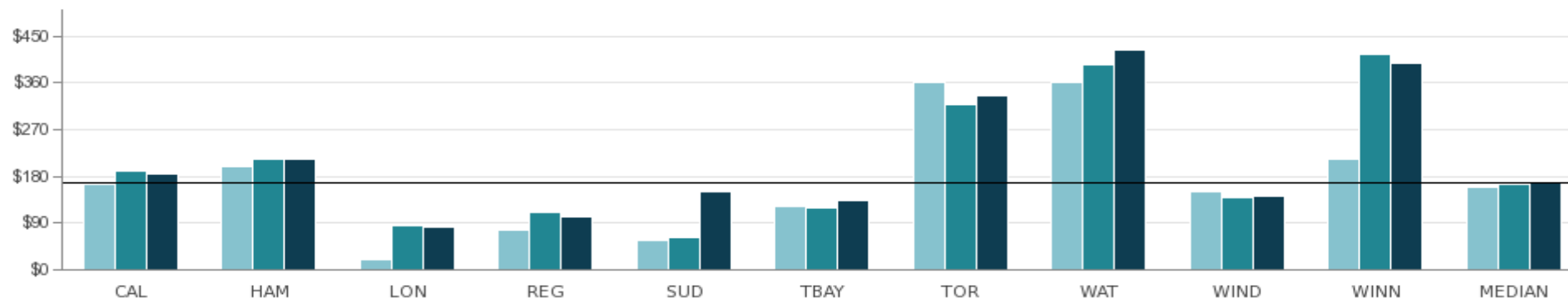
London: Unable to restate previous years' data due to realignment of business units. The increase in 2018 results accurately reflect this alignment.

Montreal: Does not report - technology restrictions.

Licensing

Figure 19.7 Total Cost for Business Licensing per Licence Issued

This measure reflects the total cost to issue and administer business licences per licence. Business licences 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.



2017	\$165	\$200	\$18	\$75	\$57	\$121	\$361	\$361	\$151	\$214	\$158
2018	\$191	\$214	\$84	\$109	\$62	\$119	\$317	\$394	\$139	\$415	\$165
2019	\$183	\$214	\$81	\$101	\$149	\$134	\$335	\$425	\$142	\$397	\$166

Source: LICN340T (Efficiency)

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 a different agency within the City in 2018 resulted in re-allocation of fixed costs and increase in overall service costs.

