

LICENSING

VALUE STATEMENT

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.

LICENSING

What is this Service?

Licensing programs, for businesses and taxi services, help protect the health and safety of the public and the integrity of the businesses. Licensing programs seek to enrich businesses by promoting public confidence, assisting with fair competition and ensuring a degree of consumer protection is in place.

Objectives May Include:

Administrative and enforcement staff carry-out key functions such as:

- 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.

The numbers and types of businesses which are regulated through a municipal licensing program vary extensively throughout MBNCanada 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.

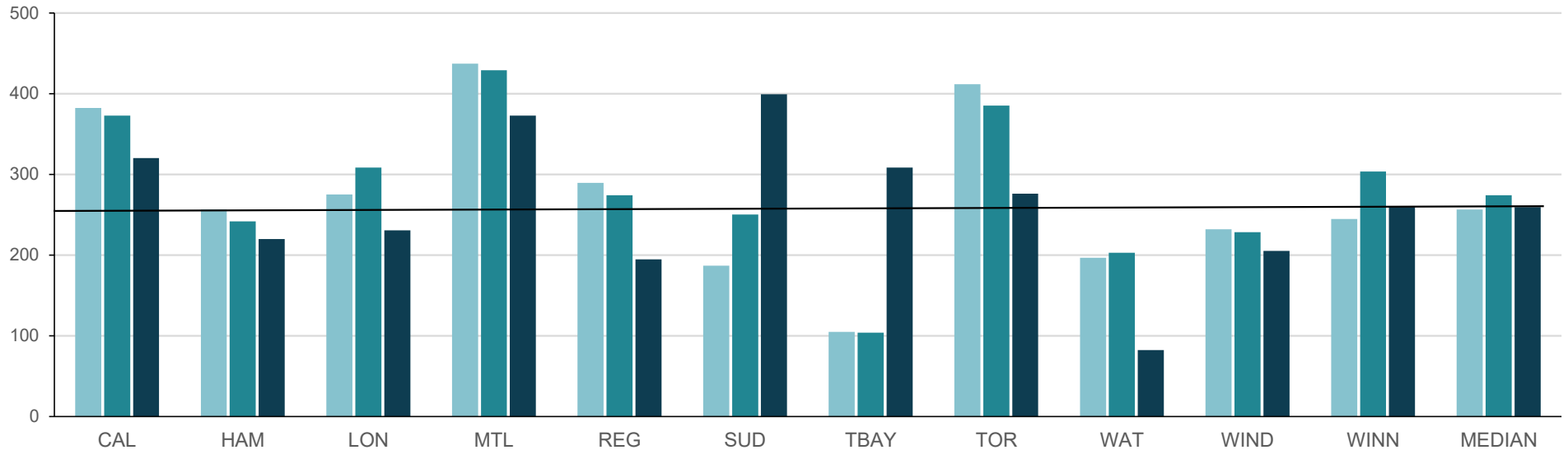
Extenuating Circumstances:

- **COVID-19 Pandemic:** This service area was impacted by closures of in-person service for business license issuance and renewal. Municipalities implemented remote service delivery options to meet local needs. Various provincial health measures (e.g., stay at home orders) resulted in a reduction in demand for taxi services which caused a corresponding reduction in licensing.

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.



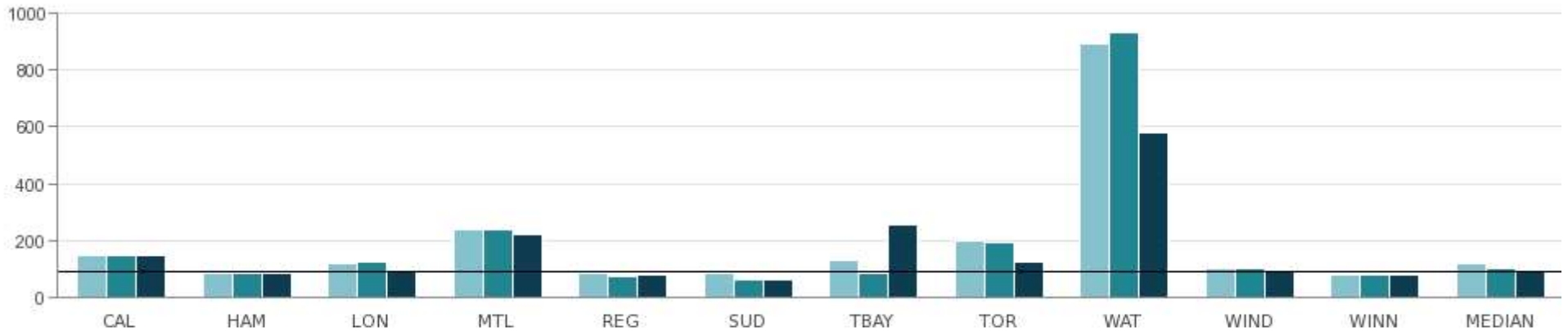
2018	382.5	256.7	275.2	437.3	289.5	187.0	104.7	411.8	196.8	232.0	244.7	256.7
2019	373.0	242.0	308.6	429.1	274.3	250.2	103.8	385.3	202.8	228.5	303.6	274.3
2020	320.2	219.9	230.7	373.0	194.6	399.4	308.6	276.2	82.2	205.3	259.6	259.6

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.



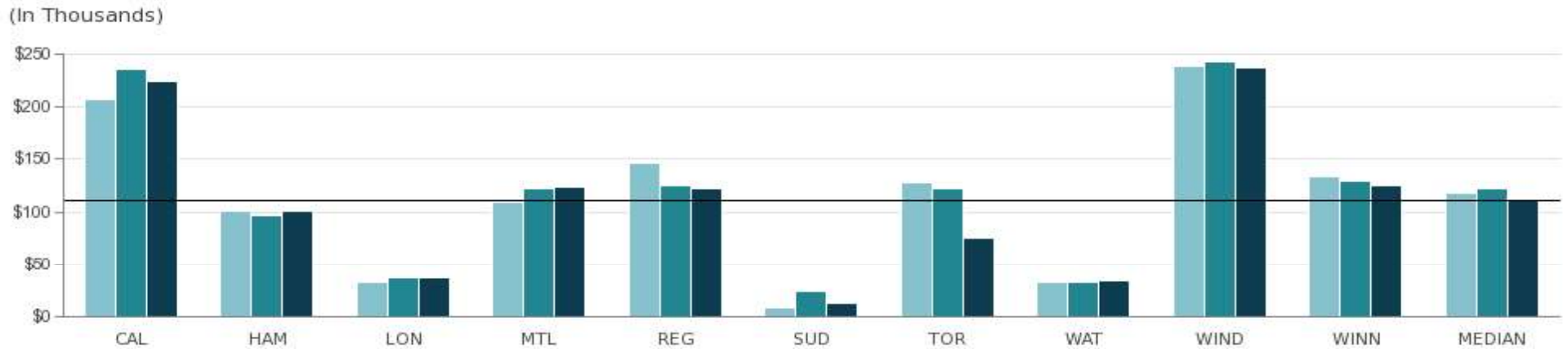
2018	148	84	118	240	82	82	131	198	896	100	80	118
2019	146	85	121	238	72	63	86	191	932	98	79	98
2020	144	85	89	220	76	63	252	122	580	92	78	92

Source: LICN212 (Service Level)

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.



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	\$121,417	\$124,278	\$23,224	\$121,528	\$32,051	\$242,687	\$128,591	\$121,473
2020	\$224,338	\$100,259	\$36,817	\$123,073	\$122,345	\$12,700	\$74,824	\$33,045	\$236,996	\$125,530	\$111,302

Source: LICN250T (Service Level)

Calgary: Decrease in 2018 due to lower costs. Increase in 2019 due to taxi improvement initiatives.

Regina: In 2019, there was a decrease in total cost for licensing as total number of licences were reduced and process efficiencies were implemented.

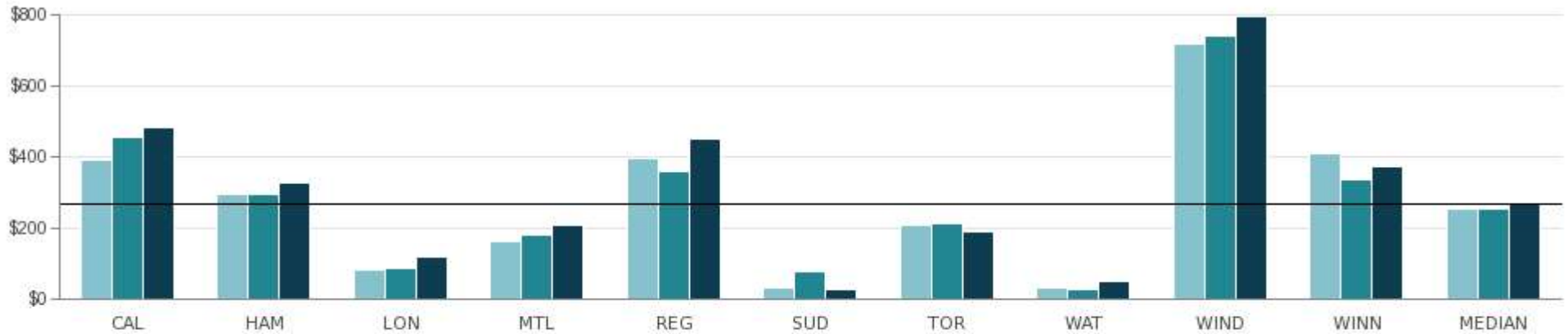
Toronto: The decrease in direct costs in 2020 is due to the reallocation of staff to meet service needs in response to COVID-19 and the removal interdivisional chargebacks.

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

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.



2018	\$392	\$297	\$82	\$161	\$394	\$31	\$209	\$29	\$718	\$410	\$253
2019	\$454	\$294	\$84	\$182	\$359	\$74	\$211	\$28	\$742	\$337	\$253
2020	\$483	\$329	\$115	\$207	\$452	\$27	\$188	\$50	\$797	\$372	\$268

Source: LICN335T (Efficiency)

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

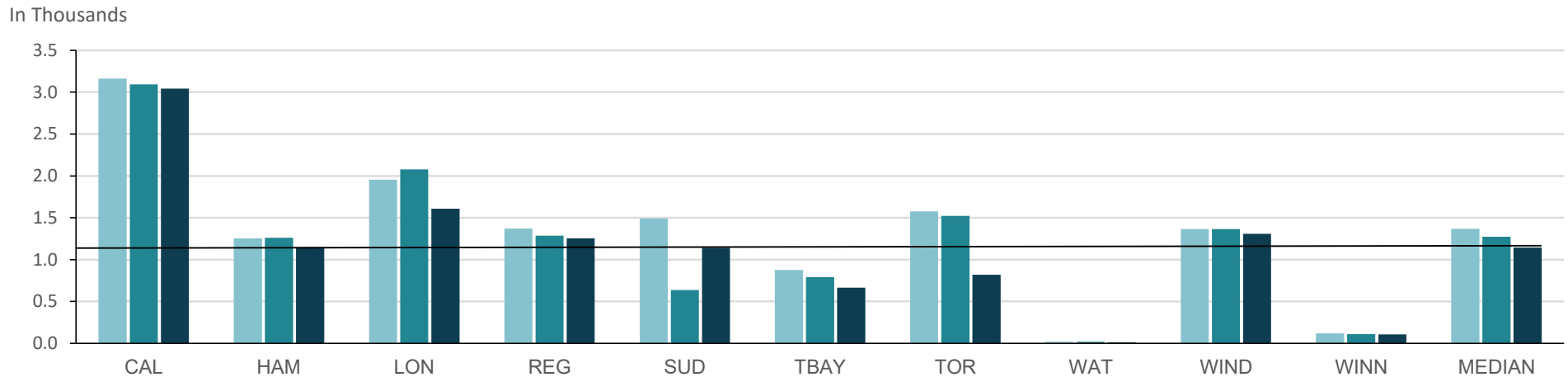
Thunder Bay: Does not report - function of Police Services.

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 100,000 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.



Number of Business Licences Issued

Source: LICN215 (Service Level)

2018	3,161	1,255	1,955	1,372	1,492	876	1,576	19	1,364	119	1,368
2019	3,093	1,261	2,076	1,285	636	791	1,524	19	1,366	111	1,273
2020	3,042	1,147	1,608	1,254	1,142	666	818	11	1,307	107	1,145

Number of Types of Licenses (2020)

Source: LICN840 (Statistic)

77	27	27	N/A	51	15	100	7	32	15	27
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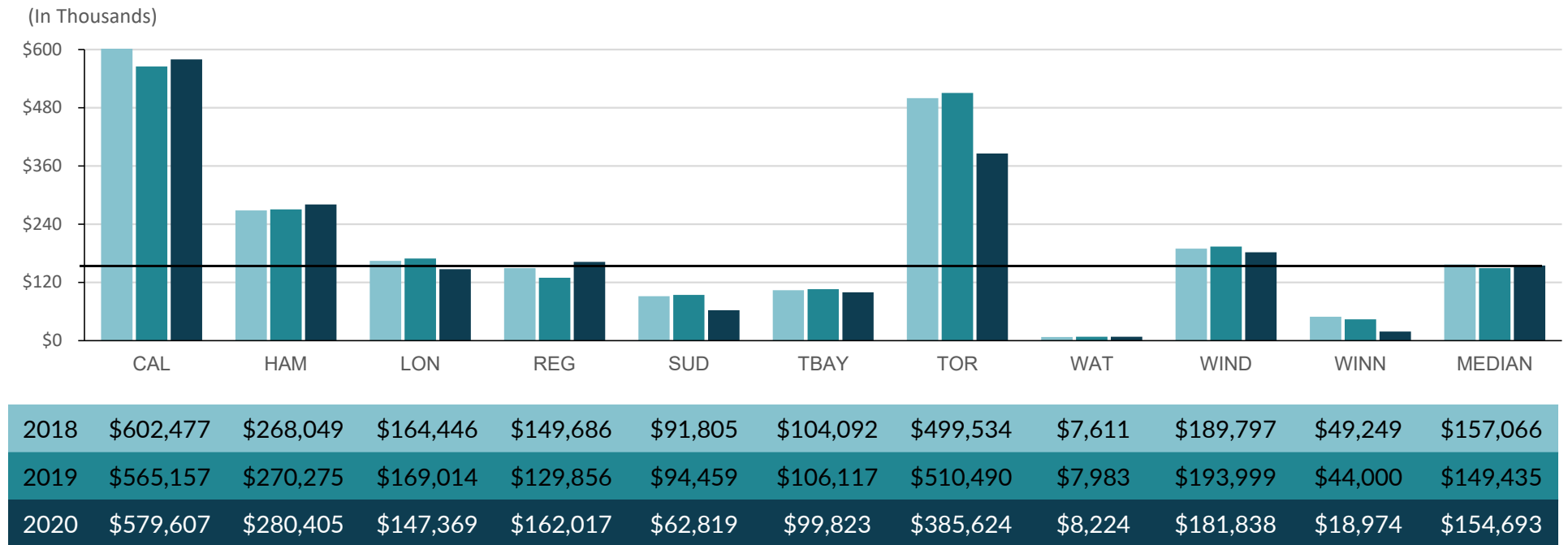
Montréal: Does not report – technology restrictions.

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.



Source: LICN255T (Service Level)

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.

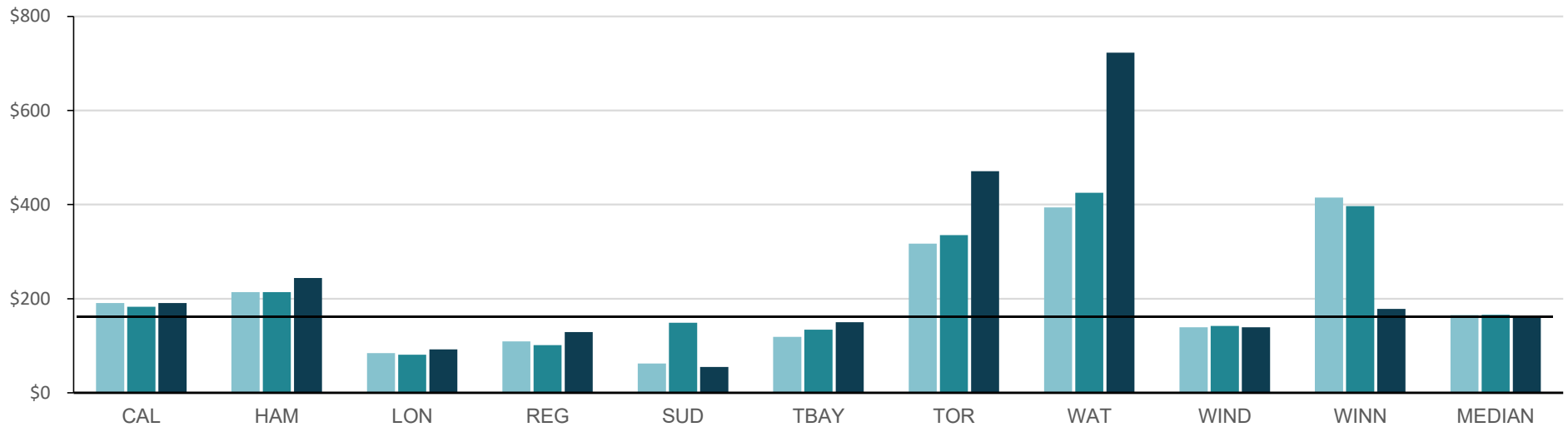
Montréal: Does not report - technology restrictions.

Toronto: The decrease in 2020 is due to the reallocation of staff to meet services needs in response to COVID-19 and removal of interdivisional chargebacks.

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.



2018	\$191	\$214	\$84	\$109	\$62	\$119	\$317	\$394	\$139	\$415	\$165
2019	\$183	\$214	\$81	\$101	\$149	\$134	\$335	\$425	\$142	\$397	\$166
2020	\$191	\$244	\$92	\$129	\$55	\$150	\$471	\$723	\$139	\$178	\$164

Source: LICN340T (Efficiency)

Montréal: Does not report - technology restrictions.

Toronto: The decrease in 2020 is due to the reallocation of staff to meet service needs in response to COVID-19 and removal of IDC/IDR chargebacks.

Winnipeg: There was a temporary increase in the cost of business licensing services in 2018 and 2019 due to the transfer of taxi licensing to the Winnipeg Parking Authority in 2018 and a re-allocation of fixed costs. 2020 figures reflect current operational costs.