

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:

1. **Municipal By-laws:** Administration, inspection and regulation process used, and the sophistication of the municipal bylaw regulations will differ.
2. **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.
3. **Processes and Systems:** The type and quality of systems used to track complaints, inspections and other data.

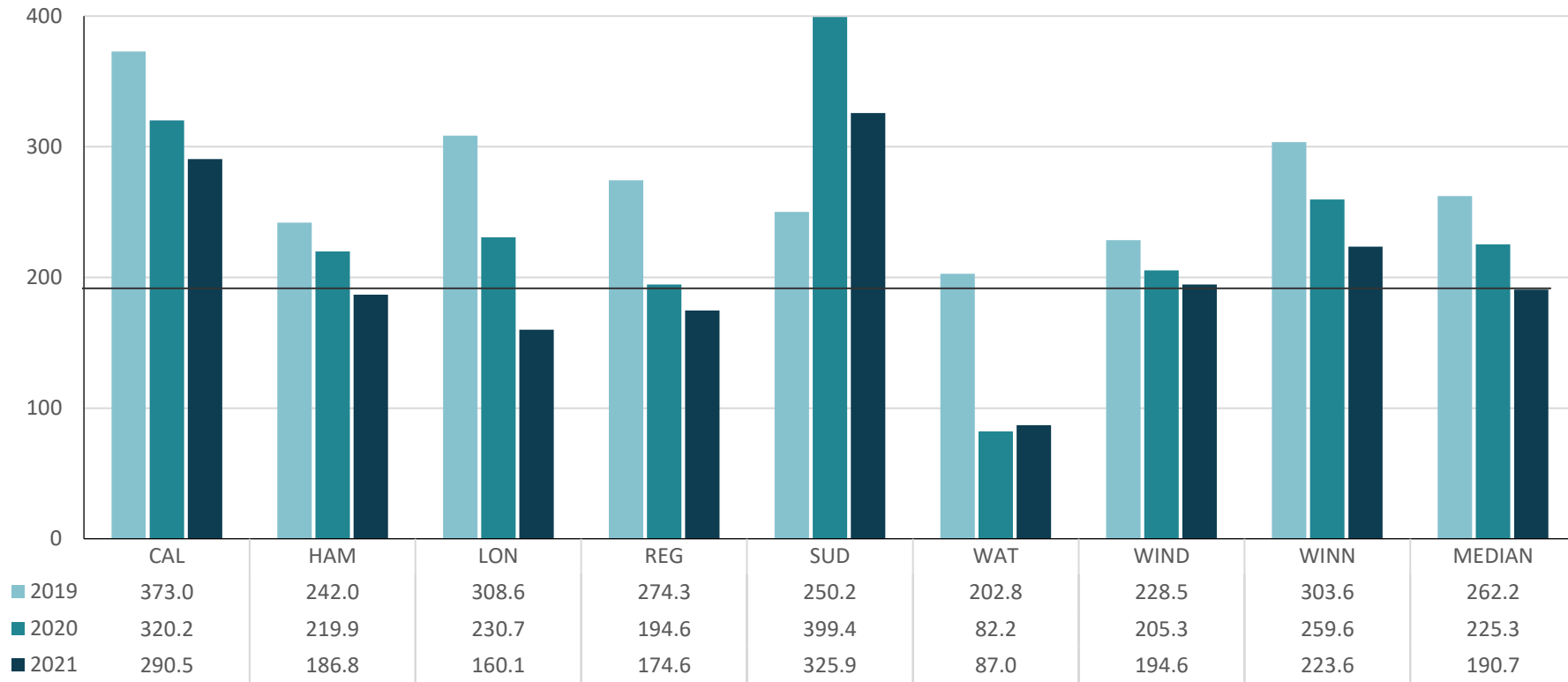
Extenuating Circumstances:

- **COVID-19 Pandemic:** This service area was impacted by reductions 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

LICN210 - Number of Taxi Driver Licenses Issued per 100,000 Population

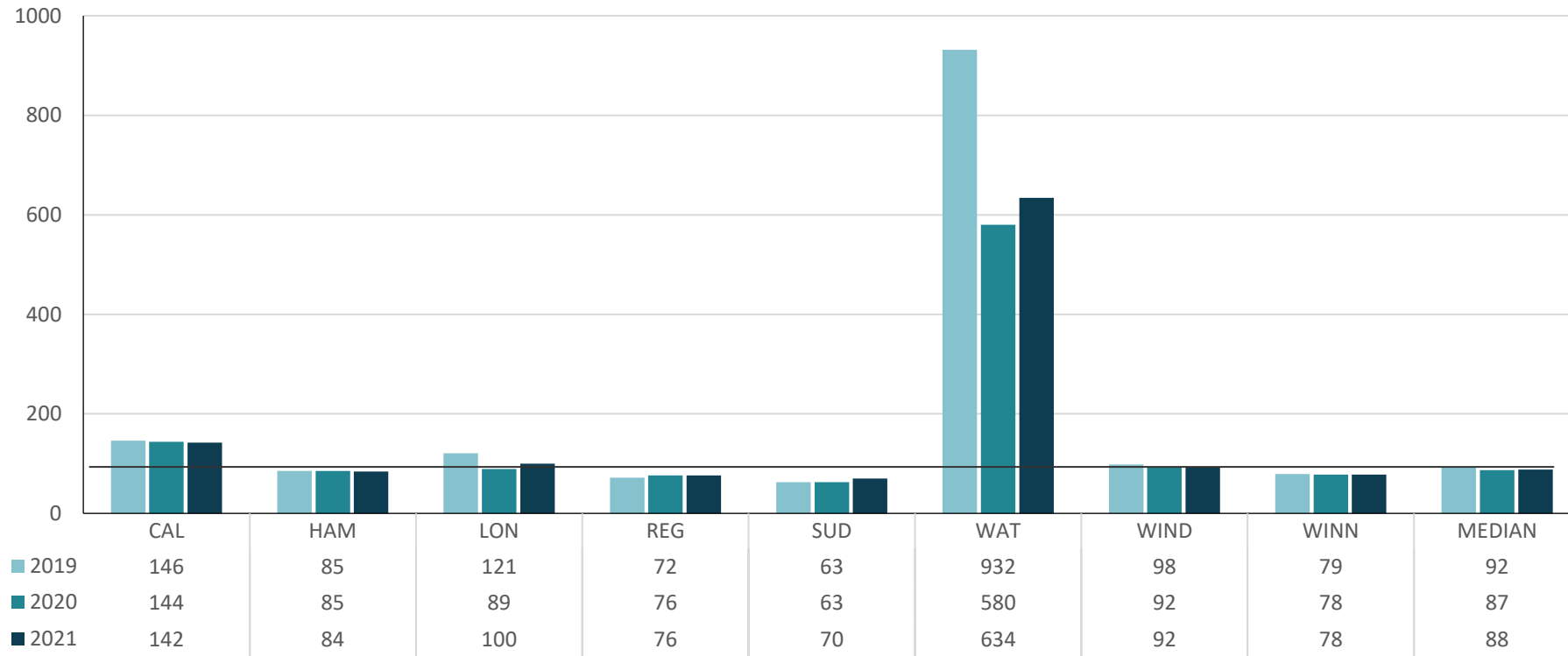
A taxi driver licence is issued to an individual and permits them to operate a taxicab, limousine, executive car, etc. Increases occurred in 2017 for some municipalities as a result of an increase in licensing of ride-share/personal transportation providers. At the current time, ride-sharing services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



Licensing

LICN212 - Total Number of Taxi Plate-Holder Licenses Issued per 100,000 Population

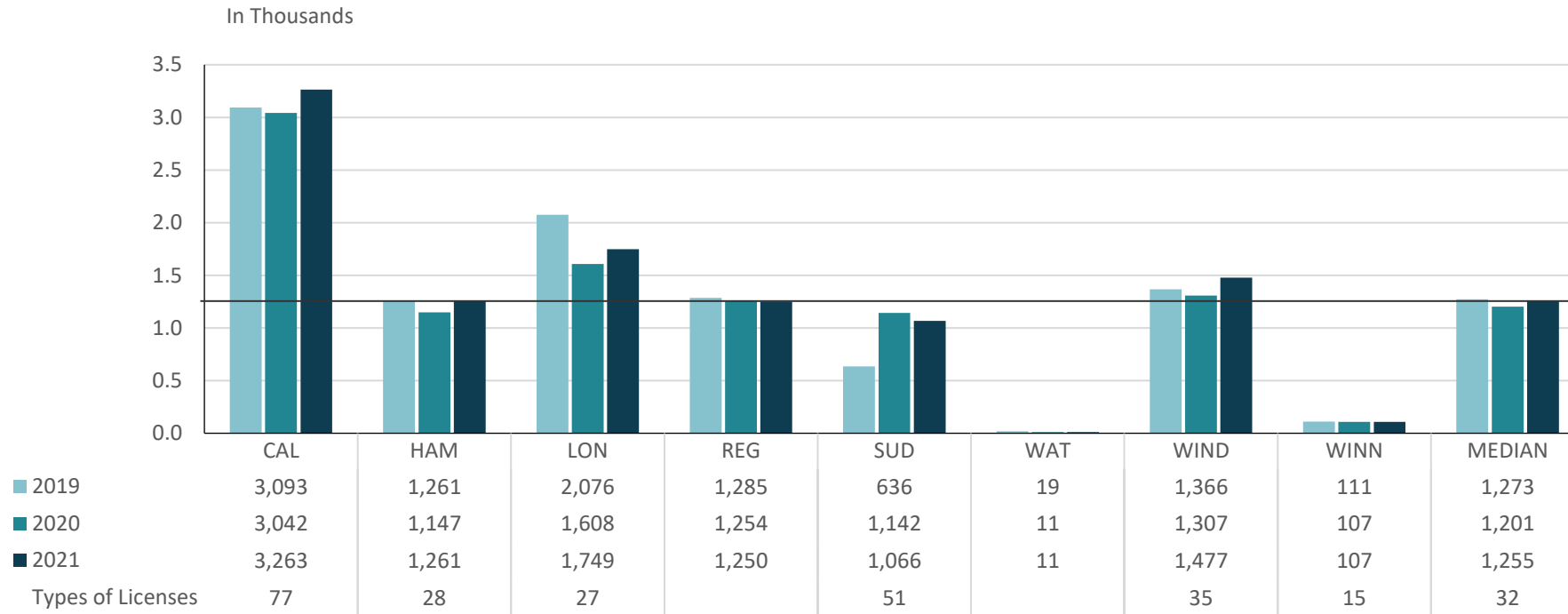
A taxi plate-holder licence authorizes an individual(s) to own licence plate(s) to operate one or more vehicles as a taxicab, limousine, executive car, etc.



Licensing

LICN215 - Number of Business Licenses Issued per 100,000 Population

This measure provides the number of business licences issued on a population basis and includes data on the number of types of business licenses issued by the municipality. 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.



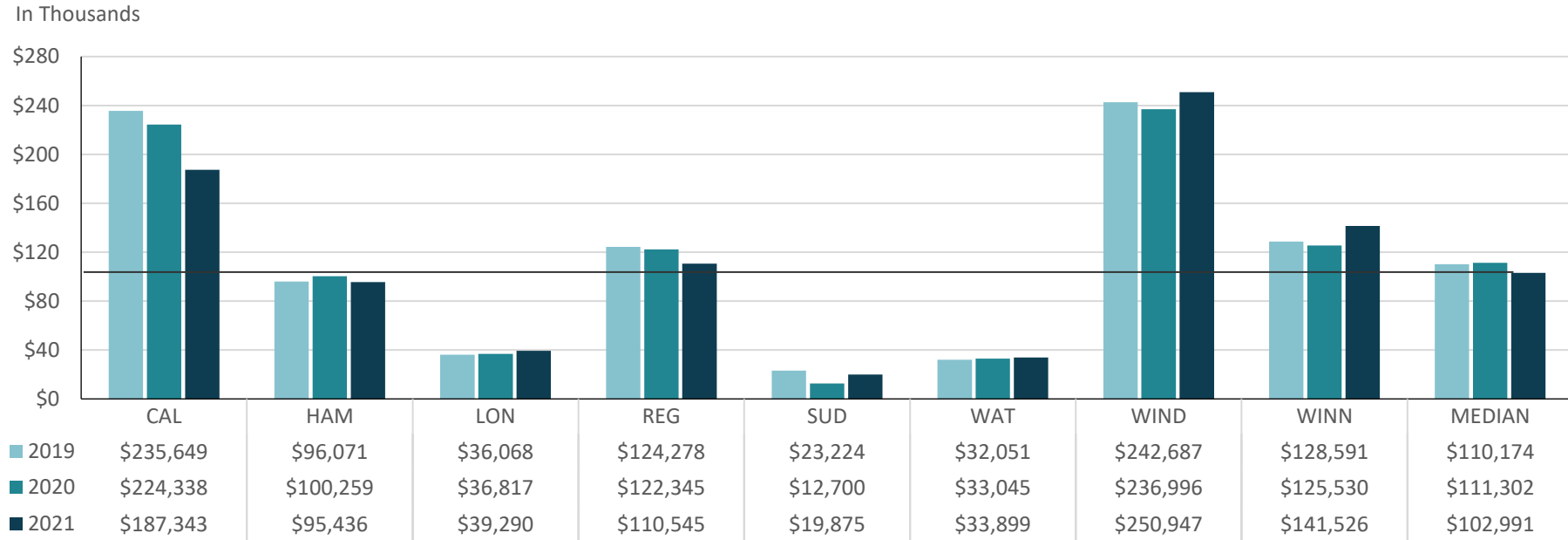
Waterloo: The Region only issues licenses for salvage shops and yards, second hand goods shops and taxi cabs. Results do not appear on graph as the numbers are too low.

Windsor: Windsor's license deadlines were extended to accommodate and provide relief to business owners. These extensions likely contributed to the increase when reporting this measure as previous year licenses may have been captured as "Issued" in the following year.

Licensing

LICN250T - 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.

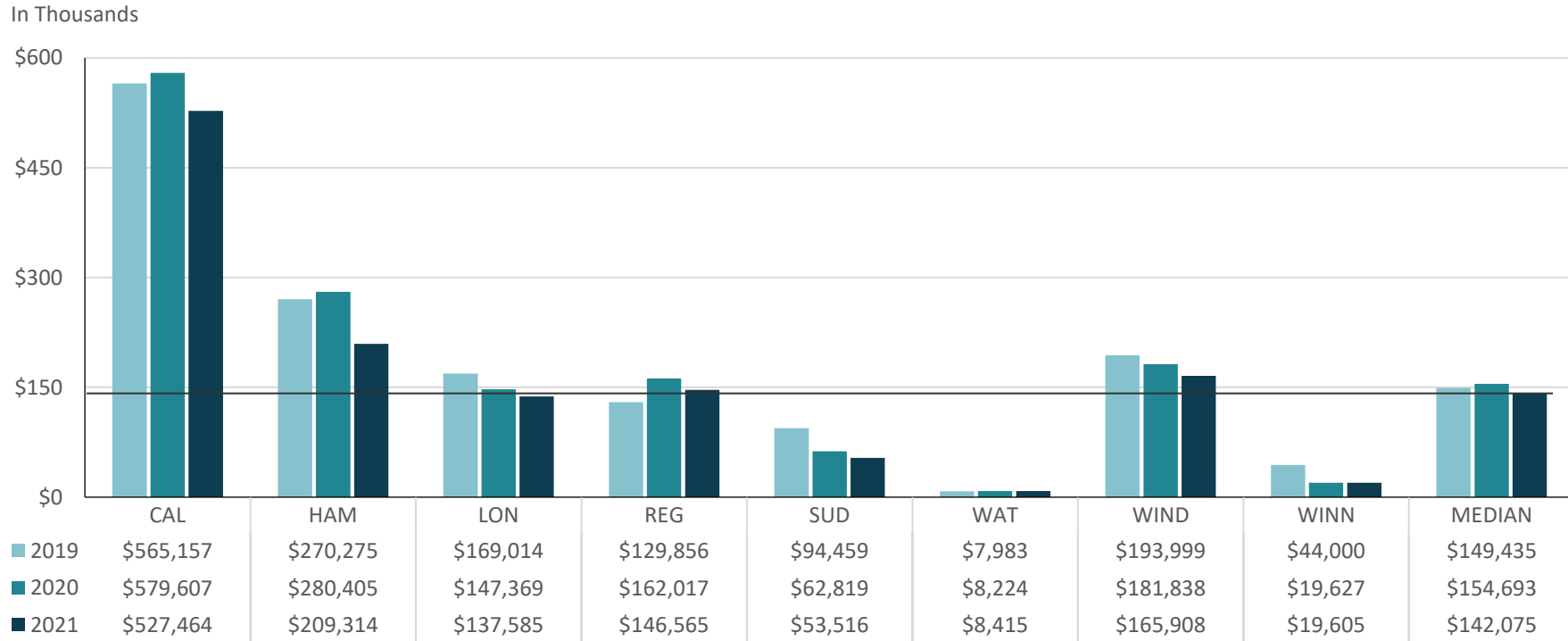


Sudbury: In 2020, there were several staff reallocations and licensing offices were closed resulting in lower costs. However, in 2021, staff returned to normal operations and licensing offices were opened on an appointment basis.

Licensing

LICN255T - 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.

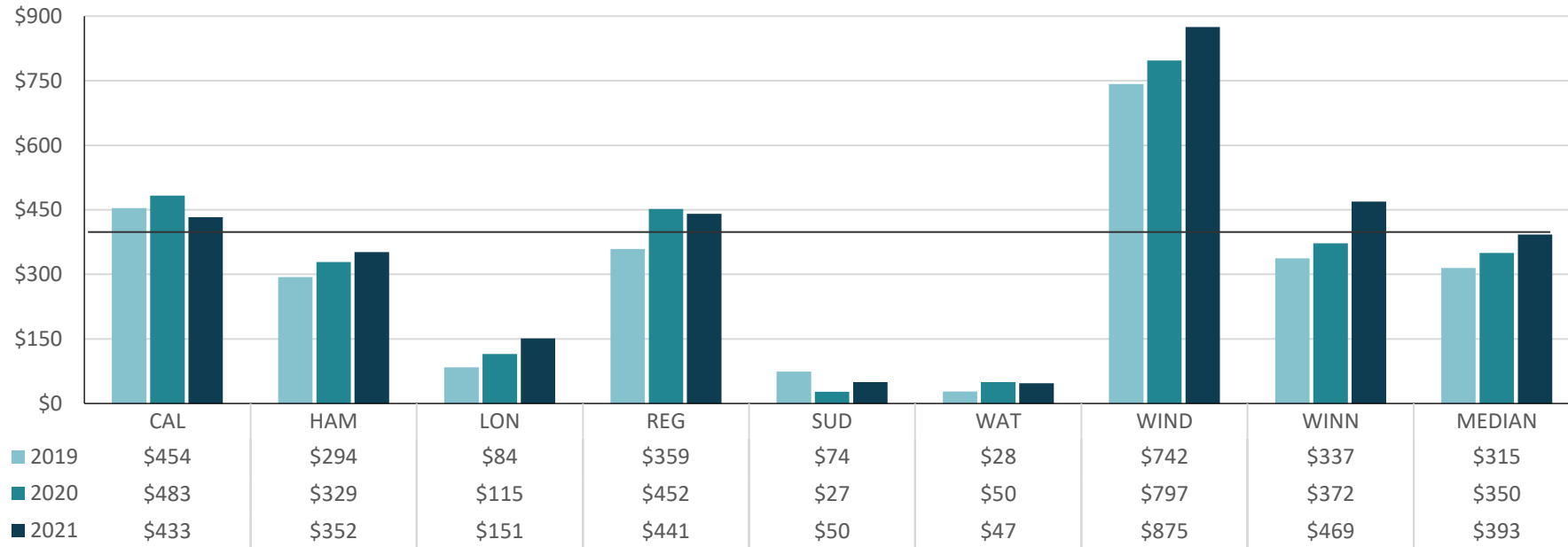


Hamilton: 2021 results reflect overhead decrease due to office relocation and an increase in the number of business licenses issued.

Licensing

LICN335T - Total Cost for Taxi (Driver and Plate-holder) Licensing per Taxi 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.

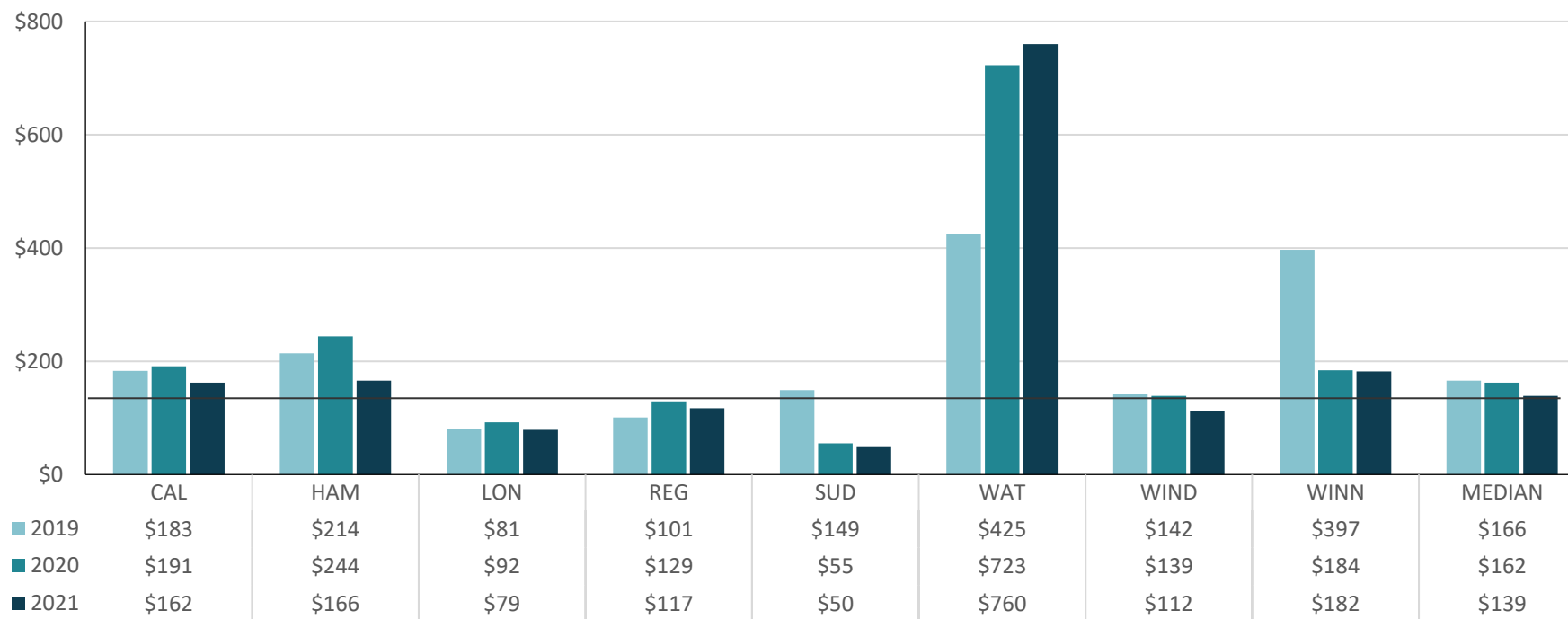


London and Sudbury: 2021 results reflect a return to pre-pandemic normal operations.

Winnipeg: The increased cost in 2021 was due to the addition of a new full-time licensing coordinator, as well as a drop in the number of taxi driver licenses issued due to COVID-19 travel restrictions and public health orders.

Licensing

LICN340T - Total Cost for Business Licensing per Business License Issued



Hamilton: 2021 results reflect overhead decrease due to office relocation and an increase in the number of business licenses issued.

Windsor: Windsor's license deadlines were extended, and late fees/penalties were eliminated to accommodate and provide relief to business owners. These extensions and elimination of fees likely contributed to a decrease when reporting this measure.

Winnipeg: There was a temporary increase in the cost of business licensing services in 2019 due to the transfer of taxi licensing to the Winnipeg Parking Authority and a re-allocation of fixed costs. 2020 and 2021 figures reflect normal operational costs.