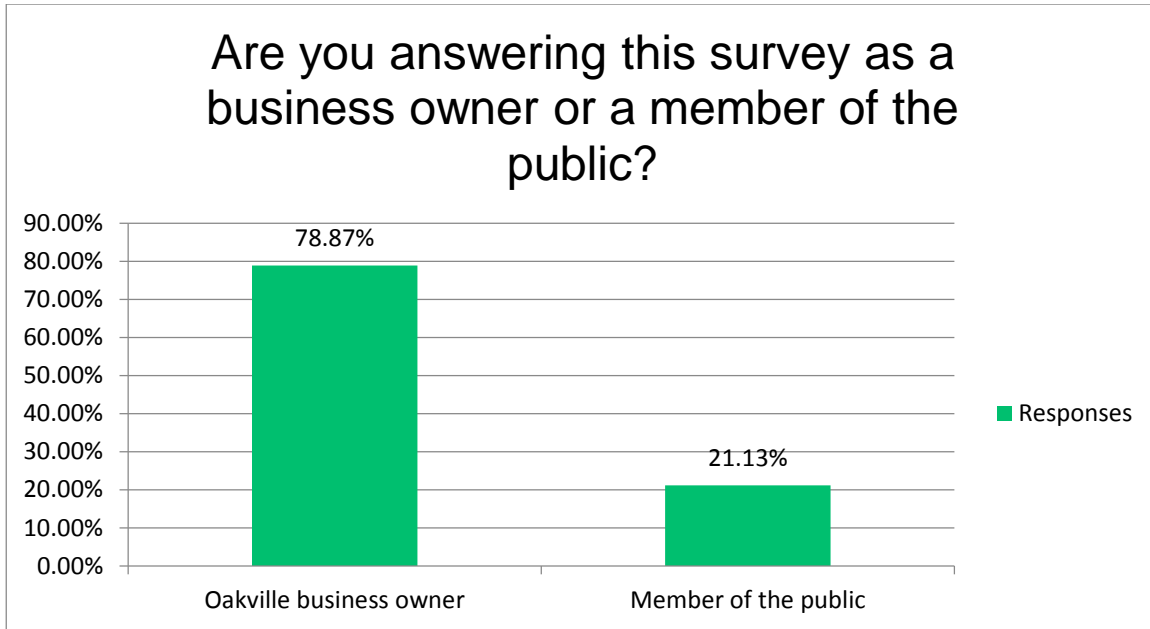
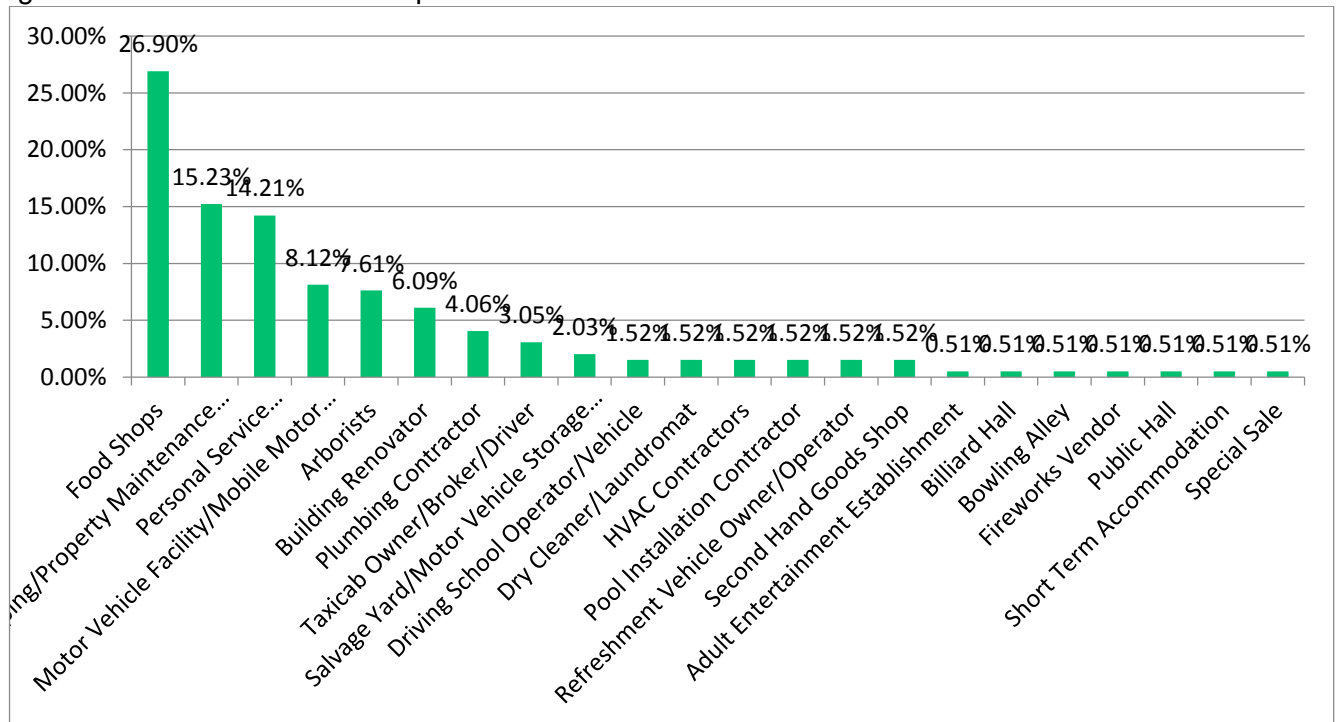


Business Licensing By-Law Survey Results And Comments

355 respondents: 280 Oakville business owners, and 75 members of the public

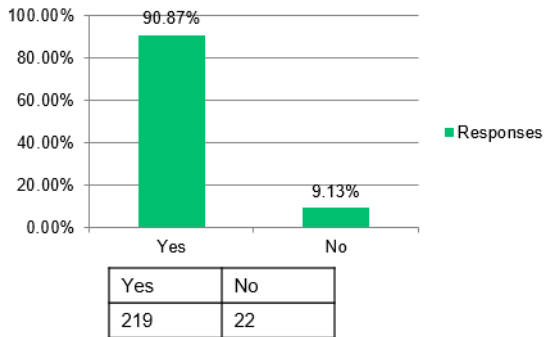


Licensing Classes with at least one response

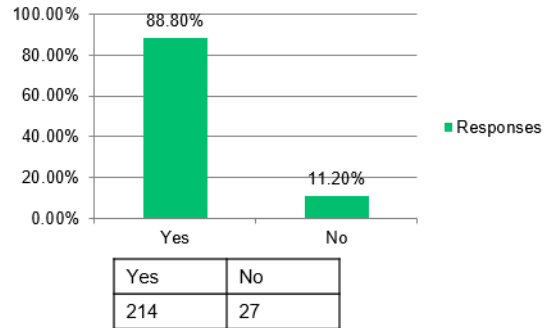


Online Licensing Questions

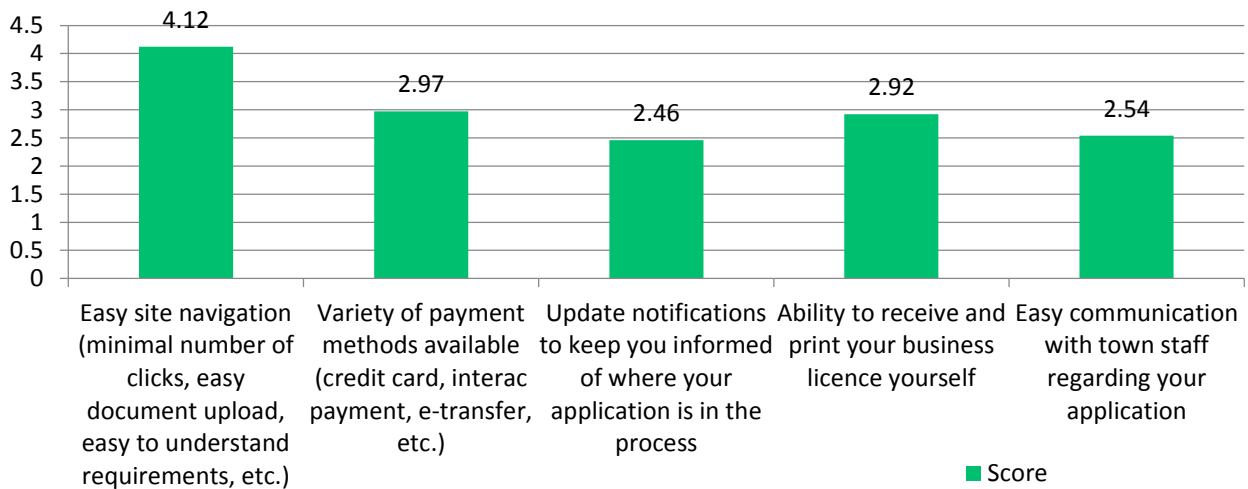
Business owners interested in using an online service to apply and pay for licence



Business owners who would like to receive their business licence electronically



What features are important to you in an online service? Please rank the following in order of preference (1 = most important, 5 = least important).



189 respondents

Responses from licensing classes with major changes

Proposed changes to responding classes as follows:

Arborists:

- Owner manage documents on behalf of their employees
- Remove landscaping/tree company class. These businesses would require a landscaping/property maintenance and/or lawn care licence
- Expand noise restriction from between 7pm and 7am of the following day to include Sundays or statutory holidays

Auctioneer:

- Obtain police records check for all employees who act as auctioneers

Bowling Alley

- Remove this licensing class

Commercial Parking Lot:

- Provide survey of the property
- Enforcement officer be licensed by the Town of Oakville require business name, address and business hours posted on the lot
- Notify HRPS if a car has be left on the lot over 24 hours without payment

Food Shops

- Obtaining additional licences if food is served in a billiard hall or night club
- Food Shop Ancillary is change to Food Shop Convenience
- Current licensees will require a separate license if selling tobacco (tobacco retailer licence)

Pool Contractor:

- Businesses maintain pools will require a license

Refreshment Vehicles:

- Refreshment Vehicle Operation license no longer required
- The applicant or owner is to gather and manager police records checks for their employees
- Applicant must provide current photograph of the refreshment vehicle to the town when applying for the licence
- Refreshments cannot be sold in the BIAs without permission from the BIA or the town

Taxicabs:

- Taxicab ratio does not apply to accessible taxicabs
- Accessible taxicabs may not be considered inactive
- Lottery does not apply to licences for accessible taxicabs
- Taxicab fares are based on a monetary value for the distance travelled and include a rate per kilometer
- The town may carry out a mandatory inspection of a newly licensed taxicab
- Brokers with five or more taxicabs in their fleet must have a least one accessible taxicab in service at all times

Tobacco Retailer:

- Applicants are to supply a copy of the Health Department's inspection report at the time of the licence application

- The town is to be immediately notified if an Automatic Prohibition is issued to the owner or occupier of the premises for a violation of the Smoke Free Ontario Act
- No licence will be issued to an applicant if tobacco products will be sold at an outdoor property, a facility, a building or a property leased or owned by the town, without the permission of the Town of Oakville
- Where an Automatic Prohibition is issued against a licensee's premises, the licence issued by the town will be automatically suspended for the period of time specified in the Automatic Prohibition
- A special food shop licence will be required if selling food items

Do you have any comments regarding the changes being considered?

License Class	Comment
Arborist	nope, makes sense
Arborist	-We believe the town should continue to collect data from each contractor rather than allowing them to collect their own data. -Landscape services should not be allowed to prune or remove trees without having a tree service license. We are trying to protect the tree canopy of Oakville. -Emergency services could be performed at anytime
Arborist	removing the Landscaping/Tree Company licence. These businesses would require a Landscaping/Property Maintenance and Lawn Care Contractor licence only- does this mean they can do tree work still?
Arborist	Tree Companies fall under "Working at Heights" regulations and should remain a separate class of license. (Landscaping/Lawn Care) is not "Working at Heights" If you want Police Background Checks for licensees, you (Town of Oakville) should manage them. We business owners have enough to keep track of! I would assume the noise requirements would except emergency work.
Arborist	only the owner needs to have a police check. Useless as you could have all prior criminals on staff and Oakville would welcome you. Also, I can still have poor business practices and have a clean criminal check. Get rid of the requirement.
Bowling Alley	I would welcome this change - and the financial saving that comes along with it - especially during this crazy 2020 (and fully expecting 2021 to be more of the same).
Driving School	Requiring the municipal plate number on the insurance certificate is cumbersome and unnecessary. This will make it complicated for driving schools holding permits with different cities.
Food Shop	in the area requesting a rating of services, the program will not allow the use of a number more than once. Some suggestions such as electronic downloading of licence as well as navigation and methods of payment should all be rated #1
Food Shop	Not really because I'm not affected by it.
Food Shop	Seems fair!
Food Shop	Why are Hookah lounges allowed to operate in Oakville? Smoking indoors is illegal. Why is this permitted? It should not be allowed at all.
Pool Installation Contractor	I agree that it should also be included but should be one license for Builders and Service/Maintenance Companies

Pool Installation Contractor	Don't do it
Public Hall	Good idea
Refreshment Vehicle	That's an improvement
Refreshment Vehicle	most changes are positive, except for BIA approval. Currently there are not any areas on public property where food trucks are permitted.
Second Hand Goods Shop	The first change listed is definitely a marked improvement.
Second Hand Goods Shop	These changes would be onerous. My staff changes constantly and managing and getting police checks for all of them would be onerous. Requiring storage of goods would make my business impossible to run. I buy and sell clothes... we have to move those quickly.
Taxicab	<ol style="list-style-type: none"> 1 it should apply to accessible to taxi ratio. 2. Accessible taxi cab should be issued through the lottery system. If any one refused to accept the accessible cab he can't apply for again for at least minimum for years. 3. Taxi cab meter should be same as now but you can reduce to 20% of present meter to get little bit more business. 4 The town should have mandatory inspections of all vehicles yearly. 5. The broker must have minimum 10 cars in brokerage and each brokerage have one accessible taxi cab on the ratio of 20:1.
Taxicab	<p>An issue with the changed to Taxicab fares is that the change would no longer account for traffic which is the same as not being paid for working. Taxicab Fares should consider distance travelled and time spent.</p> <p>The town should carry out an inspection of not only newly licensed taxicabs but all taxicabs.</p> <p>for every 10 cabs in their fleet brokers should have one accessible taxicab.</p>
Taxicab	Brokers with any number of taxicabs in their fleet should not have any restriction on the minimum number of accessible taxicabs they should have in service as customers have the choice of other transportation services such as Lyft and Uber who don't have any such restrictions in place.

Do you have any comments regarding the annual licensing process?

License Class	Comment
Arborist	Renewal should be as simple as making the payment
Arborist	Can the application annually not be so difficult? Also can the town consider using the information given when applying as a licensed business for other permits? Town tree pruning, park access application.... why do we need to constantly resubmit our wsib and insurance information?
Arborist	<p>It is a total abuse of government authority and an invasion of our freedom. We don't need government to run our lives....or businesses</p> <p>Go to Russia if you want to stick your nose in other people's business.</p> <p>Canada is great because of our entrepreneurial spirit...not because a beurocrat in Oakville decided who can trim a tree</p>

Arborist	Why do you require a police check yearly and if you have paid your debt in society in full what does that have to do with running a business. Slippery Slope!
Arborist	The Annual requirement to produce copies of the Letters Patent/Articles of Incorporation is a bit ... well, it's a bit stupid actually. These documents are fixed in time, and do not change from year to year. Why do we have to produce them every year???
Arborist	I consider a T of Oakville license as a waste of my business money as I can't be sure I will have work in Oakville in any given year. It costs approx. \$500 with license, criminal check, time to submit for a license. Easier just not to work in Oakville
Arborist	As a consultant, we are governed by our own licensing bodies and require to maintain strict status. We don't feel that an additional license to work in a municipality is necessary.
Driving School	Please change the deadline from 31st December to 31st March to coincide with Mississauga Licensing so that we do not have to pay twice to get criminal checks and safety certificates.
Food Shop	For businesses that have many locations and a central office it would be beneficial to have correspondence mailed to the central office or better yet don't mail anything and just email to the email on file for the location.
Food Shop	- An email notice for license renewal. - Minimize the required documents. Some documents are same as last year's.
Food Shop	I would prefer the following: Online application for licence renewal. Online payment for the licence. A downloadable copy of the licence.
Food Shop	Yeah I would like it if instead of annually the licensing process changes to 2 or 3 years meaning you pay a bit more but your license is good for 2 or 3 years.
Food Shop	No, seems right
Food Shop	Why insurance certificate is required to renew license. Other cities like Mississauga and Burlington do not have similar requirement.
Food Shop	Current process is old and outdated. Online would be much better. Glad you are considering this option.
Food Shop	Should be an option for getting the license for 2 years together
Pool Installation Contractor	The Criminal record check should not be required annually
Pool Installation Contractor	Cancel it
Refreshment Vehicles	The email version and payment is easier for us and time consuming
Refreshment Vehicles	There should not be any late fees for food trucks as the operation of these vehicles are typically from April thru November each year.
Second Hand Goods Shop	Would love to see it online. Other towns/cities have this and it is much more convenient and I believe very important during the current Covid situation
Second Hand Goods Shop	An online process would be great.
Taxicab	Annual license fee for brokerage \$100.00

	Taxi cab fee \$150.00 Brokerage can have virtual office to dispatch.
Taxicab	annual licensing fees should be reduced for brokerage as well as inactive taxi plates.

Do you have any other comments?

License Class	Comment
Arborist	We value the time and efforts the town has invested to protect the tree canopy. We are happy to comply.
Arborist	You have my vote to cancel the licensing program for tree service industry
Arborist	As a rule, barring 'vulnerable sectors' I strongly disagree with the practice of collecting Police Background Checks. Except as stated above, these tend to be used as bars to gainful employment, disguised as an exercise in Pearl Clutching "what-ifs"
Bowling Alley	I'm assuming that our snack bar would still require a license - which would make sense, but I always wondered why the bowling lanes themselves needed a license.
Food Shop	Steep fees
Pool Installation Contractor	I hate this blatant money grab which provides no useful service to the contractors or the general public
Refreshment Vehicle	Improve the by law like neighboring cities and towns for food trucks if we are licensed we can operate at privet property without zoning restrictions
Refreshment Vehicle	There should be permits to permit foodtrucks to operate in parks and legal parking spaces.
Second Hand Goods Shop	Value Village would like to include an exception in section 32 (4) 2ndhand goods for retail businesses that accept goods that are donated to nonprofits.
Taxicab	Lottery system for taxi cab fee should be minimum \$1000.00. Driver must have 5 years taxi cab license issued from the town of Oakville.
Taxicab	consider those things in which taxi industry and worker can survive atmosphere is not encouraging new people are not joining. experienced and old people leaving the industry. please and thank you

Responses from licensing classes with minor changes

Do you have any comments regarding the current licensing requirements or licensing process for your business?

	Comment
MC1	We are a Window & Door Supplier/Contractor. Why are required to provide a security clearance annually.
MC2	Thank you for your commitment. I would suggest that the licensing fee should be waived during the period for the business owner who is NOT actually doing their business, for example, during off-season(winter) for lawn maintenance. I want to get answered what's your opinion about this. Thanks again.
MC3	We currently are required to apply, pay, and renew annually for three separate licences: Landscaping, Pool Installer, & Arborist consulting. These happen at different times each needing a police record check within 30 days each time which is an inconvenience while trying to run a company. It would be better to have one licence application once per year where we check off all applicable licences, pay once (ideally less for multiple licences...), and only need to submit our police record check once.
MC4	I would like to see the Police clearance timeline extended to 2 or 3 years rather than going through that process annually.
MC5	No, but I do agree with the proposed changes.
MC6	The police record check for the owner seems redundant since a company can employ many people who have may have criminal records. It is not feasible to expect a company to pay for criminal record checks for all employees. The Region of Halton (Halton Police) should be able to provide access to the Town of Oakville regarding criminal record information for all business owners prior to the town issuing a permit.
MC7	Not sure why there is a requirement for criminal background check. this is cumbersome and why is it needed for one person when there can be literally hundreds of employees working at the business. This needs to be removed.
MC8	OVER PRICED, CITY HALL DOES NOTHING TO SUPPORT US
MC9	Would be nice to see applications and licensing done online rather than needing to go to the police station for back round check, then to town hall to pay for the license. All online would be very beneficial Also not have the fee always increasing - should be a set fee and not have increase.
MC10	No. But we pay a lot for operating our business in Oakville. I really hate seeing people working in Oakville without a license and I believe every business should have a license to operate no matter what the business is. And for us landscapers a license of 500.00 is very high!
MC11	working oline is good
MC12	The police record check is a bit of a pain- they always take so long, and since it has to be within 30 days it's not like we can get it done much sooner to have it on hand for our renewal. Maybe extend the number of days for the police check to 90? Or do away with it altogether, seeing as though it is only a snapshot in time anyways.
MC13	online process would be helpful!
MC14	please do police checks every 2 years perhaps. its seems redundant to do this yearly. As a matter of fact, do the license renewal every 2 - 3 years. less paperwork for everyone.

MC15	It would be nice to do everything online
MC16	ANY LICENSING IS RESTRICTIVE AND A \$\$ GRAB - NOT A FEELING OF A WELCOMING MUNICIPALITY
MC17	Compared to other municipalities the cost is excessive. It would be nice if this additional revenue was put towards policing of renovators who are not licensed since there are many in Oakville that are working without this license. It seems unfair that I pay this much and others do not with no consequences.
MC18	Definitely a group rate for services. We are a landscape company with a certified arborist and a pool install crew. This means that there are 3 licences to apply for. We have 2. Also the police check get a bit redundant.
MC19	Not at this time
MC20	like to see all be required to show vehicle with required signage
MC21	Keep the requirements simple. Allow for extended length of validity because going through the process each year is inefficient.
MC22	I would say this is a money grab and our opinion doesn't matter.
MC23	I pay enough taxes. We do not need a additional fee from you. I'm a member of Landscape Ontario. I have 2 million dollar insurance & pay into WSIB. This tax grab is an addition burden which I must pay and the end user ends up paying extra. Thus driving up prices they have to pay.
MC24	I feel it is unnecessary to have a police check every year for the owner - not sure of its purpose. In addition, the wait time for the police check varies, and can hold up the business application process.
MC25	There should be enforcement of the bylaw or get rid of it. otherwise, it is just a penalty on the good players.
MC26	Absolutely, a Money grab and to implement late fees in a year where you change your rules multiple times is completely unfair... it should be optional at best. Small Business' are getting destroyed in Oakville, you should be ashamed.
MC27	Email should be sent when applications are due for the new year.
MC28	Why is it necessary to do a criminal check every year, one year goes by so quickly?
MC29	To send renewal notes little earlier as police check take awhile and I am always afraid to be late for the renewal. As now I am waiting for the police check certificate and it is almost middle of December, they promised to send certificate in a 4-5 days, but because of delay I am not sure if I will receive on time to resend it to your office
MC30	The criminal background check is a additional step that is hardly necessary. I could have 100 criminals working for me and never set foot on a job site yet my record check means something.
MC31	The fees, if I just cut grass my licence would be 300 dollars cheaper but because I do extras I have to pay more.
MC32	stupid to have police check (only valid for the day it is processed)
MC33	COVID Help for Oakville Businesses

Responses to the Public Questions

Are there any businesses other than those listed above that you believe the town should license?

	Responses
PQ1	Towing companies. Storage facilities.
PQ2	Cannabis retailing Towing cars from commercial areas is still an issue that could use refinement
PQ3	Cannabis stores.
PQ4	Not aware of that any
PQ5	Good Additions
PQ6	Electronic Cigarette Retailers Privat Property Parking Enforcement (should be handled by police they do little as is). PAYDay Loan Ripoff Establishments
PQ7	More casual dining
PQ8	Privately owned liquor and beer stores.
PQ9	Pool Companies
PQ10	Good list

Are there any businesses you believe the town should stop licensing?

	Responses
PQ1	Payday loan
PQ2	Yes, there should be no licensing required for any business. it is just another layer of government that makes it expensive to run a business.
PQ3	Payday Loan Establishments
PQ4	Payday Loan Establishments. Electronic Cigarette Retailors
PQ5	No. But licensing should be integrated between the Town and the Region.
PQ6	Payday Loan Establishments Vaping Retailers
PQ7	Payday loan establishments VAPES
PQ8	I don't think we need any more E-cigarette retailers in town

PQ9	Not aware of that any
PQ10	Most towing companies
PQ11	More Real Estate agents
PQ12	Payday loan companies
PQ13	Payday loan, vapes retailers
PQ14	Yes base upon the working space & environment!
PQ15	All of them
PQ16	Arborists

Do you have any comments regarding the new businesses the town is proposing to licence? (Payday loan establishments, electronic cigarette retailers, temporary vendors, mobile personal service and mobile motor vehicle services and private property parking enforcement (company & Officers))

	Responses
PQ1	Please do not support payday loan businesses
PQ2	SC
PQ3	Again - there is no need to license any business at all!!! Vaping promotes smoking among young people. Why would you consider that a good business?
PQ4	Payday loans prey on the precariously employed.
PQ5	No- I think the town should make it easy for small business owners to set up and support them in prosperous in the town
PQ6	Why is the town proposing to license vape sales. Given the health risks associated with vape products, what efforts will be made to ensure that they are not available to minors.
PQ7	No to pay all the new businesses the Town is proposing to license especially pay day loans and vape shops. I don't understand the other categories and would need more information before providing my vote. Except for special events I don't thing temporary vendors should compete with permanent vendors.
PQ8	I think it is important to support businesses that reflect the population of the area as well as keeping out businesses that may harm the health and welfare of the citizenry.
PQ9	Pay day loan businesses are predatory and target the disadvantaged with unfair practices and exorbitant rates of interest.

PQ10	I do not see any benefit to vaping stores being allowed in Oakville
PQ11	I don't think we need any more E-cigarette retailers in town
PQ12	Just that I am pleased to see the Town reviewing regularly and staying up to date. Some of the additions, eg Parking, have been in the news of late.
PQ13	Parking enforcement is an issue. Arbitrary towing of vehicles causes many problems. What a property parking enforcement company can and cannot do needs close examination,
PQ14	I believe that Payday loan business's are not necessary. People can get into alot debt by using these companies
PQ15	I do not like the idea of Electronic Cigarette Retailers (Vapes) getting approved for a license. How is lighting up 'high' going to be monitored/policed?
PQ16	Payday loan attracts the wrong clientele and could lead to higher crime and violence.
PQ17	Should send inspectors to buildings checking upon operation?
PQ18	YES THE PRICING IS WAY TOO EXPENSIVE - COMPARED TO OTHER LICENCES. EG. TORONTO, MISSISSAUGA, BRAMPTON.
PQ19	Payday loans should not be allowed. They prey on people that can least afford to pay their ransom and they bring down society and neighbourhoods. Predatory business.
PQ20	How does this benefit or change anything? Other than municipal revenue, what exactly were the benefits for this?