



2020 to 2023 Business Plan

Service: Licensing & Certificates

\$0.00

Cost per day for the average rate payer (2020 to 2023)

-0.01%

Percentage of the 2020 to 2023 City of London Net Property Tax Supported Budget

Who we are:

- Licensing and Certificates processes licenses for lotteries, dogs, cats, and marriages; provides civil marriage ceremony services; processes statements of death; issues burial permits; provides LLBO approvals including Commissioner of Oaths.

What we do:

- Licensing and Certificates contributes towards the quality of life for community residents and organizations by providing necessary regulatory approvals for key events.

Why we do it:

- **Mandatory** - Certain certificates and permits issued by the City are required by legislation or regulation.

The following table provides an overview of the budget for this service:

Budget Summary (\$000's)	2020	2021	2022	2023	2020 to 2023 TOTAL
Gross Operating Expenditures	\$785	\$807	\$827	\$835	\$3,254
Other Revenues	-\$878	-\$887	-\$896	-\$906	-\$3,567
Net Tax Levy Supported Operating Budget	-\$93	-\$80	-\$69	-\$71	-\$313
Total Capital Expenditures	\$0	\$0	\$0	\$0	\$0
Full-Time Equivalents (FTE's)	9	9	9	9	N/A

Reflects 2020 to 2023 Council Approved Budget - January 12, 2021.

The following section provides an overview of the key activities the service plans to undertake from 2020 to 2023 to implement the Corporation's 2019 to 2023 Strategic Plan, as well as an overview of the risks and challenges the service is anticipated to experience during this period:

Service Highlights 2020 to 2023

Strengthening Our Community

Londoners are engaged and have a sense of belonging in their neighbourhoods and community.

- Increase and enhance the number of meaningful opportunities for residents to be connected and learn about the City of London through our guided City Hall Tours and daily interactions in person, on the phone and email.
- To support our festivals and events by processing of lottery licensing, community suite applications and liquor licence application letters efficiently for our community groups and event organizers.

Leading in Public Service

Londoners experience exceptional and valued customer service.

- Increase community and resident satisfaction of their service experience with the City of London through the timely and accurate processing of marriage licenses, death registrations, lottery licensing and boulevard parking agreements.
- Increase efficiency and effectiveness of our marriage ceremony service to ensure continuous improvement of service and experience.
- Reduce barriers to access City services by expanding services online and services offered at our counters in addition to expanding hours of service on weekdays.

- Increase the use of technology to improve service delivery through the promotion and refinement of our online marriage application process.

Risks and Challenges Anticipated in 2020 to 2023

- The Alcohol and Gaming Commission of Ontario (AGCO) can implement changes to licensing structures (similar to EBingo and Electronic Raffles) that can impact licensing process and revenue. The Licensing and Certificates service area must have the ability to respond quickly to changes.
- Ensuring our technology is current and adaptable to changes introduced from the Province for a variety of service programs (Vital Statistics and Lottery Licensing). This will ensure our services remain efficient and to continue to provide exceptional customer service for our residents and charitable organizations.

Other reference information and links:

Lottery Licensing

- [Order in Council 1413/08](#) – Authorizes the licensing framework for charitable organizations to hold lottery events and sets out the limits of Municipal and Provincial licensing.
- [What We Do: Charitable Gaming](#) – Charitable gaming revenues are a source of funding for a large number of worthy organizations and undertakings that contribute to the social fabric of society. The Criminal Code (Canada) allows Provincial governments to set gaming regulations.
- [Lottery Licensing Policy Manual \(LLPM\)](#) – The Lottery Licensing Policy Manual is intended to assist licensing authorities in making consistent decisions with respect to the issuance of lottery licences. The manual is a key instrument for communicating changes in the regulatory framework of the charitable gaming industry and provides an outline of the legal and policy framework and administrative procedures for lottery licensing purposes. The AGCO Lottery Licensing Policy Manual, Order in Council 1413/08, and AGCO Terms and Conditions to licences are part of the charity gaming regulatory framework which flows from the Criminal Code.

Vital Statistics

The Division Registrar (City Clerk) plays a fundamental role in the collection and maintenance of Provincial vital statistics. Division Registrars are responsible by Provincial statute to the Ontario Registrar General for the initial registration of all marriage, death, and stillbirth vital events occurring in your area.

- [Marriage Act, R.S.O. 1990, c. M.3](#) and Regulations under this Act.
- [Vital Statistics Act, R.S.O. 1990, c. V.4](#) and Regulations under this Act.

Other relevant documentation or legislation to the Service:

- [City of London Community Suite Policy](#)
- [Commissioners for taking Affidavits Act, R.S.O. 1990, c. C.17](#) and Regulations under this Act
- [Liquor Licence Act, R.S.O. 1990, c. L.19](#) and Regulations under this Act
- [Livestock, Poultry and Honey Bee Protection Act, R.S.O. 1990, c. L.24](#) and Regulations under this Act
- [Residential Front Yard and Boulevard Parking Policy](#)

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