



Staff Report T2024-24

Committee 2024-12-02

Council 2024-12-16

Amendments

Submitted To: Committee of the Whole | Council
Submitted By: Jennifer Graham, Treasurer
Prepared By: Lara Janzen, Finance Operations Analyst
Subject: 2025 Fees and Charges

Recommendation

THAT Staff Report T2024-24 2025 Fees and Charges, be received;

AND THAT Council and Council enacts and passes a by-law to establish the 2025 Fees and Service Charges.

Amendments

Per Council recommendation, the following fees were increased to the next highest round number: Private Pool Fence Enclosure, Fence Variance Application Fee and most Community Recreation Activity Fees. The only exceptions to the increases were under Community Recreation Activity Fees as follows:

1. Several fees were increased to the nearest \$5 because the increase to the next highest round number resulted in an overly significant increase.
2. Per visit and per class fees were increased to a fee with decimal places that would result in a whole number after-tax. These fees are largely paid in cash; therefore, whole numbers reduce the need for making change. In turn, this creates operational efficiencies such as reducing lengthy patron lineups to enter the pool at prime times and reducing the frequency of coin replenishments from the bank.
3. Skating fees were rounded to the nearest whole number as the fees were all under \$10 and they can only be paid on-line so do not involve a physical cash transaction that would result in giving change after adding tax.

1. Executive Summary

Sections 390 to 400 of the *Municipal Act, 2001* are the sections which govern the municipal authority to impose fees and service charges for services or activities it provides. The Act requires all fees and charges and any additions or amendments to fees and charges be set by by-law.

Annually, as part of the budget process, staff review the current fees and charges and provide Treasury with requested changes, additions, or deletions to their fees. The new fees and charges take effect on January 1st of the following year.

2. Analysis

User fee-based models provide a number of benefits, including:

- Increased efficiency for production and consumption of the service;
- Increased efficiency of allocation of the service when capacity limits are reached;
- Improved fairness by assigning costs to those who gain most directly from the service;
- Improved transparency and accountability; and,
- Improved information for decision-makers in relation to the current and future demands for the service.

Fees are predominantly calculated on a cost recovery basis up to an amount determined by the department's goals or guidelines, which in many cases aims to be a full recovery. The costs considered for recovery are those associated with the delivery of services and programs, and for the ongoing maintenance of the facilities, equipment, and other infrastructure that the municipality operates. As in past years, the Town will experience cost increases in 2025 for several reasons including, but not limited to, inflationary increases, increased costs for utilities, generally higher costs for equipment purchases and maintenance and higher wages.

While staff also compare user fees to other local municipalities, it may not be an accurate comparison since neighboring municipalities have differing cost structures, recovery objectives or user fee policies. Where staff has used a benchmark based on surrounding municipalities, it has been determined that the cost structures and policies are also

comparable and therefore these comparators are valid bases for determining a pricing structure.

As part of the operating budget process and similar to the procedures followed in prior years, Department Heads have reviewed their respective fee schedules and have provided recommended changes to recover the costs associated with providing these services. Where services are similar across departments, staff are recommending that those fees be brought to a consistent level across the organization.

The majority of fee changes are based on the annual Consumer Price Index (CPI) adjustment. Department Heads were provided with the inflated fee from 2024 and, based on feasibility, left the increased fee as proposed, increased the fee further, requested the fee remain at the 2024 level, and/or updated the fee based on appropriate municipal benchmarking.

The 2025 Proposed Fees and Charges are shown in Appendix A with comparatives to 2024.

Significant Changes for 2025 (not CPI related)

Note that the Fees & Charges schedule has been re-organized this year to align with our Programs & Services.

Development & Growth

- The fee recommendations from the Development Application Review performed in 2023 will be implemented once staff get some of the streamlining DAP recommendations in place so that the development community will see more value for higher fees. Additionally, given the Development Charge and Community Benefits Charge increases, pausing on application feed increases minimizes the potential burden on the development community in one year.
- Contingency (refundable) deposits were consistently not covering costs incurred to process applications resulting in significant internal administration efforts to reconcile accounts, invoice unpaid costs and collect. These deposits have been

standardized into a tiered system based on complexity of the application: \$10,000, \$7,5000, \$5,000 and \$2,5000. For many applications, this resulted in a significant increase or the addition of such a fee.

- Removed – The application for Community Infrastructure and Housing Accelerator Requests was removed due to legislative changes.
- Removed – The application for Phasing Plan and Phasing Plan Amendments was removed. This fee was originally developed in response to the Poplar Health and Wellness Village proposal, which referenced fees that did not exist at the Town. The final agreement did not include this step and, therefore, the fee can be removed.
- New - Resubmission fees were added after the 2nd and 3rd submissions for Site Plan and Draft Plan of Subdivision applications respectively to incent quality submissions. These fees were also standardized across application types which did result in one pre-existing resubmission fee for Amendment to Site Plan Control Agreements to decrease.
- New – A fee for Part Lot Control By-law Extension applications was added as this fee had not been charged. The fee is set at half of the fee for the initial application.
- New – A fee for Amendment to Registered Condominium Description was added as this fee had not been charged before. The fee was set at the same rate as Condo Exemption.
- New – A contingency fee was added to Certificate of Validation – property title to reflect the typical external costs incurred and charged back to the customers.
- New – A Certificate of Cancellation – property title fee and a related Contingency Deposit were added as these fees were not charged before. The fee is at 50% of the Certificate of Validation fee.
- New – Temporary Patio Extension (Private Property) Application and Renewal Application fees were added to cover Planning costs for working on these applications.
- The fee for Department Compliance Letters for Engineering, Building, By-law and Fire was standardized given the similar nature of work and relative closeness of their fees.

- New – A sidewalk patio winter permit fee was added.

Environmental Management, Conservation & Sustainability

- Wastewater charges reflect latest rate study completed in October 2024.

Community Standards & Safety

- With the implementation of the new-online pet licensing system, DocuPet in November 2024, there are several changes to the fees:
 - Renewals can occur on any date of the year going forward resulting in changes for the following fees:
 - The Penalty Surcharge after January 31st was replaced with a Late Fee charged 60 days post renewal date.
 - The New dog after July 1 fee is no longer required and was removed.
 - The replacement tag fee increased to cover the mailing cost which is now required under the new process.
 - The Lifetime Dog License was removed based on a review of the process and the process improvements that allow for ease of renewal, keeping records current on licensed pets and ensuring that annual rabies vaccinations are verified.
- The Georgian Triangle Humane Society Boarding Fee was reduced to reflect the actual cost.
- STA licencing program approved under the Licensing By-law 2023-085 and Phase 1 of the Licensing Program came into effect on February 1, 2024. The fees are not changing for 2025.
- The fee structure for non-compliance with property standards by-law was simplified to make it easier for residents to understand and staff to efficiently apply.
- New – Fire Safety Plan Review and Standpipe Hose Removal Request are two new fees to reflect work that is in demand and the rate is comparable to other municipalities.
- New – No Key Holder Responding or not available has been added to incent building management to respond on a timely basis when Fire staff have been

dispatched and not unduly prevent staff from responding to other calls. The rate is comparable to other municipalities.

- New – The Fire Training Trailer is rentable to other fire departments for suppression training.
- The fee for Department Compliance Letters for Engineering, Building, By-law and Fire was standardized given the similar nature of work and relative closeness of their fees. By-law's fee was reviewed and updated to recover actual costs; therefore, there was a significant increase in their fee.

Community Health & Well-being

- For Tennis Court/Multi Use Court/Skatepark, the daily charge was removed due to no demand, there was a reduction of the hourly to \$7 from \$19.50 and introduction of a new rate of \$3.50 for minor sports groups. Note that these rates are only for reservations and these spaces can be used without reservations.
- Several docking fee categories have been increased between 5-7% to reflect the high-demand and waiting lists for these services. The rates are still comparable to other municipalities.
- Service Retraction – this Seasonal Dry Storage service has not been offered for a number of years due to lack of necessary equipment, therefore, the fee was removed.
- New – Museum pricing removed the terminology of Resident/Non-Resident from their rental fees and moved to have a regular price with a discounted price for non-profit organizations which is consistent with other PRC department services. Over the past several years, there have rarely been any non-resident rentals.
- New – A contracted services fee was added to cover miscellaneous services requested by other departments to perform work at a private residence (i.e. grass cutting).
- New – A rehearsal space fee and pipe and drape fee were added for the theatre.
- The pool party fee was lowered so that it provided a lower package rate to book the party room and pool together than booking each separately.

- A refundable deposit was added for the Curling Club lounge and to the Museum Rental to be consistent with other Town building space rentals.
- New – Hourly rates were added to renting the Sports Hall of Fame and Mezzanine/Meeting rooms while the daily rates were increased to reflect 12 hours or more.
- New – Fees were added for Pool Certifications.
- New - High Five Principles of Healthy Child Development Certification are two new programs offered that are in demand and support Lifeguard training.
- Service Retraction – Intro to Skating was removed as program is offered by another provider in the community.
- The Library Board approves their fees separately and have only increased Exam Proctoring.
- Water Treatment & Distribution's vehicle rental charges were aligned with Public Works' fees.
- New – A wheeled excavator was added to the Water Treatment & Distribution's vehicle rental charges at a rate comparable to other municipalities.
- Service Retraction – The Test Pump and Chlorinator service is no longer required as it is performed by and paid for by the builder when putting in the new service or line.
- Service Retraction – There is no longer a Flat-Bed Truck in the fleet.
- New – A delivery surcharge was added for delivery of Quench Buggy outside the Town limits.

Arts, Culture & Heritage

- Service Retraction – In-house Georgian Triangle classes are no longer offered as they are only on-line now.
- New – Retroactive Heritage Permit Application fee was added to discourage work on heritage properties without first obtaining a permit. Fee based on review of other municipalities heritage fees.
- New – A Special Event Application Fee was added to ensure applicants are committed to delivering the event.

- New – A new fee was added to compensate for staff time across departments taken to review changes in applications post submission.
- New – Special Event permit fees were significantly increased after review of neighbouring municipalities; however, the Town remains lower than these comparators.
- Library has been included for informative purposes only. The Library Board has reviewed and approved Fees. Fees remained the same except for the Lost card and fax machine fees which increased.

Community Access & Mobility

- New – Request for Infrastructure drawings fee was added to reflect an hour of staff time which is the average time it takes to facilitate these external requests.
- Parking Lot Closure and Street Closure Fee and the Pylon Rental fee was removed but will be combined in the future with Road Occupancy Permits.
- New – Single Space Daily rates were added for lots & side streets and Hurontario Street.
- New – A fee was added for Partial or Complete Parking Lot Closure which will have an additional daily fee per space closed added.
- New – A fee was added for making reservations for one or more single parking spaces which is in addition to the daily single space fee per space reserved.
- The Colltrans monthly student pass was lowered by 50% to \$15.

Municipal Governance & Civic Engagement

- New – A fee was added for Vital Statistics Death Registrations as most municipalities charge for the processing of these forms for Funeral Homes.
- New – Civil Marriages were broken into two fees, one for the ceremony and then the other for a rehearsal.
- New – Two services under the Alcohol and Gaming Commission were added, one for Designation of Event as Municipally significant and the other for a Municipal Information Form for liquor licenses.

Miscellaneous Charges

- A new section has been added to cover miscellaneous charges that all Services may provide. This allows a standard price to be charged across the organization.
- New – A fee of full cost recovery for Outsourced Provider for document copies has been added.

2024 Fees and Charges have been included on the Appendix for comparative purposes.

Financial Impact

The overall net change in fees is expected to better cover service costs and limit tax increases by ensuring those that directly benefit from a service contribute to its cost. The proposed fees have been reflected in the draft budget for 2025 and total \$19.8 million, which represents an offset of expenses of approximately 26%.

3. Input from Other Sources

Consulted and reviewed with Department Heads on November 19, 2025.

Met and reviewed with departmental managers and staff throughout the months of September and October.

4. Applicable Policy or Legislation

Municipal Act, 2001 Sections 390 to 400;

5. Considerations

- | | |
|--|----------------------|
| <input checked="" type="checkbox"/> Community Based Strategic Plan: | Consistent with CBSP |
| <input type="checkbox"/> Services adjusted if any | Not Applicable |
| <input type="checkbox"/> Climate Change / Sustainability: | Not Applicable |
| <input type="checkbox"/> Communication / Engagement: | Not Applicable |
| <input type="checkbox"/> Accessibility / Equity, Diversity, Inclusion: | Not Applicable |
| <input type="checkbox"/> Registered Lobbyist(s) relating to content: | Not Applicable |

Next steps and future action required following endorsement:
By-law to be updated and posted by Legislative Services staff.

6. Appendices and Other Resources

Appendix A: 2025 Proposed Fees and Charges with Comparatives to 2024

7. Approval

Prepared By:

Lara Janzen, Finance Operations Analyst

Reviewed By:

Jennifer Graham, Treasurer

CAO Comments:

Endorsed by Summer Valentine, Acting CAO on November 27, 2024 to proceed to COW.