



# CITY OF ST. ALBERT CITY COUNCIL POLICY

NUMBER	TITLE
<b>C-FS-16</b>	<b>Municipal Fees and Charges</b>
ORIGINAL APPROVAL DATE	DATE LAST REVISED
February 7, 2011	April 2, 2012

## Purpose

To establish the framework by which fees relating to various City programs, services, goods and requirements are set by the City Manager.

## Policy Statement

The City supports a user pay philosophy, such that wherever possible the user of a particular program or service shall pay the cost of delivering or providing that program or service.

In certain circumstances, fees may remain flexible to ensure that the City maximizes revenue opportunities, partnerships, and cost savings.

## Definitions

“City” means the City of St. Albert.

“City Manager” means the Chief Administrative Officer of the City of St. Albert.

“Council” refers to the elected Council of the City of St. Albert.

“Direct cost” means a cost that is directly related to producing a specific good or performing a specific service. Direct costs include staff time to perform a service.

“Fees” mean the various fees, charges and / or rates that are set for various City programs, services, goods and requirements.

“Indirect cost” means a cost that is not directly related to the production of a specific good or service but which should be reflected in pricing to ensure that costs are adequately recovered. Indirect costs may include administrative overhead and other associated elements.

“Market comparator” means a sample organization used by the City to benchmark its fees.

“Upper End of the Market” means a fee set close to the highest rate charged by relevant market comparators.

## **Responsibilities**

The City Manager shall:

- a. review and set fees for the programs, services, goods and requirements noted within this policy. The City Manager shall also advise Council annually of these fees during the budget process.
- b. develop fees considering elements such as the direct or indirect costs of service and / or the costs of similar services in comparable organizations.

## **Service Standards/ Expectations**

1. Fees noted within this policy shall apply to all users, unless a user is specifically exempted by this policy.
2. If market comparator data is unavailable or insufficient, the cost of providing the service (including both direct and indirect costs) may be considered as the primary factor.
3. If the costs to process a proposed fee adjustment exceed the additional revenue generated or result in only a marginal increase, the City Manager may authorize that no adjustment be made in that year. Fee stability shall be sought where possible.
4. The City shall establish fees in accordance with Schedules 1 to 12 of this policy.

## **Legal References**

*Municipal Government Act section 8(c)*

## **Cross References**

C-FS-05 Budget and Taxation Guiding Principles  
C-CAO-01 City Manager Delegations

## Attachments

### Schedules

1. Assessment and Tax Enquiry Fees
2. Transit Fares
3. Administrative Charges
4. Culture and Recreation Program Fees
5. Arden Theatre Rental Fees
6. Rural Road Dust Control Program
7. Rain Barrel Program
8. Recreation Facility Fees
9. Servus Credit Union Place User Fees
10. St. Albert Place Visual Arts Studio Fees
11. Cemetery Fees
12. Fees Contained in Bylaw

REVIEW	REVISION
	C205-2012 04 02
<b>REVIEW DATES</b>	

# Schedule 1 – Assessment and Tax Enquiry Fees

## Policy

Assessment and Tax enquiry and related fees are levied to reflect the costs related to providing various administrative services.

Enquiry fees shall be calculated considering the direct and indirect cost of service, and the City shall also endeavor to maintain its fees at the upper end of other market comparators.

Fees pertaining to online tax enquiries shall be less than the fees for non-online tax enquiries, to reflect the administrative efficiencies in this type of transaction.

The person(s) shown as the registered owner on the title to a property shall be exempt from fees related to tax enquiries for that property.

## Standards

5. For the purpose of determining fees the following market comparators shall be utilized:
  - City of Red Deer
  - City of Lethbridge
  - Strathcona County
  - Regional Municipality of Wood Buffalo
  - City of Medicine Hat
  - City of Grande Prairie
6. The City Manager shall conduct a market review by June 1<sup>st</sup> of each calendar year, and adjust fees as of January 1<sup>st</sup> of the following calendar year.
7. The City Manager shall develop and maintain a fee schedule that includes the cost of tax certificates, local improvement letters, tax enquiries, provision of tax roll information to real estate boards, tax notifications, assessment summary records, copies of the official property assessment roll, and service fees for duplicate payments / payment reversals.

# Schedule 2 – Transit Fares

## Policy

The purpose of this policy is to set out principles to guide the City Manager in the establishment of St. Albert Transit (StAT) fares on an annual basis.

## Definitions

“Commuter travel” means travel that is initiated within the City of St. Albert and ending in another municipality or initiated in another municipality and ending in the City of St. Albert.

“Concession Fare” means a discounted fare offered to certain categories of transit riders.

“Consumer Price Index” means the consumer price index for the province of Alberta as defined by Statistics Canada.

“ETS” means the Edmonton Transit System.

“Fare” means the fee collected from riders for the provision of transit services. A fare is collected in cash or through a transit ticket, transit pass or other payment option as developed by StAT.

“Local travel” means travel with both the trip origin and destination being within the City.

“Operating Costs” means the cost of operating a transit system as defined by the Canadian Urban Transit Association (CUTA).

“Rider” means an individual that is transported on a St. Albert Transit operated bus who is eligible to ride by paying a fare or qualifying under a concession fare. Rider categories are defined below.

## Standards

### 1. Guiding Principles – Transit Fares

The City Manager shall balance the guiding principles listed below in determining the annual fare structure:

- a. Users of StAT shall pay a fare reflective of the service provided and the cost of providing the service.
- b. Concession fares shall be consistent and have clear rationale and justification.

- c. Total transit revenues shall target a recovery rate of 40% to 60% of operating costs.
- d. Fare increases shall consider the general year over year change in the Consumer Price Index and the cost of providing the service.
- e. Fares shall be similar to that of other similar sized municipalities in Alberta.
- f. Fares for commuter travel shall reflect the longer distance and the higher cost of service.
  - i. The cost of cash paid commuter fare shall be at least twice the cost of the StAT local cash fare or ETS cash fare.
  - ii. The cost of a monthly adult pass for travel to and from Edmonton shall be 50% more than a local StAT pass and/or in the order of 25% higher than ETS.
- g. It is generally understood that, all other things being equal, an increase in fares leads to a reduced demand for transit service.

The City Manager shall maintain a written record of all StAT fares plus a rationale of how the fares were determined.

The City Manager shall annually approve the Charter Service Fee.

The City Manager shall seek Council approval for the U-Pass fare.

## 2. Date of Fare Change

2.1 The City Manager shall approve new StAT fares no later than December 15<sup>th</sup> and no earlier than October 1<sup>st</sup> of a given year.

2.2 Transit fare changes shall be implemented annually on February 1<sup>st</sup>.

## 3. Fare Media

The City provides, but is not limited to, the following fare options:

- a. Cash Fare:
  - i. Local Fare
  - ii. Adult Commuter Fare
  - iii. Concession Commuter Fare
  - iv. Handibus Local Fare
  - v. Handibus Commuter Fare
- b. Tickets
  - i. Local Ticket
  - ii. Commuter Ticket
  - iii. Handibus Ticket (2 tickets required for commuter trips)
- c. Monthly Pass
  - i. Adult Pass Commuter

- ii. Seniors Pass Commuter
- iii. Students Pass Commuter
- iv. Local Pass
- d. U-Pass
- e. AISH Pass

4. Rider Categories and Concession Fares

4.1 There are seven categories of StAT riders:

- a. Senior: Riders who are 65 years of age or older.
- b. Adult: Riders who are 18 years of age to 64 years of age (inclusive).
- c. Youth: Riders who are 6 years of age to 17 years of age (inclusive).
- d. Child: A rider who is below the age of 6.
- e. Student: A rider who is currently attending school or a post-secondary institution.
- f. Registered Handibus User with StAT issued ID: a rider that is unable to take regular transit.
- g. AISH Recipient: An adult residing in St. Albert that receives Assured Income for Severely Handicapped subsidies.

4.2 The City recognizes that certain adjustments are required to support some riders in accessing St. Albert Transit. The City Manager shall establish concession fares as a percentage of adult commuter fares to be charged to eligible riders. The City Manager shall utilize the following guidelines in establishing concession fares:

Fare	Type
0	Medically required attendants – individuals accompanying a fare-paying disable patron
0	Children 5 and under (accompanied by a fare paying passenger)
66%	Local Pass (for travel solely within St. Albert)
66%	Senior Commuter Pass
90%	Student Commuter Pass
80%	Youth Cash Fare
40%	AISH Recipients

4.3 Transit Fare for Volunteers

- a. StAT shall not provide volunteer(s) or volunteer organizations with free or subsidized transit fares, tickets or passes unless the following criteria are met:
  - i. The event is planned to attract over a 1,000 participants;
  - ii. The event is not held seasonally or annually in the City; and

- iii. There is a Council motion in support of providing volunteers with free transit access for the duration of the event.
- b. Eligible organizations shall consult StAT at least two months in advance of the event. Organizers shall produce the volunteer cards, have them approved by StAT and be responsible for distribution to volunteers.

5. Zone Fares and Regional Rates

The City Manager may negotiate annually with other transit providing municipalities in the region to identify an appropriate zone or regional fare to be charged to riders commuting into St. Albert from other municipalities. Any multi-year agreement(s) shall be approved by Council.

6. Charter Service and Fee

6.1 StAT may provide charter services commencing in St. Albert, to individuals, organizations, and business on a full cost recovery basis. The fee shall also consider costs related to City overhead and administration. This fee shall be updated annually.

6.2 StAT may provide or decline a charter request at its sole discretion.



# Schedule 3 – Administrative Charges

## Policy

Administrative charges are levied to reflect the administrative costs related to providing various City services, including services related to financial transactions and RCMP/Policing administrative processing.

Administrative charges shall be calculated considering the direct and indirect cost of service, and the City shall also endeavor to maintain its fees at the upper end of other market comparators.

Interest costs shall be set at levels which encourage payments and recognize the City's costs related to lost financial opportunities.

## Definition

“Volunteer” means a person who performs a service for an organization, willingly and without compensation.

## Standards

1. For the purpose of determining fees the following market comparators shall be utilized:
  - City of Red Deer
  - City of Lethbridge
  - Strathcona County
  - Regional Municipality of Wood Buffalo
  - City of Medicine Hat
  - City of Grande Prairie
2. The City Manager shall conduct a market review by June 1st of each calendar year, and adjust fees as of January 1st of the following calendar year.
3. The City Manager shall develop and maintain a fee schedule that includes the cost of:
  - NSF processing,
  - Interest fees on accounts receivable accounts,
  - Extra or 3<sup>rd</sup> party police/collision reports
  - Police Information Checks for Pardon Applications

- Police Information Checks (Incl. Criminal Record Checks, Local indices Checks) for Residents, Non-Residents and Volunteers
- Fingerprint Services for Residents, Non-Residents and Volunteers

# Schedule 4 – Culture and Recreation Program Fees

## Policy

Fees shall be calculated considering both direct cost and market comparators, and will reflect a balance between recovery of direct costs and affordability and accessibility for all residents.

## Standards

1. Where possible and practical, the City Manager shall seek program partners or sponsors to assist with the cost of low-cost or fully subsidized programs.
2. Where appropriate, fees for like programs and services at different facilities shall be similarly priced to ensure consistency, fairness and equitability.
3. The City Manager shall attempt to reduce or remove financial barriers to public participation in community programs.
4. For the purpose of this schedule the following comparators shall be utilized in determining fees:
  - Similar municipal programs in the greater Edmonton area.

# Schedule 5 – Arden Theatre Rental Fees

## Policy

Fees shall be calculated considering both direct cost and market comparators, but with an emphasis on maximizing flexibility and business opportunities.

Exceptions to fees shall only be made when different rates are specified in any contractual arrangement that is approved by Council.

## Standards

1. In determining the Arden Theatre rental fees, the following shall be taken into consideration:
  - a. similar facilities for market comparators;
  - b. community need and feedback;
  - c. other relevant research;
  - d. financial impact of a specific use; and
  - e. marketability.
  
2. For the purpose of this schedule the following comparators shall be utilized in determining fees:
  - a. Spruce Grove (Horizon Stage)
  - b. Sherwood Park (Festival Place)
  - c. Grant MacEwan (John L. Haar Theatre)
  - d. University of Alberta (Myer Horowitz Theatre)
  - e. Fort Saskatchewan (Shell Theatre)
  - f. Lloydminster (VicJuba Theatre)

# Schedule 6 – Rural Road Dust Control Program

## Policy

The City shall conduct a dust control program to reduce the impact of dust on residential properties adjacent to country roadways in the rural areas of St. Albert. The fees for this program shall be calculated considering the City's direct and indirect costs.

## Standards

1. The annual application deadline shall be the last Friday of May each year.
2. Residents applying to the program must have their municipal address sign posted prior to submitting an application.
3. Dust control shall be maintained for the season for which the application has been completed.
4. The basic 100 metre application fee shall be 25% of actual cost. The application fee for each additional 10 metre section, up to a maximum of 100 metres, is based on 100% of actual costs. Denial or approval for requests for work beyond 100 metres shall be determined at the discretion of the City Manager and shall be charged at a minimum of 100% of the actual costs.

# Schedule 7 – Rain Barrel Program

## Policy

Fees for the Rain Barrel Program shall be based on cost recovery.

## Standards

Fees shall be based on the actual cost of the rain barrel plus a nominal cost recovery fee of 10% of that cost to cover the administrative time required for the purchase and sale of the barrels.

# Schedule 8 – Recreation Facility Fees

## Policy

In determining recreation facility fees, the following shall be taken into consideration:

- f. similar facilities for market comparators;
- g. community need and feedback;
- h. other relevant research;
- i. financial impact of a specific use; and,
- j. marketability.

Fees for facility use shall apply to all users with the exception of the St. Albert Girl Guides and Scout programs. Additional exceptions to fees will only be made when different rates are specified in any contractual arrangement that is approved by the City.

## Definitions

“Facility” means a municipally owned area of land, building, or part of a building or piece of equipment, excluding Servus Place that assists in the provision of services to individual citizens or groups.

## Standards

3. For the purpose of this schedule the following comparators shall be utilized in determining fees:
  - a. City of Spruce Grove
  - b. Strathcona County
  - c. City of Edmonton
  - d. City of Leduc
  - e. City of Fort Saskatchewan
4. Fees shall be established at the upper end of market comparators.
5. Where appropriate, fees for like components within different city facilities shall be similarly priced to ensure consistency, fairness and equitability.

# Schedule 9 – Servus Credit Union Place User Fees

## Policy

User fees for Servus Credit Union Place (Servus Place) shall be established in a manner that provides for flexibility, incentives, and accountability. This policy promotes innovation and provides the flexibility that allows Servus Place to seek new revenue streams, partnerships, business opportunities and cost saving opportunities within the Servus Place mandate.

Fees shall be established based on community needs, impact on City facilities, fairness, and market conditions.

## Definitions

“Fees” mean the rates that are set for membership, drop in use, facility bookings, and services offered by Servus Place.

“Incentives” means the methods to motivate and provide rewards that stimulate, for example, increased sales, enhance cost efficiencies, improve customer service or provide exposure and increase traffic for Servus Place.

“Special Event” means any short-term event, which requires the use of one or several components of the facility on a casual or guaranteed, exclusive use basis.

“City Pass” means a pass holder card allowing access to Servus Place and the following other City-owned facilities: Fountain Park Recreation Centre (FPRC), Grosvenor Pool, Akinsdale Arena, and Kinex Arena for public skating and shinny hockey.

## Standards

In determining fees, the City Manager shall take the following into consideration:

1. Fees for the City Pass shall be market driven ensuring that fees are competitive with similar municipal services in the Capital Region. The City Pass shall include access to the Aquatics Area, Fitness and Wellness Centre, Leisure Ice, Track, Common Areas and designated drop-in or City Pass holder activities and programs in Servus Place.
2. The fee for rental areas, which include the Spectator Arena, the two Fieldhouses, Community Gym, Meeting and Community Rooms, and the Track, shall be established annually with the ability to negotiate a change in fee, subject to the type of use of the facility. These fees will be comparable to other facilities in the Capital Region.



3. Fees for commercial and non-local users and special events shall be negotiable dependent upon Capital Region market values. Fees shall be negotiated with the objective of maximizing the net operating revenues.
4. Where appropriate, fees for like components within different city facilities shall be similarly priced to ensure consistency, fairness, and equitability.
5. Fees shall be set annually with flexibility to negotiate rates either upward or downward based on market demand.
6. Fees for facility use shall apply to all users.
7. The School Reciprocal Use Agreement shall apply to the following areas of this facility: Troy Murray arena, Mark Messier arena, the North and South Fieldhouses, and the Gymnasium.

# Schedule 10 – St. Albert Place Visual Arts Studio Fees

## Policy

St. Albert Place (SAP) Visual Arts Studio Fees shall be reviewed and updated as part of Council's annual budget.

The amount of the SAP Visual Arts Studio User Fees shall take into consideration the services and volunteer contributions that the SAP Visual Arts Council (SAPVAC) provides to the community in partnership with the Cultural Services Department.

Fees shall be increased by an amount equivalent to the Consumer Price Index on May 1 annually, and applied effective January 1 of the following year.

SAP Visual Arts Studio Fees shall apply to all users with the exception of the Profiles Gallery Studio Tour Program.

## Definitions

"Fees" mean the rates that are set for drop in use, facility bookings, leased spaces and additional services offered for the use of the SAP Visual Arts studio.

"SAPVAC" is the St. Albert Place Visual Arts Council, which is comprised of the Potters Guild, the Floral Arts Society, the Paper Arts Guild, the Quilters' Guild, the Painters' Guild and the Profiles Gallery Studio Tour Program (Arts and Heritage Foundation).

"Studios" consist of the pottery studio, the multi-craft studio, the quilting studio, and the painting studio.

"Wares" is located on the main floor of SAP and is utilized by members of SAPVAC to display and sell their members' artwork.

## Standards

1. Studios shall be operated at a standard consistent with other City facilities.
2. SAP Studios are designed as multi-use locations that enable guilds to work alongside community members who have registered for City programs.
3. Utilization of space in the visual arts wing of SAP by non-SAPVAC organizations shall be negotiated and managed through Cultural Services based upon:
  - a. Space availability;
  - b. Functional compatibility; and
  - c. Financial impact in terms of generating revenues above cost recovery.

4. Fees shall include us of the studio space, courtesy telephones, washrooms and the use of studio equipment (tables, chairs, visual arts equipment, kilns, printing press, drying rack, paper cutter, and clay traps).
5. SAPVAC shall showcase only SAPVAC artists' work through the operations of the "WARES" store in SAP. The City shall provide general maintenance of this space at no cost to SAPVAC.
6. SAPVAC guilds utilizing studio space shall be encouraged to host up to two workshops each per year at no additional charge for space and time used. A guild requesting to host more than two workshops and/or exceeding three days in length must receive pre-approval from the Cultural Services Director.
7. Fees shall not include additional services requested by SAPVAC members or other users of studio space that result in additional costs to the City (for example, postage, additional staff to move supplies and equipment, marketing materials, photocopying).
8. SAPVAC members utilizing studio or other city space shall be required to sign a Facility License Agreement each year, and provide appropriate insurance documentation as specified by the City Risk Manager.
9. The City Manager shall maintain a current schedule of all studio fees.

# Schedule 11 – Cemetery Fees

## Policy

The St. Albert Cemetery provides a peaceful and dignified resting place for loved ones of families of St. Albert and surrounding areas.

Cemetery fees shall be calculated considering the direct and indirect cost of service, and the City shall also endeavor to maintain its fees at the upper end of other market comparators.

## Definitions

“Cemetery” means those City-owned lands, including the structures and the Columbaria thereon, legally described as Plan 792817, Lot A, Excepting thereout all mines and minerals, 2.56 hectares (more or less).

“Columbarium” means a secure structure at the Cemetery designed for the final storage of containers holding cremated human remains or ashes.

## Standards

5. For the purpose of determining fees the following market comparators shall be utilized:
  - City of Edmonton
  - City of Red Deer
  - City of Airdrie
  - City of Lloydminster
6. The City Manager shall conduct a market review by June 1<sup>st</sup> of each calendar year, and adjust fees as of January 1<sup>st</sup> of the following calendar year.
7. The City Manager shall develop and maintain a fee schedule that includes the cost of burial or interment rights (single and double depth), adult / child graves, adult / child ashes, liners, columbarium niches, field of honour placements, memorial wall placements, perpetual care provision, scattering ashes, after hours / weekend / holiday services, and disinterments.

# Schedule 12 – Fees Contained in Bylaw

## Policy

Council shall set fees contained within bylaw. The City Manager shall make recommendation(s) as to the appropriate fee, as necessary.

Council may consider the direct and indirect cost of service and/or a fee's market position compared to a set of comparators when reviewing fees contained within a bylaw.

## Definitions

"Fees" mean the various fees, charges and / or rates that are set for various City programs, services, goods and requirements contained within a bylaw.

## Standards

Fees contained within the bylaws noted below shall be reviewed annually, either in conjunction with the City's budget process or independently.

- Business License Bylaw 43/2000
- Tobacco Retail Licensing Bylaw 20/96
- Fire Services Bylaw 21/2002
- Alarm Systems Bylaw 25/2002
- Sanitary Sewer Bylaw 33/2001
- Solid Waste Management Bylaw 23/2009
- Storm Sewer Bylaw 6/2003
- St. Albert Water Bylaw 5/2001
- Animal Bylaw 11/2013