



STAFF REPORT
Corporate Services

Title: Corporate Services Fees and Charges 2019
Report Number: CORP2018-040
Author: Paul Hettinga
Meeting Type: Finance & Strategic Planning Committee Meeting
Council/Committee Date: June 18, 2018
File: NA
Attachments: Appendix A – Listing of Fees and Charges for Corporate Services by Division
Ward No.: All

Recommendation:

1. That Council approve CORP2018-040.
2. That Council approve the Corporate Services Fees and Charges By-law updates, attached as Appendix A to CORP2018-040, effective as of the dates noted, and that the Fees and Charges Bylaw is updated accordingly.

A. Executive Summary

Corporate Services staff have reviewed the department's fees and charges and have adjusted them accordingly. Some fees have been adjusted by 2% annually to ensure cost recovery is being maintained. Other fees were adjusted to remain consistent and comparable to other municipalities, details of which are outlined in the report.

B. Financial Implications

The 2018 revenue budget for Fees and Charges for Corporate Services is approximately \$489,500. The operating budget will be adjusted as appropriate for the impact of any changes in fees.

C. Technology Implications

None

D. Legal Considerations

Staff did not see legal advice

E. Link to Strategic Plan

(Strategic Priorities: Multi-modal Transportation, Infrastructure Renewal, Strong Community, Environmental Leadership, Corporate Excellence, Economic Development)

Corporate Excellence – Employ fiscally responsible practices and policies that ensure a balanced social, cultural, economic, and environmental approach. Staff reviewed fees to determine appropriate changes to fees, if any. This will ensure fees can effectively cover some or all the costs of providing services.

F. Previous Reports on this Topic

CORP2015-065 – Corporate Services Fees and Charges 2016-2018

CORP2014-062 – Corporate Services Fees and Charges 2015

G. Approvals

Name	Signature	Date
Author: Paul Hettinga		
Director: Paul Hettinga		
Commissioner: Keshwer Patel		
Finance: Angela Schneider		

CAO



**Corporate Services Fees and Charges 2019
CORP2018-040
ANALYSIS AND COMMENTS**

As part of the 2019 Budget Process, staff have reviewed fees and charges to determine if changes are necessary. Generally the objective remains to keep up with cost recovery; however, in certain circumstances, an increase may not be appropriate if decreased demand as a result of the fee increase leads to lower revenue. As such, fees for the various divisions within Corporate Services were adjusted as follows:

Finance – Revenue Services

The Finance Division generates user fees and charges through Revenue Services with a revenue budget of approximately \$295,000. A thorough review of user fees of forty seven municipalities within Southwestern Ontario was performed. Fees and charges were adjusted to remain consistent with other municipalities and take into consideration inflation. Proposed changes have been costed and it has been determined that the revenue budget will not be materially impacted.

It is recommended the below eight user fees be discontinued as a result of change in water collection practice and in the interest of remaining consistent when compared to other municipalities.

- Water Shut-Off Fee (related to arrears) - \$50.00
- Collections Trip Administration Fee - \$15.00
- Credit Check - \$16.75
- Water Residential Deposit - \$285.00
- Water Commercial Deposit - \$570.00
- Ownership Change Fee - \$42.25
- New Account Set-up Fee – Tax - \$69.50
- New Account Set-up Fee – Water - \$42.25

Three new user fees are recommended. These new fees take into consideration costs incurred to perform water final reads and set-up new accounts, issue refunds, and transfer payments between accounts.

- Water – New Occupancy Fee - \$40.00
- Refund of Payment - \$25.00
- Transfer of Payment between accounts (first one free) - \$15.00

Other changes were made to fees related to Property Tax Sales. As a mean of more efficiently and effectively managing potential Property Tax Sales, an outside agent specializing in property tax sales will be retained. The user fee listing has been updated to reflect actual outside agent costs applied to the tax roll through the tax sale process.

Legislative Services

The Legislative Services division has a revenue budget of \$90,000, for collecting fees related to burial permits, marriage licenses and ceremonies, as well as various other miscellaneous charges. There are no fee increases proposed for 2019, in order to remain in line with fees charged by other area municipalities. Fees for Freedom of Information requests are provincially regulated and cannot be altered at the municipal level.

Communications

The Communications division has fees for advertising in the Program & Activity Guide, with a revenue budget of \$104,500. Staff are recommending a two per cent increase, essentially an inflationary increase, to cover anticipated increases in printing costs. This will also keep us consistent with our comparator municipalities – Kitchener, Cambridge, Guelph and London.

Appendix A – Corporate Services Fees & Charges

Finance Fees and Charges List

	Fee	Effective Date of Fee	Fee	Effective Date of Fee	% Change
Corporate Charges					
Non-Sufficient Funds (NSF) Charge	\$ 29.50	1-Oct-2017	\$ 35.00	1-Oct-2018	18.6%
Contract Documents (per document, drawings included)	\$ 128.32	1-Oct-2017	\$ 130.00	1-Oct-2018	1.3%
Add Arrears to Tax Account	\$ 34.75	1-Oct-2017	\$ 35.00	1-Oct-2018	0.7%
Refund of Payment - <i>New</i>	\$ -	1-Oct-2017	\$ 25.00	25-Jun-2018	
Transfer of Payment (between accounts - first one free) - <i>New</i>	\$ -	1-Oct-2017	\$ 15.00	25-Jun-2018	
Cost Recovery to damage or loss to public infrastructure of property	actual cost	1-Jan-2018	actual cost	1-Oct-2018	

Revenue Services

Tax Bill Reprint - 1st reprint FREE per account if for current year, fee thereafter	\$ 3.25	1-Oct-2017	\$ 5.00	1-Oct-2018	53.8%
Statement of Account for Owner of Property - summary	\$ 6.50	1-Oct-2017	\$ 7.50	1-Oct-2018	15.4%
Statement of Account for Owner of Property - detail (current and two prior years)	\$ 19.00	1-Oct-2017	\$ 20.00	1-Oct-2018	5.3%
Tax Certificate (Mailed in 48 hours)	\$ 64.00	1-Oct-2017	\$ 64.00	1-Oct-2018	0.0%
Tax Certificate - "Rush" (Faxed in 24 hours)	\$ 84.25	1-Oct-2017	\$ 84.25	1-Oct-2018	0.0%
Tax Payment Confirmation Letter (per year)	\$ 20.00	1-Oct-2017	\$ 25.00	1-Oct-2018	25.0%
Tax Payment Confirmation for mortgage company (per year)	\$ 20.00	1-Oct-2017	\$ 25.00	1-Oct-2018	25.0%
Title Search Fee + actual cost**	\$ 29.50	1-Oct-2017	\$ 30.00	1-Oct-2018	1.7%
Residential Apportionment Fee + actual cost**	\$ 183.50	1-Oct-2017	\$ 185.00	1-Oct-2018	0.8%
Commercial Apportionment Fee + actual cost**	\$ 615.00	1-Oct-2017	\$ 620.00	1-Oct-2018	0.8%
On-line Ticket Convenience Payment Fee*	\$ 2.00	1-Oct-2017	\$ 2.00	1-Oct-2018	0.0%
Ownership Name Change Fee	\$ 42.25	1-Oct-2017	n/a	1-Oct-2018	
New Account Set-up Fee	\$ 69.50	1-Oct-2017	n/a	1-Oct-2018	
Registration of Tax Arrears Certificate + actual cost** (including title search, execution search & registration)	\$ 923.00	1-Oct-2017	n/a	25-Jun-2018	
Preparation & Notice of Registration (per notice sent) + actual cost**	\$ 30.50	1-Oct-2017	n/a	25-Jun-2018	
Preparation of Statutory Declaration	\$ 184.00	1-Oct-2017	n/a	25-Jun-2018	
Preparation & Registration of Tax Arrears Cancellation Certificates + actual cost**	\$ 184.00	1-Oct-2017	n/a	25-Jun-2018	
Execution of Extension Agreement	\$ 615.00	1-Oct-2017	\$ 615.00	1-Oct-2018	0.0%
Preparation of Final Notice (per notice) + actual cost**	\$ 30.50	1-Oct-2017	n/a	25-Jun-2018	
Preparation of Tender Forms for Public Sale (per notice sent)	\$ 30.50	1-Oct-2017	n/a	25-Jun-2018	
Public Tender Application + actual cost**	\$ 30.50	1-Oct-2017	n/a	25-Jun-2018	
Sale by Public Tender + actual cost**	\$ 492.00	1-Oct-2017	n/a	25-Jun-2018	
Preparation of Land Transfer + actual cost**	\$ 615.00	1-Oct-2017	n/a	25-Jun-2018	
Payment into Court and Statement of Facts + actual cost**	\$ 338.00	1-Oct-2017	n/a	25-Jun-2018	
Farm Debt Review Board + actual cost**	\$ 30.50	1-Oct-2017	n/a	25-Jun-2018	
Registered Mail Costs	actual cost**	1-Oct-2017	actual cost**	1-Oct-2018	
Registration File Folders	actual cost**	1-Oct-2017	actual cost**	1-Oct-2018	

Tax Sales - *New*

Farm Debt Notification	actual cost***	25-Jun-2018			
Tax Sale File Initiation Fee	actual cost***	25-Jun-2018			
Registration of Tax Arrears Certificate	actual cost***	25-Jun-2018			
Tax Sale First Notice	actual cost***	25-Jun-2018			
Tax Sale Final Notice	actual cost***	25-Jun-2018			
Tax Sale (Public or Tender Process)	actual cost***	25-Jun-2018			
Advertisement	actual cost***	25-Jun-2018			
Tax Deed or Notice of Vesting Prepared and Registered	actual cost***	25-Jun-2018			
Issue Form 5 Notices after Payment into Court	actual cost***	25-Jun-2018			

* this fee includes applicable taxes

**refers to disbursement costs, and is in addition to other applicable fees listed

*** refers to third party agency costs

Appendix A – Corporate Services Fees & Charges

Revenue Services - Water/Sanitary/Stormwater	Fee	Effective Date of Fee	Fee	Effective Date of Fee	% Change
Water Bill Reprint - 1st reprint FREE per account if for current year, fee thereafter	\$ 3.00	1-Oct-2017	\$ 5.00	1-Oct-2018	66.7%
Shut Off Fee	\$ 50.00	1-Oct-2017	n/a	25-Jun-2018	
Collections Trip Administration Fee	\$ 15.00	1-Oct-2017	n/a	25-Jun-2018	
New Account Set Up	\$ 42.25	1-Oct-2017	n/a	1-Oct-2018	
Credit Check	\$ 16.75	1-Oct-2017	n/a	25-Jun-2018	
Consumption Statement	\$ 34.75	1-Oct-2017	\$ 34.75	1-Oct-2018	0.0%
Water Certificate (mailed in 48 hours)	\$ 64.00	1-Oct-2017	\$ 64.00	1-Oct-2018	0.0%
Water Certificate (faxed in 24 hours)	\$ 84.25	1-Oct-2017	\$ 84.25	1-Oct-2018	0.0%
Minimum Residential Deposit	\$ 285.00	1-Oct-2017	n/a	25-Jun-2018	
Minimum Commercial Deposit	\$ 570.00	1-Oct-2017	n/a	25-Jun-2018	
Statement of Account	\$ 6.50	1-Oct-2017	\$ 10.00	1-Oct-2018	53.8%
Change in Occupancy - New	-	1-Oct-2017	\$ 40.00	1-Oct-2018	new

Legislated Services	Fee	Effective Date of Fee	Fee	Effective Date of Fee	2018/2019 % Inc
Affidavits	\$ 30.00	1-Jan-2018	\$ 30.00	1-Jan-2018	0.0%
Assessment Rolls (Copies of)-per page, \$20 minimum	\$ 3.70	1-Jan-2018	\$ 3.70	1-Jan-2018	0.0%
Photocopying - per page black and white	\$ 0.20	1-Jan-2018	\$ 0.20	1-Jan-2018	0.0%
Administration Fee - Disposition of Property	\$ 349.00	1-Jan-2018	\$ 349.00	1-Jan-2018	0.0%

Freedom of Information Request	Fee	Effective Date of Fee	Fee	Effective Date of Fee	2018/2019 % Inc
Flat fee	\$ 5.00	1-Jan-2018	\$ 5.00	1-Jan-2018	0.0%
Search and preparation time - per hour (\$7.50/15 min)	\$ 30.00	1-Jan-2018	\$ 30.00	1-Jan-2018	0.0%
Computer Programming time - per hour (\$15/15 min)	\$ 60.00	1-Jan-2018	\$ 60.00	1-Jan-2018	0.0%
Photocopying - per page black and white	\$ 0.20	1-Jan-2018	\$ 0.20	1-Jan-2018	0.0%

ELECTIONS

Ward Maps	Fee	Effective Date of Fee	Fee	Effective Date of Fee	2018/2019 % Inc
Ward	\$ 16.00	1-Jan-2018	\$ 16.00	1-Jan-2018	0.0%
City	\$ 26.00	1-Jan-2018	\$ 26.00	1-Jan-2018	0.0%

Burial Permit	\$ 28.00	1-Jan-2018	\$ 28.00	1-Jan-2018	0.0%
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Marriage Licence	\$ 149.00	1-Jan-2018	\$ 149.00	1-Jan-2018	0.0%
Marriage Ceremonies	\$ 150.00	1-Jan-2018	\$ 150.00	1-Jan-2018	0.0%
Marriage Ceremonies - per witness	\$ 25.00	1-Jan-2018	\$ 25.00	1-Jan-2018	0.0%

Bylaws

Appeals to Order issued under 15.2 of Building Code Act	\$ 170.00	1-Jan-2018	\$ 170.00	1-Jan-2018	0.0%
Fence Variance Application Fee	\$ 589.00	1-Jan-2018	\$ 589.00	1-Jan-2018	0.0%
Rental Housing Licensing Appeal Fee	\$ 100.00	1-Jan-2017	\$ 100.00	1-Jan-2018	0.0%
Business Licensing Appeal Fee	\$ 100.00	1-Jan-2017	\$ 100.00	1-Jan-2018	0.0%

Facilities and Fleet	Fee	Effective Date of Fee	Fee	Effective Date of Fee	% Change
Security Services - Hourly per Guard	\$ 25.00	1-Jan-2017	\$ 27.60	25-Jun-2018	10%

Appendix A – Corporate Services Fees & Charges

Communications Fees

	Fee	Effective Date of Fee	Fee	Effective Date of Fee	2018/2019 % Inc
NON PROFIT GROUP PROGRAM & ACTIVITY GUIDE AD RATES					
(Width x Length)					
¼ page (3 3/8" x 4 1/2")	\$ 270.31	1-Jan-2018	\$ 275.72	1-Jan-2019	2.0%
¼ page (3 3/8" x 4 1/2") - with web link	\$ 294.18	1-Jan-2018	\$ 300.06	1-Jan-2019	2.0%
½ page vertical (3 3/8" x 9 1/8")	\$ 439.72	1-Jan-2018	\$ 448.52	1-Jan-2019	2.0%
½ page vertical (3 3/8" x 9 1/8") - with web link	\$ 463.59	1-Jan-2018	\$ 472.86	1-Jan-2019	2.0%
½ page horizontal (6 7/8" x 4 1/2")	\$ 439.72	1-Jan-2018	\$ 448.52	1-Jan-2019	2.0%
½ page horizontal (6 7/8" x 4 1/2") - with web link	\$ 463.59	1-Jan-2018	\$ 472.86	1-Jan-2019	2.0%
full page (6 7/8" x 9 1/8") (with header)	\$ 722.97	1-Jan-2018	\$ 737.43	1-Jan-2019	2.0%
full page (6 7/8" x 9 1/8") (with header) - with web link	\$ 746.84	1-Jan-2018	\$ 761.78	1-Jan-2019	2.0%

COMMERCIAL PROGRAM & ACTIVITY GUIDE AD RATES

(Width x Length)					
¼ page (3 3/8" x 4 1/2")	\$ 360.42	1-Jan-2018	\$ 367.62	1-Jan-2019	2.0%
¼ page (3 3/8" x 4 1/2") - with web link	\$ 384.29	1-Jan-2018	\$ 391.98	1-Jan-2019	2.0%
½ page vertical (3 3/8" x 9 1/8")	\$ 586.30	1-Jan-2018	\$ 598.02	1-Jan-2019	2.0%
½ page vertical (3 3/8" x 9 1/8") - with web link	\$ 610.17	1-Jan-2018	\$ 622.37	1-Jan-2019	2.0%
½ page horizontal (6 7/8" x 4 1/2")	\$ 586.30	1-Jan-2018	\$ 598.02	1-Jan-2019	2.0%
½ page horizontal (6 7/8" x 4 1/2") - with web link	\$ 610.17	1-Jan-2018	\$ 622.37	1-Jan-2019	2.0%
full page (6 7/8" x 9 1/8") (with header)	\$ 963.96	1-Jan-2018	\$ 983.24	1-Jan-2019	2.0%
full page (6 7/8" x 9 1/8") (with header)	\$ 987.83	1-Jan-2018	\$ 1,007.59	1-Jan-2019	2.0%
Inside cover (front or back)	\$ 1,061.21	1-Jan-2018	\$ 1,082.43	1-Jan-2019	2.0%
Outside back cover (back)	\$ 1,326.51	1-Jan-2018	\$ 1,353.04	1-Jan-2019	2.0%
Any web link	\$ 23.87	1-Jan-2018	\$ 24.35	1-Jan-2019	2.0%