

TO:	CHAIR AND MEMBERS STRATEGIC PRIORITIES AND POLICY COMMITTEE MEETING ON DECEMBER 4, 2012
FROM:	CATHY SAUNDERS CITY CLERK
SUBJECT:	AMENDMENTS TO CONSOLIDATED FEES AND CHARGES BY-LAW

RECOMMENDATION

That, on the recommendation of the City Clerk, with the concurrence of the Managing Director, Corporate Services and City Treasurer, Chief Financial Officer, the attached proposed by-law (Appendix "A") **BE INTRODUCED** at the Municipal Council meeting on December 11, 2012 for the purpose of repealing By-law No. A-42, as amended, being "A by-law to provide for various fees and charges and replacing it with new Fees and Charges By-law that:

- (a) updates the fees and charges contained in the Fees and Charges By-law A-42, as amended; and
- (b) adds and increases certain fees and charges for services or activities provided by the City of London.

PREVIOUS REPORTS PERTINENT TO THIS MATTER
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None.

BACKGROUND

Section 391(1) of the *Municipal Act, 2001*, S.O. 2001, c.25, authorizes a municipality to impose fees or charges on persons,

- (a) for services or activities provided or done by or on behalf of it;
- (b) for costs payable by it for services or activities provided or done by or on behalf of any other municipality or any local board; and
- (c) for the use of its property including property under its control.

Summary of 2013 Proposed Changes to Fees and Charges

Schedule 1 to the attached proposed by-law outlines the service areas' proposed 2013 fees and charges. Any proposed new fees and increase in fees are shown in bold on the attached proposed by-law. The most significant proposed fees and charges changes are summarized as follows:

Parks and Recreation Services

User Fees for recreational services and facilities are re-assessed each year, with a number of factors being considered in order to ensure that programs, services, facilities and opportunities remain accessible, affordable and inclusive of all residents. Consideration includes operating costs, market analysis of other similar programs, capital developments and target markets. In order to meet its 2013 budget target, Parks and Recreation Services is recommending modest increases in most user fees, with the exception of most daily admissions to community centres, public skating, pools and Storybook Gardens.

The following programs are proposed to see changes to fees in their respective areas:

Aquatics

Season passes have increased 8% to 15% to reflect the improved products and services available at renovated pools like Thames and Gibbons. Previous years' season pass rates were low, particularly considering the offerings and family savings that are achieved by purchasing season passes.

Arenas and Sportsfields

To achieve 2012 service level standards at our facilities, Ice rentals will increase by 2% while Sports field rentals will increase by 3-5% to recover inflationary increases associated maintenance and operating cost increases.

Adult Recreational Basketball and Volleyball

Team registrations have increased 20% (\$7-\$10 per player) to offset the increase in gym rental fees charged through the revised Thames valley District School Board agreement.

Area Recreation Services

Fall, Winter and Spring registered Spectrum programs will increase an average of 2.5% and summer camp fees will increase 5% to off-set the financial impacts of the new City of London – Thames Valley District School Board Joint Use Agreement.

Neighbourhood, Children and Fire Services

Fire Services

Increases in fees, which have not been amended since 2010, reflect the impact of inflationary pressures. The London Fire Division undertook a review of existing processes and has incorporated the impact of changes in the Division's processes. Some fees have been altered to reflect those changes.

Development and Compliance Services

Municipal Law Enforcement - Parking & Licensing

The Municipal Law Enforcement Services - Parking & Licensing is proposing a modest increase to the daily rates at various City owned/managed parking lots to cover increasing maintenance and operational costs.

Corporate Services – Finance

Revenue Division

The Revenue Division is proposing increases to requests for various tax certificates and administration fees related to taxation. The proposed fees for 2013 are based on a review of similar fees currently charged by other municipalities and projected division expenses and revenues for 2013.

Engineering and Environmental Services

Garbage Recycling & Composting

There is a proposed increase to the charges for the following services:

- Daily Cover Waste,
- Brownfield Waste,
- Recycling Process Residuals,
- Recycling Process Residuals (reduced fee 1 - charge account only; minimum monthly fee \$9,750.00),
- Business Waste (reduced fee 1 - charge account only; minimum monthly fee \$12,750.00),
- Business Waste - reduced fee 2 - charge account only; minimum monthly fee \$38,500.00)

Daily Cover Waste and Brownfield Waste were last increased in 2010. The other four charges were last increased in 2009.

Corporate Services – Legal

City Clerks Division

The registration of marriages, deaths and stillbirths on behalf of the Province are maintained at the municipal level. As part of this service, the City Clerk’s Office receives documentation from funeral homes and hospitals for deaths. They verify the information and provide a burial permit. This service has remained consistent and slightly increasing in recent years. Customer Service remains a high priority and the death registration process provided is ‘while you wait’. Staff has investigated the cost of this service in other cities and found that the increase to \$40.00 is comparative.

There are two levels of service the City Clerk’s Office provides with Commissioner for taking Oaths and Affidavits. The first level is administering an oath on a provincial or statutory form needed for the public to complete and submit their personal applications. There is no proposed increase to this fee in 2013. The increase is being suggested for the second level of service, providing custom declarations to the public. Upon request, staff is required to input various personal statements submitted in writing and produce an acceptable document at the City Clerk’s counter. The service provided is ‘while you wait’. Once completed, the oath is administered by the Commissioner for taking Oaths and Affidavits. Both of these services are provided by the Customer Service Representatives in the City Clerk’s Office. There has been an increase in personnel costs based on existing employment agreements in recent years and as stated earlier, the demand for these services are increasing. The requests, in the case of declarations, are also becoming more complex. Both of these service rates have not increased since 2009.

RECOMMENDED BY:	CONCURRED BY:
CATHY SAUNDERS CITY CLERK	MARTIN HAYWARD MANAGING DIRECTOR, CORPORATE SERVICES AND CITY TREASURER, CHIEF FINANCIAL OFFICER