CITY OF ST. ALBERT

CITY COUNCIL POLICY

NUMBER	TITLE
C-FS-16	**Municipal Fees and Charges**

ORIGINAL APPROVAL DATE	DATE LAST REVISED
February 7, 2011	December 17, 2024

Purpose

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

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

“Chief Administrative Officer” or “CAO” means the individual appointed by Council to the position of Chief Administrative Officer under section 205 of the *Municipal Government Act* and pursuant to the Chief Administrative Officer Bylaw.

“City” means 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.

Responsibilities

The CAO shall:

a. review and set fees for the programs, services, goods and requirements noted within this policy. The CAO 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 CAO 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 13 of this policy.

5. This policy will be reviewed in accordance with the corporate review schedule.

Legal References

Municipal Government Act, Section 8(c)

Cross References

C-FS-05 Budget and Taxation Guiding Principles
C-CAO-01 CAO 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. Recreation Facility Fees
8. Recreation Facility User Fees
9. St. Albert Place Visual Arts Studio Fees
10. Cemetery Fees
11. Fees Contained in Bylaw
12. Nuisance Control Fees
13. Electric Vehicle Charging Station Fee Rates

DATE REVIEWED	NEXT REVIEW DATE	REVISIONS
December 17, 2024 – Financial & Strategic Services	**2029 - Financial & Strategic Services**	**April 2, 2012 - C205-2012** **September 11, 2017 - POL-17-009** **October 22, 2019 - CB-18-05** **January 21, 2019 – AR-19-033** **November 4, 2019 – CB-19-018** **August 30, 2021 – BL-21-063**

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

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 CAO shall conduct a market review by the end of each calendar year and adjust fees as of January 1st of the following calendar year.

3. The CAO shall develop and maintain a fee schedule that includes the cost of tax certificates, , tax enquiries, 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 Chief Administrative Officer (CAO) in the establishment of St. Albert Transit (StAT) fares on an annual basis.

Definitions

“Arc” means the regional electronic fare paying system utilized by all transit providers in the Edmonton Metropolitan region.

“Arc Card” means the extended-use media, chip-embedded card that riders use to pay for transit service by tapping on and off at transit vehicle validators. Arc cards contain pre-loaded purse value, or specific-period eligibility.

“Arc Ticket” means a single-use media, chip-embedded ticket that has been loaded with proper fare value to allow for a single trip, or a single day of transit usage.

“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. Fare Strategy Principles

   a. All persons travelling on St. Albert Transit shall pay a fare reflective of the product offered.

   b. Total transit revenues should recover in the range of 40% to 50% of direct operating costs.

   c. Fare pricing changes shall be reflective of local cost drivers that are specific to the operation of St. Albert Transit. Examples include increases in fuel, maintenance, or labour costs.

   d. Fare products and pricing shall reward high usage by offering lower cost per-ride incentives.

   e. The cost for a ride within St. Albert should be similar to that of peer agencies in Alberta.

   f. The cost for a ride to/from Edmonton should reflect the longer distance (and operating cost).

      i. The cost of a cash ride to/from Edmonton should reflect the longer distance (and operating cost) and be in the order of at least twice the St. Albert local or ETS fare.

      ii. The cost of a monthly adult pass for travel to/from Edmonton should reflect the longer distance (and operating cost) and be in the order 50% higher than a local pass and/or in the order of 25% higher than ETS.

   g. It is accepted that price increases can result in a level of fare elasticity. This principle is a reference to potential ridership decline, and subsequent reductions in sales and revenues, that can result from price increases.

   h. St. Albert Transit will maintain a program (“All Aboard”) that provides commuter and local transit passes at significantly reduced prices to members of the community who fall within the lower income definition as established by The City of St. Albert Department of Community and Social Development and in recognition of the Low Income Cut Off (LICO) as established by the Canada Revenue Agency.

   i. Fare product pricing shall be a reflection of the price of the Adult Commuter Monthly Pass, and all fare products will be priced as a direct proportion to the Adult Commuter Monthly Pass, as follows:

i. One-way Adult commuter cash fare – 5% of cost of Adult Commuter Pass.

ii. One-way Senior & Youth commuter cash fare – 4%.

iii. Commuter ticket booklet of 10 – 35%.

iv. Student commuter monthly pass – 90%.

v. Seniors commuter monthly pass – 55%.

vi. “All Aboard” Program commuter monthly pass – 35%.

vii. “All Aboard’ Program local monthly pass - Free

viii. Local cash fare (all users) – 3% of adult commuter pass.

ix. Local ticket booklet of 10 (all users) – 20%.

x. Local monthly pass (all users) – 66%.

xi. Seniors local monthly pass – 35%.

xii. Local travel for Child, Youth and Students – Free.

j. Fare pricing principles established by this policy will be reflected in the pricing of services for riders using the Arc electronic fare payment system (Card and Ticket).

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

l. The CAO shall annually approve the Charter Service Fee.

2. Date of Fare Change

a. The CAO shall approve new StAT fares no later than December 15th and no earlier then October 1st of a given year.

b. Transit fare changes shall be implemented annually on February 1st.

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 and Local Fares

b. Tickets / ARC
    i. Local Ticket
    ii. Commuter Ticket

c. Monthly Pass / ARC
    i. Adult Pass Commuter
    ii. Seniors Pass Commuter
    iii. Students Pass Commuter
    iv. Local Adult Pass
    v. Local Seniors Pass
    vi. Local Student/Youth Pass
    vii. “All-Aboard” Program Commuter Pass
    viii. “All-Aboard” Program Local Pass

d. U-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 13-17 years of age (inclusive).
d. Child: A rider who is below the age of12.
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 utilize conventional transit services due to physical or cognitive disability.
g. “All-Aboard” Program: available to residents who fall within the lower income definition as established by The City of St. Albert Department of Community and Social Development and in recognition of the Low Income Cut Off (LICO) as established by the Canada Revenue Agency.

4.2 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 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 CAO 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. This will also apply to ARC rates and provisions. 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 CAO 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 CAO shall develop and maintain a fee schedule that includes the cost of:

    - NSF processing,
    - Interest fees on accounts receivable accounts,
    - Extra or 3rd 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 Volunteer

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 CAO 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 CAO 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. City of Edmonton – The Orange Hub
   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 CAO and shall be charged at a minimum of 100% of the actual costs.

Schedule 7 – Recreation Facility Rental Fees

Policy

Rental fees shall be market driven ensuring that fees are competitive with similar facilities in the Capital Region.

Other considerations for establishment of rental fees include:

a. community need and feedback;
b. market research;
c. financial impact of a specific use; and,
d. marketability of recreation facilities.

Definitions

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

“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.

Standards

1. Recreation facility rental fees shall apply to all users with the exception of:
    a. St. Albert schools, for facilities as outlined in the Reciprocal Use Agreement.
    b. St. Albert Girl Guides and Scout programs receive free access.
    c. Additional exceptions to fees will only be made when different rates are specified in any contractual arrangement that is approved by the City for special events.
2. Recreation facility rental fees shall provide the renter with exclusive use of the facility or component as outlined in the terms of the rental agreement.
3. Market comparators for comparable facilities may include but will not be limited to:
    a. City of St. Albert.
    b. City of Spruce Grove.
    c. Strathcona County.
    d. City of Edmonton.
    e. City of Leduc.
    f. City of Fort Saskatchewan.
    g. Town of Devon.
    h. City of Beaumont.
4. Where appropriate, fees for like components within different city facilities shall be similarly priced to ensure consistency, fairness and equitability.
5. Changes to fees will come into affect on September 1 of the next calendar year or at City Manager discretion.

Schedule 8 – Recreation Facility User Fees

Policy

User fees shall be market driven ensuring that fees are competitive with similar municipal services in the Capital Region.

Other consideration for establishment of user fees include:

a. community need and feedback;
b. market research;
c. financial impact of a specific use; and,
d. marketability of recreation facilities.

Definitions

"User fees" mean the rates that are set for membership and day admission access to recreation facilities.

Standards

1. User fees shall apply to all users with the exception of:
    a. St. Albert schools, for day admission access to recreation facilities as outlined in the Reciprocal Use Agreement.
2. User fees shall apply to the following recreation facilities:
    a. Servus Credit Union Place.
    b. Fountain Park Recreation Centre.
    c. Grosvenor Outdoor Pool.
3. User fees will provide the individual with access to the following within recreation facilities:
    a. Spontaneous access facility components.
    b. Drop-in programs.
4. Market comparators for comparable facilities may include but will not be limited to:
    a. City of St. Albert.
    b. City of Spruce Grove.
    c. Strathcona County.
    d. City of Edmonton.
    e. City of Leduc.
    f. City of Fort Saskatchewan.
5. Where appropriate, user fees for like City facilities or components within shall be similarly priced to ensure consistency, fairness, and equitability.
6. Changes to fees will come into affect on September 1 of the next calendar year or at City Manager discretion.

Schedule 9 – 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.

Fees shall be increased by an amount equivalent to the Alberta 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 Art Gallery of St. Albert, Arts and Heritage Foundation..

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 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 the Art Gallery of St. Albert, Arts and Heritage Foundation programs.

3. Utilization of space in the visual arts wing of SAP by non-SAPVAC organizations shall be negotiated and managed through Community 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. 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).

7. SAPVAC members utilizing studio or other city space shall be required to sign a Facility License Agreement each year and provide appropriate insurance documentation.

8. The CAO shall maintain a current schedule of all studio fees.

Schedule 10 – 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

1. 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
    - City of Lethbridge

2. The CAO 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 CAO shall develop and maintain a fee schedule that includes the cost of burial or interment rights for standard and cremation graves, liners, columbarium niches, field of honour placements, memorial wall placements, flat marker installations, cremation scattering, after hours / weekend / holiday services, and disinterments.

Schedule 11 – Fees Contained in Bylaw

Policy

Council shall set fees contained within bylaw. The CAO 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
- Hen Bylaw 32/2018
- Urban Bee Keeping Bylaw 34/2017

Schedule 12 – Nuisance Control Fees

Policy

The City will provide services to private property owners related to Nuisances that are on their private property for a fee. The fees for this program shall be calculated based on recovery of direct costs, plus a 10% administration fee.

Definition

“Nuisance” means nuisance as defined in the Agricultural Pest Act RSA 2000 Ch A-8.

Standards

1. The Agricultural Pest Act along with the Pest and Nuisance Control Regulation, regulates the Pests and Nuisances in Alberta on private and public lands.
2. Through the above legislation, private land owners within St. Albert have been afforded certain abilities to take action on controlling Nuisances that exist on their land. This can been be done by themselves or through the assistance of a contractor acting on their behalf, as long as the Agricultural Pest Act and subsequent Regulation is being adhered to.
3. Land owners may also request the City to assist them in controlling a Nuisance. When this occurs the City will offer services for a fee to the resident in accordance with the above policy statement.
4. The City will hire a contractor to provide Nuisance control services to the resident.
5. The land owner will pay a fee equal the cost of the contractor to perform the service plus a 10% administration fee.
6. A 50% deposit (of the estimated cost for services) will be required from the land owner prior to providing the requested services.

Schedule 13 – Electric Vehicle Charging Station Fee Rates

Policy

The purpose of this policy is to set out principles to guide the City of St. Albert in the establishment of electric vehicle charging station fees on an annual basis.

Definitions

“EV (Electric Vehicle)” means vehicles that are solely powered by electricity stored in batteries.

“Cost of Electricity” means the fee that electricity is sold from the electrical grid for consumption at the facility in units of $/kWh.

“Fees” mean the hourly rate that is set for charging an EV at a level 2 EV charging station.

“Level 2 Charging” means charging an EV using a charging station at 240 volts.

“Networked Charging Stations” means EV charging stations that have the ability to communicate to other stations and/or to a server or the cloud through a cellular or wireless signal to report or usage, display real-time charging status, allow for remote troubleshooting, facilitate pay-for-use charging, and more.

“Peak Electricity Demand Costs” means the costs attributed to the maximum amount of energy consumed at a single point of time at the facility.

Standards

1. Fee Structure
    a. The fees to charge an EV at an EV charging station that utilizes level 2 charging shall be structured on a “per-hour-of-use” basis.
    b. The fees at all St. Albert owned EV level 2 charging stations shall be set to the same rate.

2. The fees shall be priced with consideration to the following:
    a. The current cost of electricity.
    b. The peak electricity demand costs at the facility.
    c. The operational costs of the networked charging stations
    d. The maintenance costs of the EV charging stations
    e. Fees set at comparable EV level 2 charging stations in Alberta
    f. The maximum price a customer is willing to pay per hour of use

3. The fees shall be reviewed on an annual basis and shall be adjusted if deemed necessary.