

	<b>Recreation &amp; Parks User Fee Policy</b>
	<b>Community Services (CS) #082</b>
	<b>Council Approved</b> November 17, 2009
	<b>Revised</b> June 2, 2015; May 17, 2016; April 17, 2018
	<b>Next Review Date</b> March 21, 2021

## 1.0 POLICY STATEMENT

- 1.1 The Town of Hinton provides a variety of recreation, leisure and sporting opportunities for residents and visitors. While the delivery of recreation services addresses a basic human need and reflects the values of our community and the desire to present Hinton as a vibrant centre, a user fee policy provides a balanced approach for establishing fees in consideration of achieving overall goals.

## 2.0 REASON FOR POLICY/GOALS

- 2.1 Reducing the reliance on property taxes by recovering an appropriate portion of the costs for various services from the user(s) that primarily benefit from them.
- 2.2 Providing a fair and equitable process that encourages accessibility and participation.
- 2.3 Ensuring that fees contribute to the public's effective and efficient use of Town resources.
- 2.4 Identifying the relative pricing provided to various user segments.
- 2.5 Establishing meaningful and realistic goals that provide enough flexibility to meet evolving social values and changing fiscal pressures.

## 3.0 RESPONSIBILITIES

- 3.1 Town Council shall:

- 3.1.1 Approve the User Fee Policy and any subsequent amendments;
- 3.1.2 Approve each three-year fee schedule term; and
- 3.1.3 During the budget process, approve any mid-term fee changes of 2% or more.

- 3.2 Director of Community Services shall:

- 3.2.1 Ensure compliance with the Fee Policy; and
- 3.2.2 Approve all mid-term fee changes of less than 2%.

- 3.3 Parks, Recreation & Culture Manager shall:
- 3.3.1 Recommend for Council approval of the User Fee Policy and all subsequent amendments;
  - 3.3.2 Recommend for Council approval of each three-year fee schedule;
  - 3.3.3 Recommend for Director approval any mid-term fee changes of less than 2%;
  - 3.3.4 Recommend for Council approval during the budget process any mid-term fee changes of 2% or more;
  - 3.3.5 Ensure compliance with the Fee Policy;
  - 3.3.6 Approve all non-Council approved fees; and
  - 3.3.7 Approve the establishment of promotional programs and the setting of new fees in response to short term, temporary and other Department initiatives.
- 3.4 All Division Directors, Managers and Supervisors shall:
- 3.4.1 Ensure compliance with the Fee Policy; and
  - 3.4.2 Review and recommend to the Parks, Recreation & Culture Manager, for their specific area of responsibility.

#### 4.0 METHODS AND PROCEDURES

- 4.1 **User Fee Considerations:** the following general pricing approaches are considered when user fees are developed:
- 4.1.1 Strategic Directions: fees are developed under the general guidance from any corporate policies and directives, approved strategic/long-range plans, or approved budget documents.
  - 4.1.2 Cost Based: fees are developed in recognition of the changing costs required to offer those services and cost recovery targets that have been established through business planning processes. Cost recovery targets recognize the evolving relationship between the public good and the benefit provided to the individual user(s), and require a multi-year perspective.
  - 4.1.3 Market Based: fees are developed in consideration of evolving industry trends, and the fees charged for other similar opportunities provided by alternate service providers.
  - 4.1.4 Social Responsibility Based: fees are developed in recognition of the social benefits and outcomes desired (for example, implementation of a reduced fee program that encourages access by disadvantaged user groups).
  - 4.1.5 Revenue Based: individual fees are strategically developed to maximize revenue growth in consideration of price sensitivity, price elasticity, volume and demand curves, and any other pricing considerations.
  - 4.1.6 Supportable: fees are developed in consideration of user feedback and pricing research completed (for example, regional surveys, user surveys, etc.).

- 4.1.7 **Marketable:** fees are developed to respond to quickly evolving market conditions, with the intent of increasing attendance volumes (and thereby revenue growth) and/or encouraging more sustainable revenue streams through promotional programs. Fees and pricing relationships are to be easy to understand and implement (for example, price rounding).
- 4.1.8 **Sustainable:** fees are developed to ensure the future sustainability of services through the potential reinvestment of proceeds where appropriate.
- 4.1.9 **Harmonized:** wherever appropriate, fees for like services, programs or amenities at different facilities shall be similarly priced to ensure consistency, fairness and equitability.
- 4.2 **Rate Structure:** the following rate structure establishes the general ratios among the various categories:
- 4.2.1 **Adult/General Rate (base rate):** the adult rate shall be initially calculated considering direct costs of the provision of the service within the context of the aforementioned user fee considerations. Where applicable, the adult rate shall be the base rate for all other rate calculations.
- 4.2.2 **Attendant Caregiver Rate:** when a person with a disability is accompanied by his/her caregiver, the admission charge for that caregiver shall be zero.
- 4.2.3 **Child Rate:** the child rate shall be set at (approximately) 60% of the adult rate.
- 4.2.4 **Family Rate:** the family rate shall be set at the (approximate) equivalent cost of the sum of 1 adult rate and 2 child rates.
- 4.2.5 **Preschool Rate:** the preschool rate shall be set at (approximately) 25% of the adult rate.
- 4.2.6 **Minor Group Rate:** the minor group rate shall be set at (approximately) 50% of the adult group rate.
- 4.2.7 **Youth Rate:** the youth rate shall be set at (approximately) 75% of the adult rate.
- 4.2.8 **Senior Rate:** the senior rate shall be set at (approximately) 75% of the adult rate.
- 4.2.9 **Punch Card Fees (10 visits):** the punch card fee for each category shall be set at (approximately) 90% of the combined total of 10 single admission rates for each corresponding category.
- 4.2.10 **Season Pass Rates:** the minimum number of visits shall be multiplied by the single daily admission rate assigned in the current User Fee Schedule to determine the Season Pass Rate for each category. Use will be free to the user after the minimum number of visits has been achieved.
- a) 1 Month: 10 uses
  - b) 3 Month: 15 uses
  - c) 6 Month: 28 Uses
  - d) 12 Month: 45 Uses
- 4.3 **Accessibility:** the Department shall continue to monitor affordability and other potential barriers to participation, and where required, will make recommendations to Council when additional resources are required to advance specific initiatives to reduce barriers based on the needs of the community and information available at the time. For example, programs such as the development of a program providing individuals below a pre-established economic threshold with greater subsidized access to recreation services.

- 4.4 **Fee Change Timelines:** user fee schedules shall be created and approved by Council in three year increments with new rates being effective September 1 of one year to August 31 of the next year. Changes of 2% or more to the Council approved three year fee schedule shall be proposed during the budget process of the preceding year and approved by Council.
- 4.5 **Request for Waiving of Fees:** administration shall not waive fees, but can work cooperatively with organizations on joint programs where there is clear proof of benefit. All requests for joint initiatives shall be presented to the Parks, Recreation & Culture Manager for approval. Exceptional requests may be forwarded to Council (or a designated board/committee) for their consideration. Council shall not waive fees but will provide a grant to the group to cover all, or a portion of the fee.
- 5.0 DEFINITIONS**
- 5.1 **Corporation:** the Corporation of the Town of Hinton.
- 5.2 **Council Approved Fees:** general admission fees (Schedule A), Recreation Centre rental fees and sports fields/parks rental fees (Schedule B) that require Council approval.
- 5.3 **Cost Recovery:** all direct costs (i.e. operating) that are recovered through user fees and other non-tax levy revenue sources, or as defined through updated Corporation standards. This does not include capital costs, or overhead costs like accounting services, ground maintenance, senior administration, insurance, maintenance of common areas etc.).
- 5.4 **Department:** the Department responsible for recommending the applicable fees to Council, or to whom the authority for setting fees has been delegated.
- 5.5 **Fees:** monetary payments for services, as described below and shall exceed the costs and resources required to collect the fee, unless the fee is being used to help regulate usage; fees are established to recover a percentage of the costs of a particular range of services from the user(s) that primarily benefit from them.
- 5.6 **Booking/Administrative Fees:** fees charged where low or no fee is set, but where there is determined a need to track or manage resources and apply administrative processes (i.e. refunds).
- 5.7 **Fees for Goods:** fees charged for merchandise (for example, publications, souvenirs, food, etc.)
- 5.8 **General Admission Fees:** entrance fees charged for facility access and/or use.
- 5.9 **Non-Council Approved Fees:** all fees and charges that do not require Council approval. This includes all fees for programs, service fees, equipment use, fees for goods, booking/administrative fees, promotional programs and all other Department approved contracts and agreements.

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- 5.10 **Program Fees:** fees charged for participation in selected recreation instructional/educational programs and/or special events (for example, swim lessons, day camps, Halloween events, etc.)
- 5.11 **Promotional Program:** a strategic initiative that targets specific user segments with the intent of maximizing revenue generation and/or access through special discount programs (i.e., discounted pricing during low-use times to encourage increased revenue generation, bulk-purchase discounts to encourage higher volume sales, targeted programs aimed at special sub-populations, etc.), or can refer to the need to advertise select future rates in advance of formal approval in order to meet early publication deadlines (provided that this early promotion of future rates clearly communicates that they may be subject to change).
- 5.12 **Rate Class:** a defined segment of the population, as described below.
- 5.13 **Adult:** any person aged 18 and older, but under the age of 60.
- 5.14 **Attendant Caregiver:** the primary health care aide who accompanies a person with a disability to minimize any potential barriers for their direct participation.
- 5.15 **Child:** any person aged 6 to 12.
- 5.16 **Family:** up to two adults and their children living in the same household.
- 5.17 **Preschool:** any person aged 5 and under.
- 5.18 **Minor Group:** any sporting group, club or organization that is registered as a not-for-profit organization, with at least 75% of the participants under 18.
- 5.19 **Senior:** any person aged 60 and older.
- 5.20 **Youth:** any person aged 13 to 17.
- 5.21 **Rental Fees:** fees charged for the reservation and use of a space or facility (for example, arenas, meeting rooms, pool, etc.).
- 5.22 **Service Fees:** additional fees charged to accommodate more specific user needs (for example, extra lifeguard surcharge to ensure lifeguarding standards are met on larger group pool rentals, providing babysitting services, etc.).



**FACILITY DAILY ADMISSION,  
PUNCH CARD,  
MEMBERSHIP FEE SCHEDULE (incl. GST)**

**SCHEDULE A**

(Effective September 1, 2018 - August 31, 2021)

All future increases for all user fees under Policy #082 (including General Daily Admission rates) will be implemented September 1 of each year and will be rounded to the nearest \$0.25.

<b>DAILY ADMISSIONS</b>	<b>2017-18</b>	<b>2018-19</b>	<b>2019-20</b>	<b>2020-21</b>
Family (2 Adults + their children living in the same house)	\$ 14.25	\$ 14.75	\$ 15.25	\$ 15.75
Adult (18+ years)	\$ 6.75	\$ 7.00	\$ 7.25	\$ 7.50
Senior (60+ years)	\$ 5.00	\$ 5.25	\$ 5.50	\$ 5.75
Youth (13-17 years)	\$ 5.00	\$ 5.25	\$ 5.50	\$ 5.75
Child (6-12 years)	\$ 4.00	\$ 4.00	\$ 4.25	\$ 4.50
Preschool (5 and under)	\$ 1.75	\$ 1.75	\$ 2.00	\$ 2.00

<b>10 - Punch Cards:</b>		<b>2017-18</b>	<b>2018-19</b>	<b>2019-20</b>	<b>2020-21</b>
<b>FAMILY</b>	Two adults and their children living in the same household	\$ 128.25	\$ 132.75	\$ 137.25	\$ 141.75
<b>ADULT</b>	Person aged 18 to 59.	\$ 60.75	\$ 63.00	\$ 65.25	\$ 67.50
<b>SENIOR</b>	Person aged 60 and older.	\$ 45.00	\$ 47.25	\$ 49.50	\$ 51.75
<b>YOUTH</b>	Person aged 13 to 17.	\$ 45.00	\$ 47.25	\$ 49.50	\$ 51.75
<b>CHILD</b>	Person aged 6 to 12.	\$ 36.00	\$ 36.00	\$ 38.25	\$ 40.50
<b>PRESCHOOL</b>	Person aged 5 and under.	\$ 15.75	\$ 15.75	\$ 18.00	\$ 18.00

"Punch Card Fees (10 visits) – The punch card fee for each category shall be set at (approx.) 90% of the combined total of 10 single admission rates for each corresponding category."

Punch cards are transferable to other users in the same or lower category and do not expire.  
Punch cards are handy so customers do not have to carry cash.  
Punch card use shortens the wait time at the admissions desk (a simple punch vs. cash transaction).



**FACILITY DAILY ADMISSION,  
PUNCH CARD,  
MEMBERSHIP FEE SCHEDULE (incl. GST)**

**SCHEDULE A**

(Effective September 1, 2018 - August 31, 2021)

<b>Memberships: (age descriptions on previous page)</b>			
<b>FAMILY</b>	<b>2018-19</b>	<b>2019-20</b>	<b>2020-21</b>
1 month	\$147.50	\$152.50	\$157.50
3 month	\$221.25	\$228.75	\$236.25
6 month	\$413.00	\$427.00	\$441.00
Annual	\$663.75	\$686.25	\$708.75
<b>ADULT</b>	<b>2018-19</b>	<b>2019-20</b>	<b>2020-21</b>
1 month	\$70.00	\$72.50	\$75.00
3 month	\$105.00	\$108.75	\$112.50
6 month	\$196.00	\$203.00	\$210.00
Annual	\$315.00	\$326.25	\$337.50
<b>SENIOR</b>	<b>2018-19</b>	<b>2019-20</b>	<b>2020-21</b>
1 month	\$52.50	\$55.00	\$57.50
3 month	\$78.75	\$82.50	\$86.25
6 month	\$147.00	\$154.00	\$161.00
Annual	\$236.25	\$247.50	\$258.75
<b>YOUTH</b>	<b>2018-19</b>	<b>2019-20</b>	<b>2020-21</b>
1 month	\$52.50	\$55.00	\$57.50
3 month	\$78.75	\$82.50	\$86.25
6 month	\$147.00	\$154.00	\$161.00
Annual	\$236.25	\$247.50	\$258.75
<b>CHILD</b>	<b>2018-19</b>	<b>2019-20</b>	<b>2020-21</b>
1 month	\$40.00	\$42.50	\$45.00
3 month	\$60.00	\$63.75	\$67.50
6 month	\$112.00	\$119.00	\$126.00
Annual	\$180.00	\$191.25	\$202.50
<b>PRESCHOOL</b>	<b>2018-19</b>	<b>2019-20</b>	<b>2020-21</b>
1 month	\$17.50	\$20.00	\$20.00
3 month	\$26.25	\$30.00	\$30.00
6 month	\$49.00	\$56.00	\$56.00
Annual	\$78.75	\$90.00	\$90.00

Membership Pass Rates – The pass rates shall be set by applying the following formula grid whereby use will be free to the user after the designated number of visits has been achieved. The number of visits shall be multiplied by the single daily admission rate assigned in the current User Fee Schedule to determine the Pass Rate for each facility use:

- o 1 Month: 10 Uses
- o 3 Month: 15 Uses
- o 6 Month: 28 Uses
- o 12 Month: 45 Uses



# 2018 - 2021 RECREATION AND PARKS USER FEE SCHEDULE

SCHEDULE B

(Schedule in effect September 1, 2018 - August 31, 2021)

<b>GENERAL RECREATION CENTRE</b>	Sep 2017 - Aug 2018	Sep 2018 - Aug 2019	Sep 2019 - Aug 2020	Sep 2020 - Aug 2021
<b>ROOM RENTAL PER HOUR (+ GST) Peoples Centre, Board Room, Concession Eating Area, Courts</b>				
Profit/Commercial/ Business	\$ 37.00	\$ 38.00	\$ 39.50	\$ 41.00
Adult Non-Profit Organization	\$ 28.75	\$ 29.50	\$ 30.75	\$ 32.00
Youth Non-Profit Organization / Private Individual	\$ 14.25	\$ 14.75	\$ 15.50	\$ 16.00
<b>DAILY ROOM RENTAL (+ GST)</b>				
Peoples Centre, Board Room, Concession Eating Area, Courts	\$ 165.25	\$ 170.25	\$ 177.00	\$ 184.00
Concession Kitchen - Off Season (per day)	\$ 118.75	\$ 122.25	\$ 127.25	\$ 132.25
<b>BOULDERING WALL RENTAL PER HOUR (+ GST)</b>				
Bouldering Wall (per hour only)		\$ 38.00	\$ 39.50	\$ 41.00
<b>STORAGE ROOMS / LOCKER SPACE (+ GST)</b>				
Storage Rooms Yearly (ie Minor Hockey)	\$ 345.50	\$ 355.75	\$ 370.00	\$ 384.75
Storage Rooms Monthly	\$ 31.50	\$ 32.50	\$ 33.75	\$ 35.00
Equipment Lockers Yearly (Arenas & Figure Skating)	\$ 181.75	\$ 187.25	\$ 194.75	\$ 202.50
Court & Pool Lockers Monthly	\$ 10.50	\$ 10.75	\$ 11.25	\$ 11.75

<b>STAT HOLIDAY RENTAL RATES 100% Actual Cost Recovery</b>
Statutory holidays are considered prime time and therefore charged out at prime time rate for all bookings. When the rental will result in additional costs (i.e. custodians, customer service clerks, lifeguards, extra set-up/take-down, etc.) these costs will be minimized where possible (by performing work before or after the stat, for example) but all extra charges will be added to the total rental fee <i>at 100% cost recovery</i> .

<b>POOL FACILITY</b>	Sep 2017 - Aug 2018	Sep 2018 - Aug 2019	Sep 2019 - Aug 2020	Sep 2020 - Aug 2021
<b>POOL RENTAL PER HOUR (+ GST) include 40 people max. Extra lifeguard charged at 41, 81, 121, etc. people.</b>				
Adult Non-Profit Organization	\$ 161.75	\$ 166.50	\$ 173.25	\$ 180.25
Youth Non-Profit Organization / Private Individual	\$ 81.00	\$ 83.25	\$ 86.75	\$ 90.25
Per lane rental Monday - Friday 3:30 - 7:00 pm (Prime)	\$ 14.25	\$ 14.75	\$ 15.25	\$ 15.75
Per lane rental Non-prime (Organizations only)		\$ 9.50	\$ 10.00	\$ 10.50
<b>POOL RENTAL OUTSIDE NORMAL OPERATING HOURS</b>				
Negotiated individually to cover base costs and any incremental charges. Cost factors include expected service level, quantity of time booked, proximity of booking to regular hours & utilities.				





# 2018 - 2021 RECREATION AND PARKS

SCHEDULE B

## USER FEE SCHEDULE

(Schedule in effect September 1, 2018 - August 31, 2021)

### **ARENA FACILITIES**

	Sep 2017 - Aug 2018	Sep 2018 - Aug 2019	Sep 2019 - Aug 2020	Sep 2020 - Aug 2021
<b>ARENA ICE RENTAL PER HOUR, ORGANIZATION (+ GST) Youth Rates September 1 - April 15</b>				
<b>Monday - Friday Youth</b>				
12:00 am - 4:00 pm next day (Non-Prime)	\$ 58.75	\$ 60.50	\$ 63.00	\$ 65.50
4:00 pm - 12:00 am (Prime)	\$ 89.25	\$ 91.75	\$ 95.50	\$ 99.25
<b>Saturday - Sunday Youth</b>				
Prime (All Day)	\$ 89.25	\$ 91.75	\$ 95.50	\$ 99.25
<b>ARENA ICE RENTAL PER HOUR, ORGANIZATION (+ GST) Adult Rates September 1 - April 15</b>				
<b>Monday - Friday Adult</b>				
4:00 pm - 12:00 am (Prime)	\$ 178.25	\$ 183.50	\$ 190.75	\$ 198.50
12:00 am - 4 pm next day (Non-Prime)	\$ 116.00	\$ 119.50	\$ 124.25	\$ 129.25
<b>Saturday - Sunday Adult</b>				
Prime (All Day)	\$ 178.25	\$ 183.50	\$ 190.75	\$ 198.50
<b>ARENA ICE RENTAL PER HOUR, PRIVATE INDIVIDUAL (+ GST) Rates September 1 - April 15</b>				
Private Individual	\$ 89.25	\$ 91.75	\$ 95.50	\$ 99.25
<b>ARENA OFF SEASON ICE RENTAL (+GST) April 16 to August 31</b>				
Negotiated individually to cover base costs and any incremental charges. Cost factors include expected service level, set-up/take-down times, quantity of time booked, proximity of booking to regular seasons & utilities.				
<b>ARENA NON-ICE RENTAL (+ GST)</b>				
Profit/Commercial/Business (hourly)	\$ 113.50	\$ 117.00	\$ 121.75	\$ 126.50
Profit/Commercial/Business (daily)	\$ 1,134.00	\$ 1,168.00	\$ 1,214.75	\$ 1,263.25
Adult Non-Profit Organization (hourly)	\$ 73.75	\$ 76.00	\$ 79.00	\$ 82.25
Youth Non-Profit Organization (hourly) / Private Individual	\$ 37.00	\$ 38.00	\$ 39.50	\$ 41.25
Special Events are negotiated individually to cover base costs and any incremental charges. Cost factors include expected service level, set-up/take-down times, quantity of time booked, proximity of booking to regular seasons & utilities.				



# 2018 - 2021 RECREATION AND PARKS USER FEE SCHEDULE

SCHEDULE B

(Schedule in effect September 1, 2018 - August 31, 2021)

<b><i>PARK FACILITIES &amp; SPACES</i></b>	<b>Sep 2017 - Aug 2018</b>	<b>Sep 2018 - Aug 2019</b>	<b>Sep 2019 - Aug 2020</b>	<b>Sep 2020 - Aug 2021</b>
<b>BALL DIAMONDS (+GST)</b>				
Adult - Unserviced per hour / diamond	\$ 10.50	\$ 10.75	\$ 11.25	\$ 11.75
Youth - Unserviced per hour / diamond	\$ 5.50	\$ 5.50	\$ 5.75	\$ 6.00
Adult - Serviced per hour / diamond	\$ 23.00	\$ 23.75	\$ 24.75	\$ 25.75
Youth - Serviced per hour / diamond	\$ 11.50	\$ 12.00	\$ 12.50	\$ 13.00
<b>FOOTBALL / SOCCER FIELDS (+GST)</b>				
Adult daily - special community events	\$ 132.50	\$ 136.50	\$ 142.00	\$ 147.75
Adult - per hour	\$ 10.50	\$ 10.75	\$ 11.25	\$ 11.75
Youth daily - special community events	\$ 66.00	\$ 68.25	\$ 71.00	\$ 74.00
Youth - per hour	\$ 5.50	\$ 5.50	\$ 5.75	\$ 6.00
<b>COMMUNITY PARKS (+GST) Includes playgrounds</b>				
Adult daily - special community events	\$ 132.50	\$ 136.50	\$ 142.00	\$ 147.75
Youth daily - special community events	\$ 66.00	\$ 68.25	\$ 71.00	\$ 74.00