

Title: One City Fees and Charges Administration Policy		Policy No: 5.62 Supersedes: Policy 4.21 Policy 5.52 section 9.0 only
Effective Date: May 12, 2026	Amended Date: May 5, 2026	Review Date: May 5, 2029
Policy Statement: This policy provides a One City framework for how the City will administer fees and charges for services. This policy supersedes policy 4.21 which provided for parks, recreation, and culture fees and charges, and section 9.0 of the Financial Sustainability Policy 5.52 covering notice periods for fee changes. It outlines a consistent approach for fees and charges across all City departments.		
Purpose: This policy provides guiding principles, outlines roles and responsibilities, and provides a standardized procedure for setting, reviewing, updating, communicating, and implementing municipal fees and charges.		
Scope: This policy applies to services delivered by all City departments and staff. It applies to fees and charges for City services levied on service users and consolidated in the Maple Ridge Fees and Charges Bylaw and in bylaws other than those explicitly excluded in this policy. Charges and fines issued by the City under the following bylaws are excluded from the scope of this policy: • Maple Ridge Ticket Information Utilization Bylaw • Maple Ridge Bylaw Notice Enforcement Bylaw Development Cost Charges (DCC), Community Amenity Contributions Charges (CAC), Amenity Cost Charges (ACC), security deposits, and bylaws pertaining to local area services are also excluded from the scope of this policy. The fees for recreation services programs and the prices for retail items sold at recreation centres are also excluded from this Policy and from the Maple Ridge Fees and Charges Bylaw. These services are delivered in part by third parties and sometimes have input costs (e.g., clay for pottery classes) which are highly variable. Therefore, flexibility is required for program fees for recreation		

services. These fees will be posted clearly to enable residents and other service users to understand the fees in advance of signing up to participate in programs but changes to program fees for recreation services are excluded from this Policy.

Definitions:

Any key terms for the City are set out in Schedule A of the Policy Governance Framework and may be relied on as if they were a part of this policy. If there is any discrepancy between the definitions in this policy and the framework, this policy's definitions will prevail.

Admission Fees mean fees charged at civic facilities to enable access to the facility for its intended use.

Adult Non-Profit Organization means an organization set up as a not-for-profit entity or society that operates for the benefit of all or some adults in the community.

Amending Bylaw means a bylaw that modifies existing bylaws or schedules to enact new or updated fees.

Charge means a price levied in exchange for services rendered or goods supplied. For the purpose of this policy, the terms fees and charges are used interchangeably and together when referring to the price of City goods and services.

City means the City of Maple Ridge.

City Staff means any person employed by the City.

Consequential Amendments means changes to source bylaws required to align with updated fee schedules.

Department means any grouping of business units led by a director, as defined in the City's organization chart.

Effective Date means the date on which new or amended fees take effect as outlined in the bylaw adopted by Council.

Facility Rental Market Average means the average fee charged for each type of municipally operated facility against which the City benchmarks its service provision.

Fee means a payment made to the City in exchange for access to or provision of a service, including but not limited to the rental of a facility, use of City assets and services, or making applications for permits or other considerations. For the purpose of this policy, Fees and Charges are used interchangeably and together when referring to the price of City services.

Fine means a monetary penalty imposed by the City to act as a deterrent for certain conduct governed by City bylaw and/or policy.

Local Non-Profit Organization means community and sports associations, societies, and entities operating on a not-for-profit basis for the benefit of their members where the majority of membership comprises Maple Ridge and Pitt Meadows residents.

Non-Prime Time means recreation facility booking times that are outside primary operating hours where the facility may be underutilized, and facility rental fees reduced.

Program Fees mean fees charged to participants in registered programs at a set level intended to cover instructor and supply costs incurred by the City.

Senior Non-Profit Organization means an organization set up as a not-for-profit entity or society that operates for the benefit of community members 55 years of age and older.

Service means any program, project, initiative, or activity where the City delivers supports or provides access to City assets and staff for the benefits of residents at a cost to those participating and using the service or asset.

Super Senior fee rates apply only to Maple Ridge residents 80 years or older.

Youth Non-Profit Organization means an organization set up as a not-for-profit entity or society that operates for the benefit of children and youth in the community.

Procedure:

Guiding Principles

1. Transparency

- a. Public notification of planned changes to fees will occur no less than one month prior to the effective date of new or amended fees.
- b. At the City's discretion, consultation with and input from service users may be included in the update process.
- c. City website content will be regularly reviewed and updated to ensure correct fee information is publicly available.
- d. Copies of the Maple Ridge Fees and Charges Bylaw No. 7575-2019 will be available on demand and by download from www.MapleRidge.ca.

2. Clarity

- a. Fee schedules will be in plain English, avoid acronyms, and be easily understood by service users.
- b. Support will be available to service users to find and understand fees (e.g., signage, staff assistance at front counters).

- c. Fees will, wherever feasible, be consolidated into the Maple Ridge Fees and Charges Bylaw
- d. Fees or charges imposed under the Bylaw shall apply where there are discrepancies between any fees or charges imposed by other bylaws for the same services or information in the event of any conflict between this bylaw and any other bylaw.
- e. Supporting documentation (i.e., guides, forms, etc.) will be updated regularly to ensure consistency with the posted fees in the Bylaw, as amended from time to time.

3. Equity and Fairness

- a. Where service users benefit financially or directly from delivery of a City service, the relative percentage of cost recovery through fees and charges may be higher.
- b. Where public good or public interest benefits accrue from services (e.g., health and wellbeing programs), the relative percentage of cost recovery through fees and charges may be lower.
- c. Where service users are in an identified vulnerable or underserved population, fees may be further reduced.
- d. Fees will be charged to optimize recovery of service delivery costs and to offset the burden on taxpayers to fund City services.
- e. Fees will be benchmarked against industry standards for other municipalities, non-profit organizations, and private providers (as appropriate).

4. Responsiveness

- a. Each Department will review its respective fees and charges at least once every three years to ensure that fee schedules reflect current market conditions.
- b. As new programs and services are developed and new fees are added, schedules will consider current market factors.
- c. Fee updates will be responsive to changes in the City's cost to deliver services (including inflation) and legislative changes.
- d. Where errors in fees and charges are identified, these will be addressed as soon as practicable to mitigate impacts on service users.
- e. Service users' inquiries, complaints, or concerns about fees will be monitored by the One-City Fee Committee and addressed in a timely manner by the relevant Department.

5. Reasonableness

- a. Cumulative impacts of fee changes will be considered.
- b. Fees that are not contained within a bylaw cannot be charged for City services.
- c. Departments will not change fees without obtaining Council adoption of a bylaw amendment except for the out of scope fees noted in this policy.
- d. Affordability considerations for service users will be included when estimating new fees or changes to fees.
- e. Departments will consider which behaviours or actions fees are either encouraging or discouraging to achieve City objectives.

- f. Consistent approaches will be used for similar types of fees (e.g., inspections conducted by different Department staff should be charged at the same or similar rates).

Multi-Year Fees

1. Fees will either be set until amended or may show a multi-year fee schedule for up to five years.
2. If the fees are not updated by bylaw amendment prior to the final year of a multi-year schedule expiring, the final year of the multi-year rates will apply until a bylaw amendment is adopted by Council.
3. Where multi-year fee schedules are provided, these will be set with a minimum inflationary adjustment each year unless otherwise indicated in the schedule to the Bylaw.
4. Inflationary adjustments should be stated in the notes section.
5. Fee increases higher than the inflationary benchmark in multi-year schedules is permissible with clarification of the alternative rate being used.

Procedure

The process to update fees and charges will be undertaken in six stages and involve representation from the lead department, and other impacted departments including Information Technology, Finance, Communications and Public Engagement and Corporate Strategy and continuous Improvement.

1. Pre-planning – reviewing existing fees and required changes, benchmarking to other municipalities
2. Initiation – initiation of a formal update to Bylaw No. 7575-2019 and/or related bylaws
3. Drafting – drafting of the required amending bylaws to support the changes
4. Consultation – consultation with impacted and related departments and interest holders, notification of proposed changes to service users
5. Approval – bringing forward the amending bylaws to Council for review
6. Enaction – implementation of new fees in systems and by staff at the point of service delivery, publication of updated fee schedules for transparency

These steps are outlined in more detail in Attachment 1 the One City Fees and Charges Policy Standard Operating Procedure.

Department-Specific Processes

As this policy supersedes Policy No. 4.21, Parks, Recreation & Culture Fees and Charges, this section includes some Department-specific elements such as the following processes for Recreation Services fees and charges.

1. A regular market analysis will be conducted, with a focus on facility rental fees and charges for similar facilities in British Columbia.
2. A reduced formula for local non-profit organizations will be used when establishing fees and charges, including admission and program fees.

3. The Department will ensure that some sites remain available at no cost for unstructured social gatherings that are open to the public, recognizing that community recreation facilities are informal gathering places and a social hub that delivers public benefit to the community. 4. Where applicable, the Department will apply the following formulas for establishing subsidized facility rental fees: a. Youth, Senior Non-Profit Organization: 40% of the facility rental market average b. Adult Non-Profit: 60% of the facility rental market average c. Non-Prime Time: 50% of the facility rental market average will be charged at times defined in Bylaw No. 7575-2019 as "Non-Prime Time" d. Super Senior rates are available only to Maple Ridge residents e. Student rates are available only to those who provide proof of full-time enrollment (3+ courses) 5. The following types of facility rental bookings will be charged at the full facility rental market average: a. Commercial, Fundraiser: facility rental fees for an activity or booking where the object is to gain profit b. Non-Resident: facility rental fees for an activity or booking where most participants do not reside in Maple Ridge c. Private: facility rental fees for an activity or booking that is not open to the public		
Administration: 1. A One City Fees and Charges Committee made up of representatives from across City Departments will monitor service user enquiries, complaints, and concerns, and coordinate improvements to the fee model. 2. The Corporate Strategy and Continuous Improvement Department will maintain this policy and propose enhancements (including automation opportunities) to improve efficiency while maintaining fidelity. 3. Legislative Services will be consulted for any proposed amendments to this policy and assist with resolving any conflicts arising as a result of the process outlined in the policy.		
Consequences: 1. The Corporate Officer will ensure compliance with this policy. 2. Contravention of this policy and deviation from the One City Fees and Charges approach will be collaboratively managed by the Corporate Officer and the Director (or their designate) of the respective department(s).		
(Administration Only) Resolution No.:	Signature 	Date Signed 