



Appendix B

Community Survey

Results



Appendix B - Community Survey Results

The following tables summarize the quantitative responses for each answer in aggregate as well as by demographic (i.e. residency, household income, and age group of family members).

Question 1

	Q1										
	Strongly Disagree	%	Moderately Disagree	%	Neither agree or disagree	%	Moderately agree	%	Completely agree	%	Total
1. Geography											
Georgetown	13	8%	9	5%	18	10%	44	26%	38	22%	122
Norval	0	0%	0	0%	0	0%	0	0%	1	1%	1
Acton	3	2%	6	3%	4	2%	15	9%	6	3%	34
Glen Williams	0	0%	1	1%	1	1%	5	3%	4	2%	11
Hornby	0	0%	1	1%	0	0%	0	0%	0	0%	1
Limehouse	0	0%	0	0%	1	1%	0	0%	0	0%	1
Milton	0	0%	0	0%	0	0%	1	1%	0	0%	1
Hillsburg	0	0%	0	0%	1	1%	0	0%	0	0%	1
Total Halton Hills	16	9%	17	10%	24	14%	64	37%	49	28%	170
Total Outside Halton Hills	0	0%	0	0%	1	1%	1	1%	0	0%	2
Overall Total	16	9%	17	10%	25	15%	65	38%	49	28%	172
2. Income											
Less than \$30,000	0	0%	0	0%	0	0%	0	0%	0	0%	0
Between \$30,000 and \$60,000	0	0%	1	1%	3	2%	14	7%	7	4%	25
Between \$60,000 and \$90,000	4	2%	4	2%	4	2%	13	7%	13	7%	38
Between \$90,000 and \$120,000	3	2%	2	1%	9	5%	15	8%	15	8%	44
Between \$120,000 and \$150,000	3	2%	1	1%	7	4%	8	4%	10	5%	29
Greater than \$150,000	4	2%	11	6%	8	4%	20	10%	18	9%	61
Overall Total	14	7%	19	10%	31	16%	70	36%	63	32%	197
2. Age Group											
0 to 5	3	2%	0	0%	1	1%	6	5%	2	2%	12
6 to 12	3	2%	6	5%	5	4%	14	11%	16	12%	44
13 to 18	3	2%	3	2%	5	4%	18	14%	15	11%	44
19 to 64	0	0%	2	2%	2	2%	5	4%	2	2%	11
65+	2	2%	1	1%	2	2%	11	8%	4	3%	20
Overall Total	11	8%	12	9%	15	11%	54	41%	39	30%	131
Grand Total	18	8%	23	10%	35	15%	87	37%	70	30%	233

* Grand total includes responses from individuals who did not provide answers to demographic questions

Comments

1. As a Halton resident, it is acceptable and advantageous to have the property tax subsidy on the higher side of the Property Tax Subsidy:User Fee ratio.
2. This question can be taken many ways. Your proceeding comments are valued but I am sure some town expenditures could be debated as providing value or not.
3. Large population of seniors, higher ratio than other categories, therefore considerable amount should be considered for active living, (Pickleball, etc.) and other senior oriented services although the area lacking seems to be sports



related venues/access for seniors. With the addition of 2 evenings of Town run Pickleball, 3 evenings in a complete success-bursting at the seams with this interest in the sport.

4. The assessment of the level of community "benefit" is questionable. Who is deciding this?
5. It depends on how the community benefit is determined. Some items like swimming lessons (some may think this is individual) is a life saving skill for our children and benefits entire community when they can protect themselves and others around water. Halton Hills has many rivers, ponds, and swimming pools where water safety is a risk.
6. Not up to municipality to determine benefit
7. In other communities, those that live (are taxed by that region) in the area get advanced access to sign up for recreational activities and pay a different fee than those that do not contribute via taxes.
8. How do you define and measure that? And Halton Hills has such a disparate socioeconomic demographic- the benefit for someone with less financial means might be huge compared to more well off families. How do you even compare that?
9. The subsidy should be balanced between community and user benefit.
10. This question should be split. I agree that the fees should be aligned with the level of community benefit however that consideration should not be lumped into a question about taxes. Depending on the program taxes should not be used. I.e: camps.
11. Such a general statement without references, how can you agree or disagree
12. Please bear in mind that most seniors are on fixed incomes and rapidly depleting savings.
13. Stop hiding behind property taxes and user fees and start cutting bureaucratic costs. Why do we need all these individual sports organizations instead of just one ? Start ensuring that the general public is paying for general programs (open to all) and that those who compete at higher levels pay for use and force those programs to find funding, but not penalize the general public.
14. I think the federal government should subsidize these programs for smaller communities that might not have the money to do so, parents are already paying large fees when it comes to recreation



15. This seems like a hidden agenda question, come out with what you want to say, put some numbers to it and then ask me if I agree or don't agree. Good try with this one!
16. To be clear though, assisting certain individuals has an impact on the community as it reduces the gap between 'have' and 'have not'.
17. This statement is ridiculously vague and makes no sense with regard to the survey you are asking people to participate in. What are you asking? Or, try and make it even more convoluted so people can just skip this question.
18. To an extent. Elite level sports also benefits the community. A youth for example should not be precluded from elite level sports due to financial hardship and lack of subsidy. Further elite level sports facilities will benefit fewer individuals but should be provided as well. Otherwise we risk losing those individuals and families to other centres that take a more balanced approach.
19. The lack of private businesses to support the demands of team sports in the town (hockey is the biggest one) while transferring the burden off the taxpayer is lacking.
20. Live theatre is very important in a community. the rising costs of the JET make it almost impossible for local groups to provide this amazing opportunity to the community. The JET should be promoting local culture- and as such should be charging based on audience size ie. rent could be \$5 per person who bought a ticket. that would allow the local groups to continue to provide this wonderful opportunity- thus professional groups who come in should pay higher costs as they are not local.
21. This question is ambiguous. How does the subsidy relate to the user fees? Not all services are funded the same.
22. "Much depends on the definitions of ""community benefit"".
23. ""Community benefit"" should include consideration for the number of people involved in the activity: more people directly participating = greater community benefit.
24. ""Community benefit"" should also consider alternatives for community members; e.g. there are limited options for pool based activities."
25. Healthy citizen should be a priority. All not just youth. Healthy seniors should be encouraged as activity helps overall well-being.
26. Make swimming passes for seniors cheaper



Question 2

	Q2						Total
	Reasonable tax support for Rec and Park Services	%	More property tax revenue to support Rec services	%	Less property tax revenue to support Rec services	%	
1. Geography							
Georgetown	58	34%	56	32%	8	5%	122
Norval	0	0%	1	1%	0	0%	1
Acton	21	12%	13	8%	1	1%	35
Glen Williams	4	2%	5	3%	2	1%	11
Hornby	1	1%	0	0%	0	0%	1
Limehouse	0	0%	1	1%	0	0%	1
Milton	1	1%	0	0%	0	0%	1
Hillsburg	1	1%	0	0%	0	0%	1
Total Halton Hills	84	49%	76	44%	11	6%	171
Total Outside Halton Hills	2	100%	0	0%	0	0%	2
Overall Total	86	50%	76	44%	11	6%	173
2. Income							
Less than \$30,000	0	0%	0	0%	0	0%	0
Between \$30,000 and \$60,000	14	7%	11	5%	1	0%	26
Between \$60,000 and \$90,000	20	10%	17	8%	4	2%	41
Between \$90,000 and \$120,000	16	8%	27	13%	1	0%	44
Between \$120,000 and \$150,000	17	8%	10	5%	2	1%	29
Greater than \$150,000	41	20%	22	11%	3	1%	66
Overall Total	108	52%	87	42%	11	5%	206
2. Age Group							
0 to 5	5	4%	6	4%	0	0%	11
6 to 12	33	23%	13	9%	1	1%	47
13 to 18	29	21%	17	12%	4	3%	50
19 to 64	6	4%	6	4%	1	1%	13
65+	12	9%	7	5%	1	1%	20
Overall Total	85	60%	49	35%	7	5%	141
Grand Total	121	52%	99	42%	13	6%	233

* Grand total includes responses from individuals who did not provide answers to demographic questions

Comments

1. Higher revenue gained from an increased tax revenue percentage formula is acceptable. A higher tax portion, directly targeted to Recreation and Parks would greatly benefit Halton Hills as a whole. When viewing the current \$0.14/dollar revenue structure, approximately \$560 of my taxes paid is directed to Recreation and Parks. This amount seems low for the current services that are provided through Recreation and Parks. Long term, sustainable planning for our recreation and parks services and facilities necessitates a higher portion of the tax dollars paid. This should and can be achieved through an annual property tax increase.
2. Again this is a loaded question. I personally have no problems with paying taxes but those more vulnerable in society ie seniors on low fixed income or low income families need greater support. I do not mean families that think their



children who are deprived if they do not have an xbox or cell phone. Perhaps having a form that those in need can submit to have fees reduced. I am aware of some seniors who could use a break. This is not to help me but I have no problem at supporting the types I have mentioned

3. Georgetown really needs an all-purpose gym the same as all communities around us seem to have.
4. I believe that there are more recreational services than necessary in a time when prudence is necessary. Also I believe that the Town is offering tax subsidized fees for services that could/would be offered by the private sector.
5. "There needs to be a balance of programs - those that are needed to help keep the community healthy and safe (basic swimming classes) thereby less medical costs due to healthier residents - and ones that are more frivolous.
6. "
7. An active community is a healthy community that results in lower healthcare costs.
8. I actually find that both the property tax in Acton does not align with the level of services available and received.
9. "Difficult questions to answer because I don't know how much of the property taxes comparatively are going to other areas.
- 10."
11. Or how about more to recreation services and less to schools. Ridiculous how much goes to them when we don't use the system.
12. My statement is valid if it does not increase the overall property tax. To truly answer this question, it would be good to know how the property taxes are broken down to determine best use of it.
13. I would like to see a breakdown of how the rest of the property taxes are allotted to decide if .14 is "reasonable".
14. It's a cut component of sustainability to keep people moving and healthy.
15. What's the total budget? Where is it spent? Where are funds lacking?
16. The people from out of town who access the facilities are not paying their fair share. Should be ID showing Halton Hills residence at registration.
17. This should come through a reallocation of funds - NOT another property tax increase beyond inflation.
18. "We pay enough tax it is where the money is used that is the problem
19. Our Recreational fees should be covered in our Tax Base "



20. Recreational activities help with health and well-being so I would support higher tax revenue being allocated to rec services.
21. Too much for ice time and floor fees, baseball diamond rentals etc
22. I feel the ratio of support:fee is appropriate. I would not currently want to allocate greater funds-per-tax-dollar to recreation, however I would support higher property taxes in general, knowing that a meaningful percentage of the increase was to improve the health and recreation amenities of the community.
23. People in the community already give monies to schools that they may not have children enrolled in. Why should the entire community subsidize the people who are participating in these Recreational programs?
24. Without hard numbers for all three scenarios, this question is arbitrary. How much would my taxes go up to lower fees? How much would fees go up if taxes were lowered? My family certainly does not use all the fees we pay in our property taxes, however that does not mean I don't support the subsidy for our community.
25. We currently have the one of the highest ice rate and arena floor rates in Halton region. How does that enhance and promote healthy youth lifestyles?
26. "As a senior on fixed income, why should I pay higher property taxes to subsidize kids who play sports. Both parents are usually working with good incomes and seem to have money for big homes, expensive cars etc. etc. If they want their children in sports let them pay for it.
27. "
28. "Depends on the activity.
29. Recreation services with lower costs to deliver but benefiting many individuals should carry lower user fees, thus leveraging the benefit from tax dollars.
30. "
31. How does our level of funding compare with other similar sized municipal jurisdictions? We shouldn't have an unusually larger tax bill for the same priced homes of other towns as to be not competitively priced.
32. As a retired senior who still pays full property taxes I feel that money should be used to support rec services.
33. Make fees for seniors cheaper
34. I think in general, when residents see the direct outcomes from property tax, they don't mind paying more - i.e., seeing improvements in infrastructure, orad, new rec spaces, unproved rec spaces etc.
35. If user fees are two high it eliminates many people who could benefit



Question 3

	Q3										
	Strongly Disagree	%	Moderately Disagree	%	Neither agree or disagree	%	Moderately agree	%	Completely agree	%	Total
1. Geography											
Georgetown	22	13%	15	9%	13	8%	34	20%	38	22%	122
Norval	0	0%	0	0%	0	0%	0	0%	1	1%	1
Acton	4	2%	4	2%	5	3%	13	8%	9	5%	35
Glen Williams	1	1%	2	1%	1	1%	2	1%	5	3%	11
Hornby	0	0%	0	0%	1	1%	0	0%	0	0%	1
Limehouse	0	0%	0	0%	0	0%	1	1%	0	0%	1
Milton	0	0%	0	0%	0	0%	1	1%	0	0%	1
Hillsburg	1	1%	0	0%	0	0%	0	0%	0	0%	1
Total Halton Hills	27	16%	21	12%	20	12%	50	29%	53	31%	171
Total Outside Halton Hills	1	50%	0	0%	0	0%	1	50%	0	0%	2
Overall Total	28	16%	21	12%	20	12%	51	29%	53	31%	173
2. Income											
Less than \$30,000	0	0%	0	0%	0	0%	0	0%	0	0%	0
Between \$30,000 and \$60,000	2	1%	2	1%	2	1%	9	4%	11	5%	26
Between \$60,000 and \$90,000	7	3%	4	2%	7	3%	11	5%	11	5%	40
Between \$90,000 and \$120,000	10	5%	5	2%	2	1%	16	8%	12	6%	45
Between \$120,000 and \$150,000	4	2%	3	1%	5	2%	6	3%	11	5%	29
Greater than \$150,000	9	4%	10	5%	6	3%	21	10%	20	10%	66
Overall Total	32	16%	24	12%	22	11%	63	31%	65	32%	206
2. Age Group											
0 to 5	3	2%	2	1%	1	1%	2	1%	3	2%	11
6 to 12	8	6%	8	6%	8	6%	9	6%	15	10%	48
13 to 18	9	6%	8	6%	10	7%	10	7%	14	10%	51
19 to 64	2	1%	2	1%	0	0%	4	3%	5	3%	13
65+	1	1%	5	3%	1	1%	3	2%	10	7%	20
Overall Total	23	16%	25	17%	20	14%	28	20%	47	33%	143
Grand Total	36	15%	30	13%	27	12%	67	29%	74	32%	234

* Grand total includes responses from individuals who did not provide answers to demographic questions

Comments

1. Again, Recreation and Parks facilities and services are an recreational resource for the individuals and families that are economically challenged. As a community, everyone benefits by providing people, places and things to do for everyone. Even those who otherwise cannot afford to participate. Children, teenagers, adults and seniors all benefit from utilizing the recreational and parks facilities in Halton Hills.
2. I believe that all services should be accessible for all, however the practice of charging more to those who can pay so that those with less income can benefit needs to be closely monitored. What is the threshold for those who cannot afford to pay? Is that information readily available to the public? How is someone's inability to pay assessed? I am lucky to be fortunate in many ways, and believe in helping others, but there is a lot of fraud.
3. "I am not aware of the facts on this. I go to Aqua Fit classes at the Gellert and all staff have been great from the instructors like Sue to the guy that cleans the floors.



4. I just know some have difficulty with the 350.00 fee all at once. Perhaps some of these people can get a reduction.
5. I'd disagree with it when it's for things that have mostly individual benefit. However if you're allowing someone to take part in something where there's no incremental cost to the town (say a swimming class where you can add an extra person or two basically for free) then yeah, you can let them pay less if they can't afford it.
6. Provided that there is a burden of proof on the beneficiary that they are unable to pay the full amount.
7. "I have coached soccer for several years and has several participants through the Jump Start fundraiser. I can tell you in my experience those families didn't show up most of the time.
8. I think there are private fundraisers that can support that and there are church programs that are low cost. Rec programs for families in need through the town shouldn't be funded from our property tax"
9. I am not familiar with any discounts. Although as a family of five with three children who may not qualify for subsidy it would be nice if there was family discounts especially for swimming lessons, a life skill
10. Disposable income is what is required for recreation. Someone who owns a home but pays huge taxes, utilities, mortgage etc might have less disposable income than someone below the LICO limit who rents and does not have as many bills. Cost of living in Halton is high.
11. Distinguish between Seniors and Adults
12. Everyone should pay the same amount. Unless someone has a disability or is elderly.
13. should include those children that have special needs but are high functioning but still need to be in a private class.
14. I feel that people should be able to partake in a healthy lifestyle regardless of their financial status. If they are honestly unable to pay for fees, I feel that assistance is a good idea and they should not be left out.
15. There had to be reasonable qualification criteria for those requiring assistance
16. What about the jumpstart program?
17. A senior rate should be in place for the swim programs at the Gellert Center. This would certainly encourage more participation of seniors that our on a fixed income.



18. "Seniors are charged higher rates at Gellert than the Milton pool which offers the same facilities. Why?
19. "
20. What determines ability to pay, because salary is not a fair evaluation. No, everyone should be able to participate at a public level for free/nominal cost. Those who choose to compete at a higher level should pay for those costs. Our sports programs were free when I was a child, my parents never had to pay these exorbitant fees, something not right here ???
21. Moderately agree if the discounted fees are not abused (assessed properly).
22. To not completely agree with that statement is to live in a self-absorbed bubble.
23. Many people use loopholes to get around paying for their fair share. Is this more than just a questionnaire that people fill out to say they can't afford it?
24. Again, what are we doing as a town to help the athletes who could compete at an elite level yet can't afford the fees?
25. As a pickleball player and seeing the level of participation from seniors, I believe it is in our best interests as a community to ensure that opportunities for seniors to stay active should be a priority and that financial restraints should never stand in the way of participation.
26. Should be equitable for all
27. Should be higher discounts for seniors.
28. Depends on how it is determined that a family needs financial assistance. If I save my money so that I can pay for these things and another person goes out to restaurants at lunch and buys Tim Horton's coffee every day, then I don't think they should have discounted fees.
29. There are already enough financial strain on affordable housing and this includes utilities + taxes. See my comments later on penetration rates.
30. Seniors should be given lower rate for 65+ regardless of income. More in line with other municipalities.
31. Make it cheaper for people that need financial help i.e., Low Income



Question 4

	Q4																		
	Aquatic instructions	%	Sports Instructions	%	Recreational Drop-In	%	Leadership and Certification Courses	%	Health and Wellness Classes	%	Fitness Classes	%	Lifestyle and Leisure Instruction	%	Camp Programs	%	Facility and Sportsfields Rentals	%	Total
1. Geography																			
Georgetown	62	14%	35	8%	56	13%	31	7%	26	6%	30	7%	14	3%	43	10%	5	1%	302
Norval	1	0%	0	0%	1	0%	1	0%	0	0%	0	0%	0	0%	1	0%	0	0%	4
Acton	18	4%	9	2%	15	3%	8	2%	11	2%	13	3%	7	2%	13	3%	2	0%	96
Glen Williams	6	1%	5	1%	6	1%	2	0%	5	1%	2	0%	3	1%	4	1%	0	0%	33
Hornby	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%	0	0%	2
Limehouse	1	0%	1	0%	1	0%	1	0%	1	0%	1	0%	1	0%	1	0%	0	0%	8
Milton	1	0%	0	0%	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	2
Hillsburg	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0
Total Halton Hills	89	20%	50	11%	79	18%	43	10%	43	10%	46	10%	25	6%	63	14%	7	2%	445
Total Outside Halton Hills	1	50%	0	0%	1	50%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	2
Overall Total	90	20%	50	11%	80	18%	43	10%	43	10%	46	10%	25	6%	63	14%	7	2%	447
2. Income																			
Less than \$30,000	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0
Between \$30,000 and \$60,000	10	2%	3	1%	12	2%	8	2%	5	1%	8	2%	3	1%	5	1%	1	0%	55
Between \$60,000 and \$90,000	19	4%	10	2%	13	2%	8	2%	12	2%	10	2%	5	1%	16	3%	3	1%	96
Between \$90,000 and \$120,000	26	5%	19	4%	21	4%	12	2%	12	2%	14	3%	6	1%	27	5%	2	0%	139
Between \$120,000 and \$150,000	14	3%	10	2%	15	3%	5	1%	4	1%	3	1%	3	1%	11	2%	0	0%	65
Greater than \$150,000	39	7%	18	3%	34	7%	16	3%	12	2%	15	3%	8	2%	24	5%	1	0%	167
Overall Total	108	21%	60	11%	95	18%	49	9%	45	9%	50	10%	25	5%	83	16%	7	1%	522
2. Age Group																			
0 to 5	4	1%	0	0%	6	2%	1	0%	3	1%	6	2%	2	1%	5	1%	2	1%	29
6 to 12	26	8%	11	3%	22	6%	9	3%	4	1%	6	2%	5	1%	23	7%	0	0%	106
13 to 18	30	9%	14	4%	26	8%	6	2%	5	1%	7	2%	6	2%	22	6%	1	0%	117
19 to 64	8	2%	6	2%	7	2%	4	1%	7	2%	7	2%	4	1%	7	2%	0	0%	50
65+	3	1%	1	0%	10	3%	2	1%	5	1%	7	2%	1	0%	7	2%	2	1%	38
Overall Total	71	21%	32	9%	71	21%	22	6%	24	7%	33	10%	18	5%	64	19%	5	1%	340
Grand Total	121	20%	63	11%	108	18%	56	9%	56	9%	59	10%	30	5%	93	16%	7	1%	593



Comments

1. When viewing the list I have specifically chosen items that provide and enhance individuals with life long skills and learning. Every child needs to know how to swim. Leadership and certification courses provide opportunities for employment and life saving skills that can be used for life! Camp programs provide families with childcare options during regular working periods. If these camps are not available and affordable, some families are forced to take vacation days.
2. Why is pickleball not listed. This is the fastest growing sport in North America. This started as a senior's sport, but has grown to include all ages. Benefits the body as well as the mind.
3. "I prefer not to show bias just because I use the Aquatic part the most.
4. Generally speaking the town has done a great job. I think we have gone a little crazy with some of the bike lane lines but I know that interest group lobbies hard."
5. Specifically all-purpose gym as above.
6. I believe that these should not be funded by property tax.
7. Seniors and youth programs too
8. I would really like to see a Bone Fitness class in the evening. It is not just seniors who have osteoporosis and osteopenia there are people who are still able to work and having a class in the evening keeps people active and mobile and able to work. I have to go to Royal Distributing Athletic Centre to go to an evening class, there are two full classes there so I would think there is a need in Georgetown/Acton as well.
9. Swimming is a life skill and should be available to all children
- 10.No
- 11."Please consider adding lights and more amenities to the new skate park near Gellert. This is being used by a huge age range and if there was a smaller area (such as the one by Jubilee) for little kids it would be great.
- 12.Also please add a few more covered areas for shade and picnic tables.
- 13.
14. There is no theater or bowling alley, the mall closes early so there are limited places for teens to hang out at. This new feature is a great way to keep those that don't play soccer engaged and in a common area. (not roaming around town looking for something to do)"



15. "I think swimming is a life skill and all children should participate as it would prevent injuries and possible death. Also it provides employment for our youth.
16. I also think March break and summer camps should be funded to provide good quality care allowing parents care in their community while they're employed and again provides youth employment.
17. Makes Halton Hills an attractive place for people to raise their families "
18. swimming and public swim/ skate should be more subsidized than sports programs as they are a necessary skill and sessions that all kids can do, whereas sports are optional and there are many private organizations that offer those programs. also the towns owns are really only for younger kids.
19. Life is more and more stressful so mindfulness is important to focus on. Workshops or lessons should be more accessible for those who do not have the means to pay for it.
20. Swimming is a life skill!
21. Reduce fees for ice paid by Halton Hills minor hockey!
22. While I feel like I could select all, I did try to prioritize.
23. Basic fitness & sports (healthier communities cost less on the economy), camps and possible lifesaving learn to swim & aquatic leadership should be more heavily funded than leisure programs such as hockey.
24. I believe these should all be funded equally according to usage. Whatever is used more receives more funding.
25. Specialized and older adults should receive more funding as they are on a lower fixed income
26. I feel that, for their own safety and life skills, it is a good idea for every child to learn how to swim. I also believe that every person should learn first aid.
27. I think fees are reasonable except for camps
28. Fees are reasonable for activities and lower than most other cities
29. We are trying to minimize the fees from our tax base . As such, the user fee for persons from out of town (based upon postal code) needs to increase for persons using our facilities.
30. Cost of ice in town is ridiculous, far more than other cities. Many hockey teams buy private ice in Brampton or at CanIn facilities instead of supporting local as it is more than double the price. Our arenas are nowhere near as nice or practical as other towns which make it puzzling as to why user fees are so high. Also, the cost of public swimming is way too expensive. We would make the drive to other



cities to benefit from lower cost and would use recreational facilities there instead.... we are not the only ones.

31. Fundamental programs and casual drop-in programs should have a majority of the funding. Specialized programs that service a higher-level of performance should be funded to a lower degree. Also PA Day programs should be an option.
32. "Everyone should know how to swim.
33. Camp programs - all children during school breaks should have the opportunity to attend the camp programs regardless of their parents income."
34. Skateboard parks
35. Basic core programs that don't require additional equipment or costs should be as close to free as possible, that is why we pay ridiculously high property taxes. Then all those that choose higher levels or personal use etc. should pay the proper fees.
36. I'm in favour of sports being funded to a greater extent and it should be based on interest and participation levels. Not sure that soccer gets its fair share of funding relative to hockey or baseball given higher soccer participation levels yet there is no indoor facility in Georgetown which limits playing time for children within our own community (Acton is not an easy drive in the winter).
37. Ice rentals and floor time rental is absolutely brutal
38. I would like to see a wider variety of times that drop-ins are offered. For example, if I wanted to figure skate in Acton my life schedule would require me to be available at 7am. Even though it is offered 3 days a week (I believe) it is always the same time. This is true of most programs. Why can't we have a figure skate at noon, and an adult men's shinny at 7am?
39. None. should be subsidized. If you do one, then someone will complain that you didn't include theirs.
40. Elite level sports facilities for baseball. More and better diamonds.
41. "Nothing should be greater than another due to special interests. Currently everything listed is funded by the town due to a lack of competition in the marketplace.
42. If anything is to be funded, it should be the individuals based on support needed."
43. JET needs to make it possible for everyone to see COMMUNITY theatre. The rental costs for the local amateur groups are so high, that they are to the point they cannot afford to use the JET. When you take royalties, and move in etc off which is about \$2000. You are left with nothing. The JET gets all



44. "My responses are based on basic life skills such as swimming and also a focus on physical fitness and opportunities for youth to engage in sport outside of a structured format (drop-ins).
- 45.
46. I value every item listed but believe the items I listed would benefit from increased funding."
47. "Activities that have a wide public benefit should have additional funding, as long as the facility is open for the public to use at non-peak times (a tennis court, a baseball diamond, a soccer pitch) but activities such as day camps or lifeguard certification, where it is the participant is the primary benefit should receive less funding.
48. My daughter has completed her lifeguard certification course meaning she earns \$17/hr vs \$13.25 student minimum wage, or summer camps where parents send their kids instead of paying for other daycare in the summer should be paid for by the participant or parent, not the taxpayer."
49. With a general population (not just Halton Hills) that is overweight, I think it would be beneficial to support those programs which promote good health.
50. Georgetown has some of the highest facility rental fees in Ontario. This needs to be addressed!
51. Our rental fees are outrageous relative to surrounding communities making it difficult for families to support sports and resulting in a substantial disparity of the haves and the have nots.
52. The arena rental costs are far too high for most people to afford. Which drives up the cost of organized sports such as hockey, Lacrosse, skating. The rates in Halton far exceed other neighbouring communities.
53. None should be funded from property taxes.
54. I feel that more funding should be available for more drop in times for public swimming and skating. These facilities are always quite busy in the limited times available currently.
55. Pickleball is a growing sport especially for seniors in Halton Hills. Yet, in the winter, there are not many facilities (if any) to play it. The waiting list for daytime playing is long and there is no decent facility available. I think more services or facilities should be made available for this wonderful sport for seniors!
56. Halton Hills camp programmes do not compete with programmes offered by the "Y" from the price point of view. With respect to "E", "F", and "G" above more info is needed like participation rates. Are the programmes running at or below



capacity. If they are advertised adequately. How well does the town work with the seniors centres. And geared to income housing complexes to get the word out and/or use their common rooms and just provide the personnel to run the local (in house) programmes. Further to "E", "F", and "G" above, how does existing participants hear about the programmes.

57. Make Fee's Cheaper

58. A, B, C, H, I an arts for children and youth only. All five services including art have the greatest community benefits and individual benefit.

59. If children are able to participate in activities it develops a healthy lifestyle. Adults need activities to enhance social well being and to stay healthy.



Question 5

	Q5																		
	Aquatic Instructions	%	Sports Instructions	%	Recreational Drop-In	%	Leadership and Certification Courses	%	Health and Wellness Classes	%	Fitness Classes	%	Lifestyle and Leisure Instruction	%	Camp Programs	%	Facility and Sportsfields Rentals	%	Total
1. Geography																			
Georgetown	60	10%	44	7%	28	5%	57	9%	48	8%	57	9%	60	10%	39	6%	40	7%	433
Norval	0	0%	1	0%	0	0%	0	0%	1	0%	1	0%	1	0%	0	0%	1	0%	5
Acton	15	2%	11	2%	10	2%	12	2%	15	2%	13	2%	14	2%	12	2%	10	2%	112
Glen Williams	7	1%	7	1%	3	0%	7	1%	5	1%	8	1%	7	1%	4	1%	5	1%	53
Hornby	1	0%	0	0%	0	0%	1	0%	0	0%	0	0%	0	0%	1	0%	0	0%	3
Limehouse	1	0%	1	0%	0	0%	1	0%	1	0%	1	0%	1	0%	0	0%	0	0%	6
Milton	0	0%	0	0%	0	0%	1	0%	0	0%	0	0%	1	0%	0	0%	0	0%	2
Hillsburg	0	0%	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1
Total Halton Hills	84	14%	64	10%	41	7%	78	13%	70	11%	80	13%	83	14%	56	9%	56	9%	612
Total Outside Halton Hills	0	0%	1	0%	0	0%	1	0%	0	0%	0	0%	1	0%	0	0%	0	0%	3
Overall Total	84	14%	65	11%	41	7%	79	13%	70	11%	80	13%	84	14%	56	9%	56	9%	615
2. Income																			
Less than \$30,000	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0
Between \$30,000 and \$60,000	12	2%	14	2%	10	1%	11	1%	12	2%	14	2%	12	2%	4	1%	8	1%	97
Between \$60,000 and \$90,000	22	3%	15	2%	7	1%	17	2%	14	2%	18	2%	18	2%	13	2%	13	2%	137
Between \$90,000 and \$120,000	19	3%	16	2%	8	1%	20	3%	22	3%	24	3%	20	3%	17	2%	15	2%	161
Between \$120,000 and \$150,000	20	3%	12	2%	4	1%	14	2%	12	2%	13	2%	8	1%	5	1%	11	1%	99
Greater than \$150,000	27	4%	26	3%	17	2%	36	5%	29	4%	30	4%	41	5%	29	4%	24	3%	259
Overall Total	100	13%	83	11%	46	6%	98	13%	89	12%	99	13%	99	13%	68	9%	71	9%	753
2. Age Group																			
0 to 5	6	1%	4	1%	2	0%	4	1%	4	1%	7	1%	5	1%	1	0%	1	0%	34
6 to 12	22	4%	16	3%	11	2%	21	4%	20	4%	25	5%	25	5%	21	4%	20	4%	181
13 to 18	20	4%	18	4%	9	2%	24	5%	21	4%	25	5%	22	4%	19	4%	29	6%	187
19 to 64	6	1%	6	1%	4	1%	5	1%	6	1%	6	1%	5	1%	3	1%	4	1%	45
65+	8	2%	5	1%	5	1%	9	2%	6	1%	8	2%	10	2%	4	1%	4	1%	59
Overall Total	62	12%	49	10%	31	6%	63	12%	57	11%	71	14%	67	13%	48	9%	58	11%	506
Grand Total	117	14%	91	11%	55	6%	110	13%	99	12%	110	13%	116	14%	75	9%	81	9%	854

* Grand total includes responses from individuals who did not provide answers to demographic questions



Comments

1. Sports instruction: These particular sports do not allow opportunities for the community as a whole. More often than not, only highly skilled individuals are allowed to join these types of teams. There is a definite bias on who can and cannot join teams. Community tax dollars should not heavily support private teams.
2. All of the above benefit individuals, but if our community is happier and healthier than we all win.
3. Again this will depend who shouts the loudest. All these programs are good depending on your views etc. You will not please all just help the more vulnerable including those with handicaps both physical and intellectual.
4. These have great benefits but should not be subsidized by property tax.
5. Elite sports/activities are not a community benefit to which I would give any priority. They're great for the privileged few kids born with athletic ability and the families able to support them, but not accessible to the majority of residents
6. It's difficult to rate as I know most of the choices benefit young children, youth and seniors. I want to be able to support all of the above
7. We are trying to minimize the fees from our tax base . As such, the user fee for persons from out of town (based upon postal code) needs to increase for persons using our facilities.
8. I feel all of those provide significant community benefit.
9. when people participate in recreational activities the whole community benefits from their skills, improved health, wellness etc
10. A bit of a leading couple of questions here in numbers 4 and 5 that are designed to produce data to support the funding model pyramid. A thoughtful study does not bias the data.
11. With regards to this list, if the individual benefits, the community benefits.
12. "Focus on seniors, largest demographic group.
13. Drop in facilities, better use of existing facilities eg school gyms, ice pads."
14. Again, all of the above should be funded by the individuals who benefit from them., not from property taxes.
15. Same as above comments.
16. Recreational swim and skates are all "over" capacity. For the limited times and facilities available when school is "out." I feel many people do not participate as it is too crowded can't comment when school is "in". Lane swimming and senior



swim times (both are lane at Gillert) are too crowded during the 11:00 am time slot.

17. Make fees cheaper



Question 6

	Q6 - Pre-School (Age 3-5)							Q6 - Youth (Ages 6-18)						
	Yes	%	No	%	Don't Know	%	Total	Yes	%	No	%	Don't Know	%	Total
1. Geography														
Georgetown	0	0%	0	0%	4	8%	4	0	0%	0	0%	6	12%	6
Norval	0	0%	1	2%	0	0%	1	0	0%	1	2%	0	0%	1
Acton	22	43%	9	18%	2	4%	33	19	37%	9	17%	4	8%	32
Glen Williams	7	14%	3	6%	0	0%	10	5	10%	4	8%	1	2%	10
Hornby	0	0%	1	2%	0	0%	1	0	0%	1	2%	0	0%	1
Limehouse	1	2%	0	0%	0	0%	1	1	2%	0	0%	0	0%	1
Milton	0	0%	1	2%	0	0%	1	1	2%	0	0%	0	0%	1
Hillsburg	0	0%	0	0%	0	0%	0	0	0%	0	0%	0	0%	0
Total Halton Hills	30	60%	14	28%	6	12%	50	25	49%	15	29%	11	22%	51
Total Outside Halton Hills	0	0%	1	100%	0	0%	1	1	100%	0	0%	0	0%	1
Overall Total	30	59%	15	29%	6	12%	51	26	50%	15	29%	11	21%	52
2. Income														
Less than \$30,000	0	0%	0	0%	0	0%	0	0	0%	0	0%	0	0%	0
Between \$30,000 and \$60,000	17	9%	3	2%	2	1%	22	15	8%	3	2%	4	2%	22
Between \$60,000 and \$90,000	26	13%	10	5%	2	1%	38	25	13%	10	5%	3	2%	38
Between \$90,000 and \$120,000	36	18%	6	3%	1	1%	43	33	17%	6	3%	2	1%	41
Between \$120,000 and \$150,000	23	12%	5	3%	1	1%	29	24	12%	6	3%	0	0%	30
Greater than \$150,000	48	24%	17	9%	0	0%	65	48	24%	15	8%	2	1%	65
Overall Total	150	76%	41	21%	6	3%	197	145	74%	40	20%	11	6%	196
2. Age Group														
0 to 5	0	0%	0	0%	4	3%	4	0	0%	0	0%	4	3%	4
6 to 12	45	34%	3	2%	0	0%	48	38	29%	9	7%	0	0%	47
13 to 18	40	30%	8	6%	0	0%	48	41	31%	6	5%	1	1%	48
19 to 64	9	7%	3	2%	1	1%	13	9	7%	3	2%	1	1%	13
65+	13	10%	3	2%	3	2%	19	13	10%	3	2%	3	2%	19
Overall Total	107	81%	17	13%	8	6%	132	101	77%	21	16%	9	7%	131
Grand Total	170	77%	44	20%	8	4%	222	163	74%	44	20%	14	6%	221

* Grand total includes responses from individuals who did not provide answers to demographic questions



	Q6 - Seniors (Ages 65+)							Q6 - Families						
	Yes	%	No	%	Don't Know	%	Total	Yes	%	No	%	Don't Know	%	Total
1. Geography														
Georgetown	0	0%	0	0%	2	4%	2	0	0%	0	0%	19	28%	19
Norval	1	2%	0	0%	0	0%	1	0	0%	1	1%	0	0%	1
Acton	27	56%	6	13%	0	0%	33	27	40%	4	6%	3	4%	34
Glen Williams	6	13%	3	6%	0	0%	9	5	7%	2	3%	2	3%	9
Hornby	0	0%	1	2%	0	0%	1	1	1%	0	0%	0	0%	1
Limehouse	0	0%	0	0%	1	2%	1	1	1%	0	0%	0	0%	1
Milton	1	2%	0	0%	0	0%	1	1	1%	0	0%	0	0%	1
Hillsburg	0	0%	0	0%	0	0%	0	1	1%	0	0%	0	0%	1
Total Halton Hills	34	72%	10	21%	3	6%	47	34	52%	7	11%	24	37%	65
Total Outside Halton Hills	1	100%	0	0%	0	0%	1	2	100%	0	0%	0	0%	2
Overall Total	35	73%	10	21%	3	6%	48	36	54%	7	10%	24	36%	67
2. Income														
Less than \$30,000	0	0%	0	0%	0	0%	0	0	0%	0	0%	0	0%	0
Between \$30,000 and \$60,000	18	9%	2	1%	2	1%	22	16	8%	2	1%	7	3%	25
Between \$60,000 and \$90,000	32	16%	7	4%	0	0%	39	26	13%	7	3%	5	2%	38
Between \$90,000 and \$120,000	29	15%	10	5%	1	1%	40	27	13%	12	6%	4	2%	43
Between \$120,000 and \$150,000	25	13%	4	2%	0	0%	29	18	9%	8	4%	3	1%	29
Greater than \$150,000	56	29%	8	4%	1	1%	65	49	24%	11	5%	6	3%	66
Overall Total	160	82%	31	16%	4	2%	195	136	68%	40	20%	25	12%	201
2. Age Group														
0 to 5	0	0%	0	0%	0	0%	0	0	0%	0	0%	5	4%	5
6 to 12	38	31%	8	6%	1	1%	47	39	29%	6	4%	4	3%	49
13 to 18	36	29%	7	6%	3	2%	46	38	28%	10	7%	1	1%	49
19 to 64	10	8%	1	1%	1	1%	12	8	6%	3	2%	1	1%	12
65+	17	14%	2	2%	0	0%	19	12	9%	1	1%	6	4%	19
Overall Total	101	81%	18	15%	5	4%	124	97	72%	20	15%	17	13%	134
Grand Total	182	83%	31	14%	6	3%	219	154	68%	42	19%	29	13%	225



Comments

1. If the town is prepared to provide a discount to those how cannot economically afford to utilize Recreation and Parks facilities and services, the rest of the user base should pay for the services they use. This supports two things - financially supporting those who need financial assistance; and providing the funds necessary to ensure that services and facilities can continue to be maintained, expanded, further developed to meet the growing needs of the community as a whole. If everyone pays a fair and equatable rate up front, services and facilities will always be at their best!
2. As a single adult, there are NEVER any discounts. Discounts should be I.e. pay for 10 sessions, get 2 free.
3. When their is need as previously mentioned. Personally I am OK.
4. Said don't know for families as I'm not sure what an entire family would sign up for. Maybe discounts if multiple members are signed up within the year, or if an individual signs up for multiple classes within the year
5. This should be flexible as families come in many sizes.
6. Recommending discount for younger people because it'll help get them used to being active and they'll ideally continue to be active when they're adults/seniors. Seniors seem to use services for socializing and there'll likely be a group of them going to one thing or another so you can always set those prices with that in mind, rather than giving them a straight-up discount. Seniors also have significantly more wealth than families or youth and you can always discount prices on a case by case basis for seniors who have difficulties affording the fees their friends can more easily afford.
7. Youth toddler senior programs should be priced as such. No discounting should be needed
8. But what about families larger than 4 people? That is still a family.
9. "When you have a large family it makes it expensive to do activities and outings (speaking from my experience as a family of 6) but I would have to weight that out against how many large families there are. Maybe not worth it.
10. Definitely seniors as they're on a limited budget.
11. Youth have some discretionary income but parents usually have to pay. "
12. Most families are four people- it is the larger families five or more who would benefit from a discount
13. What about income based discounts?



14. I don't understand why seniors are always subsidized. Traditionally they have lower bills (mortgages paid off) and thus can afford more with a pensions income. I could make a whole lot less money if I wasn't paying \$2,500 month in mortgage payments. It's crazy my mom can qualify for assistance when she can afford trips and daily bingo.
15. 4 plus
16. The prices being charged for our children's sports & camps is ridiculous! How can parents get ahead having more then one child.
17. We are trying to minimize the fees from our tax base . As such, the user fee for persons from out of town (based upon postal code) needs to increase for persons using our facilities.
18. We would be a more active community if prices were lower. Take a look at Brampton, Toronto or Oakville.
19. People can't pay more, we need to be finding ways to pay LESS, for the majority. How do people pay by barter instead ? Volunteer hours to pay for fees ? Sweat equity ? Other alternatives than cash ? Heck, I'd pick garbage in town if that meant I could pay less on my kid's fees !!!
20. You can't discount some and not others. Not fair.
21. Why is it always a family of 4? Plenty of families I know are 5, 6, 7 & 8 family members. How about doing a family 4 with a nominal add-on fee rather then full individual fee for each additional family member?
22. Families are often greater than 4.
23. Right now in the town, the biggest problem is
24. Some of these answers depend on the services.
25. Consider swimming lessons for example...2 instructors per 6 tots, vs 1 instructor per 8 teens for senior level swimming classes...the tots program costs 2x the senior level classes to run. That cost should be born by the participants. Don't have kids if you can't afford to pay for them! And I have 2 teens that were raised here in Georgetown.
26. Seniors do not need cost reductions. They may have fixed incomes but no high monthly costs such as high mortgages and child care. Seniors in HH have some of the highest incomes. Age should not dictate user fee pay rates.
27. The more participants, then the greater the available discounts to leverage tax dollars.



28. This depends on the activity/facility being considered ice rinks and pools require adult involvement any way for pre-school anyway. I wish you were more specific here.
29. If youth rates are discounted no need for family rate



Question 7

Q7											
	Strongly Disagree	%	Moderately Disagree	%	Neither agree or disagree	%	Moderately agree	%	Completely agree	%	Total
1. Geography											
Georgetown	8	5%	3	2%	11	7%	28	18%	62	39%	112
Norval	0	0%	0	0%	0	0%	0	0%	1	1%	1
Acton	4	3%	0	0%	5	3%	11	7%	14	9%	34
Glen Williams	1	1%	0	0%	0	0%	4	3%	3	2%	8
Hornby	0	0%	0	0%	1	1%	0	0%	0	0%	1
Limehouse	0	0%	0	0%	1	1%	0	0%	0	0%	1
Milton	0	0%	0	0%	0	0%	0	0%	1	1%	1
Hillsburg	1	1%	0	0%	0	0%	0	0%	0	0%	1
Total Halton Hills	13	8%	3	2%	18	11%	43	27%	80	51%	157
Total Outside Halton Hills	1	50%	0	0%	0	0%	0	0%	1	50%	2
Overall Total	14	9%	3	2%	18	11%	43	27%	81	51%	159
2. Income											
Less than \$30,000	0	0%	0	0%	0	0%	0	0%	0	0%	0
Between \$30,000 and \$60,000	3	2%	1	1%	2	1%	5	3%	12	6%	23
Between \$60,000 and \$90,000	2	1%	0	0%	4	2%	13	7%	18	10%	37
Between \$90,000 and \$120,000	6	3%	1	1%	1	1%	15	8%	16	8%	39
Between \$120,000 and \$150,000	4	2%	0	0%	4	2%	11	6%	10	5%	29
Greater than \$150,000	4	2%	0	0%	11	6%	13	7%	33	17%	61
Overall Total	19	10%	2	1%	22	12%	57	30%	89	47%	189
3. Age Group											
0 to 5	2	2%	0	0%	0	0%	4	3%	5	4%	11
6 to 12	2	2%	0	0%	7	5%	14	11%	20	15%	50
13 to 18	3	2%	0	0%	10	8%	14	11%	15	11%	42
19 to 64	2	2%	0	0%	1	1%	3	2%	6	5%	10
65+	4	3%	0	0%	2	2%	3	2%	9	7%	18
Overall Total	13	10%	0	0%	20	15%	38	29%	55	42%	131
Grand Total	21	10%	3	1%	26	12%	62	29%	103	48%	215

* Grand total includes responses from individuals who did not provide answers to demographic questions

Comments

1. The haves must support the have-not's. Everyone benefits when the elderly are provided quality facilities, programs, and services. Additionally, families of lower income levels supported financially in their desire to participate in Recreation and Parks programs and facilities only experience positive benefits from that involvement.
2. "I think if any senior is on supplement it should be free or at best a token fee !
3. PS I am not a grumpy senior yet but I am aware of those in need.LOL"
4. Classes can be expensive. It is nice to help subsidize those who are lower income to provide them with equal access.
5. Oh man, I wrote my previous comment before I saw this question. Yeah I'm totally in agreement with this policy!
6. Senior's are more affluent than any other group and I don't agree that they should receive special consideration because of age



7. Some seniors very much need the discount, but there are an awful lot of seniors in Halton Hills that are more than capable of paying full price. Should that be taken into consideration?
8. Only if they have no savings...the elderly should have more money saved than everyone else as they have had more time.
9. If you have more than one kid enrolled, there should be a discount
10. It's hard to decide who really needs help. Based on our household income we don't qualify for any assistance but we just had a baby and am on maternity leave. It has made recreational activities unaffordable this year.
11. All seniors should have a discount as they are working in these programs to improve their individual health needs and well being. Therefore less of a burden to our health system in maintaining good health. All seniors should over 60/65 should qualify for a discount as they are all living on a fixed income!
12. Should be in same category as those who require assistance to pay- some seniors are well off and live to participate and don't need the discount
13. I think all seniors should be offered the 50% discount. We have been paying property taxes for many years and have contributed to making Halton Hills the town it is today. We live on a fixed income and our savings, which are not replenished, unlike those still in the workforce.
14. 50% discount may not be sufficient to encourage many low income seniors to participate in and benefit from the programs and services.
15. The cost to kids and seniors should be reduced, it is ADULT that have income that should be paying the most.
16. Not as many seniors will use these services, so it's probably not a large overall discount.
17. Loneliness and isolation are growing issues amongst our seniors. The more we can help our seniors access our services the better. Subsidy only for those without the means to pay though. Demographics are shifting older so we need to maintain an affordable funding model that is choiceful vs one size fits all.
18. The community benefits if seniors can stay active. Financial restraints should never stand in the way.
19. The proof of lower income to people who apply for subsidy should be more regimented. I know too many people taking advantage of the supplement just because they asked for it and not because they proved it. There should be a request for ALL people who want subsidy to show notice of assessment or GIC.



If they need it I think we should give it to them 100% or 50% - but it should be based on proof. It's not fair to the people who are paying more.

20. Most of the seniors on supplement have more money than the ones who do not. They hide their money with their children so the government doesn't know their real income.
21. Yes - I like basing rates based on user ability to pay not age. I hope adults on disability benefits or other low income adults also have reduced rates.
22. This is only one target demographic. What about single income/parent families or welfare. The answer to this question is more a penetration rate. How many people actually ask for help or is the process too intimidating.
23. There are many people whose income is a lot less than that of seniors...why don't they get a discount?
24. It would be better if all seniors (age 65+) got discount on swim passes
25. While I support 50% off for lower income seniors. I feel all seniors should get a reduced rate from working adults. Even 5-10% reduction.
26. I believe there should be a seniors discount after age 65 regardless of income as many seniors are on a fixed income



Question 8

Q8							
	Yes	%	No	%	Don't Know	%	Total
1. Geography							
Georgetown	114	66%	6	3%	2	1%	122
Norval	1	1%	0	0%	0	0%	1
Acton	31	18%	2	1%	2	1%	35
Glen Williams	10	6%	1	1%	0	0%	11
Hornby	1	1%	0	0%	0	0%	1
Limehouse	0	0%	1	1%	0	0%	1
Milton	1	1%	0	0%	0	0%	1
Hillsburg	0	0%	1	1%	0	0%	1
Total Halton Hills	157	92%	10	6%	4	2%	171
Total Outside Halton Hills	1	50%	1	50%	0	0%	2
Overall Total	158	91%	11	6%	4	2%	173
2. Income							
Less than \$30,000	0	0%	0	0%	0	0%	0
Between \$30,000 and \$60,000	19	9%	5	2%	1	0%	25
Between \$60,000 and \$90,000	38	18%	0	0%	3	1%	41
Between \$90,000 and \$120,000	38	18%	7	3%	0	0%	45
Between \$120,000 and \$150,000	27	13%	2	1%	1	0%	30
Greater than \$150,000	61	29%	5	2%	0	0%	66
Overall Total	183	88%	19	9%	5	2%	207
2. Age Group							
0 to 5	10	7%	1	1%	0	0%	11
6 to 12	44	31%	3	2%	2	1%	49
13 to 18	42	29%	7	5%	2	1%	51
19 to 64	9	6%	3	2%	0	0%	12
65+	17	12%	3	2%	0	0%	20
Overall Total	122	85%	17	12%	4	3%	143
Grand Total	206	88%	21	9%	7	3%	234

* Grand total includes responses from individuals who did not provide answers to demographic questions

Comments

1. If you don't contribute to the Halton Hills tax base, a higher fee to use our facilities and programs should be mandatory. Otherwise, Recreation and Parks resources and funding become overused by individuals that have not financially contributed to the facilities/programs as a whole. Residence should also have priority over non-residence when it come to program enrollment.
2. Non residents are not paying taxes to support the programs so yes. Also, renters aren't paying property tax, so how do you make sure they pay their share?
3. I hate nationalist thinkers so it would be ethically wrong if we turn others away.
4. Our taxes are being used, not theirs.



5. absolutely
6. Non residents aren't paying into property tax to subsidize.
7. If charging higher fees cause headaches or difficulties in enforcement (I imagine the burden of proof is not high to avoid higher fees), you could always look at some kind of fee-sharing agreement with nearby municipalities. Then track how many Halton Hills people go to, say, Milton and vice-versa. Then one municipality cuts a cheque to the other for the difference. Something like that might encourage more people to engage in more activities since people move around a fair bit but may want to continue joining activities with their friends and having to pay more may discourage them from being active.
8. Depends on whether or not residents miss out on spots because non-residents have taken them
9. If we are supplementing through our taxes, we should be the ones to directly benefit
10. If they are not paying into our property tax base, they should not be able to use our facilities.
11. Anyone not paying property taxes in Halton should be charged more to compensate for their missing contribution through taxes
12. Absolutely. This is common across many municipalities.
13. Most communities have this because they're aren't paying property taxes to our community but are benefiting from our services
14. Absolutely!!! When we sent our son to hillsburgh hockey we paid \$150 more because we didn't live there
15. We take programs in other municipalities because Halton bills does not have the variety and price point that we need for all activities and are happy to pay the non resident fee. It is minimal if the programming is great! Residents should have first dibs to register (maybe five days to a week before opening it up to other municipalities)
16. This might be a wise approach but is there the intake of non-residents to provide suitable returns?
17. Other cities and towns follow this approach. I know families from Brampton who register in Halton Hills because programs are either more affordable, they like the facilities better or there is more availability. For highly sought after programs Town residents should have first dibs or non residents should at least have to pay an additional fee to register to compensate since they are not contributing to the tax dollars that subsidize the programs.



18. Non residents are not contributing to the community and therefore the economy in the same fiscal way as residents.
19. Absolutely. Maybe not a child coming with another child, but a family coming from another community should.
20. Yes as their taxes are not paying for it.
21. Absolutely! Residents of Halton should in no way be subsidizing people from other areas use of the recreational facilities. Every participant should have to prove proof of residency. This goes for all Halton Hills services (e.g. our hospital should prioritize based on residency, and there should be a surcharge for non-residents).
22. Yes for rental agreements, but I do not think that drop in programs should charge a different fee for people visiting from out of town.
23. Definitely Yes, other communities do it. Georgetown is growing extremely fast and so is Brampton. Borders a quite close to each other. I would be more convenient for someone who lives closer to Georgetown to register at the Gellert verse driving to a Brampton community center.
24. If they don't pay property taxes to help fund services in Halton Hills they should pay for use of programs at higher rate.
25. Since non-residents are not contributing tax dollars, they should definitely pay higher fees. Most surrounding municipalities do so.
26. We need to secure spaces for our community first then open to other non community persons
27. Other municipalities are charging 25% more
28. Absolutely!! Based on Postal code.
29. If non-residents will help increase popularity and demand for programs, they should not be penalized with higher fees. They help keep programs viable for all who are interested. Space in programs should be prioritized for residents first and then opened up to non-residents.
30. I sure hope that is true as I am paying the taxes and fees locally, those who don't should have to pay more.
31. While I agree in principal, some programs are more financially viable if people living out of are participate. If the disparity were too high, then maybe people living in Rockwood go to Guelph instead, and now our programs aren't financially viable to run at all.
32. Or they would participate in their own community services.



33. Without a doubt they should! They aren't paying property taxes here so they absolutely should be charged more.
34. ABSOLUTELY. if you don't pay taxes here, you should pay a higher fee. Proof of residence should be required.
35. If Halton taxes are offsetting costs then yes. If privatized, then no.
36. Residents contribute through their taxes. Non-residents are not contributing tax revenue to our community.
37. ABSOLUTELY!!!!!! We used to do tot swim lessons in Brampton before the Gellert opened because the pool was warmer than the GDHS and the Lions pools here. We had to pay a higher non-resident price.
38. WAAAAAY too many non-residents are taking advantage of our rates and services. There should be a ten day waiting period for non-residents after registration day AND there should be an increased user fee (\$10) fee if you don't pay halton hills taxes. WHY are e allowing non tax payers to use the same services for the same price???
39. Absolutely! Why on earth would we subsidize non-residents with our tax dollars??
40. no brainer - yes
41. Too often people from Peel are coming to use our pool because 'it is closer and better'
42. Only reason we come to Halton as we have no or limited rec in our community. Out of town fee - we would go closer to home and not come any more.
43. As part of the fee is determined by user fee if property taxes, non residents of Halton should pay more as they don't pay taxes in Halton Region.



Additional Comments

1. Halton Hills has always provided exceptional Recreation and Parks programs and facilities to its residents. It has always done so on a modest budget. The time has come for a shift to a higher revenue demand from the tax revenue base. Looking into the future, if Halton Hills wants to stay grow and expand its services a higher budget is required. I believe it's time to implement a higher tax to achieve a higher Recreation and Parks budget.
2. Halton Hills desperately needs a full size gym to accommodate racquet sports, especially pickleball.
3. "you might want to define the format of the postal code that has to be absolutely accurate
- 4.
5. The infrastructure and staffing around parks and recreation is nice to have but not necessary. Decisions are made without presenting full costs to tax payers. How can businesses offering classes in zumba and fitness and art and education compete with fully subsidized programs that no one asked for using the full information... ie to the entire population - would you like free zumba classes. Your taxes will go up x\$ per year. And you will put a small business out of business.
6. I believe that our elected officials and staff are looking a growing and offering more and more non essential things instead of being conservative and or putting more money where it is needed - job creation, economic development, employment attraction, affordable housing, and LOWER taxes. "
7. Love your programs! I wish rental fees for facility space was less expensive. At current cost it doesn't make sense to rent for a birthday or shower.
8. More variety of kids camps should be made available within the town of Acton. There are three weeks per summer my JKer does not have access to local camp. We also need to introduce or better promote other programs and activities for children. Greater variety of music and arts programs would be appreciated given the current state of the education system.
9. The general population should not be paying if you decide to enroll yourself or your family in gymnastics, hockey, day camps or Spanish lessons. These are not enriching the community at large.



10. My family uses the services of the Recreation and Parks department year-round. The quality of the services we receive is definitely worth the fees we're paying. Just wanted to give some thanks for all the hard work you guys do.
11. You should be looking at cost savings and reducing programs. You should not offer programs that businesses offer. If you do they should not be discounted. ie art. Zumba.
12. The price of ice pad rental is considerably higher than surrounding areas. It is getting so expensive that figure skating may become unaffordable for our family
13. programs need to be affordable for seniors and pre-school age children
14. Ice rental fees are extremely high compared to neighboring municipalities. It really feels like the town gouges people/groups/teams for ice rental. It's extremely disappointing and greedy.
15. Ice rates are more expensive here compared to other municipalities. Swim rates seem to be heavily subsidized and are relatively inexpensive for the user. Need to find a better balance
16. Acton need more and better public facilities.
17. "The fees are reasonable. I would pay more for aquatic lessons if the class sizes were smaller and instructors were better able to judge skill level and adjust accordingly.
18. Facility rental rates are laughably high. "
19. The fees in Halton Hills are extremely high compared with other towns and cities around here. Our hockey teams and swim team often go to other towns for ice/pool time simply because it's cheaper, even taking into consideration having to pay as non residents. We also do not have the quality of facilities that these other towns have. For instance, Georgetown charges far more for pool time than Guelph which offers a 50 meter, very well maintained pool. This is the same in Mississauga, Oakville, Etobicoke and Burlington. It is difficult for our swim team to compete at the same level as other teams when we have to pay so much more for lesser quality facilities. The same goes for hockey. I think the town needs to take a hard look at how other towns and cities manage to build state of the art facilities (that are able to house tournaments and meets in order to help cover costs) and yet still charge less for their use. This town also is not forward thinking at all. When MoldMasters Sportsplex was built, why was there no restaurant or bar included in the construction? Do you have any idea the revenue that arenas with bars/restaurants bring into the facilities? Especially during tournaments. It is actually embarrassing when we host anything here (oh my goodness! Especially



baseball tournaments!) and have no place for parents/spectators to wait until the games begin. So much that could be done to make this town's recreation amazing but no one ever thinks ahead unfortunately.

20. "Swimming lessons are getting a little expensive but I know the minimum wage has increased so some increases are necessary.
- 21.
22. I would like to see more time available for stick n puck and shinny in the spring months at our arena.
23. "
24. Prefer not to share postal code as it gives our family away and then not anonymous nor do we share income
25. i feel if you sign up for more than one program there should be a reduced rate. People like to stay active and get in shape so a break on the fees if you are in more than one program would be very helpful.
26. How is this survey being used? What happens if the results are manipulated?
27. Entering the postal code took me like ten tries!
28. I think they are good right where they are for Aquatics. PA day swims don't need to be free. Neither do Youth Nights - they could be discounted and still bring in some income...
29. Given the economic environment fees should remain the same otherwise people will not be able to afford them.
30. I am 100% house poor living in Halton Hills. I will never qualify for any discounted rates for any services. I feel that everyone should be entitled to the discounted rates for these services. Not just some people who meet arbitrary requirements.
31. The town of Halton Hills has the highest rental rates for facilities in the surrounding region. The result is kids being forced to play in other communities because it is more affordable.
32. Discounts should be provided if you sign up for multiple classes per session.
33. They are charging too much with this recent increase to the pay as you go sweat and swim pass for those using the pool for fitness 5 days per week. Time to give a yearly pass at a reasonable price.
34. your* household... Proofread, please...
35. I think they are reasonable for the community but to offer a reduced fee for camps and families/individuals requiring financial assistance



36. 7 grandchildren & I see the struggles my children have using camps & trying keep them in sports. The cost is so hard for them. They work to keep a roof over their head & someone care for children. No other family time because of cost!
37. The user fee for persons from out of town (based upon postal code) needs to increase for all age groups using our facilities.
38. "To consider providing options of a variety of payment plans for certain programs, e.g. to add semi-annual swimming pass, 3-month swimming pass, discounted rate /incentives for less popular programs or programs that are scheduled at less popular time frame.
39. To consider initialing pilot programs to gather public's response when introducing new programs and services or adding/adjusting schedules for existing programs, e.g. updating swimming schedules or creating a chess club.
40. "
41. The cost to participate in recreational activities is far more expensive than other communities. If we had state of the art facilities then maybe it could be justified but our pools are basic, the arenas are sub par (why cant we have a running track, workout facility, gymnastics club etc) attached to one big building where the community can come together. Milton, Brampton, Oakville all have far lower fees and superior facilities. Our taxes are very high and we have many new subdivisions contributing but no new arenas or pools or gyms to justify the high taxes. If you are going to continue to build new communities you need to also include state of the art modern inclusive recreational centers that are multi purposed and cost effective to users. We have travelled to Brampton and Oakville many times instead of staying local in order to enjoy the facilites they offer, as do many other residents. If you build and provide these services here at comparable cost you would generate more profit in the long run... something to consider.
42. Services available do not seem comparable to neighbouring communities and come at a higher cost.
43. Skatepark for kids in the North end of town would a fantastic addition. The existing one inadequate and most kids that live in the North end of town have no way to get to the new skatepark at the Gellert Center.
44. People who Live In Town pay for the Fees with there Tax Donations Yearly Outside Groups should Pay fees Along with Every Developer To Build anything in Town . A lot Of growth is coming and Development FEES for our Facilities



and future Facilities Should Come from The groups Building the Homes Schools Parks Ect.....

45. I have lived in several major cities (much larger than Gtown) and my property taxes have never even been 50% of what they are here, it is insane.....and then to find out the fees are so much higher as well, mind-numbing. Check some stats from Calgary or Edmonton on Saskatoon and see what I am talking about. Makes me wonder where all the money is going ??
46. Cheaper for hockey teams to go to Milton or Erin to rent ice or floor time even if you include gas consumption. Halton Hills is at least 3x the amount. What is needed for floor rentals except lights and over \$90 an hour. If lacrosse walked away, you wouldn't rent it at all so reduce it... any money is better than none.
47. I hope for more ice sports, and especially a wider variety of times (night figure skate, morning shinny, before school stick and puck, etc.)
48. People paying the fees now are not the ones who paid higher taxes to have the facilities built, so why should they receive an additional discount to us these facilities 10 years later, as well?
49. Swimming is a sport that I believe has a greater importance as it is not just recreational but potentially life saving. My boys love playing soccer basketball and baseball but swimming lessons should be available at a lower cost.
50. Just because parents make 120 000 combined a year does not mean they are well off. Houses cost 1 000 000. Parents don't spend as much with their kids as they want. Make rates reasonable for everyone
51. "Postal code locator is not working. L7G 6G5 in Georgetown is our correct code.
52. Town does a nice job in maintaining facilities. Just need more higher level baseball diamonds! "
53. Halton needs to remain competitive with its user fees charged for group rates - we are one of the highest in the province for ice and floor time. With little other recreational activities for kids in the immediate area (no movie theatre, no bowling alley, etc) we need to keep kids busy and engaged and out of trouble.
54. The town has invested a lot of money in facilities in Halton Hills. Every effort should be made to ensure they are fully utilized. I applaud the additional hours for pickleball in Acton. I encourage Parks and Rec to look for further opportunities to use these resources throughout the summer months.
55. Rates are great - please provide subsidy to those who need it based on proof....please provide more free youth programs or even more youth



trips....seniors rate not necessary the idea of subsidy for all is fantastic you guys are great!

56. "-Town rent one high school gym to use as public gym one evening or weekend.
57. -leave one icepad free ice for winter drop in recreation."
58. Recreational sports ex. Swimming cost is ridiculous! We should encourage physical activity for kids not keep them from it due to inability to pay. Physical activity is important!
59. Focus on subsidizing physical health (i.e. aqua fit, tai chi, etc.) over nice to have things, i.e. computer classes and Spanish lessons.
60. More investment is need to update the acton community pool. This should be a priority for the town of HH. Now that arena are now updated. Also
61. Postal code is not Glen Williams as above. I am at L7G4K8. Tried several times to change it!
62. I think more facilities should be made available for seniors!
63. Other municipalities have competition from groups like the "Y" to provide recreational services which include pool/aquatic instruction if the town is not willing to expand to adequately service its residences and offer greater penetration of services to the residents, we will have to wait till the twon reaches a critical mass that will entice the "Y" to fill the gap.
64. Senior (age 65+) should have discount membership fee. There should also be more senior activity. In some cities it has more for less or free.
65. Please keep it affordable for seniors
66. Ice and floor rates for youth programs in Halton Hills is too high. Should be 50/50 split user/taxes. Rates here are higher than all centres municipalities.
67. We love the swimming program
68. It is good to have community involvement. If families have interesting things to do these should be less crime related incidents.
69. "I am a resident of Georgetown and have been for 31 years. I use the Gellert at least 4 to 5 times a week for lane swimming. I strongly believe there should be a seniors' discount for those over the age of 65 as many retirees are on a fixed income. Those on GIS should receive 50% reduced fee regardless of age as is the current practice. Apparently, there used to be a seniors discount available through the seniors centre which was half the price of the current adult fee yearly pass. I was advised that this was cancelled as not too many seniors took advantage of it. My question, why cancel if not too many took advantage. It could not have been costing the Town that much if not too may took advantage of it.



Also, I believe you could only attend the "seniors" swim times. If this was to be brought back, it should be all swim times not just "seniors" swim times. I believed they cancelled the seniors pass and replaced it with the ActivePASS which is of no benefit to me as I only lane swim. I understand that you can also get a couple of free passes from the library to swim but you have to wait 2 to 3 weeks to get it and it is for a specified number of swims. Does not work for me at all. I believe the seniors rate should not be the same as an adult rate. It should be at least half and the passes adjusted accordingly. I believe Halton is the only region that does not offer a seniors discount. Acton and Milton both have discounts and I believe if you are over 70 in Brampton, seniors swim for free!"



Appendix B

Survey of Recreation User Fee Policy and Assistance Programs



Survey of Recreation User Fee Policy and Assistance Programs

Town of Halton Hills

Recreation & Parks Rates and Fees Strategy

August 7, 2019

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1. Introduction

As part of the Town of Halton Hills' Recreation & Parks Rates and Fees Strategy Review Study (Study), the user fees policies and cost recovery practices of the City of Burlington, Town of Milton, Town of Oakville, City of Mississauga, City of Guelph, City of Brampton, Town of Erin, and the City of Toronto, were surveyed and reviewed. One area of interest was to understand the methodologies used by the different municipalities to determine cost recovery and subsidy allocation.

The Pyramid Methodologyⁱ

The Town of Halton Hills has selected to use the Pyramid Methodology to determine its cost recovery and subsidy allocation philosophy. The first step in using the methodology is to align the services offered with the Town's values, vision, and mission. The next step requires assessing the services through a series of filters. The filters from the methodology are:

- Benefits – who receives the benefit of the service
- Access or type of service – is the service available to everyone equally or are there factors that restrict participation;
- Organizational responsibility – is it an organization's responsibility or legal requirement to provide the service;
- Historical expectations
- Anticipated impacts – what is the expected effect on existing resources, other users, environment; and
- Social value.

Applying the filters to each service/fee is not a requirement of the Pyramid Methodology. Instead, services may be put into categories based on characteristics and the filters are then applied to each category. The various categories are then sorted into a pyramid. Based on the Pyramid Methodology's benefits filter, the level of subsidy is directly proportional to the level of community benefit provided by a service. In other words, services which provide no community benefit would not be subsidized while those that provide no individual benefit would be fully subsidized. The base of the pyramid would have the services which provide community benefit, fully subsidized. At the top of the 5-level pyramid, would be those services that only provide individual benefit, no subsidy from property taxes.

The next step would be to define direct and indirect costs then proceed to determine the current costs of service, cost-recovery levels/subsidy levels. When this is complete, the municipality will then establish the cost-recovery/subsidy goals, deal with any influential factors or considerations e.g. trends, economic conditions, and implementation. The final step in the methodology is evaluation. This step includes activities such as



benchmarking future financial performance, justify the price of new services, shifting the subsidy where it is needed the most, etc.

Although none of the municipalities surveyed explicitly stated they'd used the Pyramid Methodology, the approaches either provided in the user fee policy or recommended in their master plans are closely aligned with the Pyramid Methodology.

Key Themes/Summary of Findings

Some of the municipalities surveyed have a user fee policy which may be limited to parks and recreation fees or deals with all the services offered by that municipality. For the municipalities without user fee policies, their master planning documents highlight the need to conduct comprehensive user fee reviews and develop subsidy/assistance policies or signal the intention to develop one in the future.

User fees can be levied for services for which the benefitting party is an identifiable individual or business (entity). Most municipalities consider the type of good or service (public/private/mixed) and the associated benefitting parties to determine if the service should be funded from user fees as well as the degree of subsidization from property taxes. The level of cost recovery is determined by the degree to which the service benefits only the identifiable entity. In other words, a service for which 100% of the benefit accrues to the individual would be a candidate for full cost recovery whereas a service that benefits the individual and the public would not recover its full cost. A service that benefits the general public or community would be fully subsidized. The level of subsidy would be determined by the amount of public benefit.

Community Engagement and Benefit Analysis

The decision matrices used by the Town of Oakville and the City of Toronto are provided in the report. It is worth noting that the user fee policies do not prescribe a method of assessing benefit or specify the level of community engagement in the process. In the case of Oakville, any council report regarding new fees would need to show the public was consulted on the matter. The same would also apply in Toronto although the method of consultation is left to the division heads to decide on. Some municipalities conduct this analysis for each service (e.g. swimming programs, ice time, etc.) they offer while others have undertaken this analysis at a higher level (e.g. subsidy level for recreation as a whole).

Market Fees

In addition to the benefit analysis, user fee policies also include provisions to consider market fees (e.g. policies for Toronto, Oakville, etc.). Where the municipality provides a service that is similar to services provided by the private sector, under competitive market conditions, the user fees should be in line with prices charged in the private sector. In the event that the user fees do not achieve an appropriate level of cost



recovery, the service provided by the municipality should be reviewed to determine its feasibility. From the policies of municipalities surveyed, user fees must be compared annually to the prices charged in the private sector to ensure/maintain competitiveness. Charging more than the prevailing market fees may result in undesired decreases to utilization rates. Charging less than market prices is also not desirable as it may induce demand that otherwise did not exist. As such, user fees for parks and recreation services help the municipality allocate scarce resources to those services for which true versus induced demand exists. Market analysis or benchmarking is another commonly used tool by municipalities when setting recreation rates and fees. At present, Halton Hills along with Erin, Burlington, and Brampton utilize this approach.

Full Cost Definition

Municipalities are generally aware of the need to recover the full costs (direct, indirect, and capital) of services and recognize user fees as a useful funding source. A majority of the municipalities included capital costs in the definition of full costs. The policies for the Town of Oakville, City of Mississauga, and City of Toronto require that full costs of service, including capital costs, be used as a starting point for all user fee considerations. The full cost of providing a service would be the starting point for setting user fees regardless of whether the full cost will be recovered. For the municipalities without user fee policies, in most cases, their master plans specify that the full costs of service would need to be considered as part of a user fees review. One exception to this is the Town of Caledon which considers only direct and indirect expenses in its user fee/subsidy policy.

Cost Recovery Policies

There is also a recognition that 100% cost recovery, although ideal, may even be undesirable as it may conflict with the municipality's other objectives. The goal of the user fee policy then is to achieve multiple objectives including transparency, fairness and equity, and balancing cost recovery with other policy objectives such as affordability considerations. A user fee policy provides a framework/process through which a municipality ensures that it is maximizing the level of cost recovery while simultaneously achieving its other objectives.

The targeted full cost recovery levels utilized when setting user fees in Oakville are presented in the Table below.



Table 1
Town of Oakville Full Cost Recovery Targets by Program/Activity Area

Program	Approved Cost Recovery (Weighted)
Admission	Low to none
Ice and Floor	54%
Aquatics	35%
Room/Gym Rentals	52%
Fitness Memberships	64%
Camps	56%
Programs	58%
Events/Outreach	N/A
Youth Centres	Little to no cost
Senior's Centres/Programs	41%

In Caledon, the cost recovery targets are based on direct and indirect expenses are presented in table 2 below.

Table 2
Town of Caledon Cost (Direct and Indirect) Recovery Targets by Program/Activity Area

Program Area	% Subsidy (Direct & Indirect Expenses)
Aquatics	57.3%
Camps	36.5%
Concessions	-90.7%
Fitness	-9.2%
Arena and General Programs	52.9%
Rentals (incl. Pre-School)	55.6%
Caledon Day	60.8%
Corporate Events	100.0%

Assistance Programs

Another common thread in the documents reviewed is the recognition by municipalities that user fees may adversely affect the ability of low-income residents to access recreation services. Based on this, most municipalities offer assistance programs to mitigate the impact on access to services. Assistance programs are limited to residents of a municipality. In addition to providing proof of residency, applicants would need to show they meet the income threshold, typically Statistics Canada's Low-Income Cut-off, or a recently relocated refugees. The assistance typically takes the form of a fixed amount subsidy which a recipient can apply to the recreation program of his or her choice, subject to few exceptions. It is notable that in some municipalities, this amount is not indexed annually even as the municipality's fees have increased.



The user fee policy and assistance programs, where available, are provided and organized by municipality in the remainder of the document.

2. Town of Halton Hills

2.1 User Fee Policy

Historically, the Town of Halton Hills has conducted a market analysis and used the results to set its user fees. This practice is also utilized by Erin, Burlington, and Brampton. In addition to the market analysis, they also utilize a series of strategies identified in the Strategic Action Plan to guide pricing decisions. The strategies include:

- Cost recovery formula (e.g. children/youth 80%, aquatic lessons 125%)
- Inflationary increases (e.g. rates and service charges annual review)
- Competitive rates (e.g. Cemeteries Business Plan)
- Graduated pricing (e.g. registered groups vs. non-local residents or minor sports field vs. major sports field)
- Fee-for-service (e.g. special event or tournament set up)
- Incentive rates – non-prime time (e.g. day time ice rentals)
- Surcharges for capital replacement (e.g. arenas)

In place of the market analysis-based approach, the Strategic Action Plan recommends the use of activity-based costing and appropriate cost-recovery thresholds to establish facility rates and fees. The “appropriate” cost recovery thresholds would be rationalized on a solid foundation philosophically grounded in “the public good”. In order to determine the appropriate cost recovery level, a distinction must be made between public good and individual good.

Public good – “the benefit of the service delivery system in strengthening the community”. Examples of the public good include:

- Opportunities for social inclusion and cohesion
- Reduction of anti-social behaviours
- Increasing respect for diversity
- Improving the health of children, youth and families
- Building individual and community capacity
- Youth inclusion and leadership
- Improving environmental health
- Increasing participation
- Improving opportunities for volunteerism and civic engagement
- Providing places to engage in social interaction
- Increasing community communication networks
- Improving the state of the family and intergenerational opportunities



- Increasing sense of belonging

Individual good – “strengthening the skills and lifestyles of the individual residents”.

Examples of benefits to the individual or individual good are:

- Increasing one’s life chances
- Improving social skills through participating with others
- Improving individual fitness levels
- Improving skill mastery
- Creating life balance
- Developing and improving physical, intellectual, spiritual and emotional capacities
- Increasing confidence and competence
- Improving creativity

Services can then be assessed to understand the extent to which they strengthen the community or the “public good” or strengthen the skills and lifestyle of the individual “individual good”.

2.2 Assistance Programs/Policy

The Town of Halton Hills offers financial assistance to:

- Seniors receiving Guaranteed Income Supplement are also eligible to receive a 50% discount on program or pass fees.
- Up to 100% subsidy is available for eligible applicants for one program per session (Winter, Spring, Summer or Fall).
- Day Camps: up to 3 weeks of camp/child (subsidy includes extended care)

The following criteria must be met in order to qualify for assistance:

- Halton Hills resident;
- Does not qualify for financial assistance from the Region of Halton;
- Proof of Income
 - Provide proof showing the individual or family received social assistance (i.e. Ontario Works, ODSP); or
 - Provide proof that the individual or family’s income is below the LICO.

Halton Hills’ assistance policy also considers the personal stories of the applicants who may not meet the criteria provided above. This includes considering temporary circumstances such as illness or injury and other indicators for the working poor such as food bank usage, housing grants, referrals from other agencies, etc.



3. City of Burlington

3.1 User Fee Policyⁱⁱ:

Parks, Recreation and Cultural Assets Master Plan (2009) recommends that the City:

- develop a user fee policy framework that meets the key principles listed below, has a sound rationale, is transparent and fair, and fits within both affordability and ability to fund perspectives.”
- The principles are:
 - Fairness and equity;
 - Accessibility and affordability;
 - An investment in benefits;
 - A balanced array of leisure activities;
 - Differentiation;
 - Core services;
 - Value for fees;
 - Operational efficiencies;
 - Revenue optimization; and
 - Cost recovery.
- Undertake comprehensive user fees policy review that results in:
 - Fees that are based on the cost of services delivery
 - Cost of services reflect full costs – direct costs, department overhead allocations, and facility renewal/reinvestment allocations
 - Fairness and equity amongst users
 - Establish revenue to cost coverage ratio targets by service cluster
- Review must:
 - Consider the broader application of capital surcharges for new facilities as well as their role related to the replacement and renewal of existing facilities.
 - ensure educational-based stakeholder consultation and training.
 - incorporate more market-based strategies, such as variable price points to balance utilization levels and to maximize revenues in high demand categories.
- User fees should be reviewed annually
- User fee policy should be assessed a minimum of every three to five years as to the cost inputs to the formula and the equity being achieved.
- The policy on organizational and individual participant financial support be a separate initiative from the User Fee Policy.
- Although the recommendations are contained in the Master Plan, the City of Burlington has been conducting a market analysis each year to determine whether its fees are comparable to those in other municipalities as well as private organizations like the YMCAⁱⁱⁱ.



3.2 Assistance Programs^{iv}

The City of Burlington offers financial assistance based on the following criteria:

- the applicant must be a resident of Burlington and provide proof of residency.
Acceptable documents include:
 - Utility bill (hydro, cable, gas)
 - Copy of driver's licence or Ontario photo ID card
 - Property tax bill
 - Tenant agreement
- Have a total net individual or combined family income below LICO and provide current official documentation that shows combined family income. This includes:
 - Notice of Assessment form T451 for all family members over 18 years of age
 - Canada Child Tax Benefit Notice
 - Proof of Ontario Disability Support Program
- Refugees are eligible to apply for Recreation Fee Assistance funding within the first year of settlement. During this time, income verification is not a requirement, but the following documents must be provided:
 - Confirmation of permanent residency OR if available the Canada permanent residency card
 - Proof of residency in Burlington.

4. Town of Milton

4.1 Guiding Principles/User Fee Policy

- The Town of Milton offers a variety of recreation and park related programs. Some are considered core services (personal safety, mandated service, leadership development, or introduction to physical activities). Other programs are offered in response to community needs and are considered more elective in nature.
- User Fees are guided by the following principles:
- Goals established by Destiny Milton 2 (D.M. 2), the Town of Milton Strategic Plan, which provides the over-arching vision, goals and directions the Town will consider in making decisions that are within its sphere of influence.
- The plan provides for five goals:
 - A responsible, cost effective and accountable local government;
 - Well managed growth, well planned spaces;
 - A safe, liveable and healthy community;
 - A diverse and sustainable economy; and
 - A thriving natural environment.
- The following are directly related to the goal for "a safe, liveable and healthy community":



- Facilitate involvement for people at different life-cycle and physical activity stages and of varying socio-economic status - including youth and senior oriented initiatives
- Enhance leisure, cultural and educational opportunities/experiences that contribute to personal enjoyment, growth and development
- Encourage the development of public spaces that foster community involvement and interaction
- Encourage the establishment of a healthy community that is made up of an interconnected system of open spaces, walking trails, bicycle routes and natural heritage features
- Promote the development of a strong arts and cultural community that builds upon local knowledge, history and experience
- The user fee framework must consider a balanced perspective; "A responsible, cost effective and accountable local government". In achieving this goal;
 - Ensure that the cost effectiveness of service delivery is a priority when making decisions on how services are to be delivered and by whom
 - Encourage openness in the decision-making process
 - Ensure that fiscally responsible operating and capital budgets are established and maintained on a yearly basis
- The following principles were established to guide the discussions:
 - A healthy community requires a wide variety of services
 - Affordable access to community services is essential for building a healthy community
 - Historical partnerships with community organizations are reviewed to determine appropriate recovery levels
 - A portion of general tax revenue should assist in the delivery of community services in recognition of the overall benefits to the community
 - Residents are prepared to contribute a portion of revenue to offset the delivery costs of quality services
 - Fees should balance delivery costs with participation rates and market conditions
 - Residents are aware of market value for like services provided in surrounding community's and by other local service providers
 - Where market conditions support higher fees for service, revenue generated should support basic services that have higher delivery costs, but are considered core to the municipal mandate and contribute to a healthy community
 - Services targeting vulnerable populations should be reviewed to ensure fees are not a barrier to participation
- A survey was conducted as part of the study. The key findings/highlights, which influenced fee recommendations are:
 - *What proportion of recreation programs/facility rentals costs do you feel should be subsidized from property taxes in the future?*
 - 41% of those surveyed believe that an appropriate level of subsidy for recreation programs/facility rentals is 50% - 59%;



- Collectively, 41% believe that subsidies for recreation programs/facility rentals should be lower than current levels (lower than 52%);
- Collectively, 18% believe that subsidies for recreation programs/facility rentals should be greater than 59%.
- *Please specify if there are certain types of recreation programs that you feel should be funded to a greater extent from property taxes than other programs*
 - Highest concentration of responses were for swimming lessons and special needs programs with 44% and 43% responses respectively;
 - In general, there were significantly higher responses for recreational activities than cultural activities;
 - 20% of respondents indicated that none of the noted programs should receive taxation funding.
- *Please specify if there are certain age groups for recreation programs that you feel should be funded to a greater extent from property taxes than other programs*
 - A large portion of their responses were for the preschool, children and youth age groups representing between 43% and 46%;
 - Respondents also felt that programs targeting older adults 65+, 75+ and 85+ (representing 27% to 30% of the survey responses) should receive higher subsidy;
 - Adults and Adults 55+ received a low percentage of the responses;
 - 22% of respondents indicated that none of the age groups should receive taxation funding.

4.2 Assistance Programs^{v,vi}

- Town offers assistance, \$200 credit (per person) to eligible residents (up to 125) who meet the following criteria:
 - Resident of Milton
 - Net individual or family income below Low Income Cut Off (LICO) per Statistics Canada
- Ineligible programs:
 - Private/semi-private swimming lessons
 - Annual fitness passes
 - Personal training
 - Pay as you go drop-in programs (Note: passes are eligible)
 - Rental of recreational and school space
 - Program materials and supplies
 - Seniors' programs (The Milton Seniors' Activity Centre administers a separate program)
- Note: the amount of the credit hasn't changed since the policy (COMS-042-09) was adopted in November 2009.



5. Town of Oakville

5.1 User Fee Policy^{vii}

- Covers all fees
- All fees are updated annually
- Full cost of providing a service shall be the starting point for setting a user fee regardless of whether the full cost will be recovered.
- New fees cannot be introduced without knowing the full costs of providing the service
- Fees are to recover the full costs of service except where:
 - Council has approved a subsidy or exemption.
 - Services benefit the community or general public and not just the individual, group of individual or business sectors.
 - Services are based on competition in the open market.
 - Fee amounts are legislated by the Province.
- The amount of the fee shall not exceed the full cost of providing the particular service.

5.1.1 Procedures:

1. When to Charge User Fees
 - For services that provide a direct benefit to individuals, identifiable groups, or business, a user fee will be set to recover the cost of providing the service. These services shall be funded fully through the user fee charged for the service, unless otherwise determined.
 - Services that provide a direct benefit to individuals, identifiable groups, or business **but** also result in benefits to the general public shall be partially funded by other revenue sources by way of a subsidy.
 - The characteristic of the service and the nature of the benefits derived determine the type of service and when to charge user fees.
 - Services are generally classified into the following major categories:
 - *Public Service*: Benefits the general public; it is impossible to exclude someone from using or enjoying the benefits provided by the service.
 - *Private Service*: Benefits specific individuals, groups or businesses; it is possible to exclude someone from using the service.
 - *Mixed Service*: Benefits the general public as well as the specific individual, group or business using the service.
 - The 'Decision Matrix Chart' shown below is used to assist in determining whether a service is to be funded by user fees, property tax revenues, other revenue, or a combination of such, based on the type of service (public or private) and who benefits.



- As illustrated in the chart, the analysis distinguishes the degree to which a service benefits the community as a whole, an individual, or groups of individuals and how it should be funded.

Figure 1 – Town of Oakville User Fee Decision Matrix Chart

	WHO BENEFITS	TYPE OF SERVICE	TAX vs FEES POLICY MIX
1	Community	Public	100% Taxes
2	Primarily Community with less Individual Benefit	Public/Individual	Primarily Taxes and Some User Fees
3	Primarily Individual with less Community Benefit	Public/Individual	Primarily User Fees and Some Taxes
4	Individual	Individual	100% Fees

Examples of services under each category:

1. Passive Parkland, Snow Clearing
2. Fire Suppression
3. Fitness Memberships
4. Building Permits

- Note, a service may be subsidized by other sources of revenue either entirely or partially if it is determined that full cost recovery would not be cost effective or would be inconsistent with achieving the town's policy objectives or legislative requirements.
 - Every service offered by the Town of Oakville must be reviewed at least once every four years to determine if the cost of providing the service should be recovered through user fees or funded from property tax revenues or any other source of revenue. This is accomplished by assessing the degree to which a service benefits specific individuals/groups/business (a private service) versus benefits the entire community (a public service).
2. Determine Full Cost of Service
- The full cost shall include:
 - Direct costs such as salaries and benefits, materials, supplies and purchased services.
 - Indirect costs such as costs associated with Corporate Support.
 - Capital costs for asset utilization referred to as capital amortization.
Examples of capital assets include buildings, vehicles and equipment.



3. Develop the Cost-Recovery Strategy

- Those who receive the benefits should pay.
- Cost recovery strategies are developed to consider the extent of the benefits received by identifiable individuals/groups (private benefit) versus that received by the general public.
- In situations where full cost recovery is not the appropriate pricing strategy, the level of subsidy is based on the full cost of delivering the service and the reasons for recovering less than the full cost of providing the service stated.
- This improves consistency, transparency and accountability in managing user fees and facilitates Council's decision-making process.
- The following factors shall be considered when setting user fees and cost recovery levels.
 - Community-wide versus individual benefits.
 - The level of user fees shall reflect the benefits received by the general public relative to the private benefits.
 - The capacity of the user to pay.
 - A full cost recovery strategy may negatively impact low income groups; therefore, the cost recovery level should be in accordance with the individual's ability to pay where services are specifically designed to serve particular groups or segments of the population in order to achieve public policy outcomes.
 - Where the town provides a service that is similar to services provided by the private sector under competitive market conditions:
 - the town's user fees should be in line with prices charged in the private sector
 - if the user fees do not achieve an appropriate level of cost recovery, the service provided by the town should be reviewed to determine its feasibility.
 - the town's user fees must be compared annually to the prices charged in the private sector to ensure/maintain competitiveness.
 - User fees can be utilized as a mechanism for allocating scarce resources in an efficient manner.
 - Implementing full cost recovery fees generally ensures that the town is providing a service for which there is a genuine demand that is not overly stimulated by fees that are substantially below cost.
- Pricing shall reflect any limits set by town policy objectives or other legislative requirements on the level of cost recovery.
- An impact assessment must be conducted to ensure that the value of the benefit provided bears a relation to the user fee associated with the service. The impact assessment should focus on factors such as economic competitiveness and on social factors such as access to town services by low-income residents.

4. Subsidy



The reasons why a subsidy should be provided for a particular User Fee Service will be detailed in a report to Council. The report will include conditions and criteria for awarding subsidies. A subsidy will be considered where:

- Full cost recovery would conflict with town policy objectives or priorities, or with legislative requirements.
- Consumption of the good or service provides societal benefits in excess of the value received by those paying for the service. In such cases, the amount of the subsidy should reflect the estimated value of the societal benefit derived from consumption of the service.
- Collecting the user fee is inefficient, not cost effective, or the fee constitutes an insignificant portion of the cost of the applicable service.
- Market conditions preclude setting user fees to recover the full cost of services that are offered in a competitive, open market environment.
- Other conditions exist, based on the extent of societal benefits derived from the general consumption of the service, which justify funding from other revenue sources.
- The justification for the level of cost recovery associated with individual user fee services should be clear and explicit. Furthermore, the amount of subsidy shall be well defined and transparent to those providing and monitoring the user fee service.

5. Waivers and Exemptions

- The Town has a separate policy addressing waivers and exemptions. Details are provided under the “Assistance Programs” heading below.

6. Full Service Cost Review

- For services that require 100% cost recovery, the full cost will be updated annually to ensure full cost recovery through user fees.
- For services that require less than 100% cost recovery, the full cost of these services shall be updated at least once in a four-year period.
- Market-based fees should still be reviewed annually to ensure that market competitiveness is maintained.

7. User Fees Review

- Fees will be updated annually as part of the operating budget process.
- Fees that require 100% cost recovery will be updated to recover the full cost of providing the service and will be effective on January 1 of each year or the start of the program offering.
- Fees that require less than 100% cost recovery will be adjusted for inflationary changes and level or standard of service delivery, and will be effective on January 1 of each year or the start of program offering.
- A comprehensive review and reporting of user fees shall be conducted at least once every four years. The review will re-evaluate the assumptions upon which the user fee is based, and the degree to which the User Fee Policy is complied with.



- The Town's most recent detailed review was completed in 2017, however, the report doesn't explicitly outline how the decision matrix was used to categorize services.

5.1.2 Cost Recovery Levels

- As part of the 2018 budget process, The Town of Oakville undertook a detailed review of its recreation rates and fees. The updated projected cost recovery ratios and targets based on the 2018 proposed budget are provided in the table below:

Table 1 – Town of Oakville Approved Cost Recovery Targets

Program	Approved Cost Recovery (Weighted)
Ice and Floor	54%
Aquatics	35%
Outdoor Pools	N/A
Room/Gym Rentals	52%
Fitness Memberships	64%
Camps	56%
Programs	58%
Events/Outreach	N/A
Youth Centres	Little to no cost
Senior's Centres/Programs*	41%

- The following cost recovery levels are provided in the user fee schedule:
 - Low or no cost recovery:
 - Admission
 - Ice/pool rentals:
 - 50% cost recovery – CORE Youth programs
 - 100% cost recovery – Adult/community
 - 125% cost recovery – Commercial
 - Community Rooms, Gymnasiums, Community and Cultural Centre
 - 25% or 50% recovery – non-profit groups
 - 75% or 100% recovery – commercial
 - Weighted average – 52% cost recovery
 - Box office
 - 64%
 - Programs and leagues
 - 25% or 50% recovery – children/youth
 - 75% or 100% recovery – adult/community
 - Weighted average – 56% cost recovery
 - Camps
 - 50% – children



- 75% – specialty programs

5.1.3 Assistance Programs^{viii. ix}

In addition to Halton Region, Canadian Tire Jumpstart, Oakville provides a \$300 credit per person to eligible participants (valid for one year) to participants who meet the following requirements:

- Resident of Oakville
- Total net individual or combined family income is below LICO. Although the policy is not explicit in terms of which measure of low income should be used, the Town currently using Statistics Canada LICO.
- Proof of income includes:
 - Notice of Assessment form (T451) – required for all family members over 18 years of age without dependents
 - Canada Child Tax Benefit Notice – required when the application includes dependents under 18 years of age
 - Goods and Services Tax/Harmonized Sales Tax Credit Notice
 - Ontario Child Care Supplement for Working Families Notice
 - Ontario Works (OW) Statement of Assistance
 - Ontario Disability Support Program (ODSP) Statement of Assistance
 - Community Organization Referral (from approved partners)
- Refugees are eligible within the first year of receiving the following documents:
 - Confirmation of Permanent Residency (received at airport for each individual), OR if available, the Government of Canada Permanent Resident Card; OR
 - Refugee Protection Claimant Document; AND
 - Proof of residency in Oakville (recent utility bill, lease agreement, driver's license, etc.).
 - Note: proof of income is not required.
- The following programs are not eligible:
 - Library programs
 - Facility rentals
 - Community Connection programs
 - Single admission (pay-as-you-go) passes
 - Oakville Centre for the Performing Arts show tickets
 - Material fees and concession items
- Separate Community Assistance Policy/Procedure
 - funding is available only to Oakville-based, non-profit volunteer community groups which exist for the purpose of providing municipally-related programs, services or projects specifically to the residents of Oakville
 - Assistance should not be the primary source of funding; the applicant must show they've explored other types of financial support.



6. City of Mississauga

6.1 User Fee Policy^x

The following assumptions underly the user fee setting process as stated in the Pricing Study (2011):

- Fees are transparent and defensible - Understanding and documenting both the direct and indirect costs of providing a service, and the rationale for fee subsidies
- Cost recovery targets and performance will be monitored and adjusted regularly
- The starting point for establishing fees is assessment of true/full costs of services
- The City's rates and fees do not govern the fees of organizations into which it may enter an operating partnership. The City's policy only governs services provided directly by the City and its staff.

The following principles will influence the pricing policy:

- Programs and services generating the greatest societal benefit should be most affordable.
- Activities that contribute not only to the individual's development and enjoyment but also to society (e.g., reduction of health, social service or justice costs) should be priced as affordable as possible to ensure a suitable balance between access and fiscal responsibility.
- The individual's financial ability to pay for participating in recreation services will be considered with respect to both setting user fees and financial assistance programs.
- Fees ensure desired services are sustainable and reduce reliance on property taxes.
- Public infrastructure assets have a material value, which the Municipality has a responsibility to protect and manage.
- Fees for services that are the same as those provided by other providers in the community will be guided by the market price for those services.
- Costing methodology is not provided in detail in source document.
- The Board of Education rates for swimming instructional lessons will be charged at 60% of the lowest price point.
- The Board of Education hourly meeting room rental rate will be equal to the affiliated rate (47% of the maximum rate for Commercial rentals).
- A surcharge of 10% will be applied to the resident rate for all non-resident meeting room rentals.

6.2 Assistance Program

- Active Assist
 - \$275 credit
 - Proof of income required to confirm income is less than or equal to LICO
 - Also provides assistance to refugees
-



- Jerry Love Children's Fund
 - Eligible children may receive a subsidy (max \$160) for 1 course code per calendar year, or a 1- or 3-month Swim/Skate Pass.
 - Program accepts donations from the community.

7. City of Guelph

7.1 User Fee Policy

- None found

7.2 Assistance Programs

- Fee assistance eligibility:
 - 18 years or older
 - Income less than or equal to LICO (Statistics Canada)
 - Amount of subsidy isn't provided on website.

8. Town of Caledon

8.1 User Fee Policy^{xi}

- The Town of Caledon's attempts to recover direct and indirect costs from user fees.
- Recreation program costs are recoverable from user fees and subsidized by property taxes
- The Town utilizes a budget-based approach to setting fees where the fees are rationalized based on the subsidy level provided.
- In this approach, the department is given a fixed recreation subsidy. The department will then determine the appropriate mix of services and user fees as part of its budgeting process.
- The main advantage of this approach is that it allows the department to be fully responsible for their budget. In addition, departments have more flexibility, for example, if expenses increase, the department can reduce expenses in other areas, look for efficiencies within its budget, or increase some or all of the fees for service.
- This approach does not use full cost fees as a starting point.
- Study recommended maintaining the subsidy level at 46% of costs (i.e. 54% cost recovery). The subsidy amounts by program area are shown in the table below.



Town of Caledon Recreation Subsidy by Program Area

Program Area	% Subsidy (Direct & Indirect Expenses)
Aquatics	57.3%
Camps	36.5%
Concessions	-90.7%
Fitness	-9.2%
Arena and General Programs	52.9%
Rentals (incl. Pre-School)	55.6%
Caledon Day	60.8%
Corporate Events	100.0%

8.2 Assistance Policy^{xii}

- The Town offers assistance to community groups for eligible programs.

9. City of Brampton

9.1 User Fee Policy

- Parks and Recreation Master Plan (2017)^{xiii} recommends that City should:
 - Develop a pricing policy based on the true costs to offer a program and service and base cost recovery levels of direct costs on the value of the program/service to the individual and community good (i.e. lower levels of cost recovery for certain age groups, persons with disabilities etc.)
 - Undertake a pricing study that evaluates the direct and indirect costs of maintaining the entire sports system and rationalizing cost-recovery threshold to ensure that the field supply is one that affords the desired level of quality and quantity over the long term.
- Current practice^{xiv} (during time master plan was being undertaken)
 - Brampton has a requirement to post rates and fees on the City's website.
 - A review of the methodology utilized to determine the pricing of programs and services revealed that the pricing of rates and fees is based on historical pricing plus inflation and a comparison to the market.
 - This approach relies on historical practises and does not reflect the true cost to provide the service.
 - Current practises in recreation pricing suggest that the municipality first understand the cost to deliver the service including both direct and indirect costs.



- This is valuable information in determining where efficiencies could be made especially reductions to the indirect costs.
- A Pricing Policy is then developed to determine the value of the program or service to individual and community good and the percentage of the program or service that could be cost recoverable to ensure fiscal sustainability over time.
- It doesn't appear that the City of Brampton has undertaken the study recommended in its master plan yet.

9.2 Assistance Program

The City of Brampton's provides assistance to low-income residents through the ActiveAssist program. The assistance is provided in the form of a subsidy that the recipient can then apply towards the cost of recreational services. At present, the subsidy amount is \$275 per person per year.

In order to qualify for the subsidy, applicants are required to provide:

- Proof of residency;
- Proof of income; and
- Proof that they have legal responsibility for the dependants on their application.

10. Town of Erin

10.1 User Fee Policy^{xv}

- Fees are based on market comparison/benchmarking analysis.
- Intention is to conduct more detailed analysis

10.2 Assistance Programs^{xvi}

- Provides reduced facility rental rates to non-profit organizations
- No recreation specific programs were identified.

11. City of Toronto

11.1 User Fee Policy

- The fundamental principle of the City of Toronto's User Fee Policy is "that user fees should be utilized to finance those City services and goods that provide a direct benefit(s) to specific users and that user fees should be set to recover the full cost of

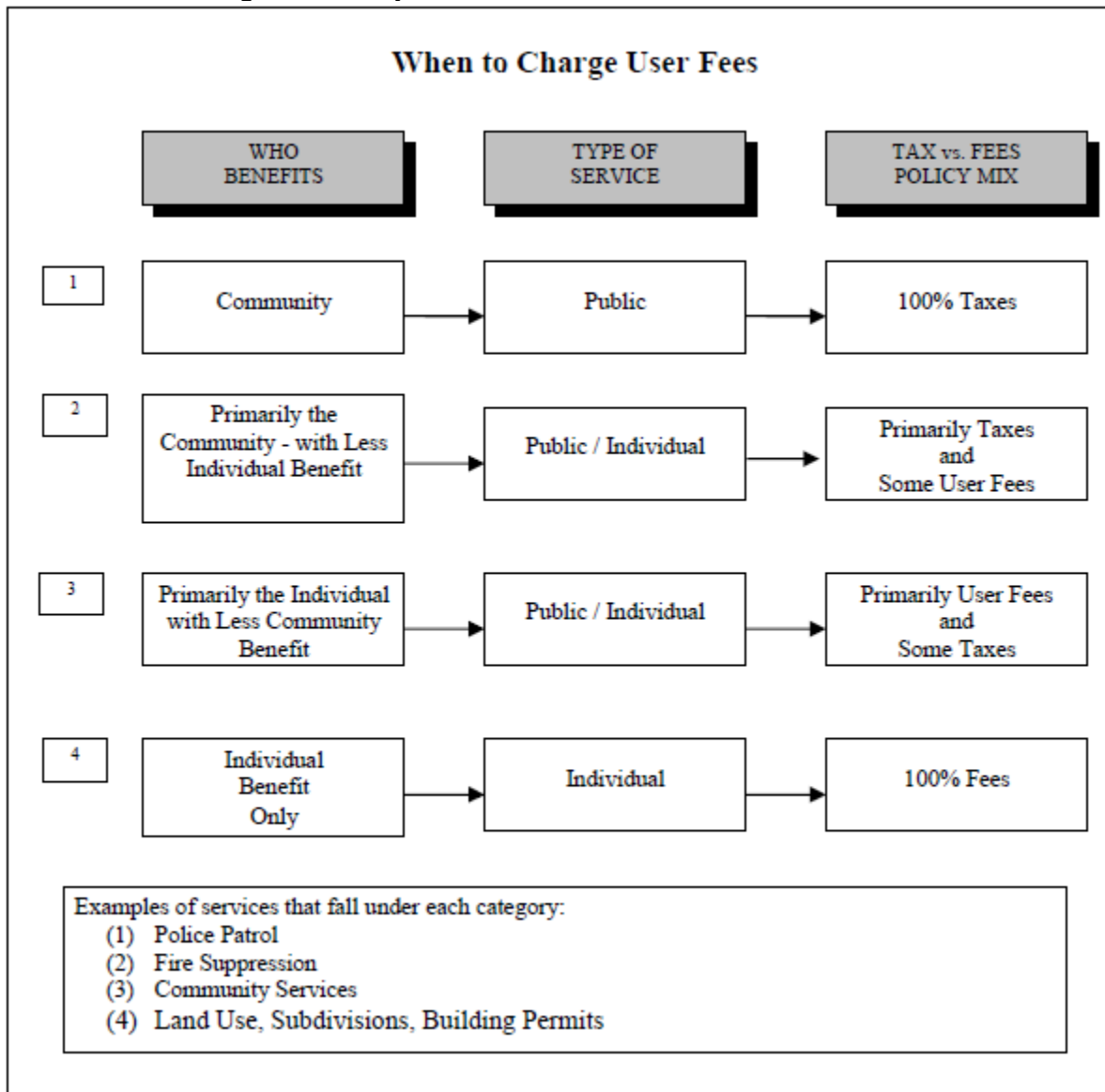


those services to the extent that there is no conflict with City policy objectives and other legislative requirements. Services that benefit the entire community should be funded by property taxes.”

- The policy also recognizes the need to protect those citizens who would be denied access due to an inability to pay and includes guidelines for exceptions to full cost recovery and waiving of the fees.
- The policy provides the following with respect to when charging a user fee is appropriate.
- The characteristics of a service and the nature of benefit derive will help determine whether user fees would be appropriate.
- The City classifies services provided into the following:
- Public service: benefits the general public
 - It is impossible to exclude someone from using or enjoying the benefits of a service
- Private Service: benefits specific individuals, groups, or business; it is possible to prevent someone from using the service
- Mixed Service: benefits the general public **and** specific individual, group, or business using the service.
- The decision matrix provided in Figure 2 helps in determining whether a service should be funded by user fees, property taxes, or a combination of user fees and taxes based on the type of service as well as who benefits from the service.
- Based on the decision matrix, services that benefit the entire community e.g. policing would be funded solely from property taxes instead of user fees. On the other hand, services that provide individual benefit only would be funded from user fees.
- The degree of subsidization from property taxes would depend on the level of public benefit provided by a service.



Figure 2 – City of Toronto User Fee Decision Matrix



- The full cost of providing a service will be the starting point for setting any fee even if the implemented fee differs from the full cost.
- Full costs of service include direct costs, indirect costs, including operations, maintenance, and overhead, and the capital costs for the replacement of assets utilized in the provision of that service.
- The City's fees are classified into the following categories:
 - Market-Based: Fees in this category are compared to rates charged by other service providers of the same or similar services to ensure that market competitiveness is maintained.
 - Province-Legislated: Fees in this category are legislated by the Province.



- City Policy: Fees in this category are determined by City policy and recovers less than the full cost of providing the service and results in a subsidy being provided to the user of the service.
 - Full Cost Recovery: Fees in this category recover the full cost of providing the service
- Most parks and recreation fees fall in the “City Policy” categories
- Those in the market-based category include fees for:
 - Parking
 - commercial/corporate special events
 - Ferry
 - Golf
- Vehicle or Trailer permits for Toronto Island Park.
- User fees are indexed annually on January 1st.
- Policy provides for public consultation when new user fees are being proposed. The policy defers to the division heads of the program or local board to determine the means by which the public consultation will be undertaken.
- The policy also requires that user fees be reviewed every four years.

ⁱ Pyramid Methodology, GreenPlay LLC, 2013

ⁱⁱ https://www.burlington.ca/uploads/20648/doc_636035612073410951.pdf

ⁱⁱⁱ <https://burlingtonpublishing.escrimemeetings.com/filestream.ashx?DocumentId=26452>

^{iv} <https://www.burlington.ca/en/live-and-play/Recreation-Fee-Assistance.asp>

^v <https://www.milton.ca/en/play/financialassistance.asp>

^{vi} <https://www.milton.ca/MeetingDocuments/Council/agendas2009/rpts2009/COMS-042-09%20Town%20of%20Milton%20Fee%20Assistance.pdf>

^{vii} <https://www.oakville.ca/townhall/f-fpc-001-001.html>

^{viii} <https://www.oakville.ca/culturerec/affordable-access.html>

^{ix} <https://www.oakville.ca/townhall/ms-spr-002.html>

^x http://www5.mississauga.ca/rec&parks/websites/pricing-study/docs/Mississauga_Pricing_Policy_Final_Report.pdf

^{xi} <https://www.caledon.ca/en/townhall/resources/P12016UserFeeReview.pdf>

^{xii} <https://www.caledon.ca/en/live/funding.asp>

^{xiii} https://www.brampton.ca/EN/Business/planning-development/parks-natural-areas/Parks-Recreation-Master-Plan/Documents/Brampton_PRMP_Final_June%2023,%202017.pdf

^{xiv} http://www.brampton.ca/EN/Business/planning-development/parks-natural-areas/Parks-Recreation-Master-Plan/Documents/Discussion-Paper-3-Interim%20Report_Feb-14.pdf

^{xv} <https://pub-erin.escrimemeetings.com/filestream.ashx?DocumentId=7524>

^{xvi} <http://www.erin.ca/uploads/userfiles/files/financial%20requests%20policy.pdf>