



# The Corporation of the Town of Milton

---

Report To: Council

---

From: Glen Cowan, Chief Financial Officer/Treasurer

---

Date: September 21, 2020

---

Report No: CORS-046-20

---

Subject: User Fee Bylaw Update

**Recommendation:** THAT the changes to user fees, as outlined in staff report CORS-046-20 be received;

THAT the proposed User Fee By-law No. 072-2020 on tonight's agenda be considered for approval.

## EXECUTIVE SUMMARY

- User fees and charges account for \$30.3 million of the 2020 approved budget and serve as an important tool to recover costs directly from those benefiting from Town services and mitigate pressure on the property tax base.
- The Town recognizes the financial impacts of COVID-19 pandemic to our residents, businesses and community groups. As many businesses have altered their business practices, the pandemic has caused the Town to evaluate how services are delivered to our customers.
- The Town has been responding to the dynamic needs of residents through making more services available online with fee adjustments being recommended accordingly through this update for 2021.
- In recent months staff have used delegated authority outlined in the user fee bylaw to temporarily adjust certain fees to be responsive to community need and also reflective of service levels available during the Town's gradual approach to the reopening of services and facilities.
- Many of the Town's fees are proposed to be inflated by the Municipal Price Index (MPI) for expenditures (i.e. 2.12%), beginning in the year 2021. This is expected to result in additional revenue of an amount that would offset just under an otherwise 1% increase in property taxes.
- Where notable changes other than MPI are being proposed, a brief summary is provided in this report with a full list of changes included as Appendix B.



## REPORT

### Background

The Town currently maintains two user fee bylaws. Building permit fees are identified separately from other Town fees through Building User Fee By-law No. 063-2018 in order to facilitate meeting requirements specific to the *Building Code Act*. This report is addressing all other Town user fees which are currently identified in User Fee By-law No. 071-2019.

User fees, excluding building permit fees, are governed by multiple statutes. For municipal services where no specific statutory authority is provided, such as community services, licensing, etc., municipalities have the ability to impose fees and charges under Part XII (s. 391) of the *Municipal Act*. The Town's statutory authority for imposing planning application fees is provided under Section 69 of the *Planning Act*.

User fees and service charges are an important source of revenue for the Town, representing \$30.3 million or 20.9% of revenue in the 2020 budget. User fees are an effective method of ensuring that the users of a service assist in cost recovery, thereby mitigating a portion of the pressure on property tax rates. The Town is proactive in its approach to cost recovery through user fees by annually reviewing all rates and adjusting for inflation, changing legislation and market conditions where possible.

Periodically, a comprehensive full costing of services and review of fees is also performed, including an activity based costing exercise and benchmarking. The most recent Comprehensive User Fee Study was completed in 2016 in association with Watson and Associates Economist Ltd. where all Town rates and fees, excluding Recreation and Facility fees, were reviewed and updated fees were approved by Council through CORS-047-16. Internal reviews of Recreation and Facility fees were completed in both 2017 (CORS-046-17) and 2018 (CORS-046-18).

Since 2008, the Town has used a customized Municipal Price Index (MPI), to better account for how inflation pressures can impact spending. The MPI is an inflationary index based specifically on the mix of goods and services purchased by the Town calculated as a weighted average of price increases for each component in the Town's budget and has been developed in accordance with Government Finance Officers Association (GFOA) best practices. The 2021 MPI for expenditures has been calculated at 2.12% (see Appendix A).

## Discussion

A primary principle followed by the Town in setting user fees is that those who benefit from a service should contribute to the cost of that service. In many cases the Town's user fees are set to recover the full cost of providing the applicable services. However, when setting fees, consideration is given to whether the service provides a community-wide versus individual benefit, the capacity of the user to pay, competitive market conditions, demand for services and limits set by Town policy objectives or other legislative requirements on pricing. Recreation fees in particular are based on a set of influencing factors intended to support the strategic goals of the Town and are set in order to provide a range of low cost (affordable) programs and services as well as those that will recover a range of full costs associated with their offering. The Town also offers a recreation fee assistance program to provide additional access to recreation through financial assistance to those in need.

### Service Delivery and Responsiveness to COVID

To continuously improve service delivery to residents, the Town has increased the number of services available online. Some of the services that are newly available online are: applications for road cuts and entrance permits, freedom of information requests, noise bylaw exemptions and parking exceptions. The fees for some of these services are recommended to increase above the rate of inflation in order to recover the associated costs incurred by the Town for credit card payments which will now be the primary method of payment. The benefit to residents is that more services are now directly available from home or on their personal devices enabling a better customer experience. Staff are continuing to review services with the intention of providing an online option for additional services where feasible.

The pandemic has temporarily impacted how certain services and programs can be offered. As an example, the Town re-introduced fitness programs at the Mattamy National Cycling Centre on August 10. The Town's gradual approach to re-opening facilities has meant that the hours and locations where fitness memberships can be used are limited relative to pre-COVID conditions. To be responsive to fees relative to services available staff have used delegated authority as noted in clause 16 of Schedule A of the User Fee Bylaw to establish new temporary fitness membership fees at a reduced rate from the bylaw, reflective of the level of service being offered. The temporary fitness fees will be phased back to the bylaw established fees in line with increased facility availability and hours. A financial analysis done as part of this process ensured that the temporary fees would be at a level that offsets the direct costs of the service. While it is not anticipated that there would be many instances where staff would use this delegated authority it does provide flexibility to manage unique situations within recreation, particularly as a result of the pandemic, and allows the Town to remain highly responsive to residents.



### Proposed Changes to User Fees

Staff have reviewed fees in light of both current economic conditions as well as inflationary pressures and recommend following the historical approach of applying an annual inflationary increase to user fees at the MPI rate, projected at 2.12% for 2021, to many fees. The annual application of MPI to the user fees ensures that cost recovery ratios are maintained. Every three to five years a comprehensive review of user fees is undertaken which includes a detailed costing review and market comparison. Through this process fees are re-aligned as necessary to reflect changes in costing or market conditions.

The following sections identify notable proposed changes to the user fee by-law that differ from an MPI-based increase. A comprehensive list of all proposed changes to the by-law including commentary for fees that have not been adjusted for inflation is summarized in Appendix B. In some cases, various fees were rounded to the nearest nickel, quarter, dollar, etc. to facilitate cash handling.

### Recreation Programs

A new program, Sensory Time, is being introduced in the fall to offer drop-in services in an adapted environment for individuals with exceptionalities.

To promote safety within Arts Programs the previous practice of sharing of materials will be replaced with providing individual supply kits at cost to participants.

An additional 15% discount is recommended to be provided to Milton Seniors Activity Members participating in Registered Older Adult program to encourage enrollment and enhance the value of the annual membership.

Various fees are recommended to remain fixed due primarily to market factors. They include Track Cycling Memberships, Personal Training, Aquatic Leadership Programs, Seniors' Activity Centre Memberships, etc.

### Advertising

To encourage activity, staff recommend publication advertising fees remain at the current level. These include Community Services Guide, Milton Seniors' Activity Centre Activity Guide, FirstOntario Arts Centre Milton Season Program and Advertising Design Fees. In addition, a discount of 15% will be introduced for publication advertising space reserved within fourteen days of promotion notification.



## Licensing Services/Enforcement

New fees are being recommended in the area of parking and signage which are intended to recover the costs associated with reviewing and processing applications for the following services:

- Portable Sign Changes (\$25)
- Extended On-Street Parking (\$40)
- Special Vehicle Parking Exemptions (\$20)

## MEV Innovation Centre

Fees related to the MEV Innovation Centre involve a combination of those that are adjusted with MPI as well as those that are recommended to remain at existing levels in order to maintain the fees at a competitive rate relative to comparable Innovation centres.

## Corporate Services

As previously approved through staff report CORS-23-20, a tiered fee structure has been introduced related to the fees for transferring overdue accounts receivable balances to either the property tax bill or a collection agency. For account balances below \$500 (including accrued interest) that are transferred to property tax bills or to a collection agency, an administration fee of \$50 will be imposed. For any balances \$500 or greater, a \$170 charge would continue to be applied. For balances transferred to a collection agency an additional amount of 25% of the outstanding balance will also continue to be charged.

GIS Data Fees are recommended to be discontinued effective January 1, 2021, as the data will be available at no cost on the Geo hub following a planned upgrade to the external GIS environment. Common practice among municipalities is to make this dataset available online free of charge.

Various other fees related to Corporate Services involve a combination of those that are adjusted with MPI as well as those that are recommended to remain at existing levels and only be updated at the time of a comprehensive review and costing exercise.

## Fire Services

A new fee is recommended to recover to cost of processing large industrial/commercial burn permits. The majority of other Fire Services fees have been adjusted by the MPI along with minor wording adjustments to provide greater clarity.



### Planning

New fees are being proposed to recover costs associated with the administration associated with applications for Local Official Plan Amendments and Zoning By-law Amendments that are incomplete when received.

An adjustment to the fee structure for the provision of copies of building plans is being recommended to better align the fees with the cost of providing the service.

### Development

The structure of Engineering and Inspection fees for condominium developments has been adjusted from a flat 2.50% of the estimated value of construction costs to 2.50% or \$6,000, whichever is greater with the intention of achieving a more accurate cost recovery in providing this service.

### Transit

As approved through Council Report ES-008-20, the User Fee Bylaw has been amended to incorporate the following Transit Fare Policy changes:

- Introduction of a Two-hour Universal Transfer Policy;
- Discontinuation of the Day Pass;
- Discontinuation of Trans-Cab Premium Fare;
- Realignment of Child and Youth Concession Categories and introduction of a 'No Fare' Child Concession permitting those 12 years of age and younger to ride transit for free.

### Town Wide

Town wide fees are generally recommended to remain at existing levels and only be updated at the time of a comprehensive review and costing exercise.

## **Financial Impact**

The revised fees will be incorporated into the 2021 budget. Increases in fees will assist in mitigating pressure on the property tax rate and are expected to generate revenues in an amount that will offset just under an otherwise 1% increase in property taxes and will assist in mitigating pressure on the property tax rate.



Municipal Price Index for 2021							
	2020 Budget	% of 2020 tax supported Budget	Price Index	Weighted	Source		2021 Estimate
Salaries	44,161,465	37.03%	1.54%	0.57%	Market Adjustment, Contract Increases		44,842,951
Benefits	10,838,179	9.09%	4.91%	0.45%	Various (OMERS, Manulife, Green Shield, AIG, etc.)		11,370,297
Hydro	3,408,931	2.86%	2.00%	0.06%	Milton Hydro		3,477,110
Hydro - Streetlighting	948,216	0.80%	2.00%	0.02%	Milton Hydro		967,180
Water	669,005	0.56%	3.50%	0.02%	Region of Halton		692,420
Natural Gas	685,782	0.58%	12.95%	0.07%	Bank Commodity Forecasts, CPI and Regulatory impacts		774,587
Insurance	738,903	0.62%	5.00%	0.03%	Estimated Increase		775,848
Roads	571,345	0.48%	1.30%	0.01%	Asphalt Cement Price Index, MTO		578,786
Fleet Costs							
Fuel	1,176,624	0.99%	0.00%	0.00%	Bank Commodity Forecasts, CPI and Regulatory impacts		1,176,624
Repairs	1,494,262	1.25%	1.50%	0.02%	CPI		1,516,676
Licencing	66,877	0.06%	1.50%	0.00%	CPI		67,880
Contribution to Capital	5,053,631	4.24%	2.73%	0.05%	Various (Stats Can Quarterly Construction Price Index, CPI)		5,191,572
Construction	855,814	0.72%	3.00%	0.02%	Statistics Canada Quarterly Construction Price Index		881,489
Information Technology	139,682	0.12%	1.50%	0.00%	CPI		141,777
Miscellaneous Capital	102,969	0.09%	1.50%	0.00%	CPI		104,514
Roads	919,961	0.77%	3.00%	0.02%	Statistics Canada Quarterly Construction Price Index		947,560
Equipment	146,666	0.12%	1.50%	0.00%	CPI		148,866
IT and Study Combos	1,282	0.00%	1.50%	0.00%	CPI		1,301
Debt Charges	2,887,257	2.42%	2.73%	0.07%	Various (Stats Can Quarterly Construction Price Index, CPI)		2,966,066
Transfer to Reserves	22,109,321	18.54%	2.39%	0.44%	Various (Stats Can Quarterly Construction Price Index, CPI)		22,637,146
Purchased Goods and Services	24,658,033	20.68%	1.50%	0.31%	CPI		25,027,904
Financial Expenditures	2,679,080	2.25%	0.45%	0.01%	Forecasted Tax Rate Change, Other		2,691,080
Tax Write Offs	600,000	0.50%	2.00%	0.01%	Projected assessment growth (MPAC) and tax rate changes		612,000
Other	2,079,080	1.74%	0.00%	0.00%			2,079,080
<b>TOTAL EXPENSES</b>	<b>119,259,654</b>	<b>100.00%</b>		<b>2.12%</b>			<b>\$121,788,061</b>
User Fees and Service Charges	(24,522,397)		2.12%		MPI (excluding Revenue Impacts)		(25,042,293)
Regional Recovery and Chargebacks	(6,083,475)		1.50%		CPI		(6,174,727)
Contribution from Capital	(5,555,397)		2.11%		Index of Non Union Salaries and Benefits		(5,672,552)
Investment and Interest Income	(5,153,123)		0.00%				(5,153,123)
Taxation and Payments in Lieu	(3,633,173)		2.00%				(3,705,836)
PIL	(890,651)	1.77%	2.00%	0.04%			(908,464)
ROW	(1,632,522)	3.24%	2.00%	0.06%			(1,665,172)
Supp Taxes	(1,110,000)		2.00%				(1,132,200)
Grants, Other Recoveries and Donations	(1,645,446)		0.00%				(1,645,446)
Contributions from Reserves and Misc. Revenues	(3,779,730)		0.00%				(3,779,730)
<b>TOTAL REVENUES</b>	<b>(50,372,741)</b>						<b>(51,173,708)</b>
<b>Tax Levy</b>	<b>68,886,913</b>						<b>\$70,614,354</b>
<b>2021 MPI</b>							<b>2.51%</b>

Current projections from the Bank of Canada's Monetary Policy Report forecast the Statistics Canada Consumer Price Index (CPI) increasing by 1.5% in 2021. While CPI can be a good proxy for general cost inflation it does not align with cost pressures faced by a municipality. CPI includes measures such as housing, food and transportation which does not reflect the typical basket of goods and services acquired annually by the Town, nor does it consider the significant level of investment in capital infrastructure spending or the impact of flat-lined revenue sources such as grants, investment income and most transfers from reserve.

To account for the differences and more accurately reflect the inflationary pressures facing the Town a customized Municipal Price Index (MPI) has been developed and has been in use since 2008. The MPI is an inflationary index based specifically on the mix of goods and services purchased by the Town calculated as a weighted average of price increases for each component in the Town's budget and has been developed in accordance with Government Finance Officers Association (GFOA) best practices.

Total Expenses and Revenues are \$25.5 million lower than the approved 2020 Operating Budget due to the exclusion of flow through transactions that do not impact the tax levy and therefore are not relevant to MPI. The exclusions include General Government and Interfund transfers, Building Services, Hospital Expansion and reallocated expenses and revenues that have no bottom line impact.



CORS-046-20 - 2021 User Fee Bylaw Update

Appendix B – Summary of Proposed Changes (excluding MPI) to User Fee Bylaw 072-2020

Schedule	Fee(s)	Recommendation
<b>Recreation (Table A-1 of Schedule 'A')</b>	Sensory Time (all ages): Single Admission	A new fee is recommended effective September 22, 2020 to provide drop in programs in an adapted environment for individuals with exceptionalities.
	Art Programs	Staff are recommending a new fee to recover the cost of providing individual supply kits to participants and eliminate the previous practice of sharing of materials in order to promote safety in the current environment.
	High Five PHCD Course	Minor wording adjustments are recommended to align the fee with the current practice of delivering this program per course versus per hour.
	After School Club - with Transportation	Effective September 22, 2020 an increase above MPI is recommended for cost recovery due to transportation cost increases.
	After School Club JK/SK- with Transportation	
	Discount for Milton Seniors Activity Members	To encourage enrollment and enhance the value of the annual membership, staff are recommending a 15% discount to Milton Seniors Activity Members for Registered Older Adult Programs. An analysis completed indicates that the added membership revenue will completely offset the reduction in revenue from the current non-members who join and get the discount.
	Various	Various fees are recommended to remain fixed due primarily to market factors. They include Track Cycling Memberships, Personal Training, Aquatic Leadership Programs, Seniors' Activity Centre Memberships, Active Living - Student Summer Pass and miscellaneous fees such as Replacement Cards at the Walking Track, Late pickup, Holiday Coupon Books and Wristband Replacements.
<b>Facilities and Parks By-law (Schedule B)</b>	Facility cancellation conditions	Revising the special event cancellation fee from 25% to 20% of the value of the special event is recommended in order to align with the facility rental cancellation fee, which are mutually exclusive. FirstOntario Arts Centre Milton is excluded as the cancellation terms are outlined in rental contracts.
<b>Facilities and Parks (Table B-1 of Schedule 'B')</b>	<b>FirstOntario Arts Centre Milton</b>	
	Theatre Staff Fees	Fees are set in order to recover the actual cost of the staff time.
	<b>Other Fees</b>	
	Affiliated Youth Volleyball Court (per hour)	A new fee is recommended, effective September 22, 2020, less a 25% discount from the standard rate to support affiliated youth groups.
	Picnic Site	The fee is being discontinued, it is no longer applicable as the Town has designated picnic sites.
	Party Packages for Swim, Skate, Arena or Gym - Administration fee (includes 30 invitations and swim/skate passes)	Minor wording adjustments are recommended to align with current practice.
	Party Packages for Swim, Skate, Arena or Gym - Administration fee between 31 to 60 guests (includes invitations and swim/skate passes)	Fee will be discontinued as it is not being used. In practice, invitations and passes are capped at 30 regardless of party size and the Administration fee that includes 30 invitations is applied. Pricing for various party packages is determined based on a combination of applicable fees as outlined in the user fee bylaw.
Smart Serve Book	The fee is being discontinued, as books are no longer available. The information is available in digital format online at <a href="http://smartserve.ca">smartserve.ca</a>	

CORS-046-20 - 2021 User Fee Bylaw Update

Appendix B – Summary of Proposed Changes (excluding MPI) to User Fee Bylaw 072-2020

Schedule	Fee(s)	Recommendation
<b>Advertising (Table C-1 of Schedule C)</b>	Various	Minor wording adjustments were completed to various fees to align with current practice.
	Discount for Publication Advertising Space	To encourage activity, staff are recommending a discount of 15% for publication advertising space, if reserved within 14 days of promotion notification.
	Publication Advertising Fees	To encourage advertisement, staff are recommending publication advertising fees remain fixed. These include Community Services Guide, Milton Seniors' Activity Centre Activity Guide, FirstOntario Arts Centre Milton Season Program and Advertising Design Fees.
	FirstOntario Arts Centre Milton	A new fee is recommended, effective September 22, 2020, for a single ad spot on an Eblast (per Eblast distribution).
	Milton Seniors' Activity Centre	A new fee has been added within the bylaw for advertising on a digital graphic interior screen rotation for a one month duration.
<b>Licensing Services/ Enforcement (Table E-1 of Schedule E)</b>	Portable Signs (per 21 day period) Fee	The form of payment has been amended to include a credit card payment option as this service will now be provided online. The fee has been increased above the rate of inflation to recover the associated costs.
	Noise Exemption Fee	
	Portable Sign Change Fee (date/time)	Staff are recommending a new fee of \$25 be added, effective September 22, 2020, and applied to portable sign applicants who have submitted an application and later wish to change the date or location of their permit.
	Extended On-Street Parking application fee	A new fee of \$40 is recommended, effective September 22, 2020, to recover the cost of processing applications for parking exemptions from the 5 hour and no parking 2:00 am – 6:00 am bylaws.
	Special Vehicle Parking Exemption application fee	A new fee of \$20 is recommended, effective September 22, 2020, to recover the costs associated with the administration of requests to temporarily park oversized vehicles on the roadway.
<b>Clerks (Table F-1 of Schedule F)</b>	Freedom of Information Request	The form of payment has been amended to include a credit card payment option for the initial application as this service will now be provided online.
<b>MEV Innovation Centre (Table G-1 of Schedule G)</b>	Various	Various fees are recommended to remain at existing levels in order to maintain the fees at a competitive rate relative to comparable Innovation centres.
<b>Corporate Services (Schedule H)</b>	Administration fee for Accounts Receivable Transfer to Tax	As approved through CORS-23-20, a tiered fee structure is being introduced for overdue accounts receivable balances that are transferred to property tax bills or a collection agency. For balances below \$500 (including accrued interest), a fee of \$50 will be imposed. For balances greater than \$500 the current \$170 charge would continue to be applied. For balances transferred to a collection agency an additional amount of 25% of the outstanding balance will also continue to be charged.
	Administration fee Accounts Receivable Transfer to Collection Agency	
	Ownership Change	Staff are recommending an increase above MPI in order to round the fee to the nearest dollar.
	Oversized – larger than ledger (ward maps, urban street directory, figures from council report)	Staff are recommending a new fee, effective September 22, 2020 to recover costs for larger printed maps.

**CORS-046-20 - 2021 User Fee Bylaw Update**  
**Appendix B – Summary of Proposed Changes (excluding MPI) to User Fee Bylaw 072-2020**

<b>Schedule</b>	<b>Fee(s)</b>	<b>Recommendation</b>
<b>Corporate Services (Schedule H)</b>	Standard size – letter, legal, ledger (ward maps, urban street directory, figures from council reports)	Staff are recommending consolidating fees as a result of introducing the oversized fee. The Urban Street Directory and Ward Maps fees will be discontinued and will be charged a fee dependent on the size of the map request.
	Urban Street Directory - 24" x 36" Ward Maps	
	GIS Data Fees- Various	Staff are recommending that the fees in the GIS Data fee section be discontinued effective January 1, 2021. A planned upgrade to the external GIS environment will enable a Geo (data) hub to be provided online at no cost, consistent with the approach of many other municipalities.
<b>Fire Services (Table I-1 of Schedule I)</b>	Various	Minor wording adjustments were completed to various fees for clarity.
	Large Burning Permit Issuance (Industrial/Commercial)	Staff are recommending a new fee of \$150, effective September 22, 2020, to recover the cost of processing Large Burn Permits.
	Burning Permit By-law Violations (per hour/per truck, minimum hour charge) Preventable False Alarms (per hour/per truck, minimum hour charge)	Amended wording from '(per response)' to '(per hour/per truck, minimum hour charge)' to clarify actual practice.
<b>Engineering Services (Schedule J)</b>	Entrance Permit - Non-Residential	These applications are now available online, therefore a credit card payment option has been added as a method of payment and fees have been increased above inflation to recover the associated additional cost.
	Entrance Permit - Residential	
	Road Occupancy Permit - General MECP Transfer of Review (Stormwater Management Environmental Compliance Approval application)	As the Ontario Ministry of the Environment and Climate Change (MOECC) has noted credit card payments as an option on the application form, it has been therefore added as an acceptable method of payment with the user fee bylaw.
<b>Planning Services (Table K-1 of Schedule K)</b>	Local Official Plan Amendment - Incomplete Application	Staff are proposing two new fees, effective September 22, 2020, to recover costs associated with staff time spent on reviewing applications that are discovered to be incomplete.
	Zoning By-law Amendment- Incomplete Application	
	Building Plans	Staff are recommending adjusting fees, to recover a portion of costs associated with staff time required to provide drawings as well as the associated printing costs dependent on the size of the drawings.

CORS-046-20 - 2021 User Fee Bylaw Update

Appendix B – Summary of Proposed Changes (excluding MPI) to User Fee Bylaw 072-2020

Schedule	Fee(s)	Recommendation
<b>Development Services By-law (Schedule L)</b>	Traffic Lights Recoveries	Wording in section 3. c) i) has been amended to read "Annual invoices will be prorated as necessary using the date <b>the signal(s) become(s) operational</b> of the development agreement and/or the assumption of the development."
<b>Development (Table L-1 of Schedule L)</b>	Various	Minor wording adjustments were made to provide greater clarity.
	Engineering and Inspection Fees (Condominium Developments)	The description of fees have been adjusted from 2.50% to '2.50% or \$6,000 whichever is greater' to enable a more accurate recovery of costs for providing this service.
	Security Deposits	The Security Deposit section has been updated to separate subdivisions from site plans as the security deposits are different between the two types of agreements. This is not a new fee/requirement but simply updating the schedule to reflect what is actual practice.
<b>Transit (Schedule M)</b>	Youth (13-19 years): Cash Fare per Trip	The age range has changed from Youth (6-19 years). Referenced in ES-008-20 (appendix 2).
	Youth (13-19 years): Book of 10-trip Tickets	
	Youth (13-19 years): Monthly Pass (unlimited trips during month indicated on pass)	
	Day Pass (all ages): Unlimited trips on date validated, as per program guidelines	This fee has been discontinued, as referenced in ES-008-20 (appendix 2).
	Child (12 years and under): With fare paying passenger	The age range has changed from Child (5 years and under). Referenced in ES-008-20 (appendix 2).
	Trans-Cab Premium (as per program guidelines)	This fee has been discontinued, as referenced in ES-008-20 (appendix 2).
	Universal Transfer Policy: valid for multi-directional travel within a two (2) hour time window upon issuance. Stopovers and return trips permitted (effective Sep 1, 2020).	The Transfer Policy has been amended and replaces previous Transfer Policy: " Use in conjunction of a trip. No stopovers permitted." Referenced in ES-008-20 (appendix 2).
<b>Town Wide (Table N-1 of Schedule N)</b>	Chargeback Administration Fee	Fee has been adjused from "\$200 or 20% of Chargeback, whichever is greater" to "10% of Chargeback".