Clarington

Staff Report

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Report To:	**General Government Committee**		
Date of Meeting:	March 4, 2024	**Report Number:**	LGS-007-24
Submitted By:	Rob Maciver, Deputy CAO/Solicitor, Legislative Services		
Reviewed By:	Mary-Anne Dempster, CAO	**Resolution#:**	
Authored by:	June Gallagher, Municipal Clerk		
File Number:		**By-law Number:**	
Report Subject:	Printing Services for External Organizations		

Recommendations:

1. That Report LGS-007-24, and any related delegations or communication items, be received;

2. That the Council Policy for Printing Services for Non-Profit Organizations, arising out of Report CLD-005-01, be repealed;

3. That the CAO be responsible for establishing a Management Directive for printing services for external organizations; and

4. That all interested parties listed in Report LGS-007-24, and any delegations, be advised of Council's decision.

Report Overview

This report provides background, review, and recommendations on Clarington's policy to provide printing services to external organizations.

1. Background

1.1 Clarington's current policy on non-profit printing services was approved by Council in September, 2001, arising out of Report CLD-005-01. It arose out of a request from the Durham Region Police Service for the Municipality to provide complimentary photocopying for non-profit organizations. It is based on the premise that volunteer organizations are providing a service to the community, and this service supports their efforts.

1.2 The current policy to provide complimentary printing services for non-profit organizations based on the following criteria:

- 2500 sheets/year - white paper
- 2000 sheets/year - coloured paper
- over the yearly limit:
  - o $5.00/100 sheets white paper
  - o $6.00/100 sheets coloured paper
- stapling, folding, cutting also provided
- no advertising to be included

1.3 Over the years, Staff have encountered difficulties with aspects of the policy (in particular, the "no advertising" provision), and since the policy was created 21 years ago, it was time for a review.

1.4 This review also aligns with sections of the Strategic Plan to support the community and local organizations.

2. Use by Organizations

2.1 Staff have kept statistics on the use of the program since 2015.

2.2   The following is a list of some of the organizations that have used the service (typically for posters, flyers, programs, draw prize ballots, surveys, minutes, agendas, donation sheets) since 2015:

- Orono Santa Claus Parade Committee
- Kendal Community Centre
- Clarington Board of Trade
- Orono Fair
- Home Base Autism Durham
- Bowmanville Horticultural Society
- Newtonville Hall Board
- Orono Fiddle Competition
- Orono Community Collective
- A Gift of Art
- Bowmanville Allotment Garden
- Bowmanville Rotary Club
- Tyrone Community Centre
- Orono BIA
- Durham Hospice Clarington
- Al Ikram Foundation

2.3   The following is a summary, by year, of the use of the program:

Year	Requests	Unique Org.	Min. # of Pages	Max. # of Pages	Average # Pages	Total # Pages[1]	Cost Per Year[2]
2015	2	2	25	30	27	55	$4.17
2016	14	6	20	2100	255	3580	$271.36
2017	12	5	50	1000	236	2840	$215.27
2018	2	2	200	240	240	200	$15.16
2019	9	6	40	800	267	2410	$182.68
2020	6	4	30	400	178	1070	$81.11
2021	3	3	100	2000	750	2250	$170.55
2022	15	4	12	2500	391	5863	$444.42
2023	65	9	1	1000	107	6952	$526.96
TOTAL							$1,911.68

[1]NOTE: # of Pages means "number of impressions", i.e. double-sided counts as two pages.

[2]NOTE: This cost uses the cost for colour printing of $0.0135/page for white letter-sized paper and $0.0623 for the photocopier portion for a total of $0.0758 for a coloured copy. This cost is exclusive of Staff time and rental of the photocopier (which Clarington pays for regardless of use).

3.   Other Municipalities

3.1   Staff have contacted the other Durham Region Municipalities regarding their policy. All other Durham Region Municipalities do not have a similar policy, except for Pickering, which has a policy (within their internal/external printing policy) which has been in effect since 2011, with the same limits as the Municipality of Clarington, but defining the organization as "a group of citizens that are recognized as serving the community including clubs, neighbourhood associations, sports associations, etc."

4.   Review

Change from Council Policy to Management Directive

4.1   In accordance with the Clarington Policy System (CP-001), the current printing services policy does not meet the definition of a Council Policy:

- The subject matter/issue affects the members of Council in their role as elected officials;
- The subject matter/issue has significant material financial implications;
- There are significant aspects of Risk Management and/or public accountability;
- The subject matter relates to governance issues not specifically addressed through the procedural by-law; or
- It is legislatively required.

4.2   Therefore, Staff are recommending that the Council Policy be repealed, and the matter move to a Management Directive as it is more operational in nature. Attachment 1 is the proposed Management Directive to be approved by the CAO.

Restriction regarding advertising

4.3   Staff regularly have to enforce the policy and refuse a request from an organization because the document has advertising. For instance, as part of their fundraising, they may have secured a sponsor in exchange for the sponsor's logo or business card being included on the flyer – in which case we would have to reject the request.

4.4 Staff believe that this is not in keeping with the spirit of supporting the small local volunteer organizations and, therefore, are recommending that this restriction be lifted in the proposed management directive and that the management directive include a restriction on material that we wouldn't print (i.e. that is contrary to the Criminal Code, etc.) as well as ensuring that the printing will only be for activities that benefit the community.

Non-Profit Organizations versus Community Groups

4.5 Although the intent of the current policy is to support local community organizations that would otherwise have to pay for photocopying services, the current policy does not limit the organization to "local". In fact, it does not define "non-profit organizations".

4.6 Staff are recommending that the Management Directive include a definition to limit the services to Clarington based volunteer community groups.

Paying for Printing Services Above the Limits

4.7 The current policy includes a nominal payment ($0.05/black and $0.06/colour) for copies "above the limits" but it does not cover our basic costs.

4.8 A local office supply store charges $0.75 per side for a letter size document.

4.9 The User Fee By-law contains a fee for photocopying, for the public, of $0.65/page with a $3.00 minimum.

4.10 The Clarington Public Library Museums and Archives (CPLMA) charges the following for self-service copying, with a minimum payment of $1 and maximum of $20:

Page Size	Black & White	Colour
Letter (8 ½" x 11")	$0.15 per side	$0.35 per side
Legal (8 ½" x 14")	$0.15 per side	$0.35 per side
Ledger/Tabloid (11" x 17")	$0.20 per side	$1.00 per side

4.11 Staff are recommending a cost equal to the CPLMA be added, as a new item, to the User Fee By-law during the next annual review, for printing services above the limits. These fees would still be well below private printing costs, and below our fees in the User Fee By-law.

Coloured Paper

4.12 The current policy makes a distinction between white and coloured paper. This was developed during a time when coloured paper was a novelty and thought to draw attention, often at the expense of making things more difficult to read, from an accessibility perspective. In 2016, when the Municipality was transitioning to electronic agendas, we moved away from the use of coloured paper internally and have only limited quantities on hand that will be used and not kept on a regular basis. The majority of requests from organizations are for white paper.

4.13 Staff are recommending that coloured paper only be used if it is available (which will allow staff to use up existing supplies but does not commit us to particular colours or buying coloured paper in the future) and that paper only be offered in the three standard sizes for white (letter, legal, ledger).

5. Financial Considerations

Based on the above usage, the financial impact is minimal (approximately $500) even if the Staff time is included and is deemed as support for local community organizations. Although it is expected that the usage would go up now that the restriction on advertising is removed.

6. Strategic Plan

The recommendations in this report conform to the following priorities in Clarington's Strategic Plan:

- L.1.3: Empower staff to identify opportunities to improve efficiency and effectiveness.
- L.3.2: Identify, establish and report on service levels of interest to the community.
- C.3.2: Reduce barriers to municipal programs, services and infrastructure.
- C.4.1: Promote and support local arts, culture, and heritage sectors.

7. Concurrence

This report has been reviewed by the Deputy CAO, Finance and Technology/Treasurer who concurs with the recommendations.

8. Conclusion

It is respectfully recommended that Council endorse Staff's recommendation to repeal the previous policy and delegate this operational matter to the CAO as a Management Directive.

Staff Contact: June Gallagher, Municipal Clerk, jgallagher@clarington.net

Attachments:

Management Directive – Printing Services for External Organizations

Interested Parties:

All organizations who have used the printing service since 2015
All community organizations within the Clarington Community Connections
  (approximately 256 community organizations)
All Clarington hall boards, advisory boards and committees