

# VOTE 51 DEPARTMENT OF COMMUNITY SERVICES

#### MINISTER

Hon. A. Lang

#### A/DEPUTY MINISTER

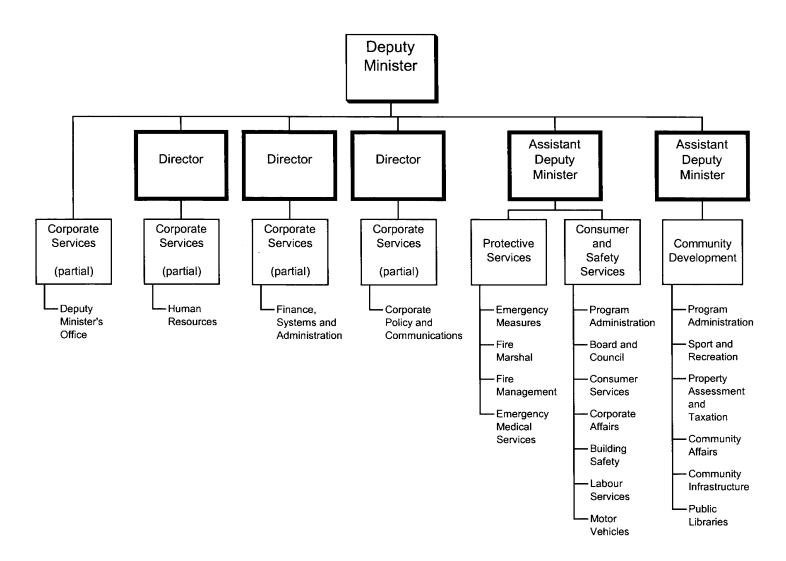
#### J. O'Farrell

#### DEPARTMENTAL OBJECTIVES

- To promote sustainable healthy communities by supporting local governments, community
  organizations, and the volunteer sector; encouraging active living through sport and recreation; and
  directly providing community services, planning and zoning, property assessment and taxation,
  infrastructure and land development.
- To protect public safety through driver and vehicle programs; to provide community educational
  opportunities through public library programs; and to provide bilingual inquiry services to the public
  and Yukon government departments.
- To support the health, safety and protection of the public through programs such as the application
  of minimum building, electrical and mechanical codes; equitable and responsible employment
  practices; and orderly and accountable professional and commercial activity.
- To protect broad consumer interests through the provision of education, information and enforcement services.
- To assist and enable communities and people to protect themselves from the threat of wildland fire, structural fire and other emergencies or disasters and provision of emergency medical services.
- To work in partnership with the Yukon Housing Corporation and the Yukon Liquor Corporation to support community development and facilitate the delivery of Territorial Agent services in Yukon communities.

## **DEPARTMENT OF COMMUNITY SERVICES**

#### RELATIONSHIP BETWEEN ORGANIZATION AND PROGRAMS



Notes: 1. Dark outlined boxes represent positions reporting directly to the Deputy Minister. Other boxes represent programs. Activities are listed below the programs. Programs identified as "partial" represent responsibility for the program being shared by two or more positions reporting directly to the Deputy Minister. 2. The Department of Community Services, Yukon Housing Corporation, and Yukon Liquor Corporation utilize a shared services approach to the delivery of administrative functions (e.g. finance, systems and administration, human resources, and policy and communications, etc.)

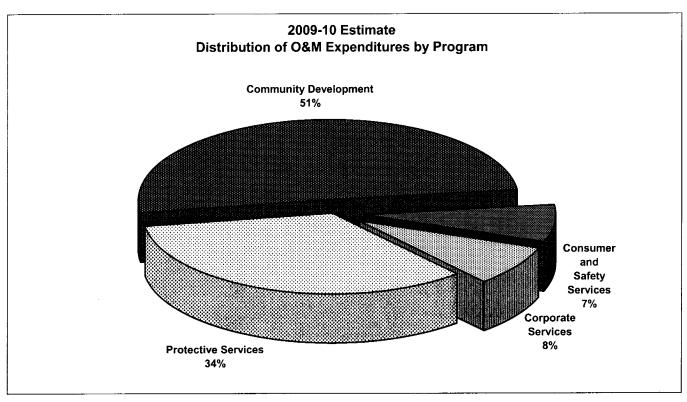
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DEPARTMENT OF COMMUNITY SERVICES

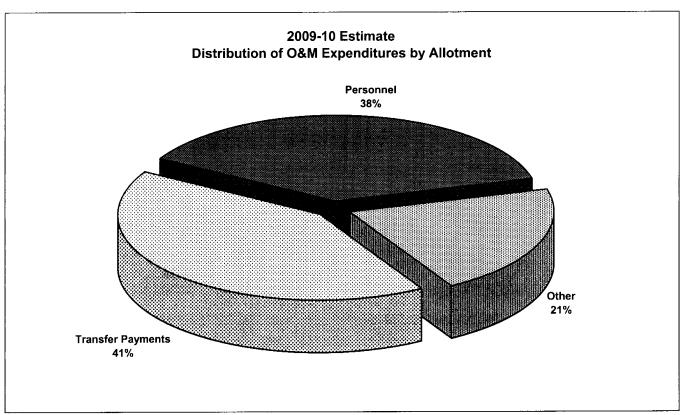
| FINANCIAL SUMMARY (\$000s)                     | 2009-10<br>ESTIMATE | 2008-09<br>FORECAST | %<br>CHANGE | 2007-08<br>ACTUAL |
|--|---------------------|---------------------|-------------|-------------------|
|  |                     |                     |             |                   |
| Operation and Maintenance Expenditures         |                     |                     |             |                   |
| Corporate Services                             | 5,161               | 4,939               | 4%          | 4,410             |
| Protective Services                            | 20,870              | 21,375              | -2%         | 21,249            |
| Community Development                          | 32,060              | 31,209              | 3%          | 29,218            |
| Consumer and Safety Services                   | 4,627               | 4,440               | 4%          | 4,282             |
| Total Operation and Maintenance Vote 51        | 62,718              | 61,963              | 1%          | 59,159            |
| Amortization Expense                           | 1,881               | 1,708               | 10%         | 1,544             |
|  |                     |                     |             |                   |
| Revenues                                       |                     |                     |             |                   |
| Taxes and General Revenues                     | 9,536               | 9,452               | 1%          | 10,056            |
| Third-Party Recoveries                         | 4,229               | 4,021               | 5%          | 3,787             |
| Recoveries from Canada                         | 258                 | 306                 | -16%        | 1,555             |
| Amortization of Deferred Capital Contributions | 242                 | 268                 | -10%        | 242               |
| Total Revenues                                 | 14,265              | 14,047              | 2%          | 15,640            |
|  |                     |                     |             |                   |
| Allotments                                     | 00 570              | 00.747              | 40/         | 04.460            |
| Personnel                                      | 23,576              | 22,747              | 4%<br>6%    | 21,168<br>14,546  |
| Other  | 13,024<br>26,118    | 13,821<br>25,395    | -6%<br>3%   | 23,445            |
| Transfer Payments                              | 20,110              | 25,595              | 3 /0        | 20,440            |
| Total Allotments                               | 62,718              | 61,963              | 1%          | 59,159            |
|  |                     |                     | ···         |                   |

Note:

Restated 2007-08 Actual and 2008-09 Forecast to be consistent with the 2009-10 Estimate presentation.

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DEPARTMENT OF COMMUNITY SERVICES





#### **CORPORATE SERVICES**

#### **PROGRAM OBJECTIVES**

- To provide Community Services, Yukon Housing Corporation and Yukon Liquor Corporation
  managers with direction, guidance and support services in the management and operation of human
  resource, financial and information systems and related administrative processes to ensure that
  resources are utilized effectively and efficiently in a coordinated manner.
- To provide legislative, policy, program development and communication support; to undertake corporate strategic and project specific planning; and to carry out program reviews and evaluations.
- To provide support to the Yukon Lottery Commission.

| O&M EXPENDITURES (\$000s)           | 2009-10<br>ESTIMATE | 2008-09<br>FORECAST | %<br>CHANGE | 2007-08<br>ACTUAL |
|-------------------------------------|---------------------|---------------------|-------------|-------------------|
| Activities                          |                     |                     |             |                   |
| Deputy Minister's Office            | 437                 | 421                 | 4%          | 417               |
| Human Resources                     | 979                 | 866                 | 13%         | 725               |
| Finance, Systems and Administration | 2,687               | 2,675               | 0%          | 2,521             |
| Corporate Policy and Communications | 1,058               | 977                 | 8%          | 747               |
| Total Corporate Services            | 5,161               | 4,939               | 4%          | 4,410             |
| Allotments Personnel                | 4,682               | 4,482               | 4%          | 3,973             |
| Other                               | 479                 | 457                 | 5%          | 437               |
| Transfer Payments                   | 0                   | 0                   | 0%          | 0                 |
| Total Allotments                    | 5,161               | 4,939               | 4%          | 4,410             |

#### PROTECTIVE SERVICES

#### **PROGRAM OBJECTIVES**

- To promote and foster emergency preparedness through the provision of guidance, coordination and support for the safety of people, mitigation of risk, protection of property, provision of public information, and the continuity of government in the event of disaster or major emergencies in conjunction with other levels of government, community emergency coordinators and volunteer organizations.
- To support health, safety and public protection through the administration and enforcement of the fire prevention and protection program along with other safety related programs like fuel storage and vehicle extrication response.
- To protect communities, families, individuals, property, and other natural, historic, cultural and community values from the harmful effects of wildland fire through the Wildfire Management program and policies and the FireSmart program.
- To support communities and volunteers providing emergency medical, ambulance and medevac services throughout the Yukon.

| O&M EXPENDITURES (\$000s)  | 2009-10<br>ESTIMATE | 2008-09<br>FORECAST | %<br>CHANGE | 2007-08<br>ACTUAL |
|----------------------------|---------------------|---------------------|-------------|-------------------|
| Activities                 |                     | •                   |             |                   |
| Emergency Measures         | 403                 | 504                 | -20%        | 1,877             |
| Fire Marshal               | 719                 | 919                 | -22%        | 850               |
| Fire Management            | 13,656              | 13,086              | 4%          | 13,404            |
| Emergency Medical Services | 6,092               | 6,866               | -11%        | 5,118             |
| Total Protective Services  | 20,870              | 21,375              | -2%         | 21,249            |
| Allotments                 |                     |                     |             |                   |
| Personnel                  | 10,622              | 10,607              | 0%          | 9,652             |
| Other                      | 10,057              | 10,433              | -4%         | 11,578            |
| Transfer Payments          | 191                 | 335                 | -43%        | 19                |
| Total Allotments           | 20,870              | 21,375              | -2%         | 21,249            |

# PROTECTIVE SERVICES Fire Marshal

|                               | 2009<br>ESTIMATE | 2008<br>FORECAST | %<br>CHANGE | 2007<br>ACTUAL |
|-------------------------------|------------------|------------------|-------------|----------------|
| Fire Responses (#) *          | 600              | 620              | -3%         | 585            |
| Life Safety Inspections (#) * | 50               | 35               | 43%         | 30             |
| Storage Tank Inspections (#)  | 75               | 80               | -6%         | 200            |

<sup>\*</sup> Statistics reported on a calendar year basis.

# PROTECTIVE SERVICES Emergency Medical Services Ambulance Services

#### **STATISTICS**

Yukon Ambulance Services provides emergency transportation for residents and non-residents throughout the Territory. In Whitehorse, the Ambulance Station is staffed 24 hours a day. In rural communities, the service is provided by on-call volunteers with two full time Primary Care Paramedics in Dawson City and Watson Lake. The community provides the volunteers and Yukon government provides the ambulance, equipment and training.

|                            | 2009<br>ESTIMATE | 2008<br>ACTUAL | %<br>CHANGE | 2007<br>ACTUAL |
|----------------------------|------------------|----------------|-------------|----------------|
| Whitehorse                 |                  |                |             |                |
| Transfers                  | 1,100            | 1,060          | 4%          | 787            |
| Medical Emergencies        | 3,800            | 3,094          | 23%         | 3,052          |
| Other                      | 110              | 100            | 10%         | 90             |
| Total Ambulance Calls      | 5,010            | 4,254          | 18%         | 3,929          |
| Rural Communities          |                  |                |             |                |
| Total Ambulance Calls      | 1,600            | 1,442_         | 11%         | 1,237          |
| Transfer by Medevac Team * |                  |                |             |                |
| In Territory               | 450              | 385            | 17%         | 349            |
| Out-of-Territory           | 325              | 251            | 29%         | 220            |
| Total Medevacs             | 775              | 636            | 22%         | 569_           |

<sup>\*</sup> Medevac team is used when responding to patients with higher medical needs. A medevac team includes a medevac nurse.

Transfer by Medevac Team is the number of vehicle or aircraft movements. Statistics are reported on a calendar year basis.

#### **COMMUNITY DEVELOPMENT**

#### PROGRAM OBJECTIVES

- To encourage, strengthen, enable, and support local government in the Yukon.
- To establish and nurture partnerships with Yukon people, community organizations and the volunteer sector.
- To provide all Yukon taxing authorities with current, accurate and equitable property assessments, and establish general property tax rates for all areas outside municipalities.
- To promote health and safety in unincorporated communities throughout the Yukon through community infrastructure such as landfills, water and sewer projects and residential/commercial subdivisions; and providing advice and project assistance to municipalities and Yukon First Nations upon request.
- To encourage and support active living and healthy lifestyles in communities through the promotion and development of recreation and sport.
- To provide bilingual inquiry services to the public and Yukon government departments.
- To support the growth and development of Yukon people, associations and communities by providing community education, information, culture and recreation opportunities and resources through public libraries.

| 2009-10<br>ESTIMATE                     | 2008-09<br>FORECAST   | %<br>CHANGE   | 2007-08<br>ACTUAL   |
|---|---|---|---|
|   |   |   |   |
| 692                                     | 617   | 12%   | 595   |
| 200000000000000000000000000000000000000 |   | 0%  | 3,563   |
| (0) (0) (0) (0) (0) (0) (0) (0) (0) (0) | •   | 2%  | 3,793   |
| 020000000000000000000000000000000000000 | 19,213  | 4%  | 17,850  |
| 1,810                                   | 1,976   | -8%   | 1,764   |
| 1,737                                   | 1,686   | 3%  | 1,653   |
| 32,060                                  | 31,209  | 3%  | 29,218  |
|   |   |   |   |
| 4,285                                   | 3,927   | 9%  | 3,879   |
| 1,848                                   | 2,235   | -17%  | 1,925   |
| 25,927                                  | 25,047  | 4%  | 23,414  |
| 32,060                                  | 31,209  | 3%  | 29,218  |
|   | 692<br>3,808<br>3,987<br>20,026<br>1,810<br>1,737<br>32,060<br>4,285<br>1,848<br>25,927 | 692 617 3,808 3,801 3,987 3,916 20,026 19,213 1,810 1,976 1,737 1,686  32,060 31,209  4,285 3,927 1,848 2,235 25,927 25,047 | 692         617         12%           3,808         3,801         0%           3,987         3,916         2%           20,026         19,213         4%           1,810         1,976         -8%           1,737         1,686         3%           32,060         31,209         3%           4,285         3,927         9%           1,848         2,235         -17%           25,927         25,047         4% |

# COMMUNITY DEVELOPMENT Sport and Recreation

## **STATISTICS**

• Contributions to Summer Pool, Recreation Facility Operations, Programs, and Recreation Directors.

|                   | 2009-10<br>ESTIMATE | 2008-09<br>FORECAST | %<br>CHANGE | 2007-08<br>ACTUAL |
|-------------------|---------------------|---------------------|-------------|-------------------|
| Local Authorities | •                   |                     |             |                   |
| Beaver Creek      | 33,200              | 33,200              | 0%          | 33,190            |
| Burwash Landing   | 7,400               | 7,400               | 0%          | 7,409             |
| Carcross          | 54,800              | 54,800              | 0%          | 54,790            |
| Destruction Bay   | 7,200               | 7,200               | 0%          | 7,160             |
| Keno City         | 3,200               | 3,200               | 0%          | 3,200             |
| Marsh Lake        | 39,600              | 39,600              | 0%          | 39,600            |
| Mount Lorne       | 39,400              | 39,400              | 0%          | 39,390            |
| Old Crow          | 46,200              | 46,200              | 0%          | 46,190            |
| Pelly Crossing    | 51,500              | 51,500              | 0%          | 51,480            |
| Ross River        | 81,600              | 91,600              | -11%        | 91,570            |
| Tagish            | 35,300              | 35,300              | 0%          | 35,260            |
| Upper Liard       | 18,700              | 18,700              | 0%          | 0                 |
|                   | 418,100             | 428,100             | -2%         | 409,239           |

# COMMUNITY DEVELOPMENT Sport and Recreation

|  | 2009-10<br>ESTIMATE | 2008-09<br>FORECAST | %<br>CHANGE | 2007-08<br>ACTUAL |
|--|---------------------|---------------------|-------------|-------------------|
| Sport Governing Bodies   |                     |                     |             |                   |
| Yukon Sport Governing Bodies (YSGBs) Funded (#)  | 25                  | 25                  | 0%          | 23                |
| YSGB Affiliated Clubs Across Yukon (#)   | 101                 | 101                 | 0%          | 101               |
| YSGB Members (#)   | 11,000              | 11,000              | 0%          | 11,200            |
| Elite Athletes Funded (#)  | 20                  | 21                  | -5%         | 18                |
| Athletes Placed in Top Three International or National Competitions (#)  | 20                  | 24                  | -17%        | 28                |
| Active Coaches and Officials (#)   | 1,300               | 1,350               | -4%         | 1,373             |
| Dollars provided and claimed for administration, training, and competition. (Yukon Lotteries Commission contributes funding toward this am Includes Yukon Sport Governing Bodies, Sport Arctic Winter Games, Canada Senior Games, Elite Athletes and High Performance Coaches and Officials  Total (\$)  |                     | 2,010,000           | 14%         | 1,886,107         |
| Special Recreation Groups  |                     |                     |             |                   |
| Yukon Special Recreation Groups Funded (#)   | 7                   | 7                   | 0%          | 8                 |
| Members (#)  | 9,800               | 9,800               | 0%          | 9,796             |
| Dollars provided for administration, training and programs including: North American Indigenous Games, Special Olympics, Youth Special Recre Groups, Active Living/Recreation and Parks Association of Yukon, Yukon Disabilities Associand Elder Active Recreation Association and 2010 Winter Olympics. | ation               | 678,000             | -1%         | 702,694           |
| Total (\$)   | 000,000             | 070,000             | - 1 /0      | 102,034           |

# **COMMUNITY DEVELOPMENT Property Assessment and Taxation**

|  | 2009-10<br>ESTIMATE | 2008-09<br>FORECAST | %<br>CHANGE | 2007-08<br>ACTUAL |
|--|---------------------|---------------------|-------------|-------------------|
| Assessments                              |                     |                     |             |                   |
| Properties Assessed (#)                  | 20,844              | 20,737              | 1%          | 20,943            |
| Total Assessed Value (\$000s)            | 3,222,230           | 3,123,897           | 3%          | 2,868,859         |
| Cost Per Property Assessment (\$)        | 25                  | 25                  | 0%          | 25                |
| Complaints (#) - Assessment Review Board | 50                  | 30                  | 67%         | 65                |
| Appeals (#)<br>- Assessment Appeal Board | 5                   | 5                   | 0%          | 1                 |
| Taxation                                 |                     |                     |             |                   |
| Home Owner Grants Paid (#)               | 7,550               | 7,400               | 2%          | 7,370             |
| Average Home Owner Grant (\$)            | 411                 | 411                 | 0%          | 418               |

# COMMUNITY DEVELOPMENT Community Affairs

|  | 2009-10<br>ESTIMATE | 2008-09<br>FORECAST | %<br>CHANGE | 2007-08<br>ACTUAL |
|--|---------------------|---------------------|-------------|-------------------|
| Transfer Payments (\$)   |                     |                     |             |                   |
| Grant-in-Lieu of Property Taxes                                  | 4,983,077           | 4,982,076           | 0%          | 4,607,233         |
| Community/Local Advisory Council Opera<br>and Maintenance Grants | tion<br>70,467      | 70,000              | 1%          | 62,221            |
| Association of Yukon Communities                                 | 100,000             | 100,000             | 0%          | 100,000           |
| Comprehensive Municipal Grants                                   | 14,154,010          | 13,345,511          | 6%          | 12,538,011        |
| Total Transfer Payments  | 19,307,554          | 18,497,587          | 4%          | 17,307,465        |

# COMMUNITY DEVELOPMENT Program Administration

|  | 2009-10<br>ESTIMATE | 2008-09<br>FORECAST | %<br>CHANGE | 2007-08<br>ACTUAL |
|--|---------------------|---------------------|-------------|-------------------|
| Inquiry Centre                             |                     |                     |             |                   |
| Telephone Calls Answered (including 1-800) | 27,515              | 28,723              | -4%         | 28,723            |
| Counter Inquiries Responded                | 2,800               | 3,234               | -13%        | 3,234             |
| Written Requests Responded                 | 650                 | 707                 | -8%         | 707               |
| Building Tours Provided (tours/people)     | 89/154              | 89/183              | n/a         | 82/183            |
| French Calls Responded                     | 110                 | 189                 | -42%        | 189               |

# COMMUNITY DEVELOPMENT Community Infrastructure

|   | 2009-10<br>ESTIMATE | 2008-09<br>FORECAST | %<br>CHANGE | 2007-08<br>ACTUAL |
|---|---------------------|---------------------|-------------|-------------------|
| Unincorporated Community Services                 |                     |                     |             |                   |
| Street Lights (#)                                 | 243                 | 240                 | 1%          | 235               |
| Water Delivery Customers (#)                      |                     |                     |             |                   |
| Carcross  | 189                 | 189                 | 0%          | 155               |
| Keno City   | 16                  | 16                  | 0%          | 15                |
| Old Crow  | 126                 | 126                 | 0%          | 122               |
| Ross River  | 185                 | 185                 | 0%          | 160               |
| (Note: # of customers within +/- 10%)             |                     |                     |             |                   |
| Sewage Eduction Services Customers (#)            |                     |                     |             |                   |
| Old Crow  | 128                 | 126                 | 2%          | 122               |
| Sewer Systems Customers (#)                       |                     |                     |             |                   |
| Destruction Bay                                   | 12                  | 12                  | 0%          | 12                |
| Solid Waste Sites Operated (#)                    | 22                  | 20                  | 10%         | 20                |
| Mosquito Control (#)                              |                     |                     |             |                   |
| Hectares Treated with Larvicide                   | 935                 | 700                 | 34%         | 700               |
| Communities Participating in<br>Larvicide Program | 13                  | 11                  | 18%         | 11                |

# COMMUNITY DEVELOPMENT Public Libraries

|   | 2009-10<br>ESTIMATE | 2008-09<br>FORECAST | %<br>CHANGE  | 2007-08<br>ACTUAL |
|---|---------------------|---------------------|--------------|-------------------|
| Library Collections (#)                               |                     |                     |              |                   |
| Materials Processed *                                 | 9,400               | 9,400               | 0%           | 9,346             |
| Material Distributed to Libraries                     | 18,000              | 18,000              | 0%           | 10,669            |
| * Figures include videos, books and audio visual mate | erial catalogued    | for Yukon Publi     | c Libraries. |                   |
| Library Circulation (#)                               |                     |                     |              |                   |
| Whitehorse Public Library                             | 145,000             | 145,000             | 0%           | 144,762           |
| Communities   | 35,000              | 35,279              | -1%          | 34,014            |
| Library cards (new and renewed)                       | 11,000              | 11,000              | 0%           | 10,268            |
| Library Use (#)                                       |                     |                     |              |                   |
| Whitehorse Public Library Visits                      | 230,000             | 230,000             | 0%           | 226,993           |
| Library Programs - Attendance Whitehorse              | 4,000               | 4,000               | 0%           | 4,162             |
| Library Programs - Attendance Communities             | 3,300               | 3,300               | 0%           | 3,579             |
| Reference Questions (#)                               |                     |                     |              |                   |
| Whitehorse Public Library                             | 16,000              | 16,000              | 0%           | 14,691            |
| Communities   | 8,000               | 8,000               | 0%           | 6,812             |
| External to Yukon Inter-library Loan                  | ,                   | ,                   |              | ·                 |
| - Requests Filled                                     | 1,200               | 1,200               | 0%           | 1,135             |
| Internet Sessions Booked *                            | •                   | -                   |              |                   |
| - Whitehorse Public Library                           | 33,000              | 33,000              | 0%           | 30,110            |
| - Communities   | 28,000              | 28,000              | 0%           | 28,093            |

<sup>\*</sup> Internet use is a significant activity in Yukon Public Libraries, with public access available in all community libraries.

#### **CONSUMER AND SAFETY SERVICES**

#### **PROGRAM OBJECTIVES**

- To encourage and maintain equitable and responsible employment practices and to promote public interest in positive labour management relations through enforcement of minimum employment standards.
- To encourage and ensure orderly and responsible commercial activity through maintenance of enabling legislation, disclosure requirements and public information registries.
- To protect and enhance the public interest in professional and commercial services, and assist in consumer protection through education, provision of information and enforcement of legislation.
- To support, administer and enforce building, plumbing, electrical and mechanical standards in conjunction with reviewing development permits and maintaining a building information repository.
- To protect public safety through appropriate driver licensing and vehicle registration programs.
- To provide the public with an appeal process on motor vehicle licensing and regulatory decisions which balances public safety with individual rights and responsibilities.

| O&M EXPENDITURES (\$000s)          | 2009-10<br>ESTIMATE | 2008-09<br>FORECAST | %<br>CHANGE | 2007-08<br>ACTUAL |
|------------------------------------|---------------------|---------------------|-------------|-------------------|
| Activities                         |                     |                     |             |                   |
| Program Administration             | 627                 | 481                 | 30%         | 771               |
| Board and Council                  | 105                 | 128                 | -18%        | 107               |
| Consumer Services                  | 647                 | 656                 | -1%         | 506               |
| Corporate Affairs                  | 406                 | 433                 | -6%         | 411               |
| Building Safety                    | 1,120               | 1,129               | -1%         | 1,007             |
| Labour Services                    | 406                 | 308                 | 32%         | 302               |
| Motor Vehicles                     | 1,316               | 1,305               | 1%          | 1,178             |
| Total Consumer and Safety Services | 4,627               | 4,440               | 4%          | 4,282             |
| Allotments                         |                     |                     |             |                   |
| Personnel                          | 3,987               | 3,731               | 7%          | 3,664             |
| Other                              | 640                 | 696                 | -8%         | 606               |
| Transfer Payments                  | 0                   | 13                  | -100%       | 12                |
| Total Allotments                   | 4,627               | 4,440               | 4%          | 4,282             |

# CONSUMER AND SAFETY SERVICES Consumer Services

#### **STATISTICS**

To provide safeguards to consumers in acquiring goods and services, in order to contribute to the
efficient functioning of the marketplace and to ensure that those licensed to provide services are
adequately qualified.

|   | 2009-10<br>ESTIMATE | 2008-09<br>FORECAST | %<br>CHANGE | 2007-08<br>ACTUAL |
|---|---------------------|---------------------|-------------|-------------------|
| Yukon Professional Licences (#)             |                     |                     |             |                   |
| Insurance Companies                         | 186                 | 186                 | 0%          | 176               |
| Agents, Salespersons, Adjusters and Brokers | 899                 | 899                 | 0%          | 637               |
| Medical Professionals                       | 187                 | 187                 | 0%          | 197               |
| Medical Practice Corporations               | 33                  | 33                  | 0%          | 37                |
| Chiropractors                               | 9                   | 9                   | 0%          | 8                 |
| Dental Professionals                        | 55                  | 55                  | 0%          | 34                |
| Dental Corporations                         | 12                  | 12                  | 0%          | 8                 |
| Dental Hygienists/Therapists                | 40                  | 40                  | 0%          | 33                |
| Dental Technicians                          | 2                   | 2                   | 0%          | 3                 |
| Optometrists                                | 5                   | 5                   | 0%          | 5                 |
| Pharmacists                                 | 40                  | 40                  | 0%          | 39                |
| Physiotherapist *                           | 34                  | 34                  | 0%          | 29                |
| Physiotherapist Corporations                | 2                   | 2                   | 0%          | 2                 |
| Licensed Practical Nurses                   | 78                  | 78                  | 0%          | 78                |
| Collection Agencies                         | 47                  | 47                  | 0%          | 44                |
| Collection Agency Employees                 | 1,540               | 1,540               | 0%          | 1,310             |
| Real Estate Agencies                        | 7                   | 7                   | 0%          | 7                 |
| Real Estate Salespersons                    | 32                  | 31                  | 3%          | 33                |
| Private Investigators and Security Guards   | 33                  | 33                  | 0%          | 35                |
| Security Agencies                           | 11                  | 11                  | 0%          | 17                |
| Funeral Directors                           | 3                   | 3                   | 0%          | 1                 |
| Pawn Brokers and Second Hand Dealers        | 2                   | 2                   | 0%          | 3                 |

<sup>\*</sup> Physiotherapist licences were not required prior to 2007-08.

# CONSUMER AND SAFETY SERVICES Consumer Services

|                                    | 2009-10<br>ESTIMATE | 2008-09<br>FORECAST | %<br>CHANGE | 2007-08<br>ACTUAL |
|------------------------------------|---------------------|---------------------|-------------|-------------------|
| Inquiries/Complaints (#)           | *******             |                     |             |                   |
| Consumer Inquiries                 | 265                 | 265                 | 0%          | 264               |
| Health Professionals (all)         | 450                 | 424                 | 6%          | 409               |
| Insurance                          | 379                 | 379                 | 0%          | 251               |
| Landlord and Tenant                | 750                 | 744                 | 1%          | 795               |
| Other                              | 607                 | 607                 | 0%          | 487               |
| Boards of Inquiry/Arbitrations (#) |                     |                     |             |                   |
| Health Professionals (all)         | 1                   | 1                   | 0%          | 0                 |
| Insurance                          | 1                   | 0                   | 100%        | 0                 |
| Landlord and Tenant                | 1                   | 0                   | 100%        | 0                 |
| Other                              | 1                   | 1                   | 0%          | 0                 |
| Yukon Medical Council              |                     |                     |             |                   |
| Letters to Licensing Inquiries (#) | 225                 | 216                 | 4%          | 216               |
| Complaints against a Physician     | 2                   | 2                   | 0%          | 4                 |

# CONSUMER AND SAFETY SERVICES Consumer Services

|   | 2009-10   | 2008-09                           | %              | 2007-08                           |
|---|---|-----------------------------------|----------------|-----------------------------------|
|   | ESTIMATE  | FORECAST                          | CHANGE         | ACTUAL                            |
| Lotteries/Games of Chance Activities  |   |                                   |                |                                   |
| Licences Issued (#)   | 123   | 123                               | 0%             | 111                               |
| Amount Wagered: - Bingos (\$) - Raffles and Sport Pools (\$) - Casinos, gross profit (\$)   | 2,825,000   | 2,825,000                         | 0%             | 3,055,722                         |
|   | 670,000   | 670,000                           | 0%             | 711,356                           |
|   | 15,000  | 20,600                            | -27%           | 4,536                             |
| Prizes: - Bingos (\$) - Raffles and Sport Pools (\$)  | 2,105,000   | 2,105,000                         | 0%             | 2,189,798                         |
|   | 250,000   | 250,000                           | 0%             | 241,366                           |
| Expenses: - Bingos (\$) - Raffles and Sport Pools (\$) - Casinos (\$)   | 220,000   | 220,000                           | 0%             | 249,647                           |
|   | 40,000  | 40,000                            | 0%             | 25,740                            |
|   | 5,000   | 5,745                             | -13%           | 1,446                             |
| Net: Proceeds used for Charitable Object - Bingos (\$) - Raffles and Sport Pools (\$) - Casinos (\$)  | 500,000   | 500,000                           | 0%             | 616,277                           |
|   | 380,000   | 380,000                           | 0%             | 444,250                           |
|   | 10,000  | 14,855                            | -33%           | 3,090                             |
| Diamond Tooth Gertie's: * Blackjack, Wheels of Fortune, Roulette Drop (Amount Wagered \$) Win (Amount Paid Out \$) Hold (Balance held by organization before expenses \$) | and Red Dog:<br>1,735,600<br>1,302,600<br>433,000 | 1,735,621<br>1,302,696<br>432,925 | 0%<br>0%<br>0% | 1,757,542<br>1,316,595<br>440,947 |
| Poker Revenue (\$)  | 181,400   | 181,418                           | 0%             | 78,503                            |
| Slot Machines: Coin In (\$) Coin Out (\$) Gross Revenue (\$)  | 16,863,000  | 16,862,361                        | 0%             | 17,843,825                        |
|   | 15,413,000  | 15,414,618                        | 0%             | 16,442,098                        |
|   | 1,450,000   | 1,447,743                         | 0%             | 1,401,727                         |

<sup>\*</sup> Diamond Tooth Gertie's statistics reported on a calendar year basis.

# CONSUMER AND SAFETY SERVICES Corporate Affairs

- To protect and enhance the public interest in professional and commercial activities.
- To establish and maintain enabling legislation and basic disclosure and information requirements related to commercial activities.

|                                     | 2009-10<br>ESTIMATE | 2008-09<br>FORECAST | %<br>CHANGE | 2007-08<br>ACTUAL |
|-------------------------------------|---------------------|---------------------|-------------|-------------------|
| Corporate Registry                  |                     |                     |             |                   |
| All Transactions (#)*               | 25,500              | 25,333              | 1%          | 22,480            |
| Revenue (\$)                        | 290,000             | 284,599             | 2%          | 263,416           |
| Partnership/Business Names Registry |                     |                     |             |                   |
| All Transactions (#)*               | 2,800               | 2,751               | 2%          | 2,835             |
| Revenue (\$)                        | 40,000              | 39,090              | 2%          | 44,123            |
| Personal Property Security          |                     |                     |             |                   |
| Financing Statements/Changes (#)    | 5,400               | 5,278               | 2%          | 5,602             |
| Searches Conducted (#)              | 5,900               | 5,964               | -1%         | 3,690             |
| Revenue (\$)                        | 52,000              | 48,302              | 8%          | 79,203            |
| Societies                           |                     |                     |             |                   |
| All Transactions (#)*               | 1,500               | 1,465               | 2%          | 1,943             |
| Revenue (\$)                        | 6,900               | 6,795               | 2%          | 8,816             |
| Securities                          |                     |                     |             |                   |
| Annual Information Form/            |                     |                     |             |                   |
| Prospectuses filed (#)              | 3,920               | 3,800               | 3%          | 4,100             |
| Brokers/Salespersons Registration   |                     |                     |             |                   |
| (CARS) Transactions (#)*            | 514                 | 494                 | 4%          | 462               |
| Other Filings (#)                   | 602                 | 580                 | 4%          | 540               |
| Registrar's Orders (#)              | 15                  | 14                  | 7%          | 19                |
| Revenue (\$)                        | 1,411,100           | 1,421,214           | -1%         | 1,652,648         |

<sup>\*</sup> Corporate Affairs Registry System (CARS) Transactions: these are all registrations that are tracked by the computer systems. These do not include phone calls, personal inquiries, searches etc. Includes online public searches.

# CONSUMER AND SAFETY SERVICES Building Safety

|                                      | 2009<br>ESTIMATE | 2008<br>ACTUAL | %<br>CHANGE | 2007<br>ACTUAL |
|--------------------------------------|------------------|----------------|-------------|----------------|
| Codes and Standards *                |                  |                |             |                |
| Permits Issued (#)                   |                  |                |             |                |
| Building                             | 476              | 678            | -30%        | 686            |
| Plumbing                             | 162              | 147            | 10%         | 160            |
| Development                          | 130              | 118            | 10%         | 85             |
| Electrical                           | 1,100            | 1,150          | -4%         | 1,182          |
| Gas                                  | 400              | 377            | 6%          | 380            |
| New Boiler and Pressure Vessels      | 30               | 33             | -9%         | 48             |
| Total Permits Issued                 | 2,298            | 2,503          | -8%         | 2,541          |
| Building File Information Requests * | 1,718            | 1,562          | 10%         | 1,557          |
| Inspections (#) *                    |                  |                |             |                |
| Building                             | 2,206            | 2,005          | 10%         | 1,969          |
| Plumbing                             | 624              | 567            | 10%         | 513            |
| Electrical                           | 1,200            | 1,224          | -2%         | 1,226          |
| Elevators                            | 50               | 49             | 2%          | 31             |
| Boiler and Pressure Vessels          | 450              | 410            | 10%         | 431            |
| Gas                                  | 450              | 457            | -2%         | 444            |
| Total Inspections                    | 4,980            | 4,712          | 6%          | 4,614          |

<sup>\*</sup> Statistics reported on a calendar year basis.

# CONSUMER AND SAFETY SERVICES Labour Services

#### **STATISTICS**

• To ensure compliance with minimum standards of employment for wages and working conditions in order to establish a fair and equitable work environment for the labour force.

|  | 2009-10<br>ESTIMATE | 2008-09<br>FORECAST | %<br>CHANGE | 2007-08<br>ACTUAL |
|--|---------------------|---------------------|-------------|-------------------|
|  |                     |                     |             |                   |
| Wage Offence Complaints Investigated (#)           | 110                 | 105                 | 5%          | 109               |
| Wage Offences (#)                                  | 200                 | 200                 | 0%          | 197               |
| Inquiries (#)                                      | 3,200               | 3,200               | 0%          | 3,362             |
| Wages Collected (\$)                               | 130,000             | 190,000             | -32%        | 114,257           |
| Wages Uncollected (\$)                             | 15,000              | 30,000              | -50%        | 18,650            |
| Certificates for Wages Issued (\$) *               | 10,000              | 95,000              | -89%        | 30,219            |
| Certificates for Wages Filed (\$) *                | 5,000               | 15,000              | -67%        | 14,930            |
| Administration Fees on Certificates Issued (\$) ** | 500                 | 200                 | 150%        | 750               |
| Assessment of Administrative Penalty (#)           | 4,000               | 3,000               | 33%         | 2,500             |

<sup>\*</sup> Supplementary certificates are also included in both columns (against Directors of Corporations).

<sup>\*\*</sup> Estimated administrative fees and penalties levied as a result of changes made in 1998 to the Employment Standards Act.

# CONSUMER AND SAFETY SERVICES Motor Vehicles

|                                  | 2009-10<br>ESTIMATE | 2008-09<br>FORECAST | %<br>CHANGE | 2007-08<br>ACTUAL |
|----------------------------------|---------------------|---------------------|-------------|-------------------|
| Motor Vehicles Registrations (#) |                     |                     |             |                   |
| Private                          | 26,000              | 25,614              | 2%          | 25,432            |
| Commercial                       | 5,600               | 5,685               | -1%         | 5,161             |
| Dealer                           | 150                 | 159                 | -6%         | 157               |
| Motorcycles                      | 950                 | 954                 | 0%          | 832               |
| Snow machine/ATV                 | 1,000               | 1,046               | -4%         | 1,082             |
| Trailer                          | 4,000               | 4,186               | -4%         | 3,898             |
| Rental                           | 850                 | 880                 | -3%         | 788               |
|                                  | 38,550              | 38,524              | 0%          | 37,350            |
| Operators Licences (approximate) | 24,600              | 24,425              | 1%          | 24,274            |

<sup>•</sup> Above statistics reflect active registrations/licences in a fiscal year, not number issued.

| REVENUES (\$000s)                                    | 2009-10<br>ESTIMATE | 2008-09<br>FORECAST | %<br>CHANGE | 2007-08<br>ACTUAL |
|--|---------------------|---------------------|-------------|-------------------|
| TAXES AND GENERAL REVENUES                           |                     |                     |             |                   |
| Protective Services                                  |                     |                     |             |                   |
| Fuel Storage Tank Permits                            | 4                   | 4                   | 0%          | 3                 |
| Community Development                                |                     |                     |             |                   |
| Interest on Local Improvement                        | 150                 | 200                 | -25%        | 130               |
| General Property Tax                                 | 3,300               | 3,007               | 10%         | 2,784             |
| Grant-in-Lieu  | 150                 | 142                 | 6%          | 140               |
| Library Fines  | 8                   | 8                   | 0%          | 10                |
| Photocopier Fees                                     | 5                   | 5                   | 0%          | 2                 |
| Prior Years' Revenues                                | 0                   | 0                   | 0%          | 47                |
| Consumer and Safety Services                         |                     |                     |             |                   |
| Professional/Consumer Licensing                      | 235                 | 252                 | -7%         | 258               |
| Business/Corporate Licensing                         | 1,800               | 1,800               | 0%          | 2,048             |
| Building Safety Licences and Fees                    | 290                 | 350                 | -17%        | 412               |
| Labour Services                                      | 3                   | 4                   |             | 4                 |
| Private Vehicle Licences                             | 1,198               | 1,200               | 0%          | 1,388             |
| Commercial Vehicle Licences                          | 2,022               | 2,100               | -4%         | 2,382             |
| Miscellaneous Motor Vehicle Revenue                  | 371                 | 380                 | -2%         | 448               |
| Total Taxes and General Revenues                     | 9,536               | 9,452               | 1%          | 10,056            |
| THIRD-PARTY RECOVERIES                               |                     |                     |             |                   |
| Corporate Services                                   |                     |                     |             |                   |
| Shared Services                                      | 2,881               | 2,791               | 3%          | 2,532             |
| Protective Services                                  |                     |                     |             |                   |
| Emergency Medical Services.                          | 100                 | 100                 | 0%          | 110               |
| Community Development                                |                     |                     |             |                   |
| Community Recreation/Active Living                   | 87                  | 87                  | 0%          | 87                |
| Sport  | 323                 | 323                 | 0%          | 317               |
| Community Assessments                                | 405                 | 417                 | -3%         | 411               |
| Water and Sewer Services                             | 412                 | 261                 | 58%         | 295               |
| Mosquito Control                                     | 21                  | 25                  | -16%        | 33                |
| ·  |                     |                     |             |                   |
| Consumer and Safety Services Prior Years' Recoveries | 0                   | 17                  | -100%       | 2                 |
| FIIOLI GAIS INGCOVELLES                              | U                   | 17                  | 10070       |                   |
| Total Third-Party Recoveries                         | 4,229               | 4,021               | 5%          | 3,787             |
|  |                     |                     |             |                   |

|  | 2009-10  | 2008-09  | %      | 2007-08 |
|--|----------|----------|--------|---------|
| REVENUES (\$000s)                              | ESTIMATE | FORECAST | CHANGE | ACTUAL  |
| RECOVERIES FROM CANADA                         |          |          |        |         |
| Protective Services                            |          |          |        |         |
| Prior Years' Recoveries                        | 0        | 24       | -100%  | 1,268   |
| Community Development                          |          |          |        |         |
| Sport  | 252      | 252      | 0%     | 277     |
| Author Readings                                | 4        | 6        | -33%   | 7       |
| Prior Years' Recoveries                        | 0        | 20       | -100%  | 0       |
| Consumer and Safety Services                   |          |          |        |         |
| Motor Vehicle                                  | 2        | 4        | -50%   | 3       |
| Total Recoveries from Canada                   | 258      | 306      | -16%   | 1,555   |
| Total Noboverios irom camana                   |          | -        |        |         |
|  |          |          |        |         |
| Amortization of Deferred Capital Contributions | 242      | 268      | -10%   | 242     |
| TOTAL REVENUES                                 | 14,265   | 14,047   | 2%     | 15,640  |
|  |          |          |        |         |

| TRANSFER PAYMENTS (\$000s)             | 2009-10<br>ESTIMATE | 2008-09<br>FORECAST | %<br>CHANGE | 2007-08<br>ACTUAL |
|--|---------------------|---------------------|-------------|-------------------|
| LEGISLATED GRANTS                      |                     |                     |             |                   |
| Community Development                  |                     |                     |             |                   |
| In-Lieu of Property Taxes              | 4,983               | 4,983               | 0%          | 4,607             |
| Home Owner Grants                      | 3,170               | 3,170               | 0%          | 3,026             |
| Comprehensive Municipal Grants         | 14,154              | 13,346              | 6%          | 12,538            |
| Total Legislated Grants                | 22,307              | 21,499              | 4%          | 20,171            |
| OTHER TRANSFER PAYMENTS                |                     |                     |             |                   |
| Protective Services                    |                     |                     |             |                   |
| Emergency Measures Preparation         | 5                   | 5                   | 0%          | 5                 |
| Emergency Medical Services             |                     |                     | =004        | •                 |
| -Voluntary Bursary Fund                | 60                  | 120                 | -50%        | 0                 |
| -Volunteer Awards Fund                 | 20                  | 20                  | 0%          | 0                 |
| -Volunteer Community Allowances        | 30                  | 30                  | 0%          | 14                |
| -Northern Strategy: Old Crow Emergency |                     | 400                 | 500/        | 0                 |
| Response/Search and Rescue             | 76                  | 160                 | -53%        | 0                 |
| Community Development                  |                     |                     |             |                   |
| Community/Local Advisory Council       |                     |                     |             |                   |
| Operation and Maintenance              | 70                  | 70                  | 0%          | 62                |
| Community Recreation/Active Living     | 668                 | 678                 | -1%         | 702               |
| Sport                                  | 2,286               | 1,590               | 44%         | 1,886             |
| Association of Yukon Communities       | 100                 | 100                 | 0%          | 100               |
| Volunteer Bureau                       | 67                  | 67                  | 0%          | 63                |
| Mae Bachur Animal Shelter              | 75                  | 75                  | 0%          | 75                |
| Dawson Humane Society                  | 20                  | 20                  | 0%          | 20                |
| Community Library Boards               | 334                 | 328                 | 2%          | 335               |
| Prior Years' Other Transfer Payments   | 0                   | 620                 | -100%       | 0                 |
| Consumer and Safety Services           |                     |                     |             |                   |
| Prior Years' Other Transfer Payments   | 0                   | 13                  | -100%       | 12                |
| Phol reals Other transfer Payments     |                     |                     | 10070       |                   |
| Total Other Transfer Payments          | 3,811               | 3,896               | -2%         | 3,274             |
| TOTAL TRANSFER PAYMENTS                | 26,118              | 25,395              | 3%          | 23,445            |
|  |                     |                     |             |                   |