

COMMUNITY SERVICES



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COMMUNITY SERVICES

CORPORATE POLICY AND CONSUMER AFFAIRS Employment Standards

SUPPLEMENTARY INFORMATION

- 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.

	2019-20 FORECAST	<i>Comparable</i>		
		2018-19 FORECAST	2018-19 ESTIMATE	2017-18 ACTUAL
Wage Offences (#)	75	70	95	82
Wages Collected (\$)	95,000	85,000	100,000	48,000
Wages Uncollected (\$)	25,000	35,000	25,000	88,000*

* Note that \$58k of this amount is owing from a single Employer which was registered from another jurisdiction.

COMMUNITY SERVICES

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 are staffed 24 hours a day by ground and air ambulance practitioners. In communities, services are provided by on-call volunteers with two, full-time Primary Care Paramedics supplementing weekday coverage in Dawson City and Watson Lake. Each community provides its volunteers and Yukon government provides the ambulances, equipment and training.

		Comparable		
	2019 ESTIMATE	2018 ACTUAL	2018 ESTIMATE	2017 ACTUAL
Whitehorse (#)				
Total Ambulance Calls	6,300	6,160	5,762	5,428
Rural Communities (#)				
Total Ambulance Calls	1,800	1,721	1,650	1,469
Transport by Medevac Team (#) *				
In Territory	600	577	700	558
Out-of-Territory	550	523	500	482
Total Medevacs	1,150	1,100	1,200	1,040
Total Annual EMS Calls	9,250	8,981	8,612	7,937

Note Statistics are reported by calendar year.

* Medevac team transport is used when responding to patients with critical medical needs. Transport by Medevac Team includes both ground ambulance and aircraft movements.

COMMUNITY SERVICES

COMMUNITY DEVELOPMENT Sport and Recreation

SUPPLEMENTARY INFORMATION

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

		Comparable		
	2019-20 ESTIMATE	2018-19 FORECAST	2018-19 ESTIMATE	2017-18 ACTUAL
Local Authorities (\$)				
Beaver Creek	80,798	70,000	80,798	80,798
Burwash Landing	31,670	31,670	31,670	31,670
Carcross	81,018	81,018	81,018	81,018
Destruction Bay	25,107	25,107	25,107	25,107
Keno City	17,924	17,924	17,924	17,924
Marsh Lake	83,492	83,492	83,492	83,492
Mount Lorne	65,959	65,959	65,959	65,959
Old Crow	118,269	118,201	118,269	118,201
Pelly Crossing	102,309	102,309	102,309	102,309
Ross River	110,955	110,955	110,955	110,955
Tagish	68,042	78,042	68,042	68,042
Upper Liard	32,386	32,386	32,386	32,386
	817,929	817,063	817,929	817,861

COMMUNITY SERVICES

COMMUNITY DEVELOPMENT Public Libraries

SUPPLEMENTARY INFORMATION

		<i>Comparable</i>		
	2019-20	2018-19	2018-19	2017-18
	ESTIMATE	FORECAST	ESTIMATE	ACTUAL
Library Collections (#)				
Titles Added to Collection	12,000	10,000	13,000	8,000
Titles Deleted from Collection	12,000	8,000	10,000	10,000
Titles in E-library	5,000	4,000	2,500	3,900
Library Circulation (#)				
Whitehorse Public Library	180,000	175,000	160,000	176,500
Communities	37,000	35,000	35,000	34,000
E-Library Circulation	15,000	12,000	10,000	11,000
Library Use (#)				
Library Cards (new and renewed)	24,000	23,000	22,000	23,200
Overdue Notices Sent	15,000	15,000	13,000	15,600
Amount Invoiced (\$)	45,000	45,000	35,000	51,500
Library Programs - Attendance Whitehorse	3,500	3,500	3,500	3,200
Library Programs - Attendance Communities	2,000	3,100	3,500	3,000
Meeting Room Use	750	600	600	650
Reference Questions (#)				
Whitehorse Public Library	20,500	18,000	18,000	18,000
Communities	3,600	4,100	4,300	4,100
External to Yukon Inter-library Loan				
- Requests Filled	900	600	400	720
Individual (Wi-Fi and Public Computer Usage)				
- Whitehorse Public Library	0	63,000	50,000	61,000
- Communities	0	30,000	35,000	27,000

⁽¹⁾ Whitehorse Public Library has one meeting room available for public use.

⁽²⁾ Significant efforts to increase patron awareness of this service and reduced purchasing power (increased purchasing costs per book) has lead to increased use of this service

COMMUNITY SERVICES

COMMUNITY DEVELOPMENT Community Operations

SUPPLEMENTARY INFORMATION

	2019-20 ESTIMATE	Comparable		
		2018-19 FORECAST	2018-19 ESTIMATE	2017-18 ACTUAL
Unincorporated Community Services (#)				
Street Lights	217	217	217	217
Water Delivery Customers				
Carcross	235	235	235	237
Keno City	25	25	25	25
Old Crow	140	140	140	140
Ross River	191	191	191	194
(Note: # of customers within +/- 10%)				
Sewage Eduction Services Customers				
Old Crow	140	140	140	140
Solid Waste Sites Operated	16	16	16	16
Water Treatment Plants Operated (including public fill stations)	10	10	9	9
Mosquito Control				
Hectares Treated with Larvicide	1,000	993	1,200	1,193
Communities Participating in Larvicide Program	13	13	15	13

COMMUNITY SERVICES

CORPORATE POLICY AND CONSUMER AFFAIRS Professional Licensing and Regulatory Affairs

SUPPLEMENTARY INFORMATION

	2019-20 ESTIMATE	Comparable		
		2018-19 FORECAST	2018-19 ESTIMATE	2017-18 ACTUAL
Yukon Professional Licences (#)				
Insurance Companies	179	179	179	179
Agents, Salespersons, Adjusters and Brokers	2,750	2,750	2,700	2,690
Medical Practitioners	480	474	474	474
Medical Practice Corporations	60	60	69	69
Chiropractors	6	6	6	6
Dentists	57	56	56	56
Dental Corporations	18	18	18	18
Dental Hygienists	31	31	31	31
Dental Therapists	10	10	10	10
Denturists	2	2	2	2
Optometrists	7	7	7	7
Pharmacists / Rural Permit Holders	66/40	66 / 42	66 / 42	66 / 42
Physiotherapists	55	50	61	61
Physiotherapist Corporations	0	0	0	0
Licensed Practical Nurses	195	190	202	202
Psychiatric Nurses	3	3	4	4
Collection Agencies	44 agencies, 83 branches	44 agencies, 83 branches	44	44
Collection Agency Employees	1,200	1,199	1,199	1,100
Real Estate Agencies	8	7	5	5
Real Estate Salespersons	41	40	37	37
Private Investigators and Security Guards	125	125	110	104
Security Agencies	17	17	15	15
Funeral Directors	3	3	3	2
Pawn Brokers and Second Hand Dealers	5	5	5	5

COMMUNITY SERVICES

CORPORATE POLICY AND CONSUMER AFFAIRS

Corporate Affairs

SUPPLEMENTARY INFORMATION

- 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.

	2019-20	Comparable		
	ESTIMATE	2018-19 FORECAST	2018-19 ESTIMATE	2017-18 ACTUAL
Corporate Registry				
Corporate Registry System Transactions (#)	11,500	11,200	11,000	11,471
Revenue (\$)	790,000	766,000	760,000	783,347
Partnership/Business Names Registry				
Corporate Registry System Transactions (#)	4,000	4,040	3,900	3,685
Revenue (\$)	102,000	102,000	100,000	100,795
Personal Property Security				
Financing Statements/Changes (#)	26,000	27,048	19,500	26,001
Searches Conducted (#)	7,000	6,833	3,000	7,404
Revenue (\$)	270,000	267,000	270,000	261,674
Societies and Cooperatives				
Corporate Registry System Transactions (#)	1,300	1,350	1,500	1,202
Revenue (\$)	12,000	11,760	16,000	16,905
Securities				
Annual Information Form/Reporting Issuers (#)	4,900	4,990	4,800	4,987
National Registration Database Registrations	450	450	420	447
Filings incl. automated electronic SEDAR filings	6,000	6,000	6,000	6,368
Superintendent Orders (#)	4	4	5	4
Revenue (\$)	3,300,000	3,400,000	3,200,000	3,306,960

COMMUNITY SERVICES

CORPORATE POLICY AND CONSUMER AFFAIRS Residential Tenancies

SUPPLEMENTARY INFORMATION

- To provide landlords and tenants with information about their rights and obligations under the *Residential Landlord and Tenant Act*, and to provide binding legal resolution when disputes occur between landlords and tenants

	2019-20 FORECAST	Comparable		
		2018-19 FORECAST	2018-19 ESTIMATE	2017-18 ACTUAL
Inquiries (#)	3,200	3,000	2,750	2,750
Dispute Resolution Files (#)	125	115	105	104

COMMUNITY SERVICES**CORPORATE POLICY AND CONSUMER AFFAIRS**
Property Assessment and Taxation**SUPPLEMENTARY INFORMATION**

	2019-20	<i>Comparable</i>		
		2018-19	2018-19	2017-18
	ESTIMATE	FORECAST	ESTIMATE	ACTUAL
Assessments				
Properties Assessed (#)	24,080	23,610	23,855	23,387
Total Assessed Value (\$000s)	5,430,000	5,171,738	5,271,700	5,026,864
Cost Per Property Assessment (\$)	25	25	25	25
Complaints (#)				
- Assessment Review Board	25	5	30	13
Appeals (#)				
- Assessment Appeal Board	5	5	5	1
Taxation				
Home Owner Grants Paid (#)	8,900	8,790	8,850	8,622