

COMMUNITY SERVICES



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,

| | 2020 ESTIMATE | Comparable | | |
|--|------------------|------------------|------------------|----------------|
| | | 2019 FORECAST | 2019 ESTIMATE | 2018 ACTUAL |
| Whitehorse (#) | | | | |
| Total Ambulance Calls** | 9,000 | 8,038 | 6,300 | 5,428 |
| Rural Communities (#) | | | | |
| Total Ambulance Calls | 2,000 | 1,721 | 1,800 | 1,469 |
| Transport by Medevac Team (#) * | | | | |
| In Territory | 700 | 500 | 600 | 558 |
| Out-of-Territory | 650 | 600 | 550 | 482 |
| Total Medevacs | 1,350 | 1,100 | 1,200 | 1,040 |
| Total Annual EMS Calls | 12,350 | 10,859 | 9,250 | 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.

** Increase in calls for 2020 is because Whitehorse Emergency Shelter is included in estimates

COMMUNITY SERVICES

COMMUNITY DEVELOPMENT Sport and Recreation

SUPPLEMENTARY INFORMATION

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

| | 2020-21 ESTIMATE | <i>Comparable</i> | | |
|-------------------------------|-----------------------------|---------------------|---------------------|-------------------|
| | | 2019-20 FORECAST | 2019-20 ESTIMATE | 2018-19 ACTUAL |
| Local Authorities (\$) | | | | |
| Beaver Creek | 80,798 | 80,798 | 80,798 | 70,000 |
| 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 | 118,269 | 118,269 | 118,269 |
| Pelly Crossing | 102,309 | 102,309 | 102,309 | 102,309 |
| Ross River | 110,955 | 110,955 | 110,955 | 110,955 |
| Tagish | 68,042 | 68,042 | 68,042 | 78,042 |
| Upper Liard | 32,386 | 32,386 | 32,386 | 32,386 |
| | 817,929 | 817,929 | 817,929 | 817,131 |

COMMUNITY SERVICES

COMMUNITY DEVELOPMENT Sport and Recreation

SUPPLEMENTARY INFORMATION

| | 2020-21 ESTIMATE | Comparable | | |
|---|---------------------|---------------------|---------------------|---------------------|
| | | 2019-20 ESTIMATE | 2018-19 FORECAST | 2018-19 ESTIMATE |
| Sport Governing Bodies (#) | | | | |
| Yukon Sport Governing Bodies (YSGBs) | | | | |
| Funded | 31 | 28 | 28 | 29 |
| YSGB Affiliated Clubs Across Yukon | 74 | 74 | 74 | 74 |
| YSGB Members | 13,500 | 13,500 | 13,500 | 13,500 |
| Elite Athletes Funded | 40 | 40 | 40 | 40 |
| Athletes Placed in Top Three International or National Competitions | 20 | 20 | 20 | 20 |
| Active Coaches and Officials | 1,150 | 1,150 | 1,150 | 1,150 |
| Dollars provided and claimed for administration, training, and competition. (Yukon Lotteries Commission contributes funding toward this amount). Includes Yukon Sport Governing Bodies, Sport Yukon, North American Indigenous Games, Arctic Winter Games, Canada Senior Games, Canada Winter Games, Western Canada Games, Elite Athletes and High Performance Coaches and Officials | | | | |
| Total (\$000s) | 2,900 | 3,899 | 3,282 | 3,129 |
| Special Recreation Groups including CRAG ⁽¹⁾ (#) | | | | |
| Yukon Special Recreation Groups Funded | 5 | 5 | 5 | 5 |
| Members | 9,000 | 9,000 | 9,000 | 9,050 |
| Dollars provided for administration, training and programs including: Special Olympics, Youth Special Recreation Groups, Active Living/Recreation and Parks Association of Yukon, Yukon Disabilities Association, and Elder Active Recreation Association. | | | | |
| Total (\$000s) | 2,057 | 1,164 | 1,922 | 1,895 |

⁽¹⁾ Community Recreation Assistance Grants.

COMMUNITY SERVICES

COMMUNITY DEVELOPMENT Public Libraries

SUPPLEMENTARY INFORMATION

| | 2020-21 ESTIMATE | <i>Comparable</i> | | |
|--|-----------------------------|---------------------|---------------------|-------------------|
| | | 2019-20 FORECAST | 2019-20 ESTIMATE | 2018-19 ACTUAL |
| Library Collections (#) | | | | |
| Titles Added to Collection | 12,000 | 12,000 | 12,000 | 11,395 |
| Titles Deleted from Collection | 11,000 | 10,000 | 12,000 | 13,573 |
| Titles in E-library | 7,000 | 6,500 | 5,000 | 5,116 |
| Library Circulation (#) | | | | |
| Whitehorse Public Library | 183,000 | 182,500 | 180,000 | 181,966 |
| Communities | 35,000 | 35,000 | 37,000 | 37,183 |
| E-Library Circulation | 19,000 | 19,000 | 15,000 | 18,010 |
| Library Use (#) | | | | |
| Library Cards (new and renewed) | 20,000 | 20,000 | 24,000 | 20,000 |
| Overdue Notices Sent | 17,000 | 16,670 | 15,000 | 16,670 |
| Amount Invoiced (\$) | 50,000 | 50,000 | 45,000 | 50,730 |
| Library Programs - Attendance Whitehorse | 3,800 | 4,017 | 3,500 | 4,192 |
| Library Programs - Attendance Communities | 2,000 | 1,800 | 2,000 | 2,494 |
| Meeting Room Use | 700 | 700 | 750 | 640 |
| Reference Questions (#) | | | | |
| Whitehorse Public Library | 18,000 | 18,000 | 20,500 | 17,920 |
| Communities | 3,600 | 3,555 | 3,600 | 3,769 |
| External to Yukon Inter-library Loan | | | | |
| - Requests Filled | 800 | 725 | 900 | 779 |
| Individual (Wi-Fi and Public Computer Usage) | | | | |
| - Whitehorse Public Library | 42,000 | 41,778 | 0 | 41,778 |
| - Communities | 20,000 | 18,500 | 0 | 23,692 |

COMMUNITY SERVICES

**COMMUNITY DEVELOPMENT
Community Operations**

SUPPLEMENTARY INFORMATION

| | 2020-21 ESTIMATE | <i>Comparable</i> | | |
|---|-----------------------------|---------------------|---------------------|-------------------|
| | | 2019-20 FORECAST | 2019-20 ESTIMATE | 2018-19 ACTUAL |
| Unincorporated Community Services (#) | | | | |
| Street Lights | 217 | 217 | 217 | 217 |
| Water Delivery Customers | | | | |
| Carcross | 240 | 240 | 235 | 235 |
| Keno City | 20 | 20 | 25 | 25 |
| Old Crow | 140 | 140 | 140 | 140 |
| Ross River | 196 | 196 | 191 | 191 |
| (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 | 10 | 10 |
| Mosquito Control | | | | |
| Hectares Treated with Larvicide | 850 | 767 | 1,000 | 974 |
| Communities Participating in Larvicide Program | 11 | 10 | 13 | 16 |

COMMUNITY SERVICES

CORPORATE POLICY AND CONSUMER AFFAIRS Professional Licensing and Regulatory Affairs

SUPPLEMENTARY INFORMATION

| | 2020-21 | Comparable | | 2018-19 |
|---|-----------------|-----------------|-----------------|---------------|
| | | 2019-20 | 2019-20 | |
| | <u>ESTIMATE</u> | <u>FORECAST</u> | <u>ESTIMATE</u> | <u>ACTUAL</u> |
| Yukon Professional Licences (#) | | | | |
| Insurance Companies | 177 | 177 | 179 | 179 |
| Agents, Salespersons, Adjusters and Brokers | 2,800 | 2,720 | 2,700 | 2,690 |
| Medical Practitioners | | 383 | 474 | 474 |
| Medical Practice Corporations | | 70 | 69 | 69 |
| Chiropractors | 6 | 6 | 6 | 6 |
| Dentists | 68 | 62 | 56 | 56 |
| Dental Corporations | 25 | 16 | 18 | 18 |
| Dental Hygienists | 35 | 30 | 31 | 31 |
| Dental Therapists | 10 | 10 | 10 | 10 |
| Denturists | 2 | 2 | 2 | 2 |
| Optometrists | 9 | 9 | 7 | 7 |
| Pharmacists | | 66 | 66 | 66 |
| Rural Permit Holders | | 51 | 42 | 42 |
| Physiotherapists | 58 | 52 | 61 | 61 |
| Physiotherapist Corporations | 4 | 0 | 0 | 0 |
| Licensed Practical Nurses | 245 | 218 | 202 | 202 |
| Psychiatric Nurses | 11 | 9 | 4 | 4 |
| Collection Agencies | | 47 | 44 | 44 |
| Collection Agency Employees | | 1,200 | 1,199 | 1,100 |
| Real Estate Agencies | 8 | 6 | 5 | 5 |
| Real Estate Salespersons | 48 | 43 | 37 | 37 |
| Private Investigators and Security Guards | 100 | 98 | 110 | 104 |
| Security Agencies | 15 | 15 | 15 | 15 |
| Funeral Directors | | 3 | 3 | 2 |
| Pawn Brokers and Second Hand Dealers | | 4 | 5 | 5 |

COMMUNITY SERVICES

CORPORATE POLICY AND CONSUMER AFFAIRS Professional Licensing and Regulatory Affairs

SUPPLEMENTARY INFORMATION

| | 2020-21 FORECAST | Comparable | | |
|---|---------------------|-------------------|---------------------|-------------------|
| | | 2019-20 ACTUAL | 2019-20 FORECAST | 2018-19 ACTUAL |
| Active Complaints (excluding YMC) | | | | |
| Health Professionals (all) | 6 | 8 | 6 | 6 |
| Insurance | 0 | 0 | 1 | 1 |
| Other | 3 | 2 | 3 | 2 |
| Active Boards of Inquiry/Arbitrations (#) (subset of complaints) | | | | |
| Health Professionals (all) | 3 | 3 | 4 | 3 |
| Insurance | 0 | 0 | 0 | 0 |
| Other | 2 | 2 | 0 | 0 |
| Yukon Medical Council (#) ⁽¹⁾ | | | | |
| Complaints against a Physician | 10 | 15 | 18 | 13 |

These numbers do not reflect informal complaints received

⁽¹⁾ Information is reported on a calendar year.

COMMUNITY SERVICES

CORPORATE POLICY AND CONSUMER AFFAIRS Professional Licensing and Regulatory Affairs

SUPPLEMENTARY INFORMATION

| | 2020 ESTIMATE | Comparable | | 2018 ACTUAL |
|---|------------------|----------------|------------------|----------------|
| | | 2019 ACTUAL | 2019 ESTIMATE | |
| Lotteries/Games of Chance Activities | | | | |
| Licences Issued (#) | 130 | 116 | 140 | 127 |
| Net: Proceeds used for Charitable Objectives | | | | |
| | 1,210,000 | | 1,207,090 | |
| Diamond Tooth Gertie's (\$000s): | | | | |

Note: Information is reported on a calendar year.

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.

| | 2020-21 | <i>Comparable</i> | | |
|--|-----------------|---------------------|---------------------|-------------------|
| | ESTIMATE | 2019-20 FORECAST | 2019-20 ESTIMATE | 2018-19 ACTUAL |
| Corporate Registry | | | | |
| Corporate Registry System Transactions (#) | 11,200 | 10,600 | 11,500 | 11,400 |
| Revenue (\$) | 770,000 | 750,000 | 790,000 | 782,530 |
| Partnership/Business Names Registry | | | | |
| Corporate Registry System Transactions (#) | 5,000 | 4,900 | 4,000 | 4,200 |
| Revenue (\$) | 124,000 | 120,000 | 102,000 | 107,836 |
| Personal Property Security | | | | |
| Financing Statements/Changes (#) | 26,000 | 25,000 | 26,000 | 25,500 |
| Searches Conducted (#) | 6,500 | 6,400 | 7,000 | 6,600 |
| Revenue (\$) | 260,000 | 250,000 | 270,000 | 257,064 |
| Societies and Cooperatives | | | | |
| Corporate Registry System Transactions (#) | 1,300 | 1,200 | 1,300 | 1,425 |
| Revenue (\$) | 14,000 | 11,500 | 12,000 | 16,695 |
| Securities | | | | |
| Annual Information Form/Reporting Issuers (#) | 5,100 | 5,250 | 4,900 | 5,150 |
| National Registration Database Registrations | 460 | 460 | 450 | 459 |
| Filings incl. automated electronic SEDAR filings | 6,000 | 6,000 | 6,000 | 6,383 |
| Superintendent Orders (#) | 2 | 1 | 4 | 1 |
| Revenue (\$) | 3,400,000 | 3,400,000 | 3,300,000 | 3,464,205 |

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.

| | 2020-21 | <i>Comparable</i> | |
|------------------------|-----------------|-------------------|----------|
| | | 2019-20 | 2019-20 |
| | ESTIMATE | FORECAST | ESTIMATE |
| Wage Offences (#) | 75 | 73 | 75 |
| Wages Collected (\$) | 80,000 | 81,005 | 95,000 |
| Wages Uncollected (\$) | 2,500 | 2,404 | 25,000 |

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

| | 2020-21 ESTIMATE | <i>Comparable</i> | |
|------------------------------|-----------------------------|---------------------|---------------------|
| | | 2019-20 FORECAST | 2019-20 ESTIMATE |
| Dispute Resolution Files (#) | 120 | 117 | 125 |

COMMUNITY SERVICES

CORPORATE POLICY AND CONSUMER AFFAIRS Property Assessment and Taxation

SUPPLEMENTARY INFORMATION

| | 2020-21 ESTIMATE | <i>Comparable</i> | | |
|-----------------------------------|-----------------------------|---------------------|---------------------|-------------------|
| | | 2019-20 FORECAST | 2019-20 ESTIMATE | 2018-19 ACTUAL |
| Assessments | | | | |
| Properties Assessed (#) | 24,530 | 24,198 | 24,080 | 23,613 |
| Total Assessed Value (\$000s) | 5,757,700 | 5,489,814 | 5,430,000 | 5,172,254 |
| Cost Per Property Assessment (\$) | 25 | 25 | 25 | 25 |
| Complaints (#) | | | | |
| - Assessment Review Board | 25 | 0 | 25 | 5 |
| Appeals (#) | | | | |
| - Assessment Appeal Board | 5 | 0 | 5 | 4 |
| Taxation | | | | |
| Home Owner Grants Paid (#) | 9,000 | 8,900 | 8,900 | 8,881 |