

# **PUBLIC SERVICES AND PROCUREMENT CANADA 2017 to 2018 Fees Report**



---

**Carla Qualtrough, PC, MP**  
Minister of Public Services and Procurement  
and Accessibility

2017 to 2018 Fees Report

Catalogue Number: P1-39E-PDF  
ISSN: 2562-1068

## Table of contents

Minister's message.....	5
General fees information.....	7
Esquimalt Graving Dock.....	7
Fees for Translation and Interpretation Services .....	9
Insertion Rates.....	10
Parking Fees.....	11
Fees for processing requests filed under the Access to Information Act.....	12
Financial totals for all fee categories.....	13
Fees under the department's authority.....	14
Endnotes.....	17



## Minister's message

On behalf of Public Services and Procurement Canada, I am pleased to present the 2017 to 2018 Report on Fees.

On June 22, 2017, the *Service Fees Act* received royal assent, thereby repealing the *User Fees Act*.

The *Service Fees Act* introduces a modern legislative framework that enables cost-effective delivery of services and, through enhanced reporting to Parliament, improved transparency and oversight. The act provides for:

- a streamlined approach to consultation and the approval of new or modified fees;
- a requirement for services to have service standards and reporting against these standards, along with a policy to remit fees to fee payers when standards are not met;
- an automatic annual fee adjustment by the Consumer Price Index (CPI) to ensure that fees keep pace with inflation;
- annual detailed reporting to Parliament in order to increase transparency.

This 2017 to 2018 Fees Report is the first report to be prepared under the *Service Fees Act*. The report includes new information such as a detailed listing of all fees along with future year fee amounts. Additional fee information will be included starting next fiscal year, once Public Services and Procurement Canada fully transitions to the *Service Fees Act* regime.

I welcome the increased transparency and oversight that the *Service Fees Act's* reporting regime embodies, and I am fully committed to transitioning my department to this modern framework.



## General fees information

The tables that follow provide information on each category of fees, including:

- the name of the fee category
- the date that the fee (or fee category) was introduced and last amended (if applicable)
- service standards
- performance results against these standards
- financial information regarding total costs, total revenues and remissions

In addition to the information presented by fee category, there is a summary of the financial information for all fees as well as a listing of fees under the department's authority. This listing includes the existing fee dollar amounts and the adjusted dollar fee amount for a future year.

### General information

<b>Fee category</b>	Esquimalt Graving Dock
<b>Fee-setting authority</b>	Department of Public Works and Government Services Act Section 23, Esquimalt Graving Dock Regulations (SOR/89-332, SOR/95-642, and SOR/2009-324)
<b>Year introduced</b>	The regulatory approval was submitted and received in December 2009, with the implementation date of April 1, 2010.
<b>Year last amended</b>	December 10, 2009
<b>Service standard</b>	Service standards are published on the Esquimalt Graving Dock client service web site. <a href="http://www.tpsgc-pwgsc.gc.ca/biens-property/cse-egd/propos-about-esquimalt-eng.html">http://www.tpsgc-pwgsc.gc.ca/biens-property/cse-egd/propos-about-esquimalt-eng.html</a> . <sup>1</sup> In addition, regular meetings are held with its Tenants/Users to ensure customer service and client needs are met.
<b>Performance results</b>	All service standards were met in the last fiscal year. The Esquimalt Graving Dock met with all their Tenants/Users on a formal basis as required. Additionally, representatives of all major vessels were met with prior to departure to ensure needs were addressed.
<b>Other information</b>	

2017 to 2018 Fees Report

Financial information (dollars)

2016 to 2017 Revenue*	2017 to 2018 Revenue*	2017 to 2018 Total cost**	2017 to 2018 Remissions†
6,003,519	9,375,180	17,651,800	Not Applicable

\* The amounts exclude real-property leases revenue from private ship repair/shipbuilding firms, which are out of the Service Fees Act scope.

\*\* The amount includes direct and indirect costs, where such costs are identifiable and material. Total cost includes expenditures associated to the remedial activities under the Federal Contaminated Sites Action Plan which are funded through appropriations, and the depreciation of capital assets which is not recovered through the Esquimalt Graving Dock service fees. When these two factors are excluded from the costs, the revenues and expenditures are comparable.

† A remission is a partial or full return of a fee paid. Under the Service Fees Act departments are required to develop policies that determine when fees will be remitted to fee payers should service standards not be met. The requirement for departments to remit is anticipated to come into effect on March 31, 2020. This effective date allows departments time to develop remissions policies and adjust service standard tracking and remittance systems. During fiscal year 2017 to 2018, some departments may have issued remissions, in accordance with their authority of their enabling legislation or regulation, as opposed to the authority given by the Service Fees Act. It is remissions issued under enabling legislations or regulations that are shown above.



## General information

<b>Fee category</b>	Translation and Interpretation Services
<b>Fee-setting authority</b>	Establishment of Translation Bureau as a Special Operating Agency (SOA –Optional status) – TB decision on April 28th, 1993 Establishment of Charter and creation of Translation Bureau Revolving Fund (TB decision on February 22nd, 1995)
<b>Year introduced</b>	April 1st, 1995
<b>Year last amended</b>	July 10th, 1996
<b>Service standard</b>	Service standards are published on the Public Services and Procurement Canada (PSPC) web site: <a href="https://www.tpsgc-pwgsc.gc.ca/sc-cs/nsnnnr-ossr/rapports-reports/page-7-eng.html">https://www.tpsgc-pwgsc.gc.ca/sc-cs/nsnnnr-ossr/rapports-reports/page-7-eng.html</a> . <sup>2</sup> In addition, regular meetings are held with clients to ensure customer service and client needs are met.
<b>Performance results</b>	The Translation and Interpretation services performance results are available at: <a href="https://www.tpsgc-pwgsc.gc.ca/sc-cs/nsnnnr-ossr/rapports-reports/page-7-eng.html">https://www.tpsgc-pwgsc.gc.ca/sc-cs/nsnnnr-ossr/rapports-reports/page-7-eng.html</a> .
<b>Other information</b>	

## Financial information (dollars)

2016 to 2017 Revenue	2017 to 2018 Revenue	2017 to 2018 Cost*	2017 to 2018 Remissions†
1,357,499	1,398,707	1,510,342	Not Applicable

\* The amount includes direct and indirect costs, where such costs are identifiable and material. The Translation Bureau Revolving Fund must be self-sufficient (cost neutral) over its business cycle.

† A remission is a partial or full return of a fee paid. Under the Service Fees Act departments are required to develop policies that determine when fees will be remitted to fee payers should service standards not be met. The requirement for departments to remit is anticipated to come into effect on March 31, 2020. This effective date allows departments time to develop remissions policies and adjust service standard tracking and remittance systems. During fiscal year 2017 to 2018, some departments may have issued remissions, in accordance with their authority of their enabling legislation or regulation, as opposed to the authority given by the Service Fees Act. It is remissions issued under enabling legislations or regulations that are shown above.

## General information

<b>Fee category</b>	Insertion Rates
<b>Fee-setting authority</b>	Fee-setting under PSPC's contracting authority. As a cost recovery organization, the Canada Gazette Directorate adjusts its insertion rates based on the production costs of the <i>Canada Gazette</i> .
<b>Year introduced</b>	1986
<b>Year last amended</b>	April 1, 2018
<b>Service standard</b>	As a partially cost recovered organization, the Canada Gazette Directorate strives for the highest level of client service by: <ul style="list-style-type: none"> <li>• maintaining an accuracy rating of over 99% of documents published in Part I and Part II of the <i>Canada Gazette</i></li> <li>• maintaining a client satisfaction rating of at least 85%</li> <li>• meeting 100% of all legislated deadlines</li> </ul>
<b>Performance results</b>	<p><b>Accuracy Rating:</b> Result 2016 to 2017: 100% Result 2017 to 2018: 99.94%</p> <p><b>Client Satisfaction:</b> Prepared by Leger (largest Canadian-owned polling, research and strategic marketing firm), results from a customer satisfaction survey conducted in December 2017: 100%</p> <p><b>100% of legislated deadlines:</b> Has never been late or missed a legislated deadline with respect to publication in the Canada Gazette's history.</p>
<b>Other information</b>	

## Financial information (dollars)

2016 to 2017 Revenue	2017 to 2018 Revenue	2017 to 2018 Cost*	2017 to 2018 Remissions†
48,822	61,946	2,835,306	Not Applicable

\* The amount includes direct and indirect costs, where such costs are identifiable and material. The cost cannot be entirely differentiated between internal and external activities.

† A remission is a partial or full return of a fee paid. Under the Service Fees Act departments are required to develop policies that determine when fees will be remitted to fee payers should service standards not be met. The requirement for departments to remit is anticipated to come into effect on March 31, 2020. This effective date allows departments time to develop remissions policies and adjust service standard tracking and remittance systems. During fiscal year 2017 to 2018, some departments may have issued remissions, in accordance with their authority of their enabling legislation or regulation, as opposed to the authority given by the Service Fees Act. It is remissions issued under enabling legislations or regulations that are shown above.

## General information

<b>Fee category</b>	Parking Fees
<b>Fee-setting authority</b>	On April 1, 1999, the Real Property Services, Public Services and Procurement Canada (PSPC), issued its Custodial Parking Policy in accordance with the Treasury Board of Canada Secretariat parking guidelines.
<b>Year introduced</b>	1999
<b>Year last amended</b>	The updated Custodial Parking Policy and the supporting Custodial Parking Procedure were approved by Real Property Services, on February 2, 2010.
<b>Service standard</b>	PSPC manages its departmental parking holdings pursuant to the Custodial Parking Policy. Where parking is provided for PSPC employees, parking fees are charged at market rates.
<b>Performance results</b>	The parking services provided are compliant with PSPC Custodial Parking Policy.
<b>Other information</b>	

## Financial information (dollars)

2016 to 2017 Revenue	2017 to 2018 Revenue	2017 to 2018 Cost**	2017 to 2018 Remissions†
Not Available*	Not Available*	243,563	Not Applicable

\* Due to low materiality and difficulty in extracting the information from pay deductions, revenues are not currently being tracked at this level of detail. Efforts are being made to include this information in the next report.

\*\* The amount includes direct and indirect costs, where such costs are identifiable and material. PSPC's parking service cost includes Occupancy Instruments relating to parking spaces.

†A remission is a partial or full return of a fee paid. Under the Service Fees Act departments are required to develop policies that determine when fees will be remitted to fee payers should service standards not be met. The requirement for departments to remit is anticipated to come into effect on March 31, 2020. This effective date allows departments time to develop remissions policies and adjust service standard tracking and remittance systems. During fiscal year 2017 to 2018, some departments may have issued remissions, in accordance with their authority of their enabling legislation or regulation, as opposed to the authority given by the Service Fees Act. It is remissions issued under enabling legislations or regulations that are shown above.

## General information

<b>Fee category</b>	Fees for processing requests filed under Access to Information Act
<b>Fee-setting authority</b>	Access to Information Act
<b>Year introduced</b>	1983
<b>Year last amended</b>	1992
<b>Service standard</b>	Response provided within 30 days following receipt of request; the response time may be extended pursuant to section 9 of the Access to Information Act.
<b>Performance results</b>	The department was able to respond within 30 days or less or the extended time limit in 80.6 % of completed cases.
<b>Other information</b>	Under the Access to Information Act, fees under \$25 may be waived when deemed to be in the public interest. Fees waived during 2017 to 2018 were \$730.

## Financial information (dollars)

2016 to 2017 Revenue	2017 to 2018 Revenue	2017 to 2018 Cost <sup>*</sup>	2017 to 2018 Remissions <sup>†</sup>
5,295	6,155	3,778,581	Not Applicable

\* The amount includes direct and indirect costs, where such costs are identifiable and material.

† A remission is a partial or full return of a fee paid. Under the Service Fees Act departments are required to develop policies that determine when fees will be remitted to fee payers should service standards not be met. The requirement for departments to remit is anticipated to come into effect on March 31, 2020. This effective date allows departments time to develop remissions policies and adjust service standard tracking and remittance systems. During fiscal year 2017 to 2018, some departments may have issued remissions, in accordance with their authority of their enabling legislation or regulation, as opposed to the authority given by the Service Fees Act. It is remissions issued under enabling legislations or regulations that are shown above.

## Financial total for all fee categories

Total revenues, cost and remissions (dollars)

2016 to 2017 Revenue	2017 to 2018 Revenue	2017 to 2018 Cost <sup>†</sup>	2017 to 2018 Remissions <sup>†</sup>
7,415,135	10,841,988	26,019,592	Not Applicable

The amount includes direct and indirect costs, where such costs are identifiable and material. The cost cannot be entirely differentiated between internal and external activities, thus explaining the variance with the revenue.

The major variance between the 2017 to 2018 revenues and costs relates to the Esquimalt Graving Docks fees, Insertion Rates for the Canada Gazette, Parking and Access to Information fees. For further details, please refer to the specific pages for these items.

<sup>†</sup> A remission is a partial or full return of a fee paid. Under the Service Fees Act departments are required to develop policies that determine when fees will be remitted to fee payers should service standards not be met. The requirement for departments to remit is anticipated to come into effect on March 31, 2020. This effective date allows departments time to develop remissions policies and adjust service standard tracking and remittance systems. During fiscal year 2017 to 2018, some departments may have issued remissions, in accordance with their authority of their enabling legislation or regulation, as opposed to the authority given by the Service Fees Act. It is remissions issued under enabling legislations or regulations that are shown above.

## Fees under the department's authority

Name of fee	2017 to 2018 Fee amount	2019 to 2020 Adjusted fee amount*	Future fee amount and fiscal year
<b><u>Esquimalt Graving Dock</u></b>			
Booking	\$5,427.93	\$5,748.94	N/A
Draining, per section	\$5,427.93	\$5,748.94	N/A
Berthage, per metre, per day	\$6.34	\$6.71	N/A
Rail mounted crane, per hour – with light hook	\$498.36	\$527.83	N/A
Rail mounted crane, per hour – with main hook, up to 50 tonne lift	\$719.85	\$762.42	N/A
Rail mounted crane, per hour – with main hook, over 50 tonne lift	\$1,107.48	\$1,172.98	N/A
Mobile crane, per hour – 9 tonne crane	\$138.44	\$146.63	N/A
Mobile crane, per hour – 20 tonne crane	\$177.20	\$187.68	N/A
Mobile crane, per hour – 30 tonne crane	\$215.96	\$228.73	N/A
Mobile crane, per hour – forklift	\$105.21	\$111.43	N/A
Mobile crane, per hour – tower crane	\$177.20	\$187.68	N/A
Air compressor (first), per manifold hour	\$121.82	\$129.02	N/A
Air compressor (second), per manifold hour	\$116.29	\$123.17	N/A
Air compressor (wheeled), per manifold hour	\$60.91	\$64.51	N/A
Motorized vessel, per hour	\$201.35	\$213.26	N/A
Fresh water, per cubic metre	\$1.39	\$1.47	N/A
Electric power, per kilowatt hour	\$0.17	\$0.18	N/A
Tie-up or letting go	\$880.95	\$933.05	N/A
Overtime labour services, dry dock employee, per hour	\$107.74	\$114.11	N/A
Security services, per vessel, per day	\$498.36	\$527.83	N/A
Dockage, 1 section, per day	\$3,256.76	\$3,449.37	N/A
Dockage, 2 sections, per day	\$10,855.87	\$11,497.89	N/A
Dockage, 3 sections, per day	\$15,198.20	\$16,097.03	N/A
Dockage, per day – under 5,000 gross tonnage	\$0.00	\$0.00	N/A

Dockage, per day – 5,000 to 34,999 gross tonnage†	\$0.13	\$0.14	N/A
Dockage, per day – 35,000 to 69,999 gross tonnage†	\$0.12	\$0.13	N/A
Dockage, per day – 70,000 to 89,999 gross tonnage†	\$0.10	\$0.11	N/A
Dockage, per day – over 89,999 gross tonnage†	\$0.09	\$0.10	N/A
Sewer discharge, per litre	\$0.01	\$0.01	N/A
Vacuum loader	\$71.98	\$76.24	N/A

\*Since April 1, 2015, and annually thereafter, the dock charges for the previous year is increased, to the nearest cent, by the amount determined by the following formula: A + B where A is the average of the Government of Canada benchmark 10 year bond yields as published monthly by the Bank of Canada for the first 6 months of the previous calendar year, and B is equal to 1%. The "Adjusted fee amount" is the estimated service fee rates which have factored in the aforementioned rate of increase each fiscal year. For purposes of planning and analysis, the average Government of Canada benchmark 10 year bond yields for January to June 2018 is 2.22% based on Bank of Canada website data as of date of this report. Fees presented for 2019 to 2020 are approximate at this time. The official service fee rates are published on the website: <http://www.tpsgc-pwgsc.gc.ca/biens-property/cse-egd/propos-about-esquimalt-eng.html#c3>.<sup>1</sup>

† Dockage per day is calculated as the rate multiplied by the vessel's gross tonnage.

Name of fee	2017 to 2018 Fee amount*	2019 to 2020 Adjusted fee amount*	Future fee amount and fiscal year
<b><u>Translation and Interpretation Services:</u></b>			
Translation (per hour)	\$72 to \$85	\$72 to \$83	N/A
• Official languages			
• Spanish, Portuguese towards French or English (or vice-versa)	\$87	\$87	N/A
• Aboriginal and foreign languages	\$129	\$129	N/A
On-site services (per hour)	\$95	\$95	N/A
• Official languages	\$129	\$129	N/A
• Aboriginal and foreign languages			
Revision, editing and other services (per hour)	\$83	\$83	N/A
• Official languages			
• Spanish, Portuguese towards French or English (or vice-versa)	\$87	\$87	N/A
• Aboriginal and foreign languages	\$129	\$129	N/A
Interpretation services (per day)	\$970	\$970	N/A
• Official languages	\$1,165	\$1,165	N/A
• Aboriginal and foreign languages	\$150	\$150	N/A
After-hours emergency service (per hour)			

\*Note that a rush premium (35% in 2017 to 2018 and 50% as of 2018 to 2019), administrative fees (\$60/hour) and project management fees (\$100/hour) may apply in some cases.

Name of fee	2017 to 2018 Fee amount*	2019 to 2020 Adjusted fee amount*	Future fee amount and fiscal year
<b>Insertion Rates:</b>			
Crown corporations (per page)	\$554	\$402	N/A
<ul style="list-style-type: none"> <li>• Part I</li> <li>• Part II</li> </ul>	\$265	\$122	N/A
Non-federal clients (per page)	\$554	\$402	N/A
<ul style="list-style-type: none"> <li>• Part I</li> </ul>			

\*The official service fee rates are published on the website: <http://www.gazette.gc.ca/pi-ip/insrate-tarins-eng.html>.<sup>3</sup>

Name of fee	2017 to 2018 Fee amount*	2019 to 2020 Adjusted fee amount	Future fee amount and fiscal year**
Monthly Parking Fees	\$28 to \$614	N/A	\$29 to \$645 (2020 to 2021)

\*Official fee rates are published on the website: <http://gcintranet.tpsgc-pwgsc.gc.ca/bi-rp/publications/marche-market-eng.html>.<sup>4</sup> Taxes included. \*\*Future fee amount may not be adjusted as indicated if, before the fee's adjustment date, section 22 of the Service Fees Act is proclaimed in force and if Treasury Board makes regulations pursuant to section 22(2) with regard to low materiality fees and if the fee is considered to be a low materiality fee pursuant to those regulations. The regulations, currently under development, are targeted to come into force sometime between April 1, 2019 and March 31, 2020.



## Endnotes

1. About the Esquimalt Graving Dock: <http://www.tpsgc-pwgsc.gc.ca/biens-property/cse-egd/propos-about-esquimalt-eng.html>
2. Translation, terminology and interpretation—Our Services, Standards and Results 2018 to 2019: <https://www.tpsgc-pwgsc.gc.ca/sc-cs/nsnnr-ossr/rapports-reports/page-7-eng.html>
3. Latest publishing rates for the *Canada Gazette*: <http://www.gazette.gc.ca/pi-ip/insrate-tarins-eng.html>.
4. Market rates for parking: <http://gcintranet.tpsgc-pwgsc.gc.ca/bi-rp/publications/marche-market-eng.html>