

2017 to 2018 Fees Report

Transport Canada

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Minister's message

On behalf of Transport Canada, I am pleased to present the 2017 to 2018 Report on Fees.

On June 22, 2017, the *Service Fees Act*ⁱ received Royal Assent, thereby repealing the *User Fees Act*ⁱⁱ.

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 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 as well as future year fee amounts. Additional fee information will be included starting next fiscal year, once Transport Canada fully transitions to the *Service Fees Act* regime.

I welcome the increased transparency and oversight that the *Service Fees Act*'s reporting regime makes possible, and I look forward to making the transition to this modern framework.

The Honourable Marc Garneau, P.C., M.P.
Minister of Transport

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 and financial information by fee category

General information

Fee Category	Fees charged for the processing of access requests filed under the <i>Access to Information Act</i>
Fee-setting authority	Access to Information Act ⁱⁱⁱ
Year introduced	1985
Year last amended	1992 Subsequent amendments to the Act and regulations did not trigger the <i>User Fees Act</i> .
Service standard	Service standards are included in the Access to Information Act, section 7 . ^{iv} Transport Canada will respond within 30 days of receiving a request. However, per section 9 of the Act, we may extend this response time. If so, a notice of extension will be sent within 30 days after receipt of a request.
Performance results	<p>Transport Canada's Access to Information on-time response rate in 2017 to 2018 was 82%. This result reflects our commitment to making every reasonable effort to complete requests in a timely manner.</p> <p>Transport Canada collected the \$5 application fee for 893 requests. This does not include payments we received last year for active requests carried over into fiscal year 2017 to 2018.</p> <p>Under the <i>Access to Information Act</i>, Transport Canada may waive application fees when deemed to be in the public interest. We may also waive fees in keeping with the principle of "duty to assist." We waived or returned fees for 78 requests.</p> <p>Cost information is based on the 2017 to 2018 Statistical Report on the <i>Access to Information Act</i>. User Fee financial information includes adjustments to a full cost base, per the Treasury Board Secretariat's Guide to Costing.^v</p>
Other information	On May 5, 2016, the Treasury Board issued a directive clarifying that institutions may only charge the initial request fee of \$5. Fees for searches or production of records are no longer allowed. As a result, in line with the Interim Directive on the Administration of the <i>Access to Information Act</i> , all fees other than the \$5 application fee are now waived.

Financial information (dollars)

2016 to 2017 Revenue	2017 to 2018 Revenue	2017 to 2018 Cost*	2017 to 2018 Remissions†
5,590	4,019	2,793,700	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.

General information

Fee Category	Airport Fees, <i>Air Services Charges Regulations</i> (General Terminal Fees, Landing Fees, Aircraft Parking Charges, Emergency Response Services Charges)
Fee-setting authority	Paragraph 4.4(2) of the <i>Aeronautics Act</i> ^{vi} and Section 2 of the Ministerial Regulations Authorization Order ^{vii} for the <i>Air Services Charges Regulations</i> ^{viii}
Year introduced	1985
Year last amended	2003 Subsequent amendments to regulations and/or fee reductions, if any, did not trigger the <i>User Fees Act</i> .
Service standard	To ensure fees and service standards align with the requirements of the <i>Service Fees Act</i> , Transport Canada's Air, Marine and Environmental Programs began a review of its existing fees in 2017 to 2018 and updated or created new service standards, as required. The revised Aviation Service Standards ^{ix} are published on our website. The service standards in effect during the 2017 to 2018 reporting period are located at the following hyperlink: Airport Service Standards in 2017 to 2018 . ^x
Performance results	Air, Marine and Environmental Programs is changing its business processes to help monitor, track and report on results for all fees in line with <i>Service Fees Act</i> . In view of this, service standards were not tracked in 2017 to 2018. Measurement of the updated standards will be included in the 2018 to 2019 report.
Other information	Data includes Transport Canada-owned and operated airports only.

Financial information (dollars)

2016 to 2017 Revenue	2017 to 2018 Revenue	2017 to 2018 Cost*	2017 to 2018 Remissions†
6,584,517	6,206,257	33,240,909	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.

General information

Fee Category	Airport Fees, <i>Airport Traffic Regulations</i> (Annual Registration of Mobile Equipment)
Fee-setting authority	Government Property Traffic Act ^{xi} Airport Traffic Regulations — Part III, sections 57 to 60 ^{xii}

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Year introduced	1974
Year last amended	2004 Subsequent amendments to regulations and/or fee reductions, if any, did not trigger the <i>User Fees Act</i> .
Service standard	To ensure fees and service standards align with the requirements of the <i>Service Fees Act</i> , Transport Canada's Air, Marine and Environmental Programs began a review of its existing fees in 2017 to 2018 and updated or created new service standards, as required. The revised Aviation Service Standards^{xiii} are published on our website. The service standards in effect during the 2017 to 2018 reporting period are located at the following hyperlink: Airport Service Standards in 2017 to 2018^{xiv} .
Performance results	Air, Marine and Environmental Programs is changing its business processes to help monitor, track and report on results for all fees in line with the <i>Service Fees Act</i> . In view of this, service standards were not tracked in 2017 to 2018. Measurement of the revised standards will be included in the 2018 to 2019 report.
Other information	Data includes Transport Canada-owned and operated airports only.

Financial information (dollars)

2016 to 2017 Revenue	2017 to 2018 Revenue	2017 to 2018 Cost*	2017 to 2018 Remissions†
0	2,217	7,114	Not Applicable

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

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General information

Fee Category	Airport Vehicle Parking Charges, <i>Airport Vehicle Parking Charges Regulations</i>
Fee-setting authority	Paragraph 4.4(2) of the Aeronautics Act^{xv} Section 2 of the Ministerial Regulations Authorization Order^{xvi} for the <i>Airport Vehicle Parking Charges Regulations^{xvii}</i>
Year introduced	1987
Year last amended	2012 Subsequent amendments to regulations and/or fee reductions, if any, did not trigger the <i>User Fees Act</i> .
Service standard	To ensure fees and service standards align with the requirements of the <i>Service Fees Act</i> , Transport Canada's Air, Marine and Environmental Programs began

	<p>a review of its existing fees in 2017 to 2018 and updated or created new service standards, as required.</p> <p>The revised Aviation Service Standards^{xviii} are published on our website.</p> <p>The service standards in effect during the 2017 to 2018 reporting period are located at the following hyperlink: Airport Service Standards in 2017 to 2018^{xix}.</p>
Performance results	<p>Air, Marine and Environmental Programs is changing its business processes to help monitor, track and report on results for all fees in line with the <i>Service Fees Act</i>. In view of this, service standards were not tracked in 2017 to 2018. Measurement of the updated standards will be included in the 2018 to 2019 report.</p>
Other information	Data includes Transport Canada-owned and operated airports only.

Financial information (dollars)

2016 to 2017 Revenue	2017 to 2018 Revenue	2017 to 2018 Cost*	2017 to 2018 Remissions†
438,812	428,502	1,375,157	Not Applicable

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

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General information

Fee Category	Aviation Safety Regulatory Fees
Fee-setting authority	Aeronautics Act^{xx}
Year introduced	1996
Year last amended	2000
Service Standard	<p>To ensure fees and service standards align with the requirements of the <i>Service Fees Act</i>, Transport Canada's Civil Aviation Directorate (Civil Aviation) began a review of its existing fees in 2017 to 2018 and updated or created new service standards, as required. The revised Aviation Service Standards^{xxi} are published on Transport Canada's website.</p> <p>The service standards in effect during the 2017to 2018 reporting period are in the following PDF document: Transport Canada Civil Aviation Service Standards Activities (With And Without Charges) First Edition^{xxii}.</p>
Performance results	<p>In 2017 to 2018, Civil Aviation could track, monitor and report on 65% of its services through the Activity Tracking System (ATS) database. This represented 78,508 service transactions. Where it was possible to track performance, service was provided within the established standard 71% of the time. This includes all fee-based and select high volume non-fee services published externally in TP 14984^{xxiii}. For services with fees only, Civil Aviation delivered fee-based services</p>

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	<p>82% of the time within published service standards compared with 81% in 2016 to 2017.</p> <p>Civil Aviation is changing its business processes to help monitor, track and report on results for all fees in line with the <i>Service Fees Act</i>.</p>
Other information	<p>In an effort to be more accountable, Civil Aviation developed performance metrics to use in a periodic analysis of service performance. This practice has allowed Civil Aviation to regularly identify and address specific areas for improvement.</p> <p>Since 2014, to ensure services are delivered in a more timely way, Civil Aviation has been processing its aircraft registration and personnel licensing applications nationally. Workload can now be shared across 5 regions no matter where the client is located. This has improved the timeliness of processing upwards of 40,000 applications per year.</p> <p>Civil Aviation is also rationalizing its services to:</p> <ul style="list-style-type: none"> • realign resources to high priority activities • streamline and modernize service activities • develop alternative service delivery models

Financial information (dollars)

2016 to 2017 Revenue	2017 to 2018 Revenue	2017 to 2018 Cost*	2017 to 2018 Remissions†
8,286,527	7,856,150	87,176,599	Not Applicable

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

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General information

Fee Category	Marine Safety Regulatory Fees
Fee-setting authority	<p>Enabling Act: The Canada Shipping Act, 2001,^{xxiv} paragraph 35(1)(g)</p> <p>Regulations:</p> <ul style="list-style-type: none"> • Port Wardens Tariff^{xxv} and Cargo, Fumigation and Tackle Regulations^{xxvi} for Marine Cargo inspections • Board of Steamship Inspection Scale of Fees^{xxvii} for Domestic Vessel Regulatory Oversight • Marine Personnel Regulations^{xxviii} for Marine Personnel • Vessels Registry Fees Tariff^{xxix} for Vessel Registry
Year introduced	2001
Year last amended	2017

Service standard	<p>To ensure fees and service standards align with the requirements of the <i>Service Fees Act</i>, Transport Canada's Marine Safety program (Marine Safety) began a review of its existing fees in 2017 to 2018 and updated or created new service standards, as required.</p> <p>The revised Marine Service Standards^{xxx} are published on our website.</p> <p>The service standards in effect during the 2017 to 2018 reporting period are located at the following hyperlink: Marine Safety Service Standards in 2017 to 2018^{xxxi}</p>
Performance results	<p>Marine Safety is changing its business processes to help monitor, track and report on results for all fees in line with the <i>Service Fees Act</i>. In view of this, service standards were not tracked in 2017 to 2018. Measurement of the revised standards will be included in the 2018 to 2019 report.</p>
Other information	<p>A Handling of Complaints Related to Marine Safety User Fees and Applicable Service Standards^{xxxi} policy is available on our website.</p> <p>Full or partial costs of activities that bring no benefits to the client, but assure public safety (for example, compliance and enforcement), are not subject to fees.</p>

Financial information (dollars)

2016 to 2017 Revenue	2017 to 2018 Revenue	2017 to 2018 Cost*	2017 to 2018 Remissions†
12,108,850	10,711,739	57,246,645	Not Applicable

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

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General information

Fee Category	Public Port Fees (Wharfage and Transfers, Berthage, Storage, Harbour Dues, Utilities and Other Services)
Fee-setting authority	Canada Marine Act^{xxxiii}
Year introduced	1998
Year last amended	2004
Service standard	<p>To ensure fees and service standards align with the requirements of the <i>Service Fees Act</i>, Transport Canada's Air, Marine and Environmental Programs began a review of its existing fees in 2017 to 2018 and updated or created new service standards, as required.</p> <p>The revised Marine Service Standards^{xxxiv} are published on our website.</p>

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	The service standards in effect during the 2017 to 2018 reporting period are located at the following hyperlink: Public Port Service Standards in 2017 to 2018 . ^{xxxv}
Performance results	Air, Marine and Environmental Programs is changing its business processes to help monitor, track and report on results for all fees in line with the <i>Service Fees Act</i> . In view of this, service standards were not tracked in 2017 to 2018. Measurement of the revised standards will be included in the 2018 to 2019 report.
Other information	Data includes Transport Canada-owned and operated ports and public port facilities.

Financial information (dollars)

2016 to 2017 Revenue	2017 to 2018 Revenue	2017 to 2018 Cost*	2017 to 2018 Remissions†
6,090,107	7,155,034	24,053,214	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 totals for all fee categories

Total revenues, cost and remissions (dollars)

2016 to 2017 Total revenue*	2017 to 2018 Total revenue	2017 to 2018 Total cost	2017 to 2018 Total remissions
33,514,403	32,363,918	205,893,338	Not Applicable

Note: the totals are the sums of the revenues, costs and remissions reported for all fee categories in the "Financial information" tables.

* The 2016 to 2017 total revenue figure differs from Transport Canada's previous fee reporting, as \$48,772 in revenue associated with the [Ship Radio Inspection Program](#)^{xxxvi} is for the direct reimbursement of expenses rather than fees for service.

Fees under the department's authority

[Fees under the department's authority](#)^{xxxvii}

End Notes

- ⁱ *Service Fees Act*, <http://laws-lois.justice.gc.ca/eng/acts/S-8.4/index.html>
- ⁱⁱ *User Fees Act*, <http://laws-lois.justice.gc.ca/eng/acts/U-3.7/20040331/P1TT3xt3.html>
- ⁱⁱⁱ *Access to Information Act*, <http://laws-lois.justice.gc.ca/eng/acts/a-1/>
- ^{iv} *Access to Information Act*, section 7, <http://laws-lois.justice.gc.ca/eng/acts/a-1/page-2.html#h-8>
- ^v *Treasury Board Secretariat's Guide to Costing*, <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12251§ion=text>
- ^{vi} *Paragraph 4.4(2) of the Aeronautics Act*, <http://laws-lois.justice.gc.ca/eng/acts/A-2/page-2.html#h-7>
- ^{vii} *Section 2 of the Ministerial Regulations Authorization Order*, <https://laws-lois.justice.gc.ca/eng/regulations/SOR-86-631/page-1.html#h-2>
- ^{viii} *Air Services Charges Regulations*, <https://laws-lois.justice.gc.ca/eng/regulations/SOR-85-414/>
- ^{ix} *Aviation Service Standards*, <http://www.tc.gc.ca/en/transport-canada/corporate/transparency/service-standards-transport-canada/aviation-service-standards-2018-2019.html>
- ^x *Airport Service Standards in 2017 to 2018*; <https://www.tc.gc.ca/eng/programs/airports-standards-311.htm>
- ^{xi} *Government Property Traffic Act*, <http://laws-lois.justice.gc.ca/eng/acts/G-6/>
- ^{xii} *Airport Traffic Regulations — Part III, sections 57 to 60*, http://laws-lois.justice.gc.ca/eng/regulations/C.R.C.,_c._886/
- ^{xiii} *Aviation Service Standards*, <http://www.tc.gc.ca/en/transport-canada/corporate/transparency/service-standards-transport-canada.html>
- ^{xiv} *Airport Service Standards in 2017 to 2018*; <https://www.tc.gc.ca/eng/programs/airports-standards-311.htm>
- ^{xv} *Paragraph 4.4(2) of the Aeronautics Act*, <http://laws-lois.justice.gc.ca/eng/acts/A-2/page-2.html#h-7>
- ^{xvi} *Section 2 of the Ministerial Regulations Authorization Order*, <https://laws-lois.justice.gc.ca/eng/regulations/SOR-86-631/page-1.html#h-2>
- ^{xvii} *Airport Vehicle Parking Charges Regulations*, <https://laws-lois.justice.gc.ca/eng/regulations/SOR-87-543/>

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^{xviii} [Aviation Service Standards](http://www.tc.gc.ca/en/transport-canada/corporate/transparency/service-standards-transport-canada.html), <http://www.tc.gc.ca/en/transport-canada/corporate/transparency/service-standards-transport-canada.html>

^{xix} [Airport Service Standards in 2017 to 2018](https://www.tc.gc.ca/eng/programs/airports-standards-311.htm); <https://www.tc.gc.ca/eng/programs/airports-standards-311.htm>

^{xx} [Aeronautics Act](http://laws-lois.justice.gc.ca/eng/acts/A-2/), <http://laws-lois.justice.gc.ca/eng/acts/A-2/>

^{xxi} [Aviation Service Standards](http://www.tc.gc.ca/en/transport-canada/corporate/transparency/service-standards-transport-canada.html), <http://www.tc.gc.ca/en/transport-canada/corporate/transparency/service-standards-transport-canada.html>

^{xxii} [Transport Canada Civil Aviation Service Standards Activities \(With And Without Charges\) First Edition](http://www.tc.gc.ca/media/documents/ca-publications/tp14984e.pdf), <http://www.tc.gc.ca/media/documents/ca-publications/tp14984e.pdf>

^{xxiii} [TP 14984](http://www.tc.gc.ca/media/documents/ca-publications/tp14984e.pdf), <http://www.tc.gc.ca/media/documents/ca-publications/tp14984e.pdf>

^{xxiv} [Canada Shipping Act, 2001](http://laws-lois.justice.gc.ca/eng/acts/C-10.15/), <http://laws-lois.justice.gc.ca/eng/acts/C-10.15/>

^{xxv} [Port Wardens Tariff](https://laws-lois.justice.gc.ca/eng/regulations/SOR-79-154/), <https://laws-lois.justice.gc.ca/eng/regulations/SOR-79-154/>

^{xxvi} [Cargo, Fumigation and Tackle Regulations](https://laws-lois.justice.gc.ca/eng/regulations/SOR-2007-128/index.html), <https://laws-lois.justice.gc.ca/eng/regulations/SOR-2007-128/index.html>

^{xxvii} [Board of Steamship Inspection Scale of Fees](http://laws-lois.justice.gc.ca/eng/regulations/C.R.C.,_c._1405/), http://laws-lois.justice.gc.ca/eng/regulations/C.R.C.,_c._1405/

^{xxviii} [Marine Personnel Regulations](https://laws-lois.justice.gc.ca/eng/regulations/SOR-2007-115/), <https://laws-lois.justice.gc.ca/eng/regulations/SOR-2007-115/>

^{xxix} [Vessels Registry Fees Tariff](http://laws-lois.justice.gc.ca/eng/regulations/SOR-2002-172/), <http://laws-lois.justice.gc.ca/eng/regulations/SOR-2002-172/>

^{xxx} [Marine Service Standards](http://www.tc.gc.ca/en/transport-canada/corporate/transparency/service-standards-transport-canada/marine-service-standards-2018-2019.html), <http://www.tc.gc.ca/en/transport-canada/corporate/transparency/service-standards-transport-canada/marine-service-standards-2018-2019.html>

^{xxxi} [Marine Safety Service Standards in 2017 to 2018](http://www.tc.gc.ca/eng/marinesafety/service-standards-menu.htm); <http://www.tc.gc.ca/eng/marinesafety/service-standards-menu.htm>

^{xxxii} [Handling of Complaints Related to Marine Safety User Fees and Applicable Service Standards](http://www.tc.gc.ca/eng/marinesafety/service-standards-handling-complaints-1622.htm), <http://www.tc.gc.ca/eng/marinesafety/service-standards-handling-complaints-1622.htm>

^{xxxiii} [Canada Marine Act](http://laws-lois.justice.gc.ca/eng/acts/C-6.7/index.html), <http://laws-lois.justice.gc.ca/eng/acts/C-6.7/index.html>

^{xxxiv} [Marine Service Standards](http://www.tc.gc.ca/en/transport-canada/corporate/transparency/service-standards-transport-canada/marine-service-standards-2018-2019.html); <http://www.tc.gc.ca/en/transport-canada/corporate/transparency/service-standards-transport-canada/marine-service-standards-2018-2019.html>

^{xxxv} [Public Port Service Standards in 2017 to 2018](https://www.tc.gc.ca/en/services/marine/ports-harbours/charges-services-public-ports-owned-transport-canada.html); <https://www.tc.gc.ca/en/services/marine/ports-harbours/charges-services-public-ports-owned-transport-canada.html>

^{xxxvi} [Ship Radio Inspection Program](https://www.tc.gc.ca/eng/marinesafety/service-standards-ship-radio-4348.html), <https://www.tc.gc.ca/eng/marinesafety/service-standards-ship-radio-4348.html>

^{xxxvii} [Fees under the department's authority](https://www.tc.gc.ca/en/transport-canada/corporate/transparency/corporate-management-reporting/fees-report/fees-under-departments-authority.html), <https://www.tc.gc.ca/en/transport-canada/corporate/transparency/corporate-management-reporting/fees-report/fees-under-departments-authority.html>