

Table 7B: Policy on Service Standards for User Fees

A. External Fee	Service Standard	Performance Result	Stakeholder Consultation
Parking lots	100% guaranteed access to the parking lot for users in summer and 80% in winter, except during major events in the eastern part of the Plains	<i>No valid data</i> <i>Complaints received were addressed upon receipt</i>	
Educational Activities and visitors reception	Educational activities : The established schedule, length of facilitation and ratio (students/guide) will be respected <u>Visitors reception</u> : Opening hours will be respected Accessibility of a product, otherwise suggest another product or refund Reception and services offered in both official languages Web Site : www.ccbn-nbc.qc.ca	<i>Client satisfaction with respect to:</i> - <i>Quality of reception 93 %</i> - <i>Activity and exhibit 92 %</i> - <i>Quality/price ratio 86 %, 8 % did not answer to that question</i> - <i>Accessibility 93 %</i> - <i>Official languages 92 %, 4 % did not answer to that question</i>	In-house clients and stakeholders survey. No negative comments.
Fees charged for the processing of access requests filed under the <i>Access to Information Act</i>	Response provided within 30 days following receipt of request; the response time may be extended pursuant to section 9 of the ATIA. Notice of extension to be sent within 30 days after receipt of request. The ATIA provides more details: http://laws.justice.gc.ca/en/A-1/218072.html	<i>No request was received in fiscal year 2006-2007</i>	The service standard is established by the ATIA and the Access to Information Regulations. Consultations with stakeholders were undertaken by the Department of Justice and the Treasury Board Secretariat for amendments made in 1986 and 1992.
B. Other Information			

Table 11: Client-Centered Service

The National Battlefields Commission does not provide services that correspond to the definition of “Service” as described in the guidelines on how to complete this table.

(1) Service	(2) Service Standards by Type	(3) Performance against Service Standards	(4) Client Satisfaction Scores	(5) Common Measurements Tool Used(Y/N)	(6) Responding to Results	(7) Planning to address missing elements

Table 12: Storage Tanks

Status of Fuel Storage Tanks on land owned by **The National Battlefields Commission**

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As required under the *EPA, Part IV4, Registration of Storage Tank Systems for Petroleum Products and Allied Petroleum Products on Federal Lands Regulations*, this report provides the information set out in Schedule II of the aforementioned regulation, updated to December 31, 2006.

The following number of *aboveground* storage tank systems:

No storage tank system is registered with The National Battlefields Commission.

The following number of *underground* storage tank systems:

Four storage systems, three (gas, fuel oil and diesel) at the shops located at 701 Grande Allée, Quebec City and one (fuel oil) at the greenhouses at 1230 Briand Avenue, Quebec City are registered with the National Battlefields Commission and comply with the *Federal Underground Storage Tank Technical Guidelines*.