

For 2008-2009 User Fees Reporting Purposes: *The User Fees Act* (\$ thousands)

	A. User Fee	Fee Type	Fee-setting Authority	Date Last Modified	2008-2009			Planning Years				
					Forecast Revenue (000 \$)	Actual Revenue (000 \$)	Full Cost (000 \$)	Performance Standard	Performance Results	Fiscal Year	Forecast Revenue (000 \$)	Estimated Full Cost (000 \$)
	Souvenir shop **	(O)	Ministerial authority to set fees for provision of products and services	Before March 31, 2004	50	53	37	Client satisfaction rate 60 %	Client satisfaction rate is 64%, but 36% of the people did not answer this question of the survey ***	2009-2010 2010-2011 2011-2012	50 50 50	30 30 30
	Parking lots	(O)	Contractual authority pursuant to the <i>Act respecting the National Battlefields at Quebec</i>	Before March 31, 2004	1,000	1,113	180*	Client satisfaction rate 60 %	No complied data, so no result for 2008-2009 No complaints in 2008-2009	2009-2010 2010-2011 2011-2012	1,000 1,000 1,000	160 160 160
	Educational Activities and visitors reception	(R)	Contractual authority pursuant to the <i>Act respecting the National Battlefields at Quebec</i>	Before March 31, 2004	380	433	441	Client satisfaction rate 60 %	Client satisfaction rate is 93% for activities and exhibits; and 93% for reception ***	2009-2010 2010-2011 2011-2012	380 380 380	350 350 350
	Computer Equipment	(O)	Contractual authority pursuant to the <i>Act respecting the National Battlefields at Quebec</i>	Before March 31, 2004	1	0,2	0	Client satisfaction rate 60 %	No valid data No complaints in 2008-2009	2009-2010 2010-2011 2011-2012	1 1 1	0 0 0
	Fees charged for the processing of access requests filed under the <i>Access to Information Act</i>	(O)	<i>Access to Information Act</i>	1992	0	0	0	Respond to request received under the Act: Response provided within 30 days of receipt of a request	Nine requests were received in fiscal year 2008-2009 Seven requests were completed during reporting period	2009-2010 2010-2011 2011-2012	0 0 0	0 0 0
	Total:				1,431	1,599	658			2009-2010 2010-2011 2011-2012	1,431 1,431 1,431	540 540 540
B. Date Last Modified <i>In 2007, changes in fee structure covered for increase in service costs, inflation, and also to take market into consideration. These changes are within the fee structure that was established prior to March 31, 2004. Published in the Canada Gazette of March 19, 2005 and in local newspapers. For 2008-2009, the difference of \$168,000 between planned revenue and actual revenue is due to the increase of park use because of all entertainments and activities related to the 100th and 400th anniversaries.</i>												
C. Other Information * Only direct costs were established. ** Minimal Service. Very small size and limited place. *** In-house survey.												

(R) Regulatory Fees

(O) Other Products and Services.