

Policy on Service Standard for External Fees

A. External Fee	Service Standard	Performance Results	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	<u>Educational activities:</u> 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 Activities offered, rates, period, opening hours – visit Web site at : www.ccbn-nbc.gc.ca Automated Info-line accessible 24 hours a day for information	<i>Client satisfaction with respect to:</i> - <i>Quality of reception 97 %</i> - <i>Activity and exhibit 93 %</i> - <i>Quality/price ratio 92 %</i> - <i>Accessibility 96 %</i> - <i>Official languages 96 %</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://lois.justice.gc.ca/fr/A-1/217733.html	<i>Nine requests were received in fiscal year 2008-2009</i> <i>Seven requests were completed during reporting period</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			