

# National Film Board of Canada

## **Fees Report**

Fiscal year 2018 to 2019

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The Honourable Steven Guilbeault, P.C., M.P.  
Minister of Canadian Heritage

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## Minister's Message

On behalf of the National Film Board of Canada, I am pleased to present the 2018 to 2019 Report on Fees, this organization's second annual report under the *Service Fees Act*.

The Act provides a modern legislative framework that enables cost-effective delivery of services, as well as improved transparency and oversight through enhanced reporting to Parliament.

Last year, a detailed listing of all fees under the organization's authority, along with anticipated increases, was added to reporting requirements.

This year's report provides more detail on each fee, such as the type and rate of adjustment, the service standard, and the performance result. This information provides additional context on each fee, in the spirit of open and transparent fee management.

I welcome the increased transparency and oversight reflected in this report, which was prepared in accordance with the *Service Fees Act*.

The Honourable Steven Guilbeault, P.C., M.P.  
Minister of Canadian Heritage



## About this report

This report, which is tabled under section 20 of the *Service Fees Act*<sup>i</sup> and section 4.2.8 of the *Directive on Charging and Special Financial Authorities*, contains information about the fees that the NFB had the authority to charge in the 2018 to 2019 fiscal year.

This report contains information about all fees that are under the NFB's authority, even if some or all of the fees are collected by another department.

The information reported includes fees that:

- fall under the *Service Fees Act*
- are exempt from the *Service Fees Act*

The information covers fees set by:

- contract
- market-base, auction or both
- act, regulation or fees notice

For fees set by the following mechanisms, the report provides totals only:

- contract
- market-base, auction or both

For fees set by act, regulation or fees notice, the report provides totals for fee groupings, as well as detailed information for each individual fee.

Although the fees charged by the NFB under the *Access to Information Act* are subject to the *Service Fees Act*, they are not included in this report. Information on the NFB's access to information fees for fiscal year 2018 to 2019 can be found in our access to information report, which is posted on the [Publications section of the NFB's Website](#)<sup>ii</sup>.

## Remissions

A remission is a partial or full return of a fee to a fee payer who paid for a service for which a department deemed that the service standard was not met.

Under the *Service Fees Act*, departments must develop policies for determining whether a service standard has been met and for determining how much of a fee will be remitted to a fee payer. This requirement does not take effect until April 1, 2020. This report therefore includes **only** those remissions issued under the NFB's enabling legislation. It does not include remissions issued under the *Service Fees Act*.

## Overall totals, by fee type

The following table presents the total revenue, cost and remissions for all fees that the NFB had the authority to charge in fiscal year 2018 to 2019, by fee type.

### Overall totals for fiscal year 2018 to 2019, by fee type

| Fee type  | Revenue (\$) | Cost (\$) | Remissions (\$)  |
|---|--------------|-----------|--|
| <b>Fees set by contract</b>                       | 2,377,879    | 3,805,996 | Remissions do not apply to fees set by contract.                     |
| <b>Fees set by market base, auction or both</b>   | -            | -         | Remissions do not apply to fees set by market base, auction or both. |
| <b>Fees set by act, regulation or fees notice</b> | 130,784      | 209,332   | 2,127  |
| <b>Total</b>                                      | 2,508,663    | 4,015,328 | 2,127  |

## Totals for fees set by act, regulation or fees notice, by fee grouping

The following table presents, for each fee grouping, the total revenue, cost and remissions for all fees that the NFB had the authority to charge in fiscal year 2018 to 2019 that are set by any of the following:

- act
- regulation
- fees notice

A fee grouping is a grouping of all of the fees that a department has the authority to charge for activities relating to a single business line, directorate or program.

### Digital Store: totals for fiscal year 2018 to 2019

| Fee grouping | Product sales |                 |
|--------------|---------------|-----------------|
| Revenue (\$) | Cost (\$)     | Remissions (\$) |
| 130,784      | 209,332       | 2,127           |



## Details on each fee set by act, regulation or fees notice

This section provides detailed information on each fee that the NFB had the authority to charge in fiscal year 2018 to 2019 and that was set by any of the following:

- act
- regulation
- fees notice

|   |   |
|---|---|
| Fee grouping                                | Product sales   |
| Fee   | <b>Digital Store prices that are lower than \$51</b>  |
| Fee-setting authority                       | <a href="#">National Film Act<sup>iii</sup></a> , paragraph 10 (1) (e)  |
| Year introduced                             | 2011  |
| Last year fee-setting authority was amended | Not applicable  |
| Fee type                                    | Product   |
| Fee amount (\$)                             | \$1.95 to \$50.99   |
| Total fee revenue (\$)                      | \$49,119  |
| Adjustment type                             | Exempt  |
| Adjustment rate (% or formula)              | Exempt  |
| 2020 to 2021 fee amount (\$)                | Prices are listed on our website: <a href="http://www.nfb.ca">www.nfb.ca</a> <sup>iv</sup> , NFB's online Screening Room. |
| Future fee-adjusted amount (\$)             | Not applicable  |
| Adjustment date                             | Not applicable  |
| Fee-adjustment authority                    | <a href="#">National Film Act</a> , paragraph 10 (1) (e)  |
| Service standard                            | The customer receives the product as soon as the transaction is completed on the Digital Store and is satisfied with it.  |
| Performance result                          | The service standard was met for 8,044 of the 8,094 transactions.   |

|   |  |
|---|--|
| Fee grouping                                | Product sales  |
| Fee   | <b>Digital Store prices that are higher than \$51 but lower than \$151</b>   |
| Fee-setting authority                       | <i>National Film Act</i> , paragraph 10 (1) (e)  |
| Year introduced                             | 2011   |
| Last year fee-setting authority was amended | Not applicable   |
| Fee type                                    | Product  |
| Fee amount (\$)                             | \$51.00 to \$99.99   |
| Total fee revenue (\$)                      | \$4,508  |
| Adjustment type                             | Exempt   |
| Adjustment rate (% or formula)              | Exempt   |
| 2020 to 2021 fee amount (\$)                | Prices are listed on our website: <a href="http://www.nfb.ca">www.nfb.ca</a> , NFB's online Screening Room.              |
| Future fee-adjusted amount (\$)             | Not applicable   |
| Adjustment date                             | Not applicable   |
| Fee-adjustment authority                    | <i>National Film Act</i> , paragraph 10 (1) (e)  |
| Service standard                            | The customer receives the product as soon as the transaction is completed on the Digital Store and is satisfied with it. |
| Performance result                          | The service standard was met for 52 of the 56 transactions.  |

|   |   |
|---|---|
| Fee grouping                                | Product sales   |
| Fee   | <b>CAMPUS - annual online subscriptions</b>   |
| Fee-setting authority                       | <i>National Film Act</i> , paragraph 10 (1) (e)   |
| Year introduced                             | 2011  |
| Last year fee-setting authority was amended | Not applicable  |
| Fee type                                    | Product   |
| Fee amount (\$)                             | \$29.95   |
| Total fee revenue (\$)                      | \$18,090  |
| Adjustment type                             | Exempt  |
| Adjustment rate (% or formula)              | Exempt  |
| 2020 to 2021 fee amount (\$)                | \$29.95   |
| Future fee-adjusted amount (\$)             | Not applicable  |
| Adjustment date                             | Not applicable  |
| Fee-adjustment authority                    | <i>National Film Act</i> , paragraph 10 (1) (e)   |
| Service standard                            | The customer receives the subscription to CAMPUS as soon as the transaction is completed online and is satisfied with it. |
| Performance result                          | The service standard was met for 596 of the 600 transactions.   |

|   |  |
|---|--|
| Fee grouping                                | Product sales  |
| Fee   | <b>Direct DVD sale prices that are lower than \$51</b>   |
| Fee-setting authority                       | <i>National Film Act</i> , paragraph 10 (1) (e)  |
| Year introduced                             | 1999   |
| Last year fee-setting authority was amended | Not applicable   |
| Fee type                                    | Product  |
| Fee amount (\$)                             | \$0.95 to \$50.99  |
| Total fee revenue (\$)                      | \$30,504   |
| Adjustment type                             | Exempt   |
| Adjustment rate (% or formula)              | Exempt   |
| 2020 to 2021 fee amount (\$)                | \$0.95 to \$50.99  |
| Future fee-adjusted amount (\$)             | Not applicable   |
| Adjustment date                             | Not applicable   |
| Fee-adjustment authority                    | <i>National Film Act</i> , paragraph 10 (1) (e)  |
| Service standard                            | The customer receives the exact product that he or she ordered and is fully satisfied with it. |
| Performance result                          | The service standard was met for 1,318 of the 1,324 transactions.                              |

|   |  |
|---|--|
| Fee grouping                                | Product sales  |
| Fee   | <b>Direct DVD sale prices that are higher than \$51 but lower than \$151</b>                   |
| Fee-setting authority                       | <i>National Film Act</i> , paragraph 10 (1) (e)  |
| Year introduced                             | 1999   |
| Last year fee-setting authority was amended | Not applicable   |
| Fee type                                    | Product  |
| Fee amount (\$)                             | \$51.00 to \$150.99  |
| Total fee revenue (\$)                      | \$18,258   |
| Adjustment type                             | Exempt   |
| Adjustment rate (% or formula)              | Exempt   |
| 2020 to 2021 fee amount (\$)                | \$51.00 to \$150.99  |
| Future fee-adjusted amount (\$)             | Not applicable   |
| Adjustment date                             | Not applicable   |
| Fee-adjustment authority                    | <i>National Film Act</i> , paragraph 10 (1) (e)  |
| Service standard                            | The customer receives the exact product that he or she ordered and is fully satisfied with it. |
| Performance result                          | The service standard was met for 176 of the 181 transactions.                                  |

|   |  |
|---|--|
| Fee grouping                                | Product sales  |
| Fee   | <b>Direct DVD sale prices that are higher than \$151</b>                                       |
| Fee-setting authority                       | <i>National Film Act</i> , paragraph 10 (1) (e)  |
| Year introduced                             | 1999   |
| Last year fee-setting authority was amended | Not applicable   |
| Fee type                                    | Product  |
| Fee amount (\$)                             | \$151.00 to \$599.99   |
| Total fee revenue (\$)                      | \$10,305   |
| Adjustment type                             | Exempt   |
| Adjustment rate (% or formula)              | Exempt   |
| 2020 to 2021 fee amount (\$)                | \$151.00 to \$599.99   |
| Future fee-adjusted amount (\$)             | Not applicable   |
| Adjustment date                             | Not applicable   |
| Fee-adjustment authority                    | <i>National Film Act</i> , paragraph 10 (1) (e)  |
| Service standard                            | The customer receives the exact product that he or she ordered and is fully satisfied with it. |
| Performance result                          | The service standard was met for 38 of the 39 transactions.                                    |

## Endnotes

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<sup>i</sup> Service Fees Act, <https://laws-lois.justice.gc.ca/eng/acts/S-8.4/>

<sup>ii</sup> NFB Institutional website, <http://onf-nfb.gc.ca/en/about-the-nfb/publications/access-to-information-and-privacy-atip/>

<sup>iii</sup> National Film Act, <https://lois-laws.justice.gc.ca/eng/acts/N-8/>

<sup>iv</sup> NFB's online Screening Room, <https://www.nfb.ca/>