

not be located. Furthermore, 6 of the 20 files were located in the Division; however, the database had not been updated.

### *Inventory*

There are significant weaknesses over inventory of computers, quartermaster store items, and office furniture and equipment at the RNC. Although there are inventory control procedures to record acquisition, disposals and transfers, these procedures were not always complied with. For example, assets were not tagged, inventory counts were not performed, and inventory listings were either not maintained or inaccurate. During our testing the RNC could not account for all assets and in other instances assets were found in locations other than that indicated on the system.

There is no tracking and reporting of vehicle mileage, fuel consumption and maintenance for the 118 police vehicles. Furthermore, there are no policies covering preventive maintenance and replacement.

The Property Control Centre is used to store evidence which is found, seized or confiscated. We found that systems and controls at the Property Control Centre were not adequate. There were items on the inventory listing which could not be located, items examined which were not recorded on the inventory listings, and access to the area was not adequately restricted. Furthermore, although there are processes in place to ensure that evidence no longer required is disposed of, we found that this did not always occur and as a result, the area was unnecessarily cluttered. These significant weaknesses at the Property Control Centre could result in exposure to the RNC in that evidence is not properly safeguarded.

## **2.19 "911" Emergency Response Service**

In 1972, Canada recognized the three-digit telephone number "911" as the "Universal Emergency Number" for citizens to request emergency assistance. The number is a nationwide telephone number that gives the public fast and easy access to a Public Safety Answering Point (PSAP) where the PSAP answers and routes the callers to the appropriate emergency responders.

The 911 service allows individuals to dial one three digit number to access any emergency services including medical, fire and police. Without the 911 service, an individual would have to either know or find the applicable emergency number and dial up to eleven digits to access these services.

Newfoundland and Labrador is the only Atlantic Province without Province-wide coverage for land based 911 emergency response services. Currently, only 40% of the Province's population and less than 10% of communities on the island portion of the Province have access to this 911 service. Furthermore, there is no land based 911 service in Labrador.

The 911 services currently operating in the Province are "basic" 911 services. In contrast, the other Atlantic Provinces have "enhanced" 911 services which use the telephone number of the calling party to capture information related to the location of the emergency. This is particularly significant where the caller's ability to communicate is impaired.

Without a 911 service, individuals can experience delays in contacting the appropriate emergency service since they have to either know or find the emergency number and dial up to eleven digits to contact emergency services in their area. There is an added risk for the traveling public who may not be aware that there is no land based Province-wide 911 service.

## **2.20 Municipal Assessment Agency**

The Municipal Assessment Agency, a Crown-owned agency created in 1997, is the only source of residential and commercial property assessment services for 230 municipalities which levy property taxes. The exception is the City of St. John's, which performs its own assessments.

The Agency performs assessments on the following types of properties: approximately 122,000 residential, approximately 35,000 vacant land parcels, approximately 12,500 commercial/industrial and approximately 6,400 other properties. Mass appraisal techniques are used to assist in valuing properties. Mass appraisal provides that