

# P R N ①DRIVEN



ALBERTA MOTOR VEHICLE  
INDUSTRY COUNCIL

2020 – 2021 Annual Report

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# DRIVEN TO PERFORM

## Who we are

The Alberta Motor Vehicle Industry Council (AMVIC) is Alberta's automotive industry regulator. AMVIC is a public agency accountable to the Minister of Service Alberta and the Government of Alberta.

## Mission

AMVIC protects the public interest and promotes trust and confidence in the automotive industry through heightened awareness and the fostering of a positive exchange of information among industry stakeholders.

## Mandate

AMVIC protects consumers and industry from unfair practices in the automotive business industry. Consumer protection and a fair marketplace are achieved through AMVIC-managed mandatory licensing for automotive businesses and salesperson registrations as required by the *Consumer Protection Act* of Alberta.

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The COVID-19 pandemic and subsequent restrictions resulted in a decline in the automotive industry. Although vehicle sales were mostly able to rebound by the end of the 2020 – 2021 fiscal year, they did not quite return to pre-pandemic levels. Despite industry instability, AMVIC employees sustained working remotely with an advanced and secure IT system, so AMVIC operations could continue seamlessly. AMVIC is dedicated to following all COVID-19 pandemic restrictions and advice from the Government of Alberta to guard stakeholder and staff safety. AMVIC anticipates the pandemic may have long-lasting impacts on the automotive industry and AMVIC staff work environments.



## 2020-2021 Highlights

### AMVIC Online

On March 16, 2021, AMVIC launched the updated AMVIC Online; the portal for industry and consumers that drives the data processing, information management and other internal regulatory administrative functions. AMVIC Online now allows for faster, convenient licence and registration applications and renewals; levy reporting and payments; and the ability to search for businesses and salespeople.

### Red tape reduction

Through a focused red tape reduction initiative, AMVIC listened to feedback received regarding the application process for an automotive business licence and, while taking into consideration AMVIC's mandate of consumer protection, some previously required business forms were eliminated. While other areas were able to make smaller red tape reductions, the focus was primarily on the licensing department. All of these targeted actions amounted to an astounding 44 per cent decrease in regulatory burden, effectively moving AMVIC to year four of the Government of Alberta's four year red tape reduction program.

**2,113**

total complaints submitted

**730**

total number of files  
investigated and closed

**38**

total charges laid against  
25 businesses and individuals

**326**

total licensee field  
inspections conducted

**\$194,495**

was paid from the  
Compensation Fund.

**\$659,107**

was obtained for consumers  
through alternate dispute  
resolution (ADR).

# AMVIC overview

## Funding

AMVIC is a public agency under the *Alberta Public Agencies Governance Act* (APAGA) and is funded by the collection of business and salesperson fees, course registration fees and sales levies.

## Accountability

AMVIC is accountable to the Minister of Service Alberta, the Government of Alberta and ultimately the public as a public agency.

## Principles

The following principles provide the framework for all policies and procedures developed at AMVIC and help the organization successfully deliver its mandate:

- Foster open and clear communication in the automotive industry and support an honest exchange of information among industry, government and consumers.

- Assist the motor vehicle industry to build best business practices upon the framework of the *Consumer Protection Act* through education, compliance and enforcement of legislation.
- Provide alternatives for resolution of consumer complaints.

## AMVIC has the power to enforce the:

- **Consumer Protection Act**  
Automotive Business Regulation  
Cost of Credit Disclosure Regulation  
Internet Sales Contract Regulation
- **Traffic Safety Act**  
Vehicle Inspection Regulation
- **Criminal Code**  
Sections relating to forgery, fraud and false pretence



# Governance

The 13 directors on the AMVIC board include seven directors appointed from the general public by the Minister of Service Alberta, who sets terms for public directors. Five directors are appointed by motor vehicle industry associations and one director is appointed through nominations from the automotive industry. To qualify for the industry director-at-large nomination, the individual must be an owner or an employee of an automotive business in Alberta.

Programs and policies approved by the board are implemented and managed by AMVIC's chief executive officer (CEO).

The board works with the CEO to:

- Determine strategic priorities and set policy guidelines.
- Ensure financial and operational viability through fiscal oversight.
- Develop and maintain positive relationships with stakeholders.
- Communicate AMVIC's benefits to consumers, industry and government.



## The Board of Directors

### **Phyllis Bohachyk (Chair)**

Public

### **Bill Burnett**

Recreation Vehicle Dealers' Association of Alberta

### **David Quest**

Public

### **Jordon Romeril**

Motor Dealers' Association of Alberta

### **Wade Michener**

Auctioneers' Association of Alberta

### **Adrian Milczarek**

Public

### **Robert Miller**

Alberta Automotive Recyclers & Dismantlers Association

### **Diane Kolibar**

Industry director-at-large

### **Todd Walsh (Treasurer)**

Public

### **Erol Yersel (Secretary)**

Canadian Independent Automotive Association – Alberta Chapter

### **Brad Krizan**

Public

### **Alison Sabo**

Public

### **Elizabeth Soria**

Public

# Message from the Board Chair

At the beginning of the COVID-19 pandemic the Government of Alberta declared AMVIC to be an essential service, which allowed AMVIC to continue providing services to industry and protections to consumers. Our board, management and staff worked hard to keep staff, industry and the public informed and safe. Many of AMVIC's operations are currently conducted from home offices.

As Board Chair since October 2018 when AMVIC became a public agency under the *Alberta Public Agencies Governance Act* (APAGA), I am pleased we were able to increase our strategic focus, and I am proud of how AMVIC continues to fulfil its mandate and responsibilities. We enjoy a strong partnership with the Minister of Service Alberta, his officials and staff. Service Alberta's consumer services representatives attend board meetings and work collaboratively with AMVIC on improving our operations, providing updates on Ministry priorities and advising AMVIC where requested.

Service Alberta conducts an operational review every three years and the June 2020 review found that our board has made great progress in focusing on strategic direction and policy development. We have increased our focus on enterprise risk management, a powerful approach in identifying external and internal risks that may impact AMVIC's ability to fulfil its mandate. AMVIC's business plan effectively aligns the operational activities to our strategic plan.

The board now has appropriate policies and terms of reference in place that govern the purpose, composition, and current procedures of each standing sub-committee. The roles and responsibilities of both the standing sub-committees and the main board, in relation to the committees, are well defined.

Our board continued to operate at full strength with seven directors from the public arena and six directors representing the industry associations, including one industry director-at-large. This is my last year as Board Chair and I am proud of our accomplishments. AMVIC continues to fulfill its mandate and the powers, duties and functions of the Director of Fair Trading (under the *Consumer Protection Act*). Although the pandemic both slowed and ultimately changed the automotive industry in Alberta through the 2020 – 2021 fiscal year, I am proud to say the AMVIC Board of Directors persevered in operating with excellent governance practices.

In a year filled with challenges, AMVIC has maintained a calm strength that resonates throughout the organization for the fair and effective regulation of the automotive industry. The board would like to thank the AMVIC staff for persevering through pandemic related turmoil without fail, and working toward a consistently fair marketplace for consumers and automotive businesses in Alberta.

[original signed by]

Phyllis Bohachyk  
**Board Chair**

# Message from the Board Treasurer

As noted in the 2019 – 2020 annual report, AMVIC started to see the effects of the COVID-19 pandemic and related economic downturn in March 2020. Now, just over a year later the automotive industry continues to be challenged in balancing economic prosperity, and employee health and safety. AMVIC closely watched the business activity levels as the automotive industry worked to manage the volatility associated with the pandemic. The immediate impacts shifted over the course of the year and the industry was able to rebound incredibly well.

The impacts of the pandemic on the automotive industry were evident in several key areas with volatility across the entire market. According to DesRosiers Automotive Reports, national automotive sales of new light vehicles saw record-breaking decreases, finishing the year down 19.7 per cent. In Alberta, the April 1, 2020 to March 31, 2021 decrease for new light vehicle sales was 10.2 per cent. Used vehicle automotive businesses saw a decrease of about 15.8 per cent. Production from the high profile assembly sector decreased sharply, falling 26.9 per cent for the year as the supply chain shut down. However, the picture for the automotive aftermarket in Canada was much brighter, holding strong, at least compared to other industry sub-sectors. The decline in vehicle sales in Alberta ultimately affected AMVIC's revenue from the required \$6.25 AMVIC levy per vehicle sold or leased.

AMVIC remains committed to the government's priorities of responsible fiscal management, sustainable economic growth and a focus on red tape reduction. AMVIC successfully cut red tape by an astounding 44 per cent, resulting in time and fiscal savings for all automotive businesses and salespeople, as well as AMVIC.

As of March 31, 2021, AMVIC's total revenue was \$6,188,766 which was \$531,383 lower than budget and \$459,582 lower than last year. Course fee revenue decreased by \$197,600 from last year; licensing and registration revenues were \$56,443 less than last year; and the sales levy revenue was \$175,105 lower than last year.

AMVIC cautiously managed operating expenses during the pandemic and they were under the budgeted amount by \$479,501 and \$143,292 less than last year leaving AMVIC in a positive position. This was primarily due to less than normal spending on communications initiatives and travel due to pandemic related restrictions, as well as reduced legal fees.

The Compensation Fund paid out 17 claims for a total of \$194,495. In addition, \$5,000 was recovered by the fund from licensees, resulting in a net \$189,495 reduction of the fund. The Compensation Fund was replenished from unrestricted net assets to remain at \$4,000,000.

The Finance and Risk Management Committee of the board has closely monitored the impact of the COVID-19 pandemic and its impact on AMVIC over the 2020 – 2021 fiscal year to mitigate any possible risks. The economic effects of the pandemic remain a potential risk for AMVIC in the coming fiscal year. The board is confident in the commitment to stakeholders that AMVIC's CEO, management team and staff demonstrate daily; their resiliency and flexibility is admirable.

[original signed by]

Todd Walsh  
**Board Treasurer**

# Message from the CEO

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The COVID-19 pandemic persisted throughout the 2020 - 2021 fiscal year, resulting in volatility in the automotive industry. These were uncertain financial times for AMVIC as our funding comes from sales levies, course registration fees, as well as business licence and salesperson registration fees, tying AMVIC directly to the performance and viability of the automotive industry in Alberta.

The 2020 – 2021 fiscal year was one of flexibility and adaptation for AMVIC and despite industry instability, we watched our revenues and expenses closely resulting in a positive fiscal result. Many of our employees have worked remotely since the first COVID-19 related restrictions were announced. Thanks to an advanced and secure IT system, AMVIC operations continued seamlessly with no lost time. AMVIC is committed to ensuring stakeholder and staff safety.

We are very proud of our work this year, conducted under unique circumstances. We have actively reviewed our consumer and industry processes used to provide effective consumer protection. AMVIC Online is the portal for industry and consumers that drives the data processing, information management and other internal regulatory administrative functions. AMVIC has significantly improved our consumer and industry processes by updating AMVIC Online. Benefits include faster, convenient licence and registration applications and renewals; levy reporting and payments; and the ability to search for businesses and salespeople. The streamlined AMVIC Online also simplifies the consumer-facing side of AMVIC, such as looking up salespeople and businesses, filing a consumer complaint or filing a Compensation Fund claim.

The RCMP recently made a significant change to one of their policies and as a result, AMVIC is no longer able to use the Canadian Police Information Centre system to obtain background checks for licensing and registration purposes. AMVIC continues to require background checks on all applicants as per Section 126(1)(b) of the *Consumer Protection Act*, RSA 2000 Chapter F-2. We have arranged for a third party, Sterling Backcheck, to provide background checks at a cost paid directly by each applicant. There are instances where Sterling Backcheck is not able to provide the appropriate information and applicants must instead go to a police agency to request a Police Information Check or Certified Criminal Record Check verified by fingerprints.

We are pleased with the findings of the June 2020 Operational Review conducted by Service Alberta that found "AMVIC has succeeded in addressing the concerns of previous reviews and is effective in accomplishing its delegated functions as a regulator. Several new policies have been developed, and AMVIC operates effective and well-coordinated licensing, education, communication, compliance and enforcement programs. The CEO leads a team of engaged managers who are focused on the smooth operation and improvement of their departments. We commend AMVIC for taking action to improve their governance and operations."

As part of the government's red tape reduction initiative, AMVIC responded to stakeholder feedback regarding the application process for an automotive business licence and, while taking into consideration AMVIC's mandate of consumer protection, some previously required business forms were eliminated. While other areas were able to make smaller red tape reductions, the focus was primarily on our licensing department. All of these targeted actions amounted to an astounding 44 per cent decrease in regulatory burden, effectively moving AMVIC to year four of the Government of Alberta's four year red tape reduction program.

As a delegated regulatory board, AMVIC is responsible for maintaining a mandatory licensing program for automotive businesses and a registration program for automotive salespeople. AMVIC is also responsible for educating industry on regulatory compliance, informing consumers of their rights and enforcing consumer protection laws. Focusing on education, compliance and communication, AMVIC has successfully raised its profile; 47 per cent\* of Albertans surveyed are aware of AMVIC, up from 29 per cent in 2018. [\*Based on a 2021 survey of Alberta consumers.]

AMVIC recognizes risk management as an integral part of performing the duties as delegated to it under the *Consumer Protection Act*. This year, AMVIC developed an Enterprise Risk Management framework to manage risk at all levels of the organization. This framework supports AMVIC in achieving its objectives by providing an effective and systematic approach to identifying, evaluating, managing, monitoring and reporting risk. Engaging in effective risk management ensures AMVIC can look cautiously toward an improved future in the Alberta automotive industry, with all stakeholders in mind.

{original signed by}

Malcolm Knox  
**AMVIC Chief Executive Officer**





# AMVIC Online

On March 16, 2021 AMVIC updated AMVIC Online with new intuitive software called Open Regulate to improve stakeholder experiences. Both consumers and industry can enjoy the expanded software that boasts more convenient features and accessible information for a seamless and stable experience.

The introduction of the new information system reduces the regulatory burden and bolsters the ability of industry members to efficiently complete self-service tasks at any time. From the point of view of a regulator, the design of processes linking to AMVIC Online provides AMVIC with more up-to-date and accurate information, and certain administrative functions that required manual intervention are now streamlined.

AMVIC is committed to modernizing and simplifying stakeholder experiences while cutting red tape for automotive businesses in Alberta. Consumer trust and confidence in the automotive industry are strengthened by AMVIC's continued innovative focus on effective regulation.



## Highlights for consumers

- Business searches include authorized salespeople, licensed business activities and licence history
- Salesperson searches include the business or businesses they work at and registration history
- Ability to search for temporary off-site sales events
- Streamlined online consumer complaint process



## Highlights for businesses

- Online levy reporting by type and payment
- Licence renewal
- Manage authorized salespeople and/or technicians
- Update business profile with any changes
- Print receipts



## Highlights for salespeople

- Adding or updating employers
- Updating personal information
- View courses taken and print course completion certificates
- Upload required documents
- Registration renewal

# Educating consumers



AMVIC takes a multifaceted approach in providing resources to help consumers understand their rights, protections and responsibilities prior to entering into an automotive transaction.

## **Consumer focused advertising**

AMVIC launched a new advertising campaign on Oct. 19, 2020 positioning AMVIC as a reliable source of free consumer information. AMVIC's goal is to be part of each consumer's decision-making process, prior to making a purchase or committing to service and repair. Online display ads as well as social media ads on Facebook and Instagram ran in late 2020 and into early 2021.

## **Consumer survey**

In early 2021 AMVIC utilized a market research company to measure public awareness about AMVIC via a consumer survey. This is the second time AMVIC has surveyed consumers, with the first time being in the

2018 – 2019 fiscal year. General awareness of AMVIC has gone up 18 per cent since the last time consumers were surveyed, to 47 per cent. Seven per cent more consumers knew what all-in pricing was. Our awareness efforts are, and continue to be based on data gathered.

## **Fraud Prevention Month activities**

For the fifth consecutive year, AMVIC joined the Competition Bureau's Fraud Prevention Forum online to raise awareness on how to recognize, reject and report fraud.



The largest spike in web traffic was on March 16, 2021, when AMVIC launched the new AMVIC Online and issued a special edition of Impact focused on AMVIC Online, with 5,532 sessions.

To compare, the average daily number of sessions during the fiscal year was 878.



15

consumer bulletins emailed  
and posted to amvic.org



961

Facebook followers



653

Twitter followers

#### Business plan metrics: communications

Performance measure	2020 – 2021 target	2020 – 2021 actual
Annual number of website sessions (purposeful visits)	330,000 sessions	320,502 sessions
Proactive awareness activities - interviews, newsletters, industry and consumer bulletins, news releases*	70	48
Consumer and industry events*	8	3
Level of public awareness of AMVIC (measured biennially)**	35%	47%

\*number deeply affected by the COVID-19 pandemic.

\*\*last measured in 2018 – 2019 as 29%.



# Helping consumers

Consumer services is the first point of contact for anyone who has a question or concern about an automotive business or salesperson in Alberta. Consumer services staff review each complaint submitted to AMVIC through an online process and coordinate appropriate follow-up actions.

If applicable, consumer services may attempt to encourage alternate dispute resolution (ADR) on behalf of the consumer. Regardless of the ADR outcome, if a breach or potential breach of the legislation is identified, the complaint is referred to investigations. The complaint may also be sent to AMVIC's industry standards team for review. The issue may require appropriate education or elevated progressive enforcement actions.

Some complaints are outside of AMVIC's jurisdiction, in which case the consumer is given other contacts or resources to assist them. In 2020 – 2021 AMVIC received 2,113 complaint submissions on a variety of topics, the five most common listed below.

## Complaints by business category

Business licence activity	2020 - 2021 complaints
New and used sales	1,094
Used sales only	583
Unknown (includes curbers and unlicensed businesses)	194
Service and repair	185
Recreational vehicle sales	47
Wholesale	4
Agent or broker	3
Recycling and dismantling	3
<b>Total</b>	<b>2,113</b>

## Five most common complaint topics submitted

1

Condition  
of vehicle

2

Contract  
issues

3

Advertising

4

Repairs

5

Deposits



# More than **\$38.3 million**

has been obtained for automotive consumers through alternate dispute resolution (ADR) facilitated by AMVIC since 2001. In 2020 – 2021, \$659,107 was obtained for 88 consumers through ADR.

## Business plan metrics: consumer services

Performance measure	2020 – 2021 target	2020 – 2021 actual
Total consumer complaints handled by consumer services officers*	1,920	2,113
Total consumer complaints resolved through alternative dispute resolution (ADR)	350	281
Total consumer complaints assigned by consumer services to investigations**	670	545
Total consumer complaints assigned by consumer services to industry standards	220	202

\*Total consumer complaints handled do not include abandoned complaints, complaints that are redirected to other AMVIC departments, or complaints where AMVIC does not have jurisdiction.

\*\*Consumer services forwards all complaints with potential breaches of legislation to investigations.

# Compensation Fund

AMVIC maintains a Compensation Fund for consumers who have suffered an eligible financial loss as the result of a transaction with an AMVIC-licensed business that is out of business or is otherwise unable to compensate the consumer. Consumers can submit a claim to AMVIC's

Compensation Fund of up to \$25,000 per transaction. Where there are several claims against a single licensee, those claimants would share the maximum of \$300,000, pro-rated.

## Compensation Fund 2020 – 2021

34 claims determined

- 16 eligible
- 18 ineligible

40 claims closed

51 claims opened

The total amount paid from the Compensation Fund to 17 claimants in 2020 – 2021 was

**\$194,495.**

## Business plan metrics: Compensation Fund

Performance measure	2020 – 2021 target	2020 – 2021 actual
Maintain fund at the maximum level established by AMVIC Bylaws	\$4 million	\$4 million
Adjudicate claims in accordance with the Automotive Business Regulation and Bylaw 2 Compensation Fund	100%	100%



# Licence to operate

Any business or salesperson who engages in Alberta's automotive industry must be licensed or registered with AMVIC – it's the law.

Businesses are licensed and salespeople are registered. Both processes require submitting a number of documents, agreeing to a background check and in the case of salespeople, successfully passing the Salesperson Registration Course. As of March 16, 2021, salesperson and business applicants must obtain a background check through a private company or their local police service. Salespeople must be registered with AMVIC to legally solicit, negotiate or conclude a sale. Each application is reviewed and may be approved, issued with conditions or refused. Once a licence or registration is issued, it must remain in good standing and be renewed annually. Renewals are now easier to complete through AMVIC Online.



An automotive business licence is required for any of the following classes and activities:

- **Sales licence class activities**

- » Retailer: sells new or used vehicles and purchases vehicles from the general public.
- » Wholesaler: sells, consigns and exchanges vehicles only with other automotive businesses.
- » Agent or broker: negotiates or conducts on a consumer's behalf an agreement in which the consumer buys, sells or leases a vehicle.

- **Leasing licence class**

Offers leases for a period longer than 120 days.

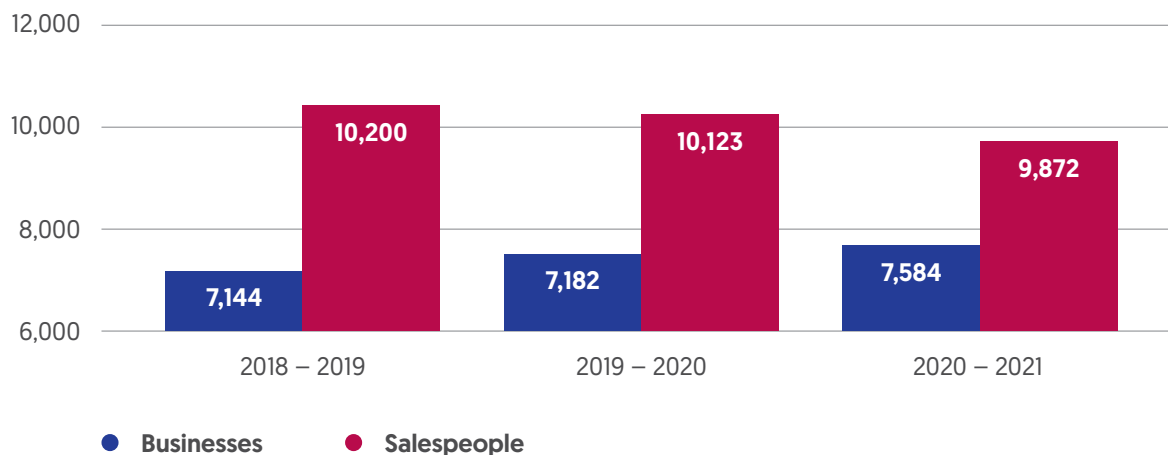
- **Consignment licence class**

Sells vehicles on behalf of a consumer to other consumers.

- **Repair licence class activities**

- » Garage
- » Service station
- » Autobody
- » Specialty service
- » Mobile
- » Recycling and dismantling

## Total businesses licensed and salespeople registered (three-year comparison)



## Business plan metrics: licensing

Performance measure	2020 – 2021 target	2020 – 2021 actual
Total number of business licences issued	7,290	7,584
Number of new business licences issued	925	803
Percentage of licence applications processed within 30 calendar days	85%	65%
Total number of salesperson registrations issued	10,600	9,872
Number of new salesperson registrations issued	3,500	2,015
Percentage of registration applications processed within 10 calendar days	85%	78%
Percentage of licensed businesses who renew on time*	70%	64%
Percentage of licensed businesses who report and pay sales levies on time	70%	51%
Percentage of registered salespeople who renew on time**	50%	41%

\* Licensee renewal number only captures businesses who were at an issued status at the time of renewal.

\*\* Registration renewal number only captures salespeople who were at an issued status at the time of renewal.



# DRIVEN TO INSPIRE CONFIDENCE



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# Industry engagement and education

Proactive education is a key component of enforcement.

Monthly bulletins and AMVIC’s quarterly newsletter support industry members in understanding and complying with Alberta’s consumer protection laws. Salesperson applicants cannot qualify for an AMVIC registration until they have passed the mandatory Salesperson Registration Course’s final exam. This means they cannot legally solicit, negotiate or conclude a sale with a consumer until they have been educated on the laws.

In addition to AMVIC’s mandatory Salesperson Registration Course, AMVIC also offers a voluntary Service and Repair Course, which 35 users took in 2020 - 2021. The course provides knowledge of the regulations that those in the service and repair industry can apply to their everyday work. Through the improved AMVIC Online, users can now easily login to view or print their course completion certificates.

## Salesperson Registration Course successful completions

Year	Successful completions
2018 – 2019	3,353
2019 – 2020	3,489
2020 – 2021	2,309

## Pass/fail regular and rewrite attendance

	Pass	Fail	Course attendance total
First attempt 2020 – 2021	2,249	67	2,385*
Rewrite 2020 – 2021	60	9	69
First attempt 2019 - 2020	3,372	128	3,500*
Rewrite 2019 - 2020	117	11	128

\*Total attendance number does not account for no-shows, user errors or technical omissions.



12

industry bulletins sent to salespeople and businesses



24,259

registrants and licensees receive Impact, AMVIC’s quarterly industry newsletter

# Ensuring compliance

One of AMVIC's priorities is to help automotive businesses understand the legislative requirements and provide assistance in being compliant with the *Consumer Protection Act* and specific sections of the *Traffic Safety Act* and *Criminal Code*. AMVIC has the authority to inspect all licensed automotive businesses in Alberta, which serves to manage risk to consumers by reducing the impact of a non-compliant business.

Inspections are an opportunity to educate, explain legislation and answer any questions. An inspection can take anywhere from an hour to an entire business day depending on the size of the business and if follow up is required. The industry standards team implemented new COVID-19 safety precautions, including conducting the majority of the inspections from a distance and spending no more than 15 minutes inside an automotive business wherever possible. Every effort is made to conduct inspections through telephone calls and emailed files, however taking files off-site may be utilized if a business is unable to provide all documents digitally as requested.

## Compliant advertising

AMVIC reviews advertisements from across the province and proactively identifies areas of concern for follow-up.

A total of 2,935 advertisements were reviewed in depth. Additionally, 466 businesses were reviewed for advertising only. Although there were minor concerns with many advertisements, only 163 businesses required a formal findings letter to address more serious advertising issues.

Advertising compliance remains the number one issue in all inspections conducted. AMVIC works with industry to provide communication and education both directly with calls and emails, as well as via newsletters and advertising resources available on [amvic.org](http://amvic.org).



## Licensee field inspections conducted

Licence type	Inspections
Wholesale	95
Used sales only	93
Service and repair	89
New and used sales*	38
Consignment**	3
Agent or broker	3
Leasing	3
Recreational vehicle sales	2
<b>Total</b>	<b>326</b>

A licensee is included in only one category above, even if they are licensed for more than one class.

\*New and used sales category includes businesses licensed for both new sales and used sales but not for consignment sales.

\*\*Consignment category includes any business that primarily conducts consignment sales.

## Business plan metrics: industry standards

Performance measure	2020 – 2021 target	2020 – 2021 actual
Licensee field inspections	320	326



### Top concerns:

1. Advertising non-compliance
2. Bill of sale non-compliance
3. Mechanical Fitness Assessments and vehicle history not being provided prior to the bill of sale being signed
4. Licensees indicating etching is mandatory

**529** total concerns identified from field inspectors



### Corrective action:

- Education
- Follow-up inspection
- Progressive enforcement e.g. Administrative Penalties, Undertakings, Director's Orders



# Enforcement and administrative actions

AMVIC can take a number of enforcement actions against businesses and salespeople who do not comply with Alberta's consumer protection laws.

Several factors are considered before determining appropriate enforcement action. AMVIC's team of 16 peace officers includes 13 investigators who work across Alberta. AMVIC's peace officers have the authority to lay charges under the *Consumer Protection Act* and specific sections of the *Traffic Safety Act* and *Criminal Code*. An administrative review by the Director of Fair Trading (as delegated) for a business or salesperson can be recommended by an AMVIC investigator or an industry standards officer.

## Training

Although training was limited because of the COVID-19 pandemic, the investigations department completed a variety of training opportunities throughout the 2020 – 2021 fiscal year. This included online courses taken through the Canadian Police Knowledge Network and two investigators attending a conference on fraud.

## Zero tolerance for curbers

Automotive sales businesses operating without an AMVIC licence are known as curbers. These illegal, unlicensed sellers often mislead buyers about vehicle history and condition. Consumers who buy from a curber often find that when vehicle problems surface, the seller cannot be located and the consumer has no recourse.

In addition to enforcement, AMVIC works to educate consumers about the risks of buying from curbers and the benefits of choosing to deal with AMVIC-licensed businesses.

## Charges laid

Charge type	Number of charges
<i>Consumer Protection Act</i>	
Licence requirements	20
Unfair practices	9
Breach of a Director's Order	1
Automotive Business Regulation	3
Vehicle Inspection Regulation	3
<i>Criminal Code</i>	2
<b>Total</b>	<b>38</b>



**6 convictions\*,  
total fines  
\$3,600**

\*Convictions based on charges laid in previous years.



**Restitution  
to victims resulting  
from convictions:  
\$65,585**

## Investigations opened in 2020 – 2021

Investigation type	Number opened
Used sales	247
New and used sales*	160
Unknown, includes curbers	140
Service and repair	98
Recreational vehicle sales	13
Wholesale	4
Recycling and dismantling	3
Agent or broker	1
<b>Total</b>	<b>666</b>

A licensee is included in only one category above.

\*New and used sales includes businesses that also sell used vehicles, but not consignment sales.

## Administrative reviews and actions

AMVIC follows a progressive enforcement model if there is a risk or perceived risk to consumers or the automotive industry. Investigations, inspections and licensing circumstances can progress to the Director of Fair Trading (as delegated) for an administrative review. Prior to the Director of Fair Trading (as delegated) proceeding with any form of administrative action, the licensee or registrant is provided with notice and given the opportunity to respond in writing and/or participate in an administrative review with the Director. A decision of the Director can be appealed by businesses and salespeople.

### Administrative review outcomes may include:

- No action required,
- Undertaking,
- Director's Order,
- Administrative Penalty up to \$100,000,
- conditions added to a licence, or
- licence cancellation or suspension.

**Total number of  
administrative  
reviews held**

**107**

## Business plan metrics: investigations\*

Performance measure	2020 – 2021 target	2020 – 2021 actual
Consumer complaints investigated, completed/ closed	650	730
Consumer complaints investigated and identified as: no <i>Consumer Protection Act</i> violation, insufficient evidence or not in our jurisdiction	260	285
Number of meetings held with external intelligence and enforcement agencies	8	6
Number of initiatives developed and implemented as a result of meetings with external agencies	4	2

\*Investigations may span over the course of two fiscal years, depending on the complexity and size of the investigation.

## Business plan metrics: administrative enforcement

Performance measure	2020 – 2021 target	2020 – 2021 actual
Average number of working days to schedule and hold a licensing administrative review upon receipt of an application report	15	6
Average number of working days to schedule and hold an investigation administrative review upon receipt of an application report*	30	14
Average number of working days to issue a written administrative review decision after an administrative review is held	25	2 (licensing) 5 (investigations)

\* Affected by availability of all parties involved and adjournment requests.

Action	Licence type breakdown
<b>5 Administrative Penalties</b> totaling \$21,000	Used sales: 2 Recreational vehicles: 2 New and used sales: 1
<b>12 Undertakings</b>	New and used sales: 4 Recreational vehicles: 2 Used sales: 2 Wholesale: 2 Recycling and dismantling: 1 Salesperson: 1
<b>27 Director's Orders</b> issued in response to investigations	Unlicensed: 14 Service and repair: 12 Wholesale: 1
<b>1 Director's Order</b> issued in relation to the Director of Fair Trading (as delegated)	Used sales: 1
<b>11 cancellations</b>	<b>Business</b>
7 business cancellations	Used sales: 4 Wholesale: 3
4 salesperson registration cancellations	



# Investing in people

AMVIC is committed to identifying both internal and external training initiatives that align with the business plan and fall within departmental budget guidelines. By investing and reporting on these initiatives we can identify opportunities for improved staff development and stakeholder engagement.

## Business plan metrics: human resources

Performance measure	2020 – 2021 target	2020 – 2021 actual
Hours of out of office staff training	500	500
Hours of in office staff training*	1,500	1,130

\*number deeply affected by the COVID-19 pandemic.

## Public interest disclosure

In accordance with the *Public Interest Disclosure (Whistleblower Protection) Act* Sections 32(1), 32(2) and 32(3), there were no disclosures, investigations, recommendations or statements of actions for the April 1, 2020 to March 31, 2021 period.



# 2020 – 2021

## Financial statements

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# Independent Auditor's Report

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To the Board of Directors of the  
Alberta Motor Vehicle Industry Council

## Opinion

We have audited the financial statements of Alberta Motor Vehicle Industry Council (the "Council"), which comprise the statement of financial position as at March 31, 2021, and the statements of operations, change in net assets and cash flow for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly in all material respects, the financial position of the Council as at March 31, 2021, and its results of operations, its changes in its net assets, and its cash flows for the year then ended in accordance with Canadian public sector accounting standards for government not-for-profit organizations.

## Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Council in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

## Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian public sector accounting standards for government not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Council's ability to continue as a going concern, disclosing, as applicable, matters related to a going concern and using the going concern basis of accounting unless management either intends to liquidate the Council or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Council's financial reporting process.



## Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Council's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Council's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Council to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Edmonton, Canada

June 22, 2021



Chartered Professional Accountants

# Alberta Motor Vehicle Industry Council

## Statement of Operations

Year Ended March 31

	2021	2020
<b>Operating</b>		
Revenues		
Licence fees	\$ 3,138,122	\$ 3,194,565
Sales levy	2,547,547	2,722,652
Course fees	384,620	582,220
Other income	28,357	9,778
Interest income	90,120	139,133
Total revenues	6,188,766	6,648,348
Expenditures		
Amortization	58,496	85,039
Audit	24,150	25,841
Communications	104,092	126,639
Computer	228,961	211,243
Finance charges	122,334	128,345
Insurance	8,026	9,116
Labour	4,888,614	4,822,243
Legal fees	92,222	117,495
Office	86,657	103,289
Postage and courier	1,946	3,017
Professional services	6,162	32,164
Rent	376,000	373,950
Staff training and recruitment	15,937	19,186
Telecommunications	76,345	73,706
Travel	49,135	151,096
Total expenditures (Note 5)	6,139,077	6,282,369
Operating excess of revenues over expenditures	\$ 49,689	\$ 365,979
<b>Compensation fund</b>		
Revenues		
Investment revenue	56,844	87,143
Expenditures		
Administrative costs	143,454	164,625
Claims paid and payable	194,495	179,884
Claims and recoveries from licensees and security	(5,000)	(94,239)
Total expenditures	332,949	250,270
Compensation Fund deficiency of revenues over expenditures	(276,105)	(163,127)
Total (deficiency) excess of revenues over expenditures	\$ (226,416)	\$ 202,852

See accompanying notes to the financial statements

## Alberta Motor Vehicle Industry Council

### Statement of Changes in Net Assets

Year Ended March 31

	Unrestricted	Compensation fund [Note 3]	Internally restricted [Note 3]	Invested in capital assets	<b>2021 Total</b>	2020 Total
Net assets, beginning of year	\$ 4,416,146	\$ 4,000,000	\$ 2,100,000	\$ 295,284	<b>\$ 10,811,430</b>	\$ 10,608,578
(Deficiency) excess of revenues over expenditures	21,575	[189,495]	–	[58,496]	<b>(226,416)</b>	202,852
Inter-fund transfer [Note 3]	[189,495]	189,495	–	–	–	–
Net assets, end of year	\$ 4,248,226	\$ 4,000,000	\$ 2,100,000	\$ 236,788	<b>\$ 10,585,014</b>	\$ 10,811,430

See accompanying notes to the financial statements



# Alberta Motor Vehicle Industry Council

## Balance Sheet

March 31

	2021	2020
<b>Assets</b>		
Current		
Cash and cash equivalents	\$ 388,098	\$ 778,032
Accounts receivable	647,621	601,979
Prepays	63,741	110,746
Short-term investments	2,786,772	1,419,656
	3,886,232	2,910,413
Restricted cash (Note 6)	50,239	50,862
Long-term investments	2,738,418	3,948,286
Long-term restricted investments (Note 3)	3,998,764	4,001,398
Capital assets (Note 4)	236,788	295,284
	\$ 10,910,441	\$ 11,206,243
<b>Liabilities</b>		
Current		
Accounts payable and accruals	\$ 177,051	\$ 161,494
Tenant allowance liability	9,880	9,880
Compensation Fund claims payable	25,428	47,915
	212,359	219,289
Long Term		
Tenant allowance liability	11,527	21,407
Long-term deposits (Note 6)	101,541	154,117
	113,068	175,524
	325,427	394,813
<b>Net assets</b>		
Compensation Fund (Note 3)	4,000,000	4,000,000
Invested in capital assets	236,788	295,284
Internally restricted (Note 3)	2,100,000	2,100,000
Unrestricted	4,248,226	4,416,146
	10,585,014	10,811,430
	\$ 10,910,441	\$ 11,206,243

Commitments (Note 8)

On behalf of the Board

\_\_\_\_\_  
Director

\_\_\_\_\_  
Director

See accompanying notes to the financial statements

# Alberta Motor Vehicle Industry Council

## Statement of Cash Flows

Year Ended March 31

	2021	2020
(Decrease) Increase in cash and cash equivalents		
<b>Operating</b>		
(Deficiency) excess of revenues over expenditures	\$ (226,416)	\$ 202,852
Items not affecting cash:		
Amortization	58,496	85,039
	(167,920)	287,891
Change in non-cash operating items:		
Accounts receivable	(45,642)	77,869
Prepays	47,005	(20,962)
Accounts payable and accruals	15,557	19,611
Tenant allowance liability	(9,880)	(11,216)
Long-term deposits	(52,576)	53,354
Compensation Fund claims payable	(22,487)	47,915
	(235,943)	454,462
<b>Investing</b>		
Proceeds from disposal of investments	2,395,662	2,933,876
Purchase of investments	(2,549,653)	(3,239,635)
Purchase of capital assets	–	(2,822)
	(153,991)	(248,581)
Net (decrease) increase in cash and cash equivalents	(389,934)	205,811
Cash and cash equivalents		
Beginning of year	778,032	572,151
End of year	\$ 388,098	\$ 778,032

See accompanying notes to the financial statements

### 1. Legal form and objectives

The Alberta Motor Vehicle Industry Council (“the Council”) was originally incorporated under the *Societies Act* of Alberta on February 12, 1999. On October 31, 2018, as per section 137.8 of the *Consumer Protection Act*, the Council ceased being a society, and was continued as a corporation and a regulatory board under the *Consumer Protection Act*.

The Council’s mandate is to protect consumers and industry from unfair practices in the automotive business industry. The Council is responsible for maintaining a mandatory licensing program for automotive businesses and a registration program for automotive business salespeople, educating industry on regulatory compliance, informing consumers of their rights and enforcing consumer protection laws as required by the *Consumer Protection Act*.

The Council is a “not for profit” organization for purposes of the *Income Tax Act* (Canada) and is exempt from income taxes.

The COVID-19 pandemic is evolving, and the Council continues to respond in accordance with public health measures. There is uncertainty regarding future cashflows and possible impact on the future operations of the Council. This may include increased costs in response to COVID-19 and potential reductions in various revenues. The duration and potential impacts of COVID-19 are currently unknown. As a result, the Council is unable to estimate effects of these developments on the financial statements.

During the year, the Council claimed \$25,000 under the Temporary Wage Subsidy (TWS). TWS revenue has been included in labour expense.

### 2. Summary of significant accounting policies

These financial statements have been prepared by management in accordance with Canadian public sector accounting standards for government not-for-profit organizations (“PSAS-GNFPO”) and include the following significant accounting policies:

#### Use of estimates and measurement uncertainty

The preparation of financial statements in conformity with PSAS-GNFPO requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities, the disclosure of contingent assets and liabilities at the date of the financial statements and reported amounts of revenues and expenses during the period. Management reviews the carrying amounts of items in the financial statements at each balance sheet date to assess the need for revision or any possibility of impairment. Management determines these estimates based on assumptions that reflect the most probable set of economic conditions and planned courses of action. Actual results could differ from those estimates.

Significant estimates included in these financial statements are the completeness of sales levy revenue receivables, the amortization basis for capital assets, the valuation of the allowance for doubtful accounts receivable, and the accrual for Compensation Fund claims payable.



**2. Summary of significant accounting policies** [Continued]

The spread of COVID-19 has severely impacted many local economies around the globe. In many countries, including Canada, businesses are being forced to cease or limit operations for long or indefinite periods of time. Measures taken to contain the spread of the virus, including travel bans, quarantines, social distancing, and closure of non-essential services have triggered significant disruptions to businesses worldwide, resulting in an economic slowdown. The Council has considered future possible impacts of COVID-19 on its operations including any potential liquidity risk. The Council will continue to monitor cash from operations and its operating costs in order to manage its exposure to possible liquidity risk.

**Cash and cash equivalents**

Cash and cash equivalents include cash on hand, balances with banks, and highly liquid temporary money market instruments, and short-term investments with original maturities of three months or less.

**Financial instruments**

The Council's financial instruments are measured at fair value when issued or acquired. For financial instruments subsequently measured at cost or amortized cost, fair value is adjusted by the amount of the related financing fees and transaction costs. Transaction costs and financing fees relating to financial instruments that are measured subsequently at fair value are recognized in operations in the year in which they are incurred.

At each reporting date, the Council measures its financial assets and liabilities at cost or amortized cost using the effective interest method (less impairment in the case of financial assets), except for equities quoted in an active market, which must be measured at fair value. All changes in fair value of the investments in equities quoted in an active market is recorded in the statement of operations. The Council uses the effective interest method to amortize any premiums, discounts, transaction fees and financing fees to the statement of operations. The financial instruments measured at amortized cost are cash and cash equivalents, accounts receivable, restricted cash, short-term and long-term investments, long-term restricted investments, accounts payable and accruals, and Compensation Fund claims payable and long-term deposits. The carrying value of financial instruments approximates their fair value unless otherwise noted.

For financial assets measured at cost or amortized cost, the Council regularly assesses whether there are any indications of impairment. If there is an indication of impairment, and the Council determines that there is a significant adverse change in the expected timing or amount of future cash flows from the financial asset, it recognizes an impairment loss in the statement of operations. Any reversals of previously recognized impairment losses are recognized in operations in the year the reversal occurs.

**Revenue recognition**

The Council derives part of its revenues from fees charged for licences for automotive businesses and registrations for automotive salespeople. The licence term is non-refundable for a one-year period and revenue is recognized at the time the licence is issued.

The Council also derives revenue from collecting a sales levy per vehicle sold or leased to retail customers by automotive businesses and salespeople. Revenue from sales levies are recognized at the time of sale of the vehicle.

## Alberta Motor Vehicle Industry Council

### Notes to the Financial Statements

March 31, 2021

## 2. Summary of significant accounting policies [Continued]

The Council also derives revenue from course fees to provide online training to automotive salespeople and the service and repair industry. Revenue from course fees are recognized when the salesperson registers in the online course as the non-refundable fees are received.

The Council follows the deferral method of accounting for contributions. Externally restricted contributions are recognized as revenue in the year in which the related expenses are incurred. Unrestricted contributions are recognized as revenue in the year when received or receivable if the amount to be received can be reasonably estimated and collection is reasonably assured.

### Government assistance

The Council recognizes government assistance toward current expenses in the statement of operations. When government assistance received is specified to relate to future expenses, the Council defers the assistance and recognizes it in the statement of operations as the related expenses are incurred.

### Capital assets

Capital assets are recorded at cost. Amortization is provided on a straight-line basis over the assets estimated useful lives, at the following rates:

Computer hardware	30%, straight-line
Computer software	30%, straight-line
Furniture and fixtures	10%, straight-line
Leasehold improvements	straight-line or over the term of the lease

### Impairment of long-lived assets

The Council tests for impairment when events or changes in circumstances indicate the carrying amount of an item or class of capital assets may not be recoverable. Recoverability is determined by comparing the carrying amount of the asset to the undiscounted future cash flows expected from use and eventual disposition of the asset. In such situations, the asset is measured at its fair value and presented in the balance sheet at the lower of the fair value or carrying amount.

## 3. Restricted net assets

The restricted net assets include reserves restricted for various purposes:

	2021	2020
Internally restricted funds		
Restricted operating fund	\$ 1,000,000	\$ 1,000,000
Restricted sustainability fund	600,000	600,000
Restricted innovation & technology fund	500,000	500,000
	\$ 2,100,000	\$ 2,100,000
Compensation fund	\$ 4,000,000	\$ 4,000,000

# Alberta Motor Vehicle Industry Council

## Notes to the Financial Statements

March 31, 2021

### 3. Restricted net assets (Continued)

The internally restricted net assets consist of:

- Amounts restricted by the Council's Board of Directors to provide the financial resources for an orderly windup of the Council for the amount of \$1,000,000 [2020 - \$1,000,000].
- Amounts restricted by the Council's Board of Directors to provide the financial resources for any unforeseen financial obligations the Council may encounter, for the amount of \$600,000 [2020 - \$600,000].
- Amounts restricted by the Council's Board of Directors to provide the financial resources for management to make the Council's operations more effective and/or efficient through innovative and technology driven projects, for the amount of \$500,000 [2020 - \$500,000].

The internally restricted amounts are not available for use without the prior approval of the Board of Directors. These funds must also be invested in low risk investments such as a GIC, treasury bill or bonds.

The Alberta Motor Vehicle Industry Council Compensation Fund (the "Fund") was established pursuant to section 137(1) of the *Consumer Protection Act*. The fund is governed in accordance with sections 26, 27, 28, 29, 30 and 31 of the Automotive Business Regulation and AMVIC Bylaw 2 – Compensation Fund.

The Fund was launched on January 1, 2012 and has been fully operational since March 31, 2012. The Fund has been internally restricted by the Council's Board of Directors and can only be used for the following:

- To pay out claims to consumers who have suffered a loss arising from an act or omission during an automotive transaction.
- Amounts in the Fund in excess of \$1,500,000 may, with the prior permission of the Director of Fair Trading, be used for the purpose of providing information relating to automotive business to consumers and persons engaged in the automotive business, and paying the costs of investigations for which the Council is responsible.

During the year, Fund claims were approved and paid or accrued in the total amount of \$194,495 [2020 - \$179,884] and claims were recovered in the amount of \$5,000 [2020 - \$94,239]. The Board of Directors also approved transfers from unrestricted net assets to the Fund in the amount of \$189,495 [2020 - \$85,645] for claims paid or accrued.

The Fund balance is \$4,000,000 on March 31, 2021 [2020 - \$4,000,000].

### 4. Capital assets

				2021	2020
				Net	Net
	Cost	Accumulated Amortization		Book Value	Book Value
Computer hardware	\$ 316,444	\$ 313,903	\$	2,541	\$ 9,647
Computer software	853,982	751,298		102,684	616
Furniture and fixtures	316,911	247,065		69,846	88,384
Leasehold improvements	378,267	316,550		61,717	91,637
Work in progress	—	—		—	105,000
	\$ 1,865,604	\$ 1,628,816	\$	236,788	\$ 295,284

Work relating to the replacement of a key software operating system was recorded as work in progress in the prior year. The system became operational on March 16, 2021 and the cost of the work in progress was recognized as computer software.

## Alberta Motor Vehicle Industry Council

### Notes to the Financial Statements

March 31, 2021

#### 5. Nature of expenditures

The percentages of expenditures incurred by the different operating departments of the Council are as follows:

	2021	2020
Licensing and registration	13%	12%
Complaint management, investigation and enforcement	68%	70%
Education and communications	10%	10%
Compensation Fund	8%	6%
Board of directors	1%	2%

#### 6. Long-term deposits

The Council holds security deposits totalling \$101,541 [2020 - \$154,117] from businesses participating in consignment activity. The deposits are maintained until a claim is made against the security, over three years following the removal of consignment sales, or the closure of the licensee's business. All interest received on the cash is repaid to the depositor within 60 days after March 31 of each fiscal year.

As of March 31, 2021, the long-term deposits included \$100,000 [2020 - \$100,000] received as security from consignment businesses plus \$1,541 [2020 - \$1,914] accrued interest. These amounts including accrued interest are recognized as restricted cash of \$50,239 [2020 - \$50,862], and cash and cash equivalents of \$51,302 [2020 - \$51,052].

Long-term deposits also included \$nil [2020 - \$52,203] that arose from the enforcement of licensee security of \$100,000. This balance includes \$nil [2020 - \$118] of accrued interest less \$nil [2020 - \$47,915] accrued claims paid out. The Council recognized the amount received as cash and cash equivalents.

#### 7. Employee future benefits

The Council sponsors a registered retirement savings plan for its employees. The employer's portion of contributions is computed as a percentage of compensation. The expense recorded in relation to the employer's contribution for the year ended March 31, 2021 was \$364,308 [2020 - \$389,287].

#### 8. Commitments

The Council has commitments for information technology support, its leased premises, and office equipment. The future minimum annual payments are as follows:

2022	396,411
2023	384,777
2024	160,699
2025	62,651
2026	1,817







# Executive team

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**Malcolm Knox**

Chief Executive Officer

**Jennifer Ravenshorst**

Executive Assistant,  
Secretary to the Board,  
Policy and FOIP Coordinator

**Jason Cheung**

Chief Financial Officer

**Evelyn Lam-Joe**

Manager of Industry Standards

**Derek Blackman-Shaw**

Senior Manager of Investigations

**Cathy Housdorff**

Manager of Communications  
and Education

**Yoneke Alexander**

Manager of Licensing

**Rhonda Varley**

Manager of Legal Services

**Jacqueline Kibsey**

Legal Counsel

**Deb McKay**

Manager of Human Resources

**Gerald Gervais**

Registrar, Director of Fair Trading  
[as delegated]





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ALBERTA MOTOR VEHICLE  
INDUSTRY COUNCIL