





State of the Sites Report 2010

Photos: Parks Canada

Klondike National Historic Sites




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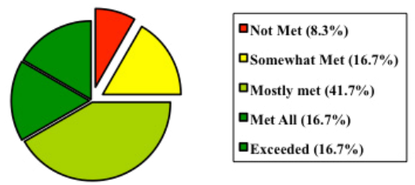
EXECUTIVE SUMMARY

This State of Sites Report summarizes the state of five national historic sites managed by the Yukon Field Unit in Dawson City, namely the Dawson Historical Complex National Historic Site of Canada (NHSC), Dredge No. 4 NHSC, S.S. *Keno* NHSC, the Former Territorial Court House NHSC and Discovery Claim NHSC, which is co-managed with the Klondyke Centennial Society. This collection of five national historic sites will be referred to as the Klondike National Historic Sites throughout this document. In this report, the Superintendent of the Yukon Field Unit will report on the sites' achievements in meeting their performance expectations, in contributing to Parks Canada Agency's (PCA) strategic outcome, and in maintaining and improving the state of the sites since the last management plans. Finally, the report will identify key issues that the sites are facing and that will be considered in management planning.

The Commemorative Integrity Evaluations conducted for four of the national historic sites rated the resource condition, effectiveness of communication and selected management practices. An evaluation was not conducted on Discovery Claim NHSC, since no site-specific tools and measures are in place. Resource conditions were rated as good for the S.S. *Keno* NHSC, fair for both the Dawson Historical Complex NHSC and the Former Territorial Court House NHSC, and poor for Dredge No. 4 NHSC. The effectiveness of communication was rated good for three of the four sites; the Former Territorial Court House NHSC is vacant and under renovation and was not rated. Selected management practices were rated as fair for three of the four sites, with the S.S. *Keno* NHSC rated as good. These indicators and their ratings are reported in Chapter 3. Because this is the first State of the Sites Report for the five sites, most indicators for visitor experience and public appreciation and understanding could not be measured, with one exception. Visitor numbers, although on the decrease from 2004 to 2008, experienced a reversal in the trend in 2009, where visitation has increased by two percent. The overall trend of increasing annual attendance is in contrast to many historic sites and attractions across Canada, attributable to the fact that visitors receive excellent value for their travel dollar when purchasing PCA products and services in Dawson City.

With the implementation of the 2004 management plans for the Dawson Historical Complex NHSC (including the Former Territorial Court House NHSC), the S.S. *Keno* NHSC and Dredge No. 4 NHSC, and with other initiatives, PCA staff have been mostly successful in meeting the corporate expectations for the period of 2004/05 to 2009/10 as illustrated in Figure 1. The outcomes contributing to the state of the sites and PCA's performance expectations are presented in Chapter 4. The management plan goals and results that also contribute to the state of the sites and PCA's performance expectations are presented in Chapter 5.

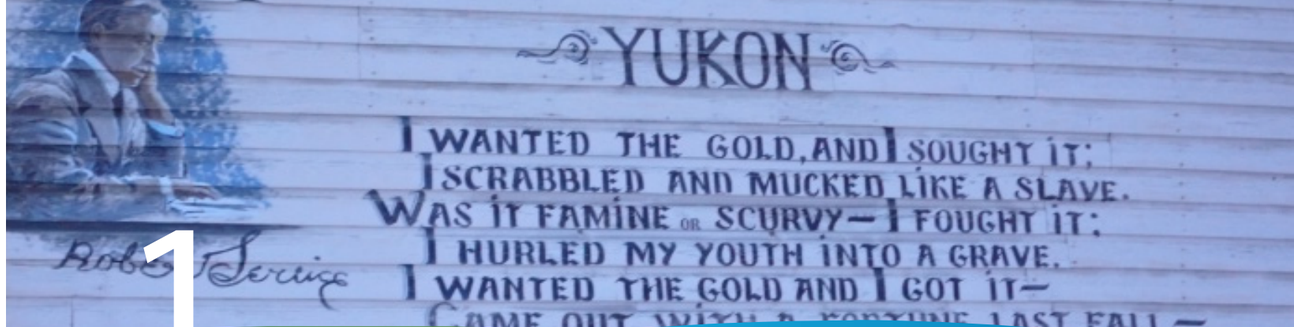
Figure 1 - Rating on the Sites' Performance in Achieving PCA Corporate Performance Expectations for 2004/05 - 2009/10 (%)



The State of the Sites Report concludes with Chapter 6 and the key issues to be considered in management planning for the five sites, based on the assessments in Chapters 3 to 5. These issues are: renewal of the visitor experience program; investment in the protection and maintenance of Level 1 cultural resources; management of Level 2 cultural resources; revenue generation; community relations and partnerships, operating within the traditional territory of a self-governing First Nation, and Bear Creek Compound.

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1 Introduction

Parks Canada

This State of Sites Report summarizes the state of five national historic sites managed by the Yukon Field Unit in Dawson City, namely the Dawson Historical Complex NHSC, Dredge No. 4 NHSC, S.S. *Keno* NHSC, the Former Territorial Court House NHSC and Discovery Claim NHSC, which is co-managed with the Klondyke Centennial Society. This collection of five national historic sites will be referred to as the Klondike National Historic Sites throughout this document. This State of Sites Report assesses the sites' efforts to maintain or improve commemorative integrity; to increase performance with respect to facilitating visitor experience and increasing public appreciation, understanding and engagement; and to ensure that steps have been taken to remain relevant to Canadians, since the last management plans. Only three of the five sites currently have management plans, namely the Dawson Historical Complex NHSC, Dredge No. 4 NHSC and the S.S. *Keno* NHSC, although reference is made to Discovery Claim NHSC in the management plan for Dredge No. 4 NHSC. This report also assesses the sites' achievements towards contributing to Parks Canada Agency's (PCA) strategic outcomes and meeting performance expectations. Finally the report identifies key issues facing the sites for consideration in the management planning. Since the five sites are thematically and geographically linked, and are managed by one administrative unit, one management plan will cover the five national historic sites.

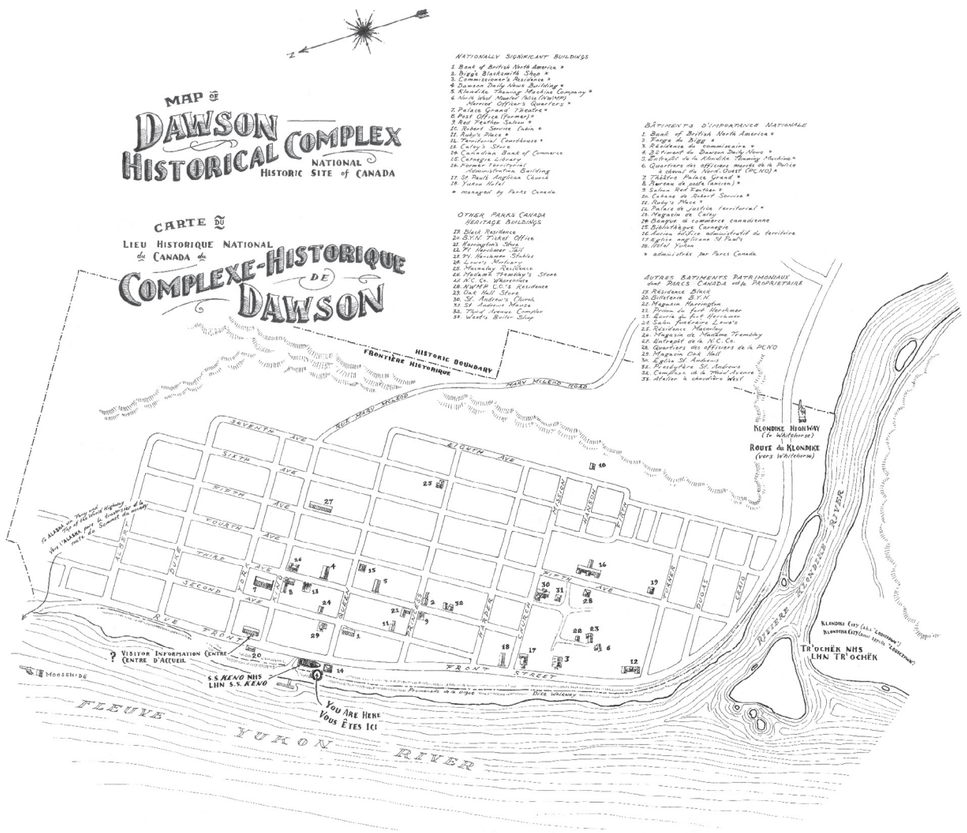
1.1 Setting of the Sites

As you drive into Dawson City, located 550 km northwest of Whitehorse, the Former Territorial Court House NHSC at 301 Front Street asserts its presence to all visitors. Its monumentality and the orientation of the long side of the building to the street maximizes its visual impact and was intended to impress upon visitors and newcomers the power and authority of the federal government in the Yukon Territory. The classically-inspired architecture is a rare example of a turn-of –the century court house executed in wood and is rated as classified (highly significant) by the Federal Heritage Buildings Review Office (FHBRO).

As you continue your drive into Dawson City, you will experience the Klondike Gold Rush in and around the living community. Dawson City rose from the humble beginnings of a tent city built on a mud flat to become the former territorial capital of the Yukon. The "heart of the Klondike" provided services and supplies to the early miners from 1896, and later to large scale corporate mining companies through to 1966. The Dawson Historical Complex NHSC consists of over two dozen buildings located in the downtown core. Level 1 buildings owned by PCA include the beautifully restored Commissioner's Residence, the Post Office, the quaint cabin where Robert Service lived, Ruby's Place, Billy Bigg's Blacksmith Shop, the Dawson Daily News Building, the Klondike Thawing Machine Company, the NWMP Married Officer's Quarters and the Bank of British North America, and reconstructions of the

Red Feather Saloon and the Palace Grand Theatre. An additional six Level 1 buildings are owned by private interests including the Anglican Church. PCA also owns twenty-six Level 2 heritage structures located within the Dawson Historical Complex NHSC, seventeen of which are Recognized by the FHBRO, and 18 Level 2 structures in Bear Creek Compound, a component of Dredge No. 4 NHSC and also a part of Klondike National Historic Sites.

The S.S. *Keno,* constructed in 1922, also rests on Dawson City's scenic waterfront, between Front Street and the Yukon River. The S.S. *Keno* was the smallest sternwheeler in the British Yukon Navigation Company's fleet; with her shallow draft, she made the first and last trips of the season from Dawson to Whitehorse, transporting silver from the Mayo mining district to the Yukon River at Stewart Crossing. The S.S. *Keno* also provided a vital link to the outside world for the community of Dawson City.

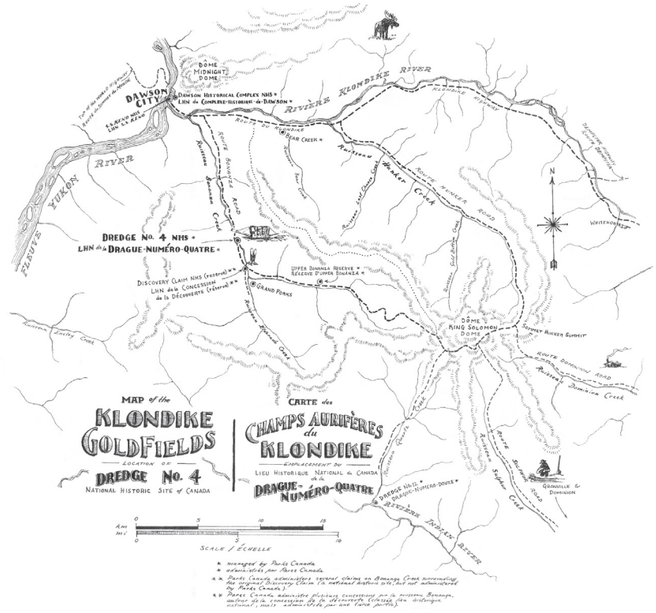


A site visit to Dawson City would not be complete without visiting the massive wooden-hulled Dredge No. 4 NHSC, which commemorates corporate industrial mining in northern Canada. Dredge No. 4, a bucket line dredge, stands eight stories high and is located fourteen kilometres southeast of Dawson City on the west bank of Bonanza Creek. For sixty years, from 1899 to 1966, huge machines dug up the ground of the Klondike region to extract gold, forever changing the landscape. Associated with Dredge No. 4 NHSC is Bear Creek Compound, an industrial complex of approximately sixty buildings, thirty structures and thousands of site-specific moveable resources located in the Klondike River Valley. Nineteen of thirty-seven submitted buildings have been evaluated by FHBRO and designated as recognized structures.

Discovery Claim NHSC is valued for the original discovery of gold in Bonanza Creek, staked by George Carmack on August 17, 1896, an event that sparked the Klondike gold rush. The site is a legally defined mining claim, located fifteen kilometres up Bonanza Creek from its confluence with the Klondike River. The visual character of the claim, including the relict mining landscape, the surrounding hills and the creek, enable the visitor to relate to the exploration, staking and labour-intensive hand mining that led to the economic and administrative development of the Yukon Territory.

As a visitor to Dawson City and the five national historic sites within proximity, you can venture into 150 years of history. Knowledgeable guides entertain and inform visitors during an hour and half walk around the town core highlighting some of the history and characters of Dawson City. This tour is available year round on audio tape for those who prefer to "go it alone". You can also experience the restored grandeur of the Commissioner's Residence during a 30-45 minute tour. The Robert Service two-room log cabin, where Robert W. Service, bard of the Klondike, lived from 1909 to 1912, is another popular visitor attraction in Dawson City. The cabin is open to visitors for viewing from mid-May to mid-September and a presentation and reading are offered twice daily. On the S.S. *Keno*, you can view a sternwheeler exhibit that offers a glimpse into daily life on the sternwheeler through anecdotes, artifacts and photographs, and learn about the history of river transportation in the Yukon through photographs and text at the sternwheeler kiosk located near the S.S. *Keno*. You can also take time out to view the CBC film "The Last Voyage of the Keno" at the Visitor Reception Centre in Dawson City, where show times are posted. Finally, special events are planned and hosted at Parks Canada owned buildings, including the Commissioner's Tea at the Commissioner's Residence and the Annual Commissioner's Ball at the Palace Grand Theatre.

If you venture on a short drive southeast of Dawson City to Bonanza Creek Road, you can explore Dredge No. 4 NHSC, a massive machine, the largest wooden hulled, bucket line gold dredge in North America, with an informative interpreter. The tour includes an audio-visual presentation on the restoration of this significant historic site. A drive down the Bonanza Creek Road allows the visitor to take other points of interests including gold panning. You can visit Discovery Claim NHSC, the site of the first gold strike, walk to Bonanza Creek, view the Historic Site and Monuments Board of Canada plaque and other commemorative plaques installed by the Klondyke Centennial Society, and read the Yukon Government interpretive panels.





2 Aboriginal Context

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This chapter highlights the historical and contemporary Aboriginal connections associated with the Klondike NHS. Relationships have been forged with the Tr'ondëk Hwëch'in, a First Nation whose main population centre is Dawson City, Yukon. Many of today's Tr'ondëk Hwëch'in, or people of the river, are descendants of the Hän-speaking people who have lived along the Yukon River for thousands of years. The Tr'ondëk Hwëch'in have also been known as the Han, Han Hwech'in, and Tro-chu-tin.

The Tr'ondëk Hwëch'in traveled extensively throughout their traditional territory harvesting salmon from the Yukon and Klondike rivers and caribou from the Fortymile and Porcupine herds. The Tr'ondëk Hwëch'in had an encampment at Tr'ochëk that was used seasonally for hundreds of years. When gold was discovered in the Ch'ëdäh Dëk, or Fortymile River area and near Tr'ochëk at the confluence of the Yukon and Klondike rivers, the ensuing gold rush brought thousands of people to Tr'ochëk and surrounding areas. Recognizing the disruption and the influences that the newcomers would have on his people, Tr'ondëk Hwëch'in leader, Chief Isaac, worked with the Government of Canada and the Anglican Church to move his people from Tr'ochëk to Moosehide, 5 km downriver from Dawson City. While Chief Isaac welcomed the stampeders, "he never failed to remind them that they prospered at the expense of the original inhabitants by driving away their game and taking over their land." During the years following the Klondike Gold Rush, the Tr'ondëk Hwëch'in worked to find a balance between their traditional lifestyle and the ways of the newcomers. In 1991, the Tr'ondëk Hwëch'in began negotiating their individual land claim; the Tr'ondëk Hwëch'in Final Agreement was signed on July 16, 1998 and came into effect on September 15, 1998.

The federal and territorial governments are committed to the support of First Nations in ensuring a strong and healthy future while maintaining connections to traditional knowledge and the land. Promoting the Hän language, learning traditional skills from the Elders, and investing in youth have all strengthened Tr'ondëk Hwëch'in development. This respect for their heritage and dedication to the future is reflected in a variety of ways; the biennial Moosehide Gatherings, the establishment of Dänojà Zho Cultural Centre, the designation of Tr'ochëk Heritage Site, and the return of the traditional songs. All reflect Tr'ondëk Hwëch'in investment in their future and pride in their rich heritage.

The Tr'ochëk Heritage Site (formerly Tr'o-ju-wech'in Heritage Site) is the site of the traditional Hän fishing camp at the confluence of the Klondike and Yukon rivers. Tr'ochëk was identified as a First Nation Heritage Site in the 1998 Tr'ondëk Hwëch'in Final Agreement. The Tr'ondëk Hwëch'in Chief and Council subsequently nomi¬nated Tr'ochëk as a national historic site and the federal Minister of Canadian Heritage assigned the designation to Tr'ochëk on July 19, 2002. The site is owned and managed by the Tr'ondëk Hwëch'in and the primary administrative responsibility for the development and operation of Tr'ochëk rests with the First Nation's Department of Heritage.

Since one of PCA's objectives is "to encourage and support the protection and presentation of other places of national historical significance that are not administered by Parks Canada", PCA has and continues to provide expertise in cultural resource management and interpretation to the Tr'ondëk Hwëch'in in the management of Tr'ochëk Heritage Site. PCA was one of the members of the Tr'ochëk Heritage Site Steering Committee, authorized in the Tr'ondëk Hwëch'in Final Agreement, to recommend the approval of the Tr'ochëk Heritage Site Management Plan.

PCA remains committed to working with a number of partners including Tourism Yukon, the Klondike Visitors Association, Dawson City Museum, Klondike Institute of Arts and Culture, the First Nations Tourism Association and others to promote Tr'ochëk Heritage Site. The Tr'ondëk Hwëch'in cultural centre, Dänojà Zho, is located on Front Street adjacent to the S.S. Keno NHSC and provides an opportunity for visitors to Dawson City to be introduced to the Hän culture, the traditional territory and the visitor opportunities available within the traditional territory.



3 State of the Sites

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3.1 Context

To determine the overall State of the Sites for the Klondike National Historic Sites, commemorative integrity, visitor experience, public appreciation and understanding, and relevance to Canadians, were assessed for each of the following individual national historic sites, namely the Dawson Historical Complex, the Former Territorial Court House, the S.S. Keno, Dredge No. 4 and Discovery Claim. This section provides a brief description of emerging issues at each of the national historic sites, which will be followed by an assessment of state for each of the sites, based on commemorative integrity indicators (resource condition, effectiveness of communication and selected management practices), visitor experience indicators (visits, learning, satisfaction, enjoyment and meaning) and public appreciation and understanding indicators (appreciation and understanding, and support).

Dawson Historical Complex NHSC

The Dawson Historical Complex NHSC, a complex of national significance, is commemorated for its association with the full extent and impact of the Klondike Gold Rush. The historic place is defined by the flat of land at the confluence of the Yukon and Klondike rivers, bounded by the rivers and the ridge of the Midnight Dome. The historic place is characterized by the original orientation and locations of the surveyed streets, as surveyed by James Gibbon, in 1897-98, and by identified in-situ structures built on the surveyed lots during the period of commemoration, 1898-1910. An important aspect of the historic place is the ensemble of buildings and their contents, which document Dawson's early development during and immediately after the Klondike Gold Rush. These buildings and original artifacts evoke the image of a gold rush town and contribute significantly to the overall spirit of the place. The buildings document many important aspects of the town's historical development, especially its role as the administrative, financial, commercial, social and transportation centre of the Yukon Territory during its formative years.

Only some of the buildings have been specifically identified by the Historic Sites and Monuments Board of Canada as Level 1 resources; yet, all of Dawson's buildings of the Gold Rush era are important to maintaining the sense of place and to commemorate Dawson as a "historical complex". The Level 2 structures are a critical element in maintaining the Level 1 value of the streetscape.

Commemorative integrity is not only dependent on the protection and presentation of Level 1 cultural resources, but also depends on the involvement of others in the stewardship of buildings, features and cultural resources associated with the commemoration. This will require developing a stronger constituency of support and enhanced collaboration with a wide range of partners and stakeholders, particularly since resources are limited and maintenance of built resources is costly.

Former Territorial Court House NHSC

The Former Territorial Court House NHSC was designated a national historic site because it is representative of the judicial institution in Yukon Territory, and this substantial frame building conveys an air of dignity and stability within the community.

The effective dates for the commemoration are 1901-1910, when it was built and functioned as a court house. The designated place is defined by the footprint of the court house at the time of designation in 1980, located on Parcel P, Government Reserve, where its monumental presence would have been apparent to all newcomers to the town. The building is noted for its outstanding architecture, high standards of craftsmanship, an excellent and rare example of a turn-of –the century court house executed in wood, and is a major landmark building in Dawson City and the Yukon. The building is also valued for interior elements of the original floor plan, many of which have been covered by modern coverings. There are no known objects associated with the era encompassing the building's functions as a court house.

The post-1910 elements of the building and landscape are considered cultural resources with historic value, but not of national historic significance. They include archaeological features and objects, iconographic and documentary evidence of the occupation of the building from 1910 to 1967, and furnishings related to this period.

The building has recently undergone extensive interior dismantling to rectify air quality issues surrounding the presence of vermiculite containing asbestos. The original fabric and fabric from different periods of occupation have been retained where possible. Extensive work is being done to rectify air quality issues created by creosote soaked timbers in the basement. The roof is sound and work will be completed on the foundation. The project needs to be reassessed and resubmitted to secure funds to address issues discovered during restoration.

S.S. *Keno* NHSC

The S.S. *Keno* NHSC is of national historic significance because it is representative of Yukon lake and river sternwheel steamers. The historic place is the S.S. *Keno* itself. The value of the S.S. *Keno* resides in its documentation and as a representative vessel constructed for the water transportation network established in the Yukon – a fast water, shallow draft sternwheel steamer. This includes the vessel itself and its equipment, the quality of the construction, the carvel planking and the interior and exterior functional organization of space. Its meaning is enhanced by its current setting, in close proximity to the Yukon River, a major river artery, and in the heart of Dawson City, one of the urban anchors of the transportation network.

Authentic artifacts directly related to the S.S. *Keno*, whose provenance has been established through research, constitute Level 1 moveable resources. Other heritage values include Level 2 cultural resources managed by PCA that document and communicate the history of water transportation in the Yukon, as well as the waterfront site of the S.S. *Keno*. Many removable objects are currently in storage, and an interpretation plan has been drafted to provide direction to return some of these systems (equipment, furniture and fittings) to the vessel. Currently, visitors are restricted to the first deck only for health and safety reasons; a fire escape analysis will be done to assess the feasibility of allowing access to the upper deck.

Dredge No. 4 NHSC

Located on the Bonanza Creek mining claim where it sank in 1959, Dredge No. 4 NHSC symbolizes the importance of dredging operations in the Yukon from 1899 to 1966. It also commemorates aspects of the evolution of gold mining in the Klondike from early labour intensive work to industrial-scale gold extraction by mining corporations.

The dredge and its connections to other aspects of the goldfields reflect the heavy investment of capital for technology and infrastructure needed to support corporate industrial mining in their quest to maximize profits that forever changed the natural and social environment of the central Yukon. These combine to tell the story of the development of the Yukon Territory as a major mining region of Canada over the last century.

It is the physical features which define the national

historic significance of the site – an example of the wooden-hulled, bucket line/sluice gold dredges operating in the Klondike, including the vessel itself and its components and the quality of construction; its mass; structural components developed specifically for use in northern dredging; shore deadmen and the related cable system. The sense of place resides in the presence of the dredge in its working environment, and its association within the Klondike industrial mining complex in proximity to Bonanza Creek, the field of dredging activity. It is also linked to regional corporate infrastructure including Bear Creek camp, power plants, a business office, dredge camps, a network of roads, power and telephone lines, and to extra-regional infrastructure.

The cultural landscape also contributes to understanding the significance of dredging in the Yukon. Elements include the confined linear space of the Bonanza Creek valley, defined by the dredged valley bottom; the vermiculated deposits of dredge tailings; the scarred hillsides; and the evidence of dredge operations, both at the surface and buried.

Contributing to the authentic spirit of place were large numbers of in situ artifacts that emerged from the ice on the main deck when the dredge was refloated. These Level 1 artifacts were removed to facilitate the restoration work, but a refurbishing plan has been developed to return them to interpretive nodes within the vessel.

During the last Commemorative Integrity Evaluation, it was noted that there is also a significant amount of moveable resources in situ at Bear Creek that fit the definition of Level 1 resources, including the entire contents of the Machine Shop and Electrical Warehouses. These findings have been confirmed in preliminary evaluations.

Level 2 resources related to the theme of dredging in the Yukon include equipment, material and places representative of the full range of dredge operations (prospecting, removing overburden, thawing and infrastructure support). A Scope of Collections Statement and evaluation of the artifacts in storage at the Bear Creek Compound is currently underway.

Discovery Claim NHSC

Discovery Claim NHSC is a legally defined mining claim, 152 m by 610 m in size. It was originally staked on August 17, 1896 by George Carmack, and was the site of the original gold discovery that sparked the Klondike Gold Rush. This site is commemorated for its role of discovery in sparking the Klondike Gold Rush; because it marks the beginning of the development of the Yukon; and for the distinct cultural perspectives of the Aboriginal people and western newcomers on the event. Discovery Claim is a popular stop along the "Goldfields Loop" near Dawson City. With little more than a dirt path and a few plaques, about 8,500 visitors a year make the pilgrimage to the original site of the gold discovery.

The Level 1 resources associated with Discovery Claim include the actual site of the gold discovery and the setting of the claim within the Bonanza Creek valley. Landscape features, in-situ resources and collected objects related to the period of commemoration are Level 1 resources, and include the visual character of the claim - relict mining landscape, surrounding hills, Bonanza Creek and its location, character of neighbouring claims and the active mining landscape. The viewscape of the surrounding landscape showing placer gold mining activity, the legally defined boundary of the claim and features related to the exploration, staking and labour-intensive hand mining are other features which define the national historic significance of the site. Because the claim has been mined several times throughout the twentieth century, there are no known moveable resources in situ.

PCA administers surface rights to all five mining claims within the Discovery Claim heritage reserve. Three of these five claims are inactive and sub-surface (mineral) rights have been withdrawn from staking by the Commissioner of the Yukon. The two other claims within the Discovery Claim heritage reserve are active – Discovery claim and 2 Below Discovery claim which is currently being mined. The sub-surface rights for these two claims belong to the Klondyke Centennial Society until 2016. If and when the claims lapse, the mineral rights will be open for staking. Discovery claim, which is managed by the Klondyke Centennial Society, is the actual portion of the Discovery Claim heritage reserve designated as a National Historic Site. The intention is for Klondyke Centennial Society to form a management group with other parties (e.g. the Dawson Museum, Klondike Visitor Association, governments) to administer a trust fund to protect Discovery claim from mining development in the future. An outstanding issue is for PCA to develop a Memorandum of Understanding with the Yukon Government regarding protection of Discovery claim should this arrangement lapse.

3.2 Commemorative Integrity

The assessment of the state of commemorative integrity is a summation of assessments of various indicators described on the following pages. The indicators of commemorative integrity are measured using the following rating scheme:

Table 1. Measures of Commemorative Integrity

Good		**Resource Condition (RC)** – Stable. No work other than regular maintenance and monitoring is required. **Effectiveness of Communication (EC)** – Effective, not currently impaired. **Selected Management Practices (SMP)** – Activity complete or product finished.
Fair		**RC –** Minor loss, damage or deterioration, resulting in minor or potential loss of integrity. Intervention may be required within three years. **EC** – Minor to moderate impairment to effectiveness. Requires improvement. **SMP** – If activity or product is partly complete or has been completed, now is out of date.
Poor		**RC** – Major loss, damage or deterioration, resulting in significant loss of integrity. Work required within three years to prevent further loss of integrity or to capture information before it is lost. May include cases where preservation is no longer practical or feasible. **EC** – Ineffective, seriously impaired or a significant attribute missing in communications. **SMP** – The activity has not taken place or the product does not exist.
Not Rated	**N/R**	Not rated or not reported because the information is not available.
Not Applicable	**N/A**	

Trends are also indicated for the indicators where there is information from an earlier commemorative integrity evaluation and a trend can be reported. In this report, trends can only be reported for the S.S. *Keno NHSC* since this is the only site which has been subjected to two commemorative integrity evaluations. In 2001, the effectiveness of communication for the S.S. *Keno* NHSC was rated as poor. In 2007, as a follow-up, a partial commemorative integrity evaluation re-assessed only the effectiveness of communication. Trends will be reported only for the effectiveness of communication for the S.S. *Keno* NHSC. For all other sites and indicators, there is no previous commemorative integrity evaluation and therefore no earlier data on which to report a trend.

The following symbols will be used to report trends where applicable:

Table 2. Trend Indicators		
Improving	⬆	Improved since the last assessment.
Stable	⬌	No change since last assessment.
Declining	⬇	Declined since the last assessment.
Not Rated	**N/R**	Not rated or not reported because information is not available.

3.2.1 RESOURCE CONDITION

Commemorative Integrity Evaluations (CIE) have been conducted for four of Klondike National Historic Sites – the Dawson Historical Complex NHSC in 2007/2008; the Former Territorial Court House NHSC in 2008/09; the S.S. *Keno* NHSC in 2001 and updated in 2005; and Dredge No. 4 NHSC in 2005/2006. A CIE of Discovery Claim NHSC has not been conducted.

Table 3. Rating of Resource Conditions					
Measure	**State**				
	Dawson Historical Complex[1]	**Former Territorial Court House**	**S.S. Keno**	**Dredge No. 4**[2]	**Discovery Claim**
Resources Directly Related to the Reasons for Designation	▼	▼	●	■	**N/R**
Resources Not Related to the Reasons for Designation	▼	▼	●	● **Minus**	**N/R**
Landscape and Landscape Features	**N/A**	● **Minus**	●	● **Minus**	**N/R**
Buildings and Structures	▼	▼	**N/A**	**N/A**	**N/R**
Archaeological Sites	●	**N/A**	**N/A**	**N/A**	**N/R**
Objects	▼	**N/R**	▼	▼	**N/R**
Designated Place	▼	▼	●	■	**N/R**
Other Heritage Resources (*e.g.* natural)	**N/A**	**N/A**	**N/A**	**N/R**	**N/R**
OVERALL RATING	▼	▼	●	■	**N/R**

[1] Dawson Historical Complex NHSC: Resources Not Related to the Reasons for Designation – Two buildings, Third Avenue Complex and West's Boiler Shop, have been withdrawn from the rating. The intent for these buildings is not to do further intervention but to leave the buildings as part of a relict landscape.

[2] A contract has been let to start addressing structural elements of the dredge hull.

Dawson Historical Complex NHSC

Of the eleven Level 1 PCA owned buildings in Dawson City, the resource condition of five has been rated as good and six as fair. Major intervention was completed at the Commissioner's Residence in 1996; it is currently in use for interpretation and maintained. Foundation work at the Post Office was done in 2002, resulting in a good rating. The Klondike Thawing Machine Building was also rated good, with a solid foundation and recent retrofitting, as was the Red Feather Saloon. The North West Mounted Police Married Quarters was rated as good and is currently being rented to the public. Billy Bigg's Blacksmith Shop was rated as fair, but additional work that was identified as needed has been completed. The roof and foundation work was completed and the structure was stabilized. The windows and logs still need attention. The Dawson Daily News Building was rated fair, as was the Bank of British North America, with a good foundation but the roof needing to be replaced. Interventions to the structural issues at the Palace Grand Theatre, which rated as poor in the CIE, were completed in 2008; the sprinkler system has not been completed to date. The Robert Service Cabin was rated as fair with deterioration of sill logs; minor leaks in one area of the roof have been repaired. The foundation of Ruby's Place is below grade, catching water, resulting in a poor rating.

The resource condition of other Level 1 buildings not owned by PCA is as follows: the Canadian Bank of Commerce was rated as poor, but renovation is currently in progress; St. Paul's Anglican Church was rated as good – it remains in use and has been partially restored; Caley's Store is rated as fair to good and has been renovated; the Carnegie Library was rated in good condition and has been restored; the Yukon Hotel was not rated in the CIE, but has also been restored; and the Former Territorial Administration Building is in good condition, currently used as a museum, court and government office.

A curatorial, conservation and collections group in the field unit provides the capacity to manage the extensive collection. Over 19,000 objects are catalogued as related to Dawson Historical Complex, but these historic objects have not been evaluated to determine their value as Level 1 or 2. Additionally, a significant collection of objects is listed under the Inventory Control, archival and photographic collections, but source field work is needed to distinguish the Dawson material from other national historic sites and to link the objects to commemorative intent. Exhibit objects, representing about 40% of the catalogued collection of Level 1 Resources, are rated as fair in condition.

A total of 675,000 archaeological objects are housed in Winnipeg and up to 135,000 in Dawson City. The artifacts have not been evaluated to determine Level 1 or 2 value. Seventy percent of the collection of 2,500 objects stored in Winnipeg as a potential reference collection are rated as good to fair.

The designated place is characterized by the original orientation and location of the surveyed streets, as well as by the ensemble of buildings in Dawson City built between 1898 and 1910. The unpaved streets and wooden sidewalks contribute to the sense of place. Some infill buildings and the current choices of brilliant colours are not consistent with historical choices and the loss of 200 period buildings since 1967 has impaired the integrity of the complex of buildings, resulting in a fair rating, with a downward trend.

Other Level 2 buildings and structures owned by PCA were assessed in the 2007/2008 CIE. A workshop held in October 2008 on Level 2 built resources further assessed twenty-six buildings to identify three key priorities over the next five years. The workshop recommended that three facilities, namely the Third Avenue Complex, West's Boiler Shop and St. Andrew's Church, be considered for structural stabilization and visitor experience enhancement through integration into PCA's heritage presentation program. A decision has been made not to do further intervention at the Third Avenue Complex and West's Boiler Shop. These two buildings have been withdrawn from the commemorative integrity rating. The workshop also recommended a feasibility study to assess the operational, revenue and heritage protection implications of consolidating staff in one location. PCA will continue to secure private sector investment in heritage structures to boost its role in tourism and community development.

Former Territorial Court House NHSC

The overall physical condition of the court house is good, except for the basement and the condition of the first floor joists, which are fatigued and failing. The monumentality and the siting of the building are intact, and although the open character of the landscape continues to exist, parking at the front of the building detracts from the monumentality of the building. Since the time of designation in 1980, a small addition at the front of the building was removed. The interior elements have been covered over by modern coverings and remain intact.

There are post-1910 elements of the building that are of historic value but not of national historic significance. The north addition built in 1954 is stable and the carriage house is in good condition.

S. S. *Keno* NHSC

When the CIE was carried out in 2001, the condition of the S.S. *Keno* had greatly improved over the previous ten years. Capital work had been completed according to the Cultural Resource Management Policy. This allowed the site to be opened to the public for the first time since the 1990s. The foundation and all rotted material were replaced and a fire suppression system was installed. Representative samples of historic fabric have been preserved, documented and removed to collection storage for care and safekeeping.

Dredge No. 4 NHSC

The overall commemorative integrity rating for this site, on a scale of one to ten, is five. Water penetration of the dredge was identified as a threat likely to have an effect on the resources which could result in a high level of impairment. Penetrating moisture leads to the deterioration of the vessel and its wood elements, including the structural pieces. The report identified that improvements had been made to drain, seal and ventilate the vessel, but had not solved the problem. Critical structural elements (the stern support system, the frame posts and stern gantry) were rated as impaired, and other major components of the dredge have been removed because of their deterioration. The documentation, assessment and identification of Level 1 and 2 resources at Bear Creek are scheduled to continue.

3.2.2 EFFECTIVENESS OF COMMUNICATION

PCA is responsible for conveying to the visitor the historical values and features that are commemorated by the Klondike National Historic Sites. Effectiveness of communication rates the degree to which the message of national historic significance are communicated, but also how well these messages are understood, whether the media are effective and the story presented is balanced. No CIE was conducted for Discovery Claim NHSC and therefore the effectiveness of communication was not rated.

The effectiveness of communication is summarized for each of the sites in Table 4. The strengths of the current heritage presentation program are seen at the Dawson Historical Complex NHSC, the S.S. *Keno* NHSC and Dredge No. 4 NHSC. These are enhanced through the production of fact sheets, brochures and an audio-visual production which incorporate messaging and stronger images for all the Klondike sites.

Table 4. Ratings of Effectiveness of Communication

Measure	State				
	Dawson Historical Complex	Former Territorial Court House	S.S. Keno 2007	Dredge No. 4	Discovery Claim
Reasons for Designation as a NHS	●	N/R	● ⬆	▽ Plus	N/R
Messages Not Related to the Reasons for Designation	●	N/R	● ⬆	●	N/R
Audience Understanding	N/R	N/R	N/R	●	N/R
Effectiveness of Presentation	●	N/R	● ⬆	▽ Plus	N/R
OVERALL RATING	●	N/R	● ⬆	● Minus	N/R

Dawson Historical Complex NHSC

PCA uses a variety of delivery mechanisms to convey to the visitor the historical values and features that the Dawson Historical Complex NHSC commemorates. No single medium conveys all the messages. Guided tours of the town core, Palace Grand Theatre and the Commissioner's Residence are available daily from mid-May to mid-September. Didactic exhibits inside store windows, interior exhibits, display panels (in Harrington's Store, at the Visitor Reception Centre, in the Palace Grand Theatre and at the British North America Bank) and period furnishings in several buildings embellish the town core tour content and personal interpretation. Self-guided audio tours are also available for those who prefer to self-guide. One of several "Spotlight on History" programs is delivered daily at specific sites around the historic complex. An industrial / manufacturing "theme tour" linked to the Goldfields, and other theme tours including a "Ghost Tour" and a "Learning Experience" have also been developed. Those lured by the spell of the Yukon can also visit the fully restored cabin of Robert Service, at their own pace, or participate in one of two programs offered.

Special events, the Commissioner's Tea and Ball, Parks Day, and special commemorations of historic persons, places and events, occur throughout the visitor season. A number of audio-visual presentations - "Reflections of a Klondike Character", "Dawson During the Gold Rush", "Scattering of Seeds: The Story of Martha Black" and "Good Time Girls" - are shown in both official languages at venues including the Palace Grand Theatre and the Visitor Reception Centre. An outdoor interpretive panel display is located on the waterfront dyke that shows all the PCA sites in the Klondike area. A three-site brochure and fact sheets are available, and PCA sites are featured prominently in the Yukon Vacation Planner and Dawson City Attraction and Service Guide. A concept exhibit plan for a permanent display in the Visitor Reception Centre, incorporating messages for all the Klondike sites, is under development. Access albums for those who are unable to enter or go into second stories are provided at the Commissioner's Residence and Visitor's Centre. The PCA website identifies some of the programs and messages, but will be updated in the context of the national initiative.

Former Territorial Court House NHSC

The effectiveness of communication for the court house is not rated since the site is not operational and is currently vacant during renovations in preparation for leasing. The communications program for the court house is adequate, consisting of the Historic Sites and Monuments Board of Canada plaque, an exterior interpretive sign, map references, references in PCA publications and in the Dawson South Walking Tour brochure produced by the Dawson City Museum and Historical Society. The court house has not been addressed on its own, but rather as part of a complex.

S. S. *Keno* NHSC

The effectiveness of communication for the S.S. *Keno* NHSC has been greatly improved since the 2001 CIE. A new kiosk has been installed adjacent to the S.S. *Keno* to convey key messages, provide on-site interpretation after hours and to link to the other Klondike National Historic Sites. The freight deck is open for public tours and a Refurbishing Plan is being developed. A brochure promoting the S.S. *Keno* NHSC, along with the Dawson Historical Complex NHSC and Dredge No. 4 NHSC is available at the Visitor Reception Centre and Palace Grand Theatre and is distributed widely. The outdoor interpretive panel display located on the waterfront dyke shows the location of the S.S. *Keno*. The S.S. *Keno* NHSC is featured prominently in the Yukon Vacation Planner and Dawson City Attraction and Service Guide. An "Access" album has been produced for use at the library and Visitor Reception Centre. Information on the S.S. *Keno* NHSC can also be found on the PCA website, which will be improved in the context of the national initiative.

The range of perspectives has also been broadened. Employment of First Nations people on the S.S. Keno is now communicated in the guided tour and on-board exhibit media. A "Waterfront Tour" program was also developed in conjunction with the Tr'ondëk Hwëch'in to incorporate Aboriginal messages supporting the commemoration of their traditional territory and culture. The interior exhibit was developed to include original oral history on the life of river pilot Frank Slim, a member of Tagish Kwan.

Dredge No. 4 NHSC

Interpretation of Dredge No. 4 NHSC is heavily focused on high quality guided tours, followed by an audio-visual presentation with panels profiling the Dredge. Access albums for visitors who cannot go aboard are available in the trailer adjacent to the site. Retail merchandise is available in many retail outlets in Dawson City that conveys many of the key messages for Dredge No. 4 NHSC. The outdoor interpretive panel display located on the waterfront dyke shows all the PCA sites in the Klondike area, including Dredge No. 4 NHSC. Dredge No. 4 NHSC is featured in the PCA three-site brochure and is also featured prominently in the Yukon Vacation Planner

and Dawson City Attraction and Service Guide. The PCA website also contains information which although factual is text heavy and will be refreshed in the context of the national initiative.

Discovery Claim NHSC

Discovery Claim NHSC is communicated in the context of the Goldfields. The Klondyke Centennial Society focused community interest on Discovery Claim in the late 1990s, bringing together many groups in Dawson. A self-guided Goldfields audio tape tour with a booklet featuring Dredge No. 4, Bear Creek, Upper Bonanza Reserve and Discovery Claim is planned. Some information can be found on the PCA website, but this information will be updated in the context of the national initiative. The Dawson City Attraction and Service Guide references Discovery Claim in their feature "Strike it Rich on Bonanza Creek". The Klondyke Centennial Society is also developing an expanded 1.2 kilometre walking trail with interpretive panels and interactive mining exhibits in partnership with PCA and Yukon Government, and in consultation with the Tr'ondek Hwech'in, Carcross Tagish First Nation, and l'Association Franco-Yukonnaise. This project (opening in 2010) will include a site guide for both the Dredge No. 4 NHSC and Discovery Claim NHSC; signage and marketing will package the Dredge No. 4 NHSC, Discovery Claim NHSC and Klondike Visitors Association Free Claim "Goldfields Loop" as a visitor experience.

3.2.3 SELECTED MANAGEMENT PRACTICES

Management practices were rated from red to green for the Klondike National Historic Sites.

Table 5. Ratings of Selective Management Practices

Measure	State				
	Dawson Historical Complex	Former Territorial Court House	S.S. Keno 2007	Dredge No. 4	Discovery Claim
Inventory and Cultural Resource Evaluation	■	■	●	▼ Minus	N/R
Respect for Cultural Resource Management Principles and Practices	● Minus	●	●	▼	N/R
Records	▼ Plus	▼	●	●	N/R
Maintenance Programs	▼	▼ Plus	●	■	N/R
Monitoring and Remedial Action	▼	●	●	▼ Plus	N/R
OVERALL RATING	▼	▼	●	▼	N/R

Dawson Historical Complex NHSC

Management practices in relation to inventory and evaluation were rated as poor, but the overall rating is fair. The Level 2 buildings, landscape features, archaeological resources and historic objects need to be identified, inventoried and evaluated. This task is challenging due to the sheer number of cultural resources. Interventions on Dawson City buildings are preceded by analysis and evaluation by a multi-disciplinary team of knowledgeable staff, and follow cultural resources management principles and the application of Parks Canada *Standards and Guidelines for the Conservation of Heritage Places in Canada* (2001) in an integrated approach. Routine maintenance of buildings and structures is ongoing, but the capacity to conduct proactive maintenance is limited. PCA's advocacy role in Dawson City is having a positive influence on protecting the designated place.

Former Territorial Court House NHSC

The overall rating for management practices was fair, with only the inventory and cultural evaluation rating rated as poor. This rating was assigned in relation to the landscape and landscape features and Level 2 objects which have not been inventoried or evaluated for heritage value. The heritage value of the chicken coop also needs to be evaluated. The maintenance program is also fair due to the fact that PCA does not regularly schedule painting of the court house and although an annual conservation maintenance plan is produced, a longer term plan would ensure that resources required would be secured. Interventions on the Former Territorial Court House are preceded by analysis and evaluation by a team of knowledgeable staff, and follow cultural resources management principles and the application of Parks Canada *Standards and Guidelines for the Conservation of Heritage Places in Canada* (2001).

S.S. *Keno* NHSC

The local presence of skilled cultural resource management professionals contributes to the continued preservation of the vessel, as do skilled craftsmen and those who are knowledgeable about the mechanical systems on the vessel. Interventions on the S.S. *Keno* are preceded by analysis and evaluation by a team of knowledgeable staff, and follow cultural resources management principles and the application of Parks Canada *Standards and Guidelines for the Conservation of Heritage Places in Canada* (2001).

Dredge No. 4 NHSC

An overall fair rating is due to the fact that a large number of objects at the Bear Creek Compound still need to be evaluated with relation to Dredge No. 4 and dredging and there is no conservation maintenance plan in place for the structure. Interventions on Dredge No. 4 are preceded by analysis and evaluation by a team of knowledgeable staff, and follow cultural resources management principles and the application of Parks Canada *Standards and Guidelines for the Conservation of Heritage Places in Canada* (2001). Important measures have been taken to address water penetration problems and a strategy is in place to respond to natural fires. There is however no strategy for comprehensive year-round monitoring to mitigate against arson or vandalism.

3.3 Visitor Experience

PCA works towards ensuring that the visitor has meaningful experiences when visiting national historic sites, national parks and national marine conservation areas that will lead to a sense of relevance and connection to Canada's system of heritage places. Opportunities are provided for visitors to interact personally during their visit in a way that will awaken their senses, affect their emotions, stimulate their minds and leave them with a sense of attachment to these special places. Activities offered range from high quality pre- and on-site trip planning information, reception and orientation, interpretation, opportunities for recreational activities, visitor safety and the ongoing post-visit relationship.

The visitor experience indicators for the Klondike National Historic Sites are based mainly on a Visitor Experience Assessment (VEA) for the Dawson Historical Complex, which includes the S.S. *Keno* NHSC and the Former Territorial Court House NHSC (Parks Canada, April 2007). In addition, over the last several years many research studies have been carried out on travel to the Yukon by a number of agencies in addition to PCA. The data from various sources has been summarized in a report entitled "2008 Parks Canada – Yukon Social Science Summary" and also contribute to the assessment of visitor experience.

PCA recognizes that the data in relation to the visitor experience is not current; anecdotally, staff reports and visitor comments indicate a high satisfaction with the visitor experience and an understanding of messages. This will be confirmed in 2010 by conducting Visitor Information Programs at all operational sites.

The visitor experience indicators are measured using the following rating scheme of trends:

Table 6. Visitor Experience Indicators

Improving	⬆	Improved since the last assessment.
Stable	⟷	No change since the last assessment.
Declining	⬇	Declined since the last assessment.
Not Rated	**N/R**	Not rated or not reported because information is not available.

3.3.1 VISITS INDICATOR ⬆

Travel to the Yukon increased by almost 25% between 1994 and 2004, with the highest volume from overseas, followed by American visitors (Parks Canada, 2008). In 2007, motorcoach travel increased, while independent travel decreased. The Klondike National Historic Sites also reported a general decline in visitation from the 1990s, a period which attracted large numbers of visitors for activities celebrating the centennial of the Klondike gold rush. In the period from 2004 to 2008, the Klondike National Historic Sites collectively reported a downward trend in overall visitation of approximately five percent. This trend was reversed in 2009, where visitation increased by approximately two percent possibly attributable to the fact that visitors receive excellent value for their travel dollar when purchasing PCA products and services (Personal communication with Carrie Docken, Staff, Klondike NHS).

3.3.2 LEARNING INDICATOR N/R

Three measures are used to assess learning:

1. Agreement with having learned something about the cultural heritage of the location,

2. Importance of elements to learning questions not asked in latest visitor survey.

3. Satisfaction with learning.

The 2008 Yukon Social Science Summary reported that the majority of visitors to the Dawson Historical Complex NHSC, which would include the S.S. *Keno* and the Former Territorial Court House NHSC, plan their trip to the site looking to learn about gold rush history. Visits to Dredge No. 4 NHSC are unplanned stops.

In the 2003 Visitor Surveys for the Dawson Historical Complex NHSC and Dredge No. 4 NHSC, learning about gold rush history was rated as very important by 52% and 60% respectively. Also of importance to visitors was learning about national historic sites in the Yukon, observing historic restoration/ rehabilitation and reliving a gold rush experience. After the visit, over 85% of visitors responding to the survey were able to recognize the top three messages of national significance. They left with a positive impression, with 75-85% agreeing that they would recommend the visit to others and approximately 70% of the visitors stating that their visit had made them more supportive of the PCA Dawson program.

3.3.3 ENJOYMENT INDICATOR N/R

Enjoyment is measured through questions related to enjoyment factors and questions addressing the visitor service offer. Five measures are proposed to evaluate enjoyment as follows:

1. Extent of enjoyment
2. Satisfaction with facilities
3. Satisfaction with services
4. Satisfaction with activities
5. Satisfaction with staff – staff courteousness, knowledge and availability.

The 2003 Visitor Surveys rated visitor reception high and the 2007 VEA further reported that staff interactions were excellent. The staff complement has been stable for the sites, which has resulted in staff receiving ongoing training and developing excellent skills over the years. Special events held in the community are well attended and fun for both staff and visitors.

The 2003 Visitor Surveys for the Dawson Historical Complex NHSC and Dredge No. 4 NHSC reported that an average of 54% of visitors were highly satisfied with the facilities and services as a recreational

experience, but this increased to 68% as a learning experience. Satisfaction with all the facilities and services was high in both reports. Visitors were generally very satisfied with interpretation activities at the two sites which included a guided tour, exhibits, fact sheets, brochures / literature, interpretive signs and an audio-visual presentation. Staff courtesy was rated as high by 77% of visitors to the Dawson Historical Complex NHSC and 94% to Dredge No. 4 NHSC.

With respect to services, a priority action identified in the 2007 VEA was to try extending the tour schedule into the early evening to accommodate more visitors. This will be implemented in 2010.

3.3.4 SATISFACTION INDICATOR N/R

The two elements related to measuring satisfaction are overall satisfaction and satisfaction with staff.

In the 2003 Visitor Surveys, 81% of visitors were highly satisfied with the overall visit. As noted above, staff courtesy was rated as high by 77% of visitors to the Dawson Historical Complex NHSC and 94% to Dredge No. 4 NHSC. Knowledgeable and trained staff are able to interact positively with visitors.

3.3.5 MEANING INDICATOR N/R

The meaning indicator will be measured through a new question in visitor surveys, which focuses on the place being meaningful to the visitor. For the Klondike National Historic Sites, this question has not been included on visitor surveys to date.

3.4 Public Appreciation and Understanding

Public appreciation and understanding is about Canadians appreciating the significance of heritage places and understanding the importance of protecting and presenting these places. The audience is greater than the visitors and includes those discovering heritage places through public outreach and external education programs in their homes, schools and in their communities. A diversity of outreach education approaches and technologies are used to reach Canadians. Public appreciation and understanding also applies to stakeholders and partners being engaged in the protection and presentation of PCA's heritage places.

Public appreciation and understanding trends are measured as described earlier for visitor experience - improving, stable, declining or not rated.

3.4.1 APPRECIATION AND UNDERSTANDING INDICATOR N/R

The main vehicle for reaching out to audiences beyond the boundaries of the Klondike National Historic Sites is through the PCA web pages on the Dawson Historical Complex NHSC, Dredge No. 4 NHSC, and S.S. *Keno* NHSC. Information is provided on history of the sites, heritage programs and special events, Fact sheets are available for use in school programs from the "Teacher Resource Centre" on each of these sites. Information on the Klondike sites is also available from a number of websites including the "Adventure Learning Foundation" website (http://www.questconnect.org/index.htm); Trip Cart, an on-line travel guide (http://www.tripcart.com/); Historynet.com (http://www.historynet.com/klondike-gold-rush.htm); the Dawson City website (http://www.dawsoncity.ca/); and the Tourism Yukon website (http://travelyukon.com/). A visitor can also link to the PCA website from the U.S. National Park Service Klondike Gold Rush National Historic Park website.

PCA also contributed to content development and launch of the curriculum story, "Who Discovered Klondike Gold?" posted on the "Great Unsolved Mysteries in Canadian History" website (http://www.canadianmysteries.ca/). A script for an audio-visual orientation film has been developed and is planned for production in 2010.

There is no information available to measure trends in the audiences targeted and reached through the public education outreach programs.

3.4.2 SUPPORT INDICATOR N/R

Partnerships for outreach education have been struck with different organizations in Dawson City. An outreach education program has been developed and implemented for regional and territory-wide school groups. In conjunction with the Government of Yukon, a theme and messaging plan is under development for an exhibit displayed in the Dawson City Visitor Reception Centre. PCA partners with Holland America / Westmark Inn, the Yukon Queen tour company, the Dawson City Museum and the City of Dawson in the offer and delivery of tour packages in Dawson City. As mentioned earlier, PCA has partnered with the Klondyke Centennial Society and Government of Yukon to develop interpretation at Discovery Claim in consultation with the Tr'ondek Hwech'in, Carcross Tagish First Nation, and Association Franco-Yukonnaise. In 2009 and 2010, PCA partnered with the City of Dawson and Government of Yukon in "Doors Open", and in offering Standards and Guidelines training and other workshops to increase heritage integrity awareness. Log Building Restoration Workshops

for carpenters have been delivered in Fort Selkirk and Dawson City by PCA in partnership with the Government of Yukon. Annual support is provided to the Robert Service School History Fair student competition. On-going support is provided to the School of Visual Arts / Klondike Institute of Arts and Culture student history and art projects, as well as to the Writers-in-Residence and Artists-in-Residence programs, which has led to many articles, works of art and literature inspired by the Klondike.

PCA has also partnered with the Tr'ondëk Hwëch'in for the past few years; expertise in cultural resource management and interpretation has been provided to the Tr'ondëk Hwëch'in in the management of Tr'ochëk National Heritage Site. PCA will continue to engage the Tr'ondëk Hwëch'in in telling their stories, stories that are complementary to those told by Parks Canada.

There is no information available to measure trends in the audiences targeted and reached through the public education outreach programs, other than to note that special events are well attended.



4 Performance Rating

Parks Canada

To achieve its strategic outcome, PCA identifies Agency-wide performance expectations for each program; these are laid out in the PCA Corporate Plan which is updated annually. This chapter looks at the performance for each of the sites in meeting the performance expectations during the review period, as set out in the Parks Canada Agency 2004/2005 – 2008/2009 Corporate Plan. The following table summarizes the rating system for assessing the performance rating.

Legend – Performance Rating (Treasury Board)	
Exceeded	More than 100% of the expected level of the performance was achieved
Met all	100% of the expected level of the performance was achieved
Mostly Met	80-99 % of the expected level of the performance was achieved
Somewhat Met	60-79% of the expected level of the performance was achieved
Not Met	Less than 60% of the expected level of the performance was achieved

Table 7. Establishment of Heritage Places		
Performance Expectation	**Rating**	**Results / Rationale**
On average, nationally, designate 27 new sites, persons and events per year of which, on average, 11 relate to Aboriginal People, ethnocultural communities and women (under- represented priority areas).	**Met**	Tr'ochëk Heritage Site was designated a NHS in 2002, commemorating a place of national historic significance related to Aboriginal people.

Table 8. Heritage Resources Protection

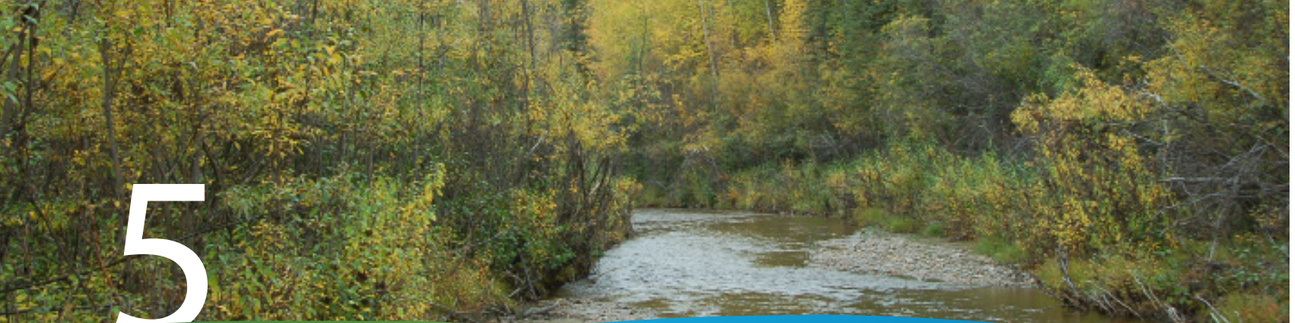
Performance Expectation	Rating	Results/ Rationale
Elements of commemorative integrity that are rated as poor are improved.	**Mostly Met**	The commemorative integrity of national historic sites is maintained or improved. Although an evaluation of the Dredge has not been undertaken recently, a strategic plan has identified a course of action to stabilize/repair the cultural resources to improve the red rating for resource condition and to increase the presentation programs and visitor services at the site. A long-term plan is in place to stabilize the Dredge and to preserve and protect the bucket line. A landscape plan to display the bucket line will be started in 2010/2011.
The state of other cultural resources managed by Parks Canada is improved by March 2014.	**Somewhat Met**	The state of other cultural resources administered by Parks Canada is maintained or improved. A strategic plan has been drafted for Bear Creek Compound to identify options for future management. "Partnerships" was selected as the preferred option to create a sustainable and cultural resource management solution to address protection, education and visitor experience.
All national historic sites administered by Parks Canada have a current, management plan by December 2006.	**Mostly Met**	Management plans were tabled for the Dawson Historical Complex, the S.S. Keno and Dredge No. 4 in 2004. A single management plan for the three sites will include the Former Territorial Court House and Discovery Claim in 2010.
Other owners of National Historic Sites are aware of commemorative integrity and have access to information on best practices in maintaining commemorative integrity. Interventions on built cultural heritage not administered by the Parks Canada Agency are certified.	**Mostly Met**	The commemorative integrity of national historic sites is supported and encouraged by Parks Canada. PC provides historic photos and advice with respect to the CRM policy and Standards and Guidelines in their role as member of the joint Town Heritage Advisory Committee. PC is a member of the Plan Steering Committee and works on improving historic guidelines to support and improve the integrity of designated place. The state of heritage resources not administered by Parks Canada is maintained or improved.

Table 9. Heritage Presentation

Performance Expectation	Rating	Results/ Rationale
80% of national historic site visitors participate in a learning experience related to natural and/or cultural heritage.	**Somewhat Met**	Based on the 2003 Visitor Surveys of the Dawson Historical Complex (including the S.S. Keno and the Former Territorial Court House) and Dredge No. 4, an average of 65% of visitors participated in activities.
85% of visitors are satisfied, 50% are very satisfied with onsite heritage presentations programming.	**Mostly Met**	88% of visitors were *very* satisfied with guided tours of the Dredge and 65% with the Dawson Historical Complex. Visitors were *very* satisfied with other activities and services ranging from 46% to 59% (i.e. interpretive signs, AV presentations, fact sheets and exhibits).
75% of visitors understand the significance of the heritage place.	**Exceeded**	Over 85% of visitors were able to recognize most of the messages of national significance.
Canadians, visitors and stakeholders actively support the integrity of heritage places.	**Mostly Met**	Canadians, visitors and stakeholders appreciate and understand the significance of heritage places and support their protection. Approximately 70% of visitors indicated that their visit made them more supportive of PC programs and an average of 80% would recommend the experience to others.

Table 10. Visitor Services

Performance Expectations	Rating	Results / Rationale
A 10% increase in the number of visits to targeted national historic sites occurs by March 2008.	**Not Met**	In the period from 2004 to 2008, overall visitation declined by approximately 5%. This trend was reversed in 2009 with visitation increasing by 2%.
85% of visitors are satisfied and 50% are very satisfied with their visit.	**Exceeded**	An average of 82% of visitors reported that they were *very* satisfied with their overall visit in 2003 Visitor Surveys.
Public safety incidents are minimized.	**Met**	Visitors have safe visits.



5 Management Results

Photo: A. Brook

5.1 Success Story

For a few years now PCA has been working with the Klondyke Centennial Society and the Yukon Government to realize a shared vision of improving interpretation at Discovery Claim. The intent is to attract a broad audience with a balanced story about the Discovery of Gold with Yukon First Nations perspectives, the impact of the Klondike Gold Rush on the land and peoples of the Yukon, and the evolution of mining techniques. It will also fulfil the dream of Art Fry, a miner who donated the claim to Klondyke Centennial Society for the purpose of educating youth about mining. The family of Art Fry, the Tr'ondëk Hwëch'in, Carcross Tagish First Nation and Association Franco-Yukonnaise are among those who are being consulted about the storyline. Funding is provided by the Klondyke Centennial Society, with grants secured from Yukon Community Development Fund and the federal 2009-2010 National Trails Infrastructure Program, a key partner in Canada's Economic Action Plan.

The site will retain its authentic 'spirit of place' as the easy-walking interpretive trail leads people through the forested area along the creek, where they can ponder the actual place where gold was discovered. Visitor experience and understanding will be enhanced by viewing panels with photographs and text, and listening to push-button audio history recordings. They will hear the descendants of Skookum Jim and Patsy Henderson recount the story of Discovery and the meeting of two cultures, or listen to a dredge master's interview. The experience will have relevance when a member of Art Fry's family explains why he thought it was important to teach youth about mining, and a local placer miner describes the use of modern monitors which can be seen in operation in the surrounding gold creeks. Visitors will be engaged by hands-on mining tools and equipment, turn the handle on a windlass, peer down an actual sluice run, crawl into an open drift and get their pictures taken by a small caterpillar mining operation. Metal silhouettes of workers will personalize the exhibits and illustrate early mining methods.



Figure 1 - WalkingTrail and Bridge
(Photo: A. Brook)

In the summer of 2009, local contractors built a 1,200 metre-long walking trail, two bridges and thirteen interpretive nodes. Using a minimal intervention approach, much of the work was done with hand tools and small equipment, and plants from the area were used to re-vegetate paths that were closed. Care was taken to preserve distinctive features such as the historic tailing piles. A local miner was contracted to shape the mining vignette and a vintage boiler was brought in by helicopter. The project gave work to seven youth under the Klondike Active Transport and Trails Society, whose mandate is to promote healthy lifestyles, and provide jobs and opportunities for local youth to create something of lasting value for their community, learn of the land they live on, and gain a greater respect for the natural environment.



Figure 2 - Local Youth at Work on the Trail
(Photo: A. Brook)

Both the interpretive panels and a site guide are currently underway. The site guide will package Discovery Claim NHSC, Dredge No. 4 NHSC and the Klondike Visitors Association free gold-panning claim into one visitor experience 'loop'. Further landscaping and installations occured in early summer, with a grand opening scheduled during 'Discovery Days'.

"I feel that this is a very worthwhile project. Today when visitors go to Discovery Claim the interpretation is limited and does not reflect the full magnitude and impact of this event on Dawson and the Yukon. We recognize this opportunity to broaden our guests' understanding from a number of perspectives and look forward to interpretation that includes Tr'ondëk Hwëch'in's roles during this important historic event".

Jody Beaumont, Director of Heritage, Tr'ondëk Hwëch'in Government



Figure 3 - PCA Staff in New Mining Exhibit
(Photo: C. Docken)

5.2 Management Plan Results

This chapter evaluates the results for meeting strategic goals and targets identified in the current management plans for Dawson Historical Complex NHSC, S.S. *Keno* NHSC and Dredge No. 4 NHSC, which were tabled in 2004. The progress and contribution to improving the state of the sites is discussed for each of the following strategic goals:

1. Ensuring the protection of resources symbolizing or representing the NHSC

2. Effectively communicating the reasons for the sites' national significance and their role in Canadian history

3. Ensuring that decision-making respects the heritage values of the places

4. Providing visitor opportunities in a sustainable manner

5. Providing a range of recreational and tourism opportunities, facilities and services

6. Making key policy, land use and planning decisions in a timely and fair manner

7. Applying fundamental accountabilities to site administration.

Currently, there is no separate management plan for the Former Territorial Court House NHSC or Discovery Claim NHSC. A multi-site management plan for the Klondike National Historic Sites will include these two sites.

Table 11. Management Plan Results

Strategic Goal	Targets	Results
2.1 Resources that symbolize or represent the national historic importance are not impaired or under threat.	The physical integrity of Level 1 cultural resources will be maintained.	The integrity of Level 1 resources has been monitored, assessed and strategies have been developed to mitigate impacts. A strategic plans has been prepared for Dredge No. 4 and a conservation strategy is currently being developed for the mechanical systems of the S.S. Keno. A comprehensive strategy is under development to assess opportunities to limit PCA exposure and investment in Bear Creek. Photo records, as-found plans, as-built plans, structural history reports, representative samples and other records are completed and maintained to assist in decision-making with respect to cultural resource integrity.
	Moveable resources have been identified, evaluated, protected and are maintained.	The need to identify, record and protect moveable resources is challenged by the volume of objects. A strategy to define the scope of the collections required to support the commemorative integrity of the Dawson Historical Complex, Dredge No. 4 and S.S. Keno is underway. 90% of the objects in the Dredge were moved to storage, are tagged and protected. Original material from the Dawson Historical Complex is also catalogued and in storage.

Table 11. Management Plan Results		
Strategic Goal	**Targets**	**Results**
	Strategies for effective understanding and communication of the values are in place.	A five-year action plan was drafted in 2002/2003 for the three NHS and has been mostly implemented. Personal tours have been improved, other personal and non-personal interpretation media have been developed, a school program has been initiated, partnerships have been developed and a Strategic Marketing Plan continues to be implemented.
	Cooperation with other authorities is encouraged to advocate and ensure the integrity of the designated place. Sympathetic external renovations follow CRM Policy and Standards and Guidelines for Protected Heritage Places.	PCA has and will continue to work with Dawson City Heritage Advisory Committee and the Government of Yukon to improve heritage management and to define and protect the heritage defining features of built resources.
2.2 Reasons for the site's national significance and its role in Canadian history are effectively communicated to the public.	Canadians understand the sites' national historic significance.	The sites' presentation programs were assessed and a presentation strategy was developed for implementation to address deficiencies and reduce duplication. As an example, outreach presentation of the Dredge will be carried out using an outdoor kiosk and using a model and access albums at the Visitor Reception Centre.
	Measurement processes are in place to determine the effectiveness of message delivery.	Visitor surveys were carried out in 2003 at the Dawson Historical Complex, including the S.S. Keno and Former Territorial Court House, and at Dredge No. 4.
2.3 The heritage values of the place are respected by all whose decisions or actions affect the site.	Level 2 resources are managed according to the CRM Policy.	An analysis of Level 2 resources in Dawson Historical Complex was carried out in October, 2008. Priority actions were proposed for the next five years.

Table 11. Management Plan Results

Strategic Goal	Targets	Results
	The thematic relationships with others are effectively communicated.	The waterfront tour in Dawson City presents multiple perspectives, including that of the Tr'ondëk Hwëch'in and their history in the Klondike Gold Rush and blends the stories of the S.S. Keno, the S.S. Klondike and First Nations. Relationships are maintained with others including the Yukon Transportation Museum, the U.S. National Park Service Klondike Gold Rush National Historic Park, Dawson Museum, adjacent land owners and other heritage sites in the Yukon owned by PCA and others.
3.1 Visitor opportunities are based on NHS values that foster appreciation of nature, history and culture are provided in a sustainable manner. 3.1 (Dredge only) Opportunities for the public to enjoy high quality, authentic leisure and travel experiences that are appropriate to the purpose of NHS are provided.	The sites are promoted as part of a destination area with the Klondike.	PCA collaborates with the local government, the Klondike Visitor Association and the Yukon Territorial Government in marketing tourism opportunities and services.
3.2 A range of recreational and tourism opportunities, facilities and services that enable visitors with varying interests and abilities to have a high quality experience are provided. (Dawson and Dredge and SS Keno)	All visitors have opportunity to access information that promotes public enjoyment, appreciation and understanding of the sites.	PCA designs and delivers programs that are appropriate to various client groups. Examples include producing access albums, increasing fonts on signage, providing handicap access, vending of tickets for other tourism groups, and augmenting shoulder season offers.

Table 11. Management Plan Results

Strategic Goal	Targets	Results
4.1 Key policy, land use, and planning decisions are made in a timely and fair manner, consistent in their approach and are arrived at in an open and participative manner.	Parks Canada is committed to a more comprehensive recognition of the role by First Nations in Canadian history.	PCA has worked cooperatively with the Tr'ondëk Hwëch'in to complete a management plan for the Tr'ochëk Heritage Site and has assisted with the preparation and delivery of First Nation heritage messaging at the Cultural Centre in Dawson City. The waterfront kiosk presents multiple perspectives, including that of the Tr'ondëk Hwëch'in and their history in the Klondike Gold Rush.
	Parks Canada collaborates with others to develop cooperative management regimes, and in the development of education, outreach, and marketing opportunities.	Relationships have been developed with the Yukon Territorial Government and the Klondike Centennial Society, as well as the Dawson City Arts Society for the management and presentation of facilities and assets. Programming has been offered to school groups including the Klondike and Keno curriculum program, the Teacher's Corner and Keno Kids. Partnerships have been developed with commercial operators (i.e. Holland America) to develop a marketing package for the Klondike district.
4.2 The fundamental accountabilities as outlined in the Parks Canada Business Plan are applied to the administration and operation of the site. (Dawson and Dredge SS Keno)	PCA adheres to the CRM and NHS policies, establishing leadership by example and advocating environmental heritage ethics and practices.	Strategies have been developed to phase in appropriate stabilization of Level 1 and 2 resources. Appropriate occupants and uses are found for Level 1 and 2 resources to maximize return on leases. PCA conducts or participates in environmental assessments to mitigate impacts, including impacts on heritage integrity. Internal operations are evaluated to reduce energy consumption.



6 Key Issues

Parks Canada

This chapter identifies key issues based on the assessments from Chapters 3 to 5. Some of these issues will range from those which PCA has an ability to influence to those which may be more global in context. These issues will be considered in the management planning for the Klondike National Historic Sites.

1. Renewal of Visitor Experience Program

A major challenge for Klondike National Historic Sites lies in declining visitation. In the period from 2004 to 2008, visitation steadily decreased by approximately 5% annually. Although this trend was reversed in 2009, where visitation increased by approximately 2%, a number of issues that contribute to declining visitation need to be examined. These include providing transportation to Dredge No. 4 NHSC from Dawson City, the offer of evening performances at the Palace Grand Theatre and PCA's place in the Yukon Government's Visitor Reception Centre.

2. Investment in the Protection and Maintenance of Level 1 Cultural Resources

Routine maintenance of buildings and structures is ongoing, but the capacity to conduct proactive maintenance is limited. Capital program funding has enabled the sites to address critical projects.

3. Management of Level 2 Cultural Resources - Portable Artifacts, Large Functional Objects and Fixed buildings

Management of Level 2 cultural resources is not sustainable. The required number of staff to effectively manage Level 2 cultural resources owned by PCA is challenged by the sheer number and the resources required. PCA is also challenged in its need to maintain an effective advocacy role in protecting and ensuring the integrity of the designated place. PCA will work to influence good cultural resource management based decisions, but will also ensure that we respect the jurisdiction and decisions by owners and managers of heritage properties within the Dawson Historical Complex NHSC.

4. Revenue Generation

Although PCA attempts to find appropriate occupants and uses to maximize revenue opportunities, renovations to the Former Territorial Courthouse cannot be completed under the current funding level due to unforeseen complications and an increase in the complexity to the original scope of the project. Since PCA is unable to lease the building, the site has experienced a significant loss of needed revenue. Other opportunities need to be pursued to identify revenue streams (leasing/ tourism opportunities, leases of other buildings, joint programming with partners, diversified tourism products, etc.).

5. Community Relations and Partnerships

Currently, multiple partnerships have been established in relation to tourism and effectively communicating values. PCA will need to continue to work with the Dawson City Heritage Advisory Committee and the Government of Yukon to ensure

the integrity of designated place in Dawson City. Collaboration with other partners must also continue in developing education, outreach and marketing opportunities and services for various client groups. The proposal for UNESCO World Heritage Site designation will also require careful negotiation and engagement of a number of partners.

6. Operating within the Traditional Territory of a Self-governing First Nation

PCA is operating within the traditional territory of a self-governing First Nation, the Tr'ondëk Hwëch'in. The Tr'ondëk Hwëch'in Final Agreement was negotiated in accordance with the Umbrella Final Agreement by the Yukon First Nations. PCA is required to meet several obligations that are outlined in this legislation in its management of the Klondike National Historic Sites.

7. Bear Creek Compound

Although not part of the Klondike National Historic Sites, the size and complexity of the Bear Creek Compound and its importance to the community present management challenges and will be discussed during the management planning process.



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