

Sustainable Development

The Sustainable Development Act sets out principles for departments to follow in integrating considerations for the environment, human health, and social well-being into their daily operations, and departments report annually on progress in meeting sustainable development strategies. The department's action plan addresses the following goals:

- increasing awareness, training and education regarding the benefits of sustainable development;
- protecting the health and environment of Manitobans through the reduced purchase and use of toxic substances and a reduction of solid waste sent to landfills;
- reducing fossil fuel emissions;
- reducing total annual consumption of utilities and increasing use of environmentally preferable products;
- increasing participation of Aboriginal, local, community-based and small businesses in government procurement opportunities;
- encouraging online applications and electronic funds transfer for grant recipients, and reducing the number of printed applications;
- encouraging landlords to choose measures that increase energy efficiency when upgrading residential rental complexes; and
- reducing printing and mailing costs by encouraging email as a means of communicating information to organizations on an annual basis i.e. grant deadlines, program information.

Key activities for Manitoba Tourism, Culture, Heritage, Sport and Consumer Protection included maintenance of baseline data, a review of departmental procedures, policies, contracts and grant applications for the inclusion of sustainable development elements, and distribution of environmentally preferred product information within the department.

The department continued to use recycled paper and reconditioned printer toner cartridges for daily business practices. Individual blue bins for paper, and central bins for aluminum, plastic and paper are an ongoing commitment to recycling. The use of ethanol blend fuel in departmental fleet vehicles has increased to 32 per cent of overall fuel purchases. Four of ten departmental fleet vehicles are now 85 per cent ethanol compatible.

In 2013-2014, the Information and Privacy Policy Secretariat used on-line communications to conduct meetings and train staff in different regions of the province, reducing the need to drive or fly for short-term operational needs.

In 2013-14, the Tourism Secretariat supported a number of sustainable tourism initiatives including continued assistance to develop and enhance ecotourism enterprises on the east side of Lake Winnipeg, working toward development of the Waabanong Anishinaabe Interpretive and Learning site, and continued delivery of the Watchable Wildlife Program.

The 2017 Canada Summer Games that will be held in Winnipeg in August 2017 will include a well-developed sustainability plan. This plan will be developed by the 2017 Canada Summer Games Host Society. Strong and committed sustainable development objectives are built into all Canada Games events.

The new Waabanong site will be an interactive interpretive learning site that provides Aboriginal and non-Aboriginal peoples with unique learning opportunities about the cultural and environmental heritage of Anishinaabe peoples in Manitoba.

Under the Watchable Wildlife program, the secretariat, in partnership with Manitoba Conservation and Water Stewardship, continued to develop and enhance wildlife viewing sites in provincial parks and wildlife management areas throughout the province, highlighted by preliminary work on new hiking and interpretive trails at Gainsborough Creek and on the Clarence Tilenius Trail in the Interlake. New interpretive signs were also initiated for Proven Lake and enhanced trail signs were developed for Oak Hammock Marsh. Secretariat staff continued to represent the department on the Licensing Advisory Committee under *The Resource Tourism Operators Act* administered by Manitoba Conservation.

Tourism Secretariat

Manitoba's tourism sector is a strong contributor to the economic vitality of the province. In 2012 (the most recent data available from Statistics Canada), Manitoba saw 10.8 million visitors and tourism expenditures of \$1.5 billion. The sector directly employs over 13,500 people and accounts for \$241 million in provincial tax revenue.

The Tourism Secretariat is committed to the development of tourism in the province, supporting the industry's efforts to strengthen the quality, competitiveness and sustainability of its products and services and to promote accessible, high-quality, environmentally sustainable tourism in Manitoba. The secretariat oversees development and implementation of the government's tourism policies, and ensures that the province's investments in tourism contribute to overall policy priorities. In partnership with its statutory agency, Travel Manitoba, the secretariat contributes to Manitoba's economic well-being by facilitating and supporting the development of a dynamic, environmentally sustainable tourism industry.

Activities in 2013-14 included facilitation of community and industry tourism development planning, administration of *The Travel Manitoba Act*, management of government's tourism investments, consultation with other Manitoba government departments and central agencies, and coordination of the department's participation in tourism-related events and activities. Tourism Secretariat consultants provided specialized consulting to the industry about outdoor adventure tourism and Aboriginal and regional tourism development.

A primary area of focus was implementation of the Manitoba government's 2012-2015 Tourism Action Plan, which outlines the government's multi-year approach to realign provincial tourism resources to better position the industry for continued growth. The Secretariat has completed or made significant progress on the majority of the action areas in the Tourism Action Plan. Plans are in place to complete the remaining work by the end of 2015. Key accomplishments to date include:

- Striking a Deputy Ministers Committee on Tourism to improve coordination of provincial tourism programs and services.
- Improved definition of roles, responsibilities and opportunities for enhanced collaboration between the secretariat and our partner, Travel Manitoba.
- Restructuring of the Rural Regional Tourism Association grant program, reducing the number of regional tourism associations (RTAs) from seven to six and revising the program guidelines to encourage greater tourism development and capacity-building activities. These program changes were also a result of a separate review of the Rural Regional Tourism Initiative program, initiated by the regional associations in 2009. As part of the program changes, each RTA was eligible for a \$6.0 project grant and a \$5.0 strategic planning grant to support their transition to the product development focus of the new grant guidelines. These grants were in addition to the \$210.0 in total annual operating funding provided to the six associations.
- Working with Travel Manitoba and the RTAs, through joint information and planning sessions, to identify areas of collaboration and partnership. The results have included greater communication among all parties and increased partnerships between RTAs and Travel Manitoba.
- Preliminary development of tourism training workshops in partnership with the Manitoba Tourism Education Council to enhance rural and regional tourism development knowledge. Pilot delivery will begin in 2014-15.
- Initiated a review of the Star Attractions highway signage program to identify opportunities for enhancement and to ensure alignment with the provincial tourism brand and its underlying research.

Another focus of the secretariat's activities in 2013-2014 was the continued development of opportunities designed to assist the Aboriginal population toward greater participation in Manitoba's tourism industry. The secretariat continued to work with Manitoba Infrastructure and Transportation toward the development of the Waabanong Anishinaabe Interpretive site near Hollow Water First Nation, and

continued to support the work of Eastside Aboriginal Sustainable Tourism Inc. to develop the tourism industry on the east side of Lake Winnipeg. Other initiatives included support for Aboriginal tourism training projects and support for the Indigenous Tribal Village at the Forks.

The Secretariat continues its longstanding partnership with Manitoba Conservation and Water Stewardship in the delivery of the Watchable Wildlife program. The program develops or enhances wildlife viewing sites in provincial parks and wildlife management areas. New trail developments were initiated in 2013-14 in the Western and Interlake regions. The Gainsborough Creek trail will focus on the flora and fauna of the area while the Clarence Tilenius trail will be themed around the life and accomplishments of the renowned wildlife artist. Interpretive signs were also initiated for the Proven Lake trail and enhanced trail signs were developed for Oak Hammock Marsh.

The secretariat continued to represent the tourism sector on Manitoba Conservation's Resource Tourism Licensing Advisory Committee, participated in ongoing reviews of applications for Crown Lands Permits, and provided consultation to Venture Manitoba Tours Ltd. in the management of the Falcon Lake Golf Course.

2(h) Tourism Secretariat:

Expenditures by Sub-Appropriation	Actual		Estimate 2013-14 \$000	Variance Over (Under) \$000	Expl. No.
	2013-14 \$(000)	FTE's			
Salaries and Employee Benefits	468	4.00	379	89	
Other Expenditures	185		238	(53)	
Grant Assistance	522		668	(146)	
Total Sub-Appropriation	1, 175	4.00	1, 285	(110)	

2(i) Travel Manitoba:

Expenditures by Sub-Appropriation	Actual		Estimate 2013-14 \$000	Variance Over (Under) \$000	Expl. No.
	2013-14 \$(000)	FTE's			
Total Grant Assistance	7, 146		6, 971	175	

Culture and Heritage Programs Division

The Culture and Heritage Programs Division supports, creates and develops a broad range of cultural, arts, heritage, and library services, programs and opportunities that benefit Manitobans and their communities.

The division is dedicated to quality client service through:

- supporting community groups in identifying their needs and priorities, creating their own services and programs, and reviewing their progress toward identified goals and sustainability;
- building a supporting infrastructure that includes organizations, volunteers, institutions, facilities and arm's-length funding bodies;
- responding to the needs and aspirations of the division's clients within the framework of government's fiscal and policy requirements;
- planning cooperatively and strategically with clients, other service partners, various departments and levels of government;
- providing programs, services and funds that respond to regional needs and complement provincial priorities;
- reviewing policies, legislation, programs, services and funding in consultation with divisional clients; and
- maintaining awareness of provincial, national and international trends and new developments within each discipline, apprising staff and divisional clients of available options.

The division consists of the Assistant Deputy Minister's office and three branches: Arts, Public Library Services, and Historic Resources.

The Major Agency Relations Unit, which coordinates the budgetary and granting requirements for the Manitoba Arts Council and the department's major grant recipients, is also part of the division.

Culture and Heritage Programs Administration

The Assistant Deputy Minister provides managerial leadership to the major programs of the division through the Divisional Management Committee, through policy development, information coordination, and strategic planning, as well as fiscal, program, and human resource management in support of the division's clients and mandate.

During 2013-2014, the efforts of the division supported the following goals:

- provide sustained financial operating support to legislated cultural and heritage agencies;
- recognize and encourage artistic excellence, creativity and innovation, through funding to the Manitoba Arts Council;
- increase public access to and participation in arts, culture and heritage activities;
- enhance opportunities for Manitobans to access knowledge and information regarding culture, heritage and library programs and services;
- promote the use of the province's cultural and heritage resources;
- encourage and facilitate industry development in the cultural sector; and
- work collaboratively with government departments and agencies to provide services that are responsive, sensitive and accessible to diverse communities.

2(c) Culture and Heritage Programs Administration:

Expenditures by Sub-Appropriation	Actual 2013-14		Estimate 2013-14	Variance Over (Under)	Expl. No.
	\$(000)	FTE's	\$000	\$000	
Salaries and Employee Benefits	509	7.00	584	(75)	
Other Expenditures	206		105	101	
Total Sub-Appropriation	715	7.00	689	26	

Grants to Cultural Organizations

Operating and capital assistance are provided to the department's major agencies. The major cultural agencies are: le Centre culturel franco-manitobain, the Manitoba Centennial Centre Corporation, the Manitoba Museum, the Western Manitoba Centennial Auditorium and the Winnipeg Art Gallery. Over \$9.5 million was awarded in operating grants to these institutions and agencies in 2013-2014.

The department's capital grant program provides funding to maintain and repair major cultural facilities and provide grants to non-profit organizations to undertake projects that provide long-term social benefits for the general community.

In 2013-14, nearly \$200.0 was awarded in capital grants to major cultural organizations for minor capital repairs and upgrades including: a new fire panel at Artspace; electrical upgrades, accessibility improvements, and assistance to revise the capital renewal plan at The Manitoba Museum; upgrades to the ventilation system and replacement of sound equipment, the phone system and office computers for le Centre culturel franco-manitobain; and replacement of the front doors at the Western Manitoba Centennial Auditorium.

2(d) Grants to Cultural Organizations:

Expenditures by Sub-Appropriation	Actual 2013-14		Estimate 2013-14	Variance Over (Under)	Expl. No.
	\$(000)	FTE's	\$000	\$000	
Total Grant Assistance	9, 715	-	9, 762	(47)	1

1 Estimate reflects transfer from Enabling Vote - Internal Service Adjustments

Manitoba Arts Council

The Manitoba Arts Council (MAC) was created by an Act of the Manitoba Legislature in 1965. The council works in close cooperation with federal and provincial agencies and departments, and with artists and arts organizations in developing and revising its various programs and activities to meet the changing needs of the artistic community. The council supports the demonstrated or potential artistic excellence of individuals, groups and organizations in the professional arts. This support includes funding for arts training institutions, professional assessment, professional development, artists in the schools and touring. The Manitoba Arts Council's annual report is tabled separately in the Legislature.

2(e) Manitoba Arts Council:

Expenditures by Sub-Appropriation	Actual 2013-14		Estimate 2013-14	Variance Over (Under)	Expl. No.
	\$(000)	FTE's	\$000	\$000	
Grant Assistance	9, 623	-	9, 623	-	
Less: Recoverable from Urban Development Initiatives	(875)		(875)	-	
Total Sub-Appropriation	8, 748		8, 748	-	

Arts Branch

The arts and cultural organizations of Manitoba, funded by the Arts Branch, play a significant role in the health, well-being, social cohesion and social inclusion of Manitobans. They also contribute to the growth of our economy through support, training and employment of artists and arts professionals; and by fostering the development of tomorrow's creative minds essential to Manitoba's success in the new knowledge-based economy.

To achieve this objective, the branch assists and supports community initiatives to promote access by all Manitobans to the study, creation, production, exhibition and publication of works in the arts. The branch delivers support to the development of Manitoba's film and sound recording, publishing, visual arts and crafts industries, including support to the Manitoba Film and Sound Recording Development Corporation. The branch coordinates involvement in interprovincial, national and international cultural initiatives, and provides support services and consultation in both official languages in the areas of marketing, arts management, resource development, skills training, events coordination and cultural policy.

The branch also maintains responsibility for the management of the Manitoba government art collection, including acquisition of art, maintenance and care of the existing collection and development of the policy and legislation that governs the collection.

Through funding to the Manitoba Film and Sound Recording Development Corporation, the Arts Branch supported over \$108.8 million in Manitoba-based film production activity in 2013-2014. Sixty-four productions were shot in Manitoba in 2013-14 including 13 feature films, 23 television series and various web-based productions including the fourth season of the television series *Cashing In* and the feature film *Aloft*, which premiered at the Berlin Film Festival and had a private red carpet screening at the Manitoba Centennial Concert Hall. The vitality of this sector is further demonstrated through its diversity, with seven Aboriginal and three French language projects shot here in 2013-2014. Major international productions shot in Manitoba last year also included the feature films: *Heaven is for Real*, which was shot in various locations around the province, and *Midnight Sun*, which was shot in Churchill.

Manitoba's sound recording industry experienced another excellent year in 2013-2014. Manitoba artists released 192 recordings of which 16 were by Aboriginal artists and four by Francophone artists. Manitoba musicians and industry professionals also received 92 nominations and won 18 regional, national and international awards at various music industry awards shows and events in 2013-2014.

These achievements also complement Manitoba Music's very successful Aboriginal Music Program supported in 2013-2014 with a grant of \$75.0.

A total of 14 Manitoba book publishers published 108 titles in English, French and Cree in 2013-2014. The department supported the expansion of marketing activities, development of new product lines, professional skills upgrading, and the implementation of technological efficiencies. Publishers introduced new imprints and employed more persons with the assistance of the Manitoba Book Publishing Tax Credit, which extends to December 31, 2018. The tax credit is based on 40 per cent of Manitoba labour costs with a 15 per cent bonus on eligible forest-friendly printing costs. The tax credit assists all Manitoba book publishers and enhances the sustainability and competitiveness of Manitoba publishers.

The branch provided project support to periodical/magazine publishers, which enabled the Manitoba Magazine Publishers' Association and their members to promote and market their product to increase readership and sales. In the literary arts sector, the department sponsored two book awards to acknowledge and celebrate Manitoba's writing and publishing community. The annual Margaret Laurence Award for Fiction was awarded to Rosie Chard for *The Insistent Garden* published by NeWest Press. The Alexander Kennedy Isbister Award for Non-Fiction went to "*Indians Wear Red: Colonialism, Resistance and Aboriginal Street Gangs*" by Elizabeth Comack, Lawrence Deane, Larry Morrisette and Jim Silver, published by Fernwood Publishing.

(Note, this is a non-award year. The information will be included again in next year's annual report).

These awards were administered on the department's behalf by the Association of Manitoba Book Publishers and the Manitoba Writers' Guild and presented at a gala organized by the Manitoba Writers' Guild with over a dozen other awards recognizing excellence in Manitoba's writing and publishing community.

In 2013-2014, 15 commercial galleries and visual arts/crafts industry associations were supported through the Visual Arts Assistance Program. The department provided funding to a variety of marketing initiatives, such as SOUL Gallery's development of an online website gallery, ArtBeat Studio's virtual sales system implementation, and the Loch Gallery's promotion of senior Manitoba artists at the Toronto International Art Fair.

By assisting 18 community arts councils, 6 comités culturels, 10 provincial community arts associations, and 36 organizations delivering arts programs on an ongoing basis, the branch supported skills development and public presentation in the performing, visual, literary and media arts with particular attention given to the development of the arts in rural and remote communities in Manitoba. These investments resulted in attendance of over 283,000 at over 810 performance events and visual arts exhibitions, as well as over 566,400 student hours of community-based arts instruction throughout Manitoba. Through the Arts Development Project Support Program, 111 audience development and art skills development projects were supported across Manitoba, including seven projects in remote communities.

In 2013-2014, the branch provided \$485.0 to 10 major arts festivals with attendance of close to 320,000 people. The branch also provided over \$1M to the province's three major cultural festivals: Festival du Voyageur, Folklorama and Manito Ahbee, which were attended by over 512,000 people and engaged more than 22,000 volunteers. Additionally, the branch assisted community festivals by providing 47 grants through the Community Festivals and Events Program.

In 2013-2014, the branch partnered with the Manitoba Arts Council and Manitoba Education to provide \$98,450.00 in support for 31 ArtsSmarts projects in 20 urban and 11 rural/remote schools. These projects involved 42 professional, community-based artists and impacted 3,950 students and 208 educators throughout the province.

The Arts Branch continued to partner with Manitoba Education and Children and Youth Opportunities in the School and Community Arts program. The program includes an After-School Arts Enrichment Program, and an Arts Education Access Program providing support of \$105.0. In 2013-2014, the department provided \$40.0 for the Arts Education Access Program, providing assistance for a total of 17 projects taking place in high-need communities, with the majority of support going to rural and northern communities.

In 2013-2014, the Aboriginal Cultural Initiatives Program helped promote and preserve Aboriginal culture and heritage through support to 20 powwows, Métis dance and other cultural events. The Aboriginal Arts Education component of the Aboriginal Cultural Initiatives Program supported 19 educational projects associated with traditional and contemporary Aboriginal art forms.

The department administered the Urban Arts Centres program and provided operating support to 12 urban art centres totaling \$444.4. The program supports arts-based programming in various targeted high-needs or underserved communities of Manitoba that helps to nourish personal and social development, contributes to healthy lifestyles in safe environments and provides opportunities for participants to be active and engaged citizens. Members of targeted urban communities benefit from art skills development opportunities and increased access to arts appreciation in a multitude of disciplines including visual arts, theatre, circus arts, music performance and media arts.

The Manitoba government art collection was expanded with 45 additional works of art in 2013-2014. These new works by Manitoban artists were purchased by the branch from commercial galleries and art studios, regional juried art exhibitions, and the Manitoba Society of Artists' annual juried exhibition. The purchase activities recommended by the Arts Advisory Committee were supported in part by Manitoba Infrastructure and Transportation's (MIT) allocation of funds for specific government projects. The Arts Branch also oversaw the commission portraits of two Chief Justices in 2013-2014, working in close partnership with MIT Accommodations Services and Manitoba Justice.

In 2013-2014, the branch continued to support the development and administration of contractual agreements relating to fiscal stabilization of major arts and cultural organizations. The Arts Branch continues to work with the Manitoba Arts Council, other levels of government and other funders to provide consultation and support for the ongoing recovery and fiscal stabilization of several arts and cultural organizations.

2(f) Arts Branch:

Expenditures by Sub-Appropriation	Actual		Estimate 2013-14 \$000	Variance Over (Under) \$000	Expl. No.
	2013-14 \$(000)	FTE's			
Salaries and Employee Benefits	548	11.00	695	(147)	
Other Expenditures	159		165	(6)	
Film and Sound Development	4, 579		4, 219	360	
Grant Assistance	3, 859		3, 911	(52)	
Total Sub-Appropriation	9, 145	11.00	8, 990	155	

Public Library Services Branch

Under the authority of *The Public Libraries Act* and associated *Regulations*, Public Library Services Branch (PLS) works to enhance and improve Manitobans' access to library services through strategic activities that support the development of strong community-based public library services in the province. To fulfill its broad mandate, the branch administers provincial legislation and grant assistance; provides direct consultative support, training and technical services to public library organizations, communities and residents of Manitoba; supports departmental efforts toward policy development; and operates central library functions.

In 2013-2014, grant assistance totaling over \$5.9 million was provided to Manitoba's 59 public libraries and other related organizations, including the Manitoba Library Association, Manitoba Association of Library Technicians, Manitoba Library Trustees Association, Manitoba School Library Association and the Canadian Children's Book Centre. Significant progress has been made since the 2006 Public Libraries Review and resulting report *Reaching Our Vision: Providing High Quality, Sustainable Public Library Services For all Manitobans* with improvements in all three of the identified goals: access, quality and sustainability.

The fastest growing service area in libraries continues to be downloadable eBooks and audio books through the eLibraries Manitoba (eLM) program. Following a successful five-year growth period, in partnership with municipal and regional libraries, eLM implemented a new cooperative acquisition strategy to enhance the capacity of the shared-platform to meet the needs of Manitoba consumers. In addition, eLM enabled patron-driven purchase recommendations to ensure a dynamic and responsive digital collection.

Over 38,000 Manitobans have gained access to local library services since 2005-2006, largely as a result of increased funding for library establishment as well as pilot projects in Aboriginal communities. For example, local service was established in both Easterville and Norway House through innovative partnerships with the University College of the North. 2013-14 marked a milestone year with respect to program transition as the branch worked toward implementing a more robust community development model in partnership with public libraries. As part of the program modernization effort, PLS was able to distribute over 29,000 books to existing municipal and regional public libraries, Aboriginal communities with interest in library service establishment, schools, universities, and correctional institutions.

In partnership with municipal and regional libraries, associations and other sector partners, PLS coordinates a number of province-wide library programming and training opportunities. The wealth of available web-based training presents exciting opportunities in the area of ongoing professional development, particularly for remote areas. The branch is leveraging web-based technologies to enhance and extend consultation and training efforts.

In December 2013, the *Accessibility for Manitobans with Disabilities Act* came into force. The branch has been actively engaged in pan-Canadian efforts to support equitable access to public library resources for persons with disabilities. As a participating jurisdiction within the Provincial-Territorial Public Library Council, and through partnerships with service providers in Canada and the international community, PLS is helping to develop a National Network for Equitable Library Service (NNELS) that will enhance access to collections in alternate formats through local library services. Building from a foundation which supports the principles of universal access to public services, this initiative leverages the resource-sharing potential of the Internet, featuring a repository that libraries can use to add, manage and exchange content. An accessible website allows users to search and retrieve accessible content independently or with support from local library staff. NNELS represents a cooperative, low-cost, library centered alternative to enable better local service to public library users with print-disabilities.

As recommended by the Public Libraries Advisory Board, PLS launched and distributed a library customer satisfaction tool to encourage strategic planning and policy development in public libraries. The platform functions to enable electronic distribution, response and measurement of customer feedback on local service in order to identify areas of success or improvement.

2(g) Public Library Services:

Expenditures by Sub-Appropriation	Actual 2013-14		Estimate 2013-14	Variance Over (Under)	Expl. No.
	\$(000)	FTE's	\$000	\$000	
Salaries and Employee Benefits	659	17.60	925	(266)	
Other Expenditures	692		706	(14)	
Grant Assistance	5, 663		5, 519	144	
Total Sub-Appropriation	7, 014	17.60	7, 150	(136)	

Historic Resources Branch

The Historic Resources Branch (HRB) administers *The Heritage Resources Act* (1986) to ensure that physical reminders of Manitoba's past, such as sites, buildings and artifacts, and rare or unique special places remain a vibrant part of community identity and quality of life.

Stewardship of Manitoba's heritage resources is a shared responsibility, involving owners of heritage properties, all levels of government and development proponents affecting land-based resources.

HRB encourages municipalities to use enabling powers under *The Heritage Resources Act* to plan, protect, manage, and interpret local heritage resources, and to establish volunteer municipal heritage advisory committees (MHACs) to assist local governments. In 2013-14, the Gimli MHAC assisted the adjacent municipality of Winnipeg Beach to develop a cottage owners' conservation handbook and a centennial booklet highlighting the community's early and existing sites. The St. Clements MHAC led a regional tourism initiative, based on the Travel Manitoba recommended Explorer Quotient assessment guide, including the municipalities of St. Andrews and the City of Selkirk, to better understand visitor profiles and services to enhance their heritage attractions.

HRB continues to work with selected communities on "Our Essential Past: Identifying Significant Aspect of Local History," with two new municipalities joining the initiative in 2013-14. This planning and priority setting exercise assists municipalities to identify their heritage resources for conservation and promotion with funding support through Heritage Grants program. Forty-eight Manitoba municipalities now have inventories, plans and priorities established through this initiative to ensure authentic community identity is retained as they develop cultural tourism products.

In 2013-14, municipalities also designated and protected four new municipal heritage sites under *The Heritage Resources Act*, including a rare railway water tower and a grain elevator, both at Austin, the Lady of Assumption Roman Catholic Church in Mariapolis and the Scarth Block in Virden, one of that community's finest examples of early 20th century commercial architecture.

HRB helped the City of Winnipeg introduce their new Historical Resources By-law for heritage preservation in June 2014, supported an amendment to the City of Winnipeg Charter, and helped develop a Heritage Resources Management Plan.

The Designated Heritage Building Grants program assists owners and lessees of a building designated as a heritage site under *The Heritage Resources Act* or City of Winnipeg By-Law No. 1474/77 to undertake conservation work that is considered a best practice such as with *The Standards and Guidelines for the Conservation of Historic Places in Canada*. In 2013-14, support to owners of 37 heritage buildings was provided, with an average grant value of \$6.4.

In partnership with the Federal/Provincial/Territorial Collaboration on Historic Places in Canada, pan-Canadian consultations were undertaken in 2013-14 with private sector developers to identify incentives for re-use of heritage buildings. HRB, with Municipal Government support, interviewed six Manitoba investors/developers about existing and potential incentives for inclusion in a national report on best approaches going forward to encourage greater private sector investment in re-use of heritage structures.

Also in partnership with Municipal Government and the Office of the Fire Commissioner, HRB is addressing barriers to private sector investment in re-purposing heritage structures by providing policy/research support to a subcommittee of the Manitoba Building Standards Advisory Board on building code compliance alternatives.

To support municipalities and private sector development proposals, HRB maintains comprehensive data collections for more than 21,000 sites: 7,568 archaeological sites, 10,334 historic buildings, 2,439 commemorative plaques and 1,459 Centennial Farms. This information includes locational data, photographs and ownership records, site assessments, and regional and thematic overviews, which are accessed by developers, municipal governments, consultants and heritage organizations in digitally accessible and transferable data reports. In 2013-14, 79 reports were prepared. Major data collections featuring over 500 inventoried sites and subjects were conveyed to municipal governments and heritage organizations, and HRB provided advice to more than 250 community and departmental inquiries for data and information about a variety of heritage issues.

To ensure that collaborative relationships are built between resource industries and communities to manage Manitoba's archaeological resources, HRB provides services to a wide array of clients including government, private sector developers, First Nation/Aboriginal communities where development may be proposed, law enforcement agencies and major crown corporations.

Site assessments and legal protection under *The Heritage Resources Act* are undertaken regularly. In 2013-14, 1,593 land development projects were assessed for their potential to adversely affect heritage resources, with 81 heritage permits issued, and 70 projects were required to undertake heritage resource assessments prior to development proceeding.

HRB continues to work with RCMP, Winnipeg Police, the Chief Medical Examiner, Aboriginal communities and local communities to manage human remains found outside a recognized cemetery that are not considered forensic. HRB staff assisted the Winnipeg Police Service and nine RCMP detachments in 15 recovery identifications. One of these cases involved human remains. HRB archaeologists recovered the remains of four individuals this past year. Repatriation of 12 individuals previously found was also undertaken working closely with their home community, Sagkeeng First Nation.

Ensuring proper maintenance, care and storage of heritage resources and associated data records recovered through archaeological impact assessment activities are important ancillary aspects of branch operations. The Manitoba Hydro-funded Churchill River Diversion Archaeological Project (CRDAP) led to a major survey undertaken in the Churchill River-South Indian Lake system, including the recording of three previously unknown burial locations in the CRDAP area in 2013-14.

HRB archaeologists conducted two surveys and monitored additional sites (Winnipeg River) during the ninth year of the System-Wide Archaeological Project, a 10-year agreement with Manitoba Hydro to protect heritage resources of hydro-affected areas throughout Manitoba not covered by other hydro development projects such as CRDAP. The Sipiwesk Lake Archaeological Project (SLAP) is part of the Northern Flood Agreement programming arranged between Manitoba Hydro and the Cross Lake First

Nation. In 2010, a survey located and recovered artifacts from the site of Hudson's Bay Company's Sipiwek House, established by David Thompson in 1792. Department archaeologists and the Cross Lake First Nation continued detailed investigations at this important site in 2013-14 and undertook survey and assessment of 36 additional sites.

Tourism surveys confirm that visits to museums and historic sites are the most frequent activities visitors choose or look forward to in planning their trip to Manitoba. Manitoba's community museums contribute to our sense of place and belonging. These important institutions protect collections and promote Manitoba's special places, events, and people who have shaped our identity. Over 100 museums throughout the province, both large and small, are supported through the Community Museums Grant Program.

The Signature Museums Program in particular contributes significantly to cultural tourism objectives. The program assists six qualifying museums to develop their heritage tourism potential as attractions. Over 134,000 people visited Manitoba Signature Museums in 2013-14, attending special exhibits including "Lace Up! Canada's Passion for Skating" at the New Iceland Heritage Museum; the "Bell of Batoche" exhibit at Le Musée de Saint Boniface Museum; and the "History in the Skies" air show event at the Commonwealth Air Training Plan Museum. Signature Museums continue to develop joint promotional materials in both print and electronic media, maintaining the museums' long-held partnership with Travel Manitoba to undertake targeted marketing strategies to enhance their museum's visibility.

The Provincial Heritage Agency (PHA) Program provides financial assistance to eight provincial heritage agencies to enhance the educational and public profile of Manitoba's heritage. Notable events undertaken by PHAs in 2013-14 included Heritage Winnipeg's coordination of the 10th annual Doors Open Winnipeg, a free weekend event held each May that has attracted more than 296,000 visits to 80 heritage buildings city-wide since the event first began in 2004. In recognition of Manitoba Day in May, several PHAs undertook significant events including the Lieutenant Governor's 3rd Annual Award for Historical Preservation and Promotion, which was held in partnership with the Manitoba Historical Society. The Société historique de Saint-Boniface, in partnership with *La Liberté*, commemorated the 100th anniversary of Manitoba's main Franco-Manitoban newspaper with a number of activities, including digitization and on-line promotion of historic newspaper issues and photographs and the development of an exhibit showcasing images and articles describing the historic experience of Franco-Manitoban and Métis life. The Association for Manitoba Archives held their 7th Annual Manitoba Day Awards identifying excellence in the use of Manitoba archives and archival materials. One of the awards recognized the authors of a blog entitled "Lost Foote Photos," which will bring to a world-wide audience information about a renowned photographer who captured historical events including the 1919 Winnipeg General Strike. The Jewish Heritage Centre held its 12th Annual Holocaust Symposium at the University of Winnipeg, educating nearly 2,000 high school students and teachers in Manitoba on the events of the Holocaust, and on anti-racism. The Manitoba Genealogical Society held a family history seminar lead by a professional genealogist who addressed cross-border migration from Minnesota to Manitoba, a significant source of Manitoba's early settlement. The Manitoba Archaeological Society demonstrated traditional technologies at the arts, culture and heritage fair at the Manitoba Museum on May 11th to commemorate Manitoba Day.

The Heritage Grants Program supports groups, institutions and communities in the development of innovative one-time only projects that record, interpret and celebrate Manitoba's historical development. Program categories include collections management, conservation, exhibitions, programs, plaques, research, and special initiatives. In 2013-14 the program supported 84 projects in all regions of Manitoba, with an average grant value of \$4.8.

2(h) Historic Resources:

Expenditures by Sub-Appropriation	Actual		Estimate 2013-14 \$000	Variance Over (Under) \$000	Expl. No.
	2013-14 \$ (000)	FTE's			
Salaries and Employee Benefits	1,270	22.05	1,330	(60)	
Other Expenditures	382		383	(1)	
Grant Assistance	1,398		1,457	(59)	
Total Sub-Appropriation	3,050	22.05	3,170	(120)	

Sport Secretariat

The Sport Secretariat provides advice and information to the government with respect to the development and implementation of sport-related policies and manages the province's ongoing investments in sport development. The objectives are to increase Manitobans' participation in sport, strengthen the performance of Manitoba's athletes in regional, national and international competition, build Manitoba's profile in the national and international sport community and maximize the benefits of hosting sports events in Manitoba. The Secretariat also provides leadership, management and administrative support services to the Manitoba Combative Sports Commission.

In 2013-2014, the Secretariat continued to manage the province's annual funding to Sport Manitoba in support of Sport Manitoba's implementation of Manitoba's Sport Policy. The province, through Sport Manitoba, provided resources and funding to support the delivery of specific sport initiatives such as the Canada-Manitoba Bilateral Sport Development Agreement, the 2014 Power Smart Manitoba Winter Games, Team Manitoba, KidSport, coaches/officials training and certification, athlete development programs and the Respect in Sport Program.

One of the most exciting developments in 2013-2014 was the announcement that Winnipeg will be the host city for the 2017 Canada Summer Games. On April 26, 2013, the Canada Games Council made this announcement, setting the stage for Manitoba's largest hosting opportunity since the 1999 Pan/Parapan American Games. In August 2017, over 4,600 athletes, coaches and mission staff will descend on Winnipeg for two weeks of competition in 20 different sports. The 2017 Games represent a significant event for the people of Manitoba. This will mark the 50th Anniversary of the Canada Games movement and it will all occur against the backdrop of Canada's 150th Birthday celebration year.

In keeping with Canada Games activities, Team Manitoba experienced its best-ever performance at the 2013 Canada Summer Games in Sherbrooke, Quebec. Not only did Team Manitoba bring home 35 medals, surpassing the previous high of 29 medals, Manitoba also won the Centennial Cup as the most improved team at the 2013 Games. These accomplishments can be directly linked to Manitoba's four-year, \$1 million funding commitment to Sport Manitoba's High Performance Athlete Development Initiative. Each year, more and more of Manitoba's emerging elite athletes are receiving state-of-the-art training supports that allow them greater opportunities to reach their full athletic potential.

Throughout 2013-2014 the Secretariat also continued to support Sport Manitoba's efforts to develop Phase II of the Sport for Life Centre at 145 Pacific Avenue. The Phase II Field House project has been identified as the signature capital legacy project for the 2017 Canada Summer Games.

Sport touches the lives of virtually all Manitobans. There are an estimated 300,000 participants registered in formal amateur sport programs across the province and thousands more contribute countless hours as volunteers. Sport has a significant impact on the provincial economy. More importantly, participation in sport programs is a strong indicator of Manitobans' commitment to adopting healthy and active lifestyles. The Secretariat supports and encourages Sport Manitoba's efforts to promote and increase participation in sport at all levels, from local community-based programs to elite athlete development support mechanisms.

The Canada-Manitoba Bilateral Sport Agreement helps to stimulate increased capacity and participation opportunities for populations and communities that face challenges participating in sport – with a dedicated focus on bringing opportunities to Manitoba's remote communities and Winnipeg's inner city. The Bilateral Partnership directly impacts over 10,000 youth, coaches, sport leaders and volunteers.

Last year, Sport Manitoba's KidSport program assisted a further 1,500 children to participate in various sport programs throughout Manitoba and to date, over 10,000 Manitoba coaches have completed the Respect in Sport Program.

In 2013-2014, the Secretariat continued to support the Team Canada Volleyball Centre (TCVC) and Canada's National Women's Volleyball Program.

The Secretariat also provided consultation to support the acquisition and hosting of several important sporting events. The highlight of these efforts occurred in April 2014 when the CFL announced that Winnipeg will host the 2015 Grey Cup. Work also continues on the preparations for Winnipeg's role as one of six cities that will host the 2015 Women's World Cup (WWC) of Soccer. The 2015 WWC will be the largest WWC ever held, featuring 24 international teams competing in 52 matches over a month-long period in June 2015.

This past year the Manitoba Boxing Commission successfully introduced legislation changes to the Boxing Act to officially change the name of the Commission to the Manitoba Combative Sports Commission. This name change was made to more accurately reflect the Commission's current activities to sanction, license and regulate professional boxing and mixed martial arts matches in Manitoba.

The Secretariat, in consultation with Sport Manitoba, continued to represent Manitoba in intergovernmental affairs relating to sport such as participation on the Interprovincial Sport and Recreation Council (ISRC). This past year's work with the ISRC included work with all jurisdictions on the implementation strategies for Sport Canada's new Canadian Sport Policy.

2(j) Sport Secretariat:

Expenditures by Sub-Appropriation	Actual		Estimate 2013-14 \$000	Variance Over (Under) \$000	Expl. No.
	2013-14 \$(000)	FTE's			
Salaries and Employee Benefits	202	3.00	193	9	
Other Expenditures	71		75	(4)	
Grant Assistance	155		164	(9)	
Total Sub-Appropriation	428	3.00	432	(4)	

2(i) Sport Manitoba:

Expenditures by Sub-Appropriation	Actual		Estimate 2013-14 \$000	Variance Over (Under) \$000	Expl. No.
	2013-14 \$(000)	FTE's			
Total Grant Assistance	12,088		12,075	13	1

1 Estimate reflects transfer from Enabling Vote - Sport Participation Fund

Communications Services Manitoba

Communication Services Manitoba (CSM) coordinates and manages government advertising, communications and the delivery of public information services. As the government's central communication service, the division's mandate is to enhance the quality, consistency, accountability and cost-effectiveness of government advertising and communications. Services are delivered under the authority of *The Public Printing Act* and *The Coat of Arms, Emblems and the Manitoba Tartan Act*. The division also administers the province's Visual Identity Guidelines.

The division provides government departments with communication support such as project management, strategic communications planning, creative development and writing services. CSM also manages the delivery of government communications through coordination of the government's website, services provided to the news media, and the operations of the public information services: Manitoba Government Inquiry and Statutory Publications Branch. Communications support is also provided for Crown agencies.

The division's key service areas are: Advertising and Program Promotion, Creative Services, Public Affairs, Production and Media Procurement, News Media Services, the Internet Unit, Business Services, Manitoba Government Inquiry and the Statutory Publications Branch.

Advertising and Program Promotion assists departments with the development of strategic communications plans, advertising plans, program strategies and promotional materials to ensure government advertising messages are high-quality, cost-effective and consistent. Staff consult with departments to develop the message, methodology and media to meet promotional needs. The unit also coordinates interdepartmental advertising and promotional programs, and implements standard graphic and design guidelines.

Creative Services provides direction to ensure the quality and effectiveness of all communications material produced on behalf of government departments. The branch works closely with divisional staff, departments and suppliers of creative services in the development of government communications strategies and components. Staff also provide copywriting and graphic design services to ensure consistent, high-quality materials for public information materials.

Public Affairs staff coordinate public information initiatives and advise on the most effective method of communications delivery. Staff prepare strategic communications plans, write news releases, act as liaisons for media and organize the media component of special events. Staff also research, write and follow through on the production of informational publications and coordinate departmental speeches for ministers. Public Affairs staff manage government communications for major emergencies such as flooding, forest fires and situations requiring public evacuations and relocations. Responsibilities include staffing media telephone inquiry lines, arranging media interviews and producing and disseminating news releases and public information related to the emergency.

Production and Media Procurement coordinates the purchasing of print, design, electronic production, research and other advertising and communications services for government departments. It also provides media planning, purchasing and monitoring services for communications and advertising initiatives on behalf of departments, agencies and Crown corporations. Staff work with Public Affairs and Advertising and Program Promotion to develop strategies, proposals and estimates for information and advertising campaigns.

News Media Services provides final editing, coordination and distribution of news releases issued to Manitoba news media. News releases are also distributed on an immediate basis via personal delivery, electronic mail and the Internet. The branch offers independent advice, support and distribution of material for the Lieutenant Governor, independent offices of the Legislature such as the Ombudsman and Auditor General and departmental offices. Staff also provide support to the protocol office for VIP visits and Premier's conferences. In addition, the branch provides technical services such as pool light and sound for government media events and live broadcasts of the daily Question Period.

The office also employs the government photographer who supplies photography services to members of the legislative assembly and to government. In 2013-2014, there were 826 news releases issued on behalf of the Manitoba government. There are also 34,483 subscribers to the news release email distribution system.

The Internet and New Media Unit manages the government's central homepage and digital resources that provide information about government programs and services for all Manitobans. The unit works closely with government departments and Business Transformation and Technology to develop innovative and effective ways to deliver public services and information through the government website. The site contains information from every department of government. The government website is updated every working day and provides current information including road conditions, news releases, legislative changes and new program announcements. The site is also an integral part of government's public communications strategy during emergencies and public safety information campaigns. The unit provides advice and guidance on the use of social media. There are three corporate social media channels (Facebook, Twitter and YouTube) as well as a dedicated Twitter channel for road information. A social media policy and standards are in place to guide the use of these channels in communicating program information to the public.

Manitoba Government Inquiry (MGI) provides a bilingual toll-free telephone information and referral service for all provincial programs and services. The service also responds to public inquiries through the operation of the Manitoba government website answer desk, government switchboard and provides call centre services for special government initiatives such as emergency measures operations and provincial general elections. In 2013-2014, MGI responded to more than 94,935 inquiries from the public. MGI works closely with the CSM Internet and New Media Unit to strengthen the coordination of telephone and online services.

The Statutory Publications Unit has changed its operating procedures to reduce the paper-based copies of acts and regulations in favour of the online and up-to-date Manitoba Laws site. The Continuing Consolidated Statutes of Manitoba and special sets are no longer printed. Copies of printed statutes and regulations will continue to be available upon request for a fee. The unit is also preparing to make changes in the delivery of the *Manitoba Gazette*.

CSM worked with government departments to implement multi-media public information and social marketing campaigns that provide Manitobans with information that is useful and relevant on a range of topics. Specific campaigns have included encouraging Manitobans to get a flu shot, the tuition fee income tax rebate program, infrastructure and training information, promotion of the 511 road service and an updated Seniors' Guide.

3(a) Communications Services Manitoba:

Expenditures by Sub-Appropriation	Actual		Estimate 2013-14 \$000	Variance Over (Under) \$000	Expl. No.
	2013-14 \$(000)	FTE's			
Salaries and Employee Benefits	4,093	65.00	4,096	(3)	1
Other Expenditures	875		920	(45)	
Public Sector Notices	407		1,000	(593)	2
Less: Recoverable from Other	(1,277)		(1,831)	554	2
Appropriations					
Total Sub-Appropriation	4,098	65.00	4,185	(87)	

1 Estimate reflects transfer from Enabling Vote - Internal Service Adjustments

2 The Public Sector Notices line reflects costs for tenders, legal notices and career ads, the costs of which are recovered from departments. The variance reflects a reduced requirement for these types of advertisements during the fiscal year and associated recovery.

Provincial Services Division

The Provincial Services Division delivers corporate information management programs and makes government information accessible to the public. It is made up of four branches: Translation Services, the Archives of Manitoba, the Information and Privacy Policy Secretariat and the Legislative Library. Services in this division are delivered in accordance with *The Archives and Recordkeeping Act*, *The Freedom of Information and Protection of Privacy Act*, *The Legislative Library Act* and *The Manitoba Act*.

Translation Services

The Translation Services Branch provides quality, cost-effective written and oral translation services to Manitoba government departments, corporations and agencies, including the courts and the Legislative Assembly, as required by *The Manitoba Act* and the French Language Services Policy. In 2013-2014, the volume of written translation in the official languages amounted to 13,316 pages. During 2013-2014, the branch seconded a translator to Manitoba Education and Advanced Learning to help support its French Language Services needs.

Translation services were provided as follows:

	Actual		Estimate	
	Pages	Words	Pages	Words
English to French	11,488	2,862,043	12,600	3,150,000
French to English	1,868	466,880	2,000	500,000
Total:	13,316	3,328,923	14,600	3,650,000

Interpretation (oral translation) was provided in the courts and quasi-judicial tribunals, the Legislative Assembly and public hearings, as well as in conferences and national meetings hosted by Manitoba. Service requests required 510 staff person-days of interpretation duty and research, for 257 interpretation assignments. The 51 per cent increase in interpretation requests compared to 2012-2013 was mainly due to the fact that the legislative session was far longer than usual, with the Assembly sitting throughout the summer. Interpreters attended every day.

Terminology staff establish, review and maintain records of nomenclature found in provincial documents. In 2013-2014, the Terminology Section received 1,118 requests for service, an increase of 22 per cent over 2012-2013. They also added 1,624 terms to the external database, thereby increasing the number of terminology records which can be accessed by the public.

3(b) Translation Services:

Expenditures by Sub-Appropriation	Actual 2013-14		Estimate 2013-14	Variance Over (Under)	Expl. No.
	\$(000)	FTE's			
Salaries and Employee Benefits	1,635	24.00	1,587	48	
Other Expenditures	554		602	(48)	
Less: Recoverable from Other Appropriations	(218)		(235)	17	
Total Sub-Appropriation	1,971	24.00	1,954	17	

Archives of Manitoba

The Archives of Manitoba preserves recorded information of all media, and facilitates access to records. The Archives protects information of fundamental significance to community identities, well-being and individual and collective self-knowledge. It documents the mutual rights and obligations entered into by society and those whom the people choose to govern. The Archives also provides records management policies, standards and advisory services to government to support effective recordkeeping and enable the preservation of government records of lasting significance. The Archives has the exclusive mandate to preserve the archival records of the government and its agencies, the Legislature, the Courts, and the Hudson's Bay Company (HBC). The Archives also has a discretionary mandate to acquire records of local public bodies and those of organizations and individuals in the Manitoba private sector.

In 2013-14, the Government Records Office of the Archives of Manitoba (GRO) continued to promote *Compass*, the Archives' Capacity Assessment Tool for Recordkeeping, and to offer direct support to assessment projects. *Compass* is designed to help departments evaluate and strengthen recordkeeping practices. GRO also supported departments by providing new recordkeeping guidance through a variety of channels including an updated website. Scheduling and appraisal of records was completed in 19 departments to authorize retention and disposal and to identify records of archival value. Services to government also include secure storage, retrieval and destruction services for paper-based records through the Government Records Centre facility. In 2013-14, the records centre oversaw the final stages of a major expansion that provides additional storage capacity for both active and archival records. Records centre staff continued to provide access to records by responding to over 25,000 requests for retrieval of records stored in the facility.

During drafting of the legal agreement for Manitoba's sale of The Property Registry and licensing of Registry services to Teranet Inc., the GRO provided advice to government on provisions affecting Registry records. The provisions are intended to confirm that these important records remain records of the Manitoba government, and to set the framework for their ongoing management and preservation.

The Archives' holdings of records of the Manitoba Government increased by 1,279 metres in 2013-2014. These included records of the Courts and Legislature and of a wide range of programs and services across government departments and agencies. The Archives also acquired 29 metres of municipal and school records. Private sector holdings were increased by 123 metres in 2013-2014. Records acquired represent a wide spectrum of personal, family, organizational and business records that document Manitoba's history. This includes records from the municipalities of Stuartburn and Miniota; diaries written between 1889 and 1930 by Robert Klock, a farmer who lived near Oak Lake, Manitoba; and records of the Winnipeg Pops Orchestra. The Hudson's Bay Company Archives (HBCA) holdings increased by 0.48 metres. Records acquired included 300 photographs from the publication of the HBC staff magazine *Moccasin Telegraph*; 500 photographs documenting Révillon Frères fur trade operations in the Ungava District, c. 1929-1934; as well as some private letters and photographs of Mary Swaffield documenting her life with her husband HBC Post Manager, Wilfred Ernest Swaffield Jr., while serving at posts in the Ungava District from 1938-40.

In 2013-2014, government and private sector archives continued to support client requests for access to sanatorium records in the custody of the Archives. Staff engaged with the Health Information Privacy Committee regarding several research projects; liaised with the federal Department of Aboriginal and Northern Development Canada concerning a national project involving the identification of Inuit who received treatment for tuberculosis in Manitoba sanatoria; and represented the Archives of Manitoba on an inter-governmental sub-committee tasked with informing the development of policy and action surrounding the location of missing Aboriginal people who were admitted to Manitoba sanatoria for treatment of tuberculosis. This sub-committee was established by the Aboriginal Issues Committee of Cabinet (AICC) in 2011.

The Archives of Manitoba has been focused on preparing for the replacement of its HVAC system in vaults located at 200 Vaughan. This project is necessary to ensure that the environment of the vaults continues to be acceptable for the preservation of archival records. The nature of this work requires the temporary relocation of all records stored within the vaults during four phases of the project while also ensuring that they remain accessible to the public. The Archives has done major planning to support this project and has shifted work priorities to ensure readiness once the project moves forward. A smaller move related to office work areas was completed at the end of March.

In March 2014, the Archives of Manitoba launched its redesigned Keystone database, which now includes digitized images and recordings of archival records. The database contains more than 14,000 images of records, including photographs, cartographic records, journals and posters; as well as 90 hours of audio recordings representing several Manitoban oral history initiatives. These numbers will grow as the Archives adds more digitized content. Digitized records are representative of the wide range of the Archives' holdings, including records of the Manitoba government, records of or related to the Hudson's Bay Company and records of Manitoban individuals, families and organizations.

Descriptions were completed for 75 Hudson's Bay Company Archives collections, representing records of the Hudson's Bay Company (HBC) in addition to records of individuals whose records relate to HBC operations and the Arctic. This includes HBC staff publications, Fur Trade District plans of posts and photos and films documenting travels in the Canadian north. Descriptions were also completed for 23 private collections and 10 municipalities, representing the records of Manitoban individuals, families, businesses and organizations. This includes records relating to the Winnipeg Folk Festival, the Canadian Mental Health Association – Manitoba Division and the Manitoba Farmers Union. Description was also completed for the Department of Labour (and its variations), including 19 authority records and 30 series descriptions.

The Archives of Manitoba (including HBCA) continues to be a major resource for authors of educational and academic publications, both print and online, documentary films, exhibitions, and television productions. Government and Private Sector Archives (GPSA) holdings are featured in various publications including Jim Daschuk's *Clearing the Plains: Disease, Politics of Starvation, and the Loss of Aboriginal Life*; Gertie Zepp's *History of Oxford House: Volume 2*; and C. M. Kline's *The Silent March*. The records of the Hudson's Bay Company Archives were featured in a number of projects and publications in 2013-14, including the Canadian War Museum's "Peace – The Exhibition" and a Twin City Public Television documentary on the Dakota War of 1862. HBCA hosted a student practicum for the Master of Arts degree program in Cultural Studies: Curatorial Practices at the University of Winnipeg. Through archival records, the project, titled WPGxHBC, explored HBC's influence on Winnipeg's urban development through the themes of land use, infrastructure and commercial development, demonstrating the enormous impact HBC has had on the city. Components of the project included website content highlighting digitized copies of HBCA records, a guided walking tour of downtown Winnipeg (attracting 100 participants) and window displays in the HBC's downtown store.

The Archives are currently working towards a multi-year initiative to commemorate the 100th anniversary of the First World War. The Archives will highlight records created during the First World War through the website, exhibits, digitization projects and social media. The initiative was launched on Manitoba Day 2014. The first exhibit features photographs of Winnipeg, 1914-1915, by L.B. Foote.

The Archives of Manitoba continued to serve as an institutional member of the Canadian Commission for UNESCO (United Nations Educational Scientific Organization) in recognition of the work it has undertaken to promote UNESCO's values through the designation of the HBCA on the *Memory of the World* register and promotion of that designation through the website, tours, talks and exhibits.

The following table reflects some of the year's ongoing work among Archives of Manitoba core activities:

	2013–2014 Actual	Core Activity	2013–2014 Actual
Onsite visits	4,110		
Remote enquiries	2,988	Private records acquired (includes schools and local government -metres)	152
Website visits	295,440	Government records acquired (metres)	1,279
Government advisory contacts	1,160	Records Centre – Records requested by departments and agencies	25,147
		Records Centre – Records transferred by departments and agencies (metres)	15,172

Information and Privacy Policy Secretariat

The Information and Privacy Policy Secretariat (IPPS) provides corporate leadership and support to government and local public bodies about information accessibility and privacy initiatives. The secretariat carries out policy development, central coordination and administrative roles for *The Freedom of Information and Protection of Privacy Act* (FIPPA). It also assists members of the public who wish to make applications for access to information held by public bodies, and compiles reports and statistics on the use of the Act.

To ensure the effective administration of the Act by government departments, agencies and other public bodies, IPPS provides training to staff with responsibilities under FIPPA. In addition to regular monthly meetings for access and privacy coordinators, IPPS responds to requests for customized sessions addressing the particular needs of individual public bodies and program areas. The secretariat also uses on-line communications to provide training to staff in regional offices across the province. To aid staff in the execution of their duties, staff of Civil Legal Services contribute to the ongoing education of coordinators by continuing to offer in-depth presentations about specific provisions of the Act.

IPPS staff responded to more than 900 inquiries directed to the FIPPA help desk. They provide direction and assistance to the public as well as staff of government departments, agencies and public bodies on specific issues and concerns as well as general information about using and understanding FIPPA. In addition, the secretariat provided training to over 800 employees of government departments, agencies and public bodies on the Act and how it applies to the work they do. IPPS posts a listing of FIPPA applications received by government departments each week on the FIPPA website.

3(c) Archives of Manitoba/Information and Privacy Policy Secretariat:

Expenditures by Sub-Appropriation	Actual 2013-14 \$(000)	FTE's	Estimate 2013-14 \$000	Variance Over (Under) \$000	Expl. No.
Salaries and Employee Benefits	2, 880	48.60	2, 778	102	
Other Expenditures	1, 980		2, 005	(25)	
Less: Recoverable from Other	(841)		(793)	(48)	
Appropriations					
Total Sub-Appropriation	4, 019	48.60	3, 990	29	

Legislative Library

The Legislative Library supports the development of a well-informed society by providing efficient, effective, confidential and impartial access to specialized information resources for the Legislature, government, and people of Manitoba, and ensures current and future access to Manitoba's published heritage. The Legislative Library is one of the province's oldest libraries, with a collection that reflects the changing interests and aspirations of Manitobans over a span of more than 100 years.

The main reading room at 200 Vaughan Street is used by researchers from the government and the general public who consult Manitoba community newspapers, local histories, historic documents and government publications. The historic Reading Room in the legislature holds debates, votes and proceedings, order papers, bills, statutes, gazettes, regulations from the Manitoba Legislature, other provincial legislatures, the territories and federal Parliament. Librarians and library staff use print and electronic sources to provide factual, statistical and comparative information, and supply specific documents on request at both locations.

The library values the cooperation of Manitoba publishers, government departments and agencies for their participation in the legal deposit program under *The Legislative Library Act*. During 2013-14, the library received 4,973 items from Manitoba publishers, including books, annual reports, newspapers and magazine titles. In 2013-14, the library's government publications collection grew with the addition of 5,220 items. These new additions represent new studies, annual reports and reviews, and program information from Manitoba government departments, agencies, boards, commissions, the Legislative Assembly and its independent offices.

To preserve and increase access to Manitoba government documents, the library collects electronic versions of publications in the *Digital Collection of Manitoba Government Publications*. This collection is an important source of current as well as historical information for the people of Manitoba, the civil service, and Legislative Assembly. In total, 2,549 additional PDFs were added to the *Digital Collection of Manitoba Government Publications* in 2013-2014. The Legislative Library continues to contribute Manitoba government publications records from this collection to the Association of Parliamentary Libraries in Canada's GALLOPP database (Government and Legislative Libraries Online Publications Portal), which was launched in 2012.

Clients and staff used over 37,000 items from collections in their research over the past year, including 1933 full-text articles from the subscription databases provided by the library for government and Members of the Legislative Assembly. In 2013-14, Reference Services responded to 2,333 inquiries by phone, email and in person. With more services and collections now accessible online, the library's website had 145,837 visits. This web presence provides remote access to the catalogue, subscription databases and two library-produced electronic collections: *The Digital Collection of Manitoba Government Publications and Early Legislative Reporting*.

Partnership with Manitobia, an initiative of the Manitoba Library Consortium and its partners that makes historically significant documents and publications accessible online, continued in 2013 and is on-going. In 2013-2014, as part of the library's mandate to preserve the province's printed heritage, Dalley-Froggatt Heritage Conservation Services provided two days of training to all Legislative Library staff, regarding both the handling of rare and fragile materials, as well as long-term conservation and preservation plans for rare and unique Manitoba publications.

3(d) Legislative Library:

Expenditures by Sub-Appropriation	Actual 2013-14 \$(000)	FTE's	Estimate 2013-14 \$000	Variance Over (Under) \$000	Expl. No.
Salaries and Employee Benefits	876	14.50	876	-	1
Other Expenditures	579		579	-	
Total Sub-Appropriation	1,455	14.50	1,455	-	

¹ Estimate reflects transfer from Enabling Vote - Internal Service Adjustments

Consumer Protection Division

Divisional Goals

- To contribute to a healthy Manitoba economy by creating certainty in the marketplace through the administration of a legal and policy framework within which consumers, tenants, landlords, non-profit organizations and businesses can operate.
- To maintain registries of information for the protection of individual and property rights.
- To assist consumers and businesses, tenants and landlords in resolving their disputes.
- To provide quality service through the responsible use of fiscal resources.
- To collect fee and tax revenue.
- To promote and enhance consumer and business knowledge and skills.
- To anticipate, identify and monitor marketplace issues and recommend appropriate action.

Divisional Responsibilities

The Consumer Protection Division facilitates the resolution of disputes between consumers and businesses, tenants and landlords, and hears and assists claimants with appeals of Manitoba Public Insurance Corporation decisions related to bodily injury claims. The division also administers legislation for incorporation and registration of businesses, maintains registries of vital events and of interests in land and personal property, and administers the province's rent regulation program. (Separate annual reports are issued by Vital Statistics, and The Property Registry.

Administration and Research

Administration and Research is comprised of two units; the Assistant Deputy Minister's office and Research and Planning.

Objectives

- To provide advice and support to the Minister and Deputy Minister on issues related to the division.
- To provide leadership to the division.
- To provide divisional financial management services in accordance with governing legislation and established financial administration policies and procedures.
- To provide policy development and research services as required.

Responsibilities

- Provides overall direction to the Consumer Protection Division.
- Assesses the need for new or amended legislation and co-ordinates the development of legislation and other responses to marketplace problems.
- Investigates marketplace issues and assesses alternative responses to them.
- Provides support for the division's financial systems and budget processes.

Activities/Highlights in 2013/14

- Supported the Minister with continued implementation of the five-year consumer protection plan, and the introduction and/or passage of Bills in the Legislature, including *The New Home Warranty Act*, *The Consumer Protection Amendment and Business Practices Amendment Act (Motor Vehicle Advertising and Information Disclosure and Other Amendments)*, *The Consumer Protection Amendment Act (Compliance and Enforcement Measures)*, *The Consumer Protection Amendment Act (High-Cost Credit Products)*, and *The Residential Tenancies Amendment Act*.
- Policy, planning and research work undertaken:
 - Coordination of *Freedom of Information and Protection of Privacy Act* requests
 - Provision of policy work related high-cost credit legislation.
 - Public consultation surveys related to distance service contracts and home renovation protection.
 - Provision of information about various issues regarding rental housing in conjunction with the Residential Tenancies Branch.
 - Revision of methodology for Rent Increase Guideline
 - Consultation with stakeholders on development of regulations to *The New Home Warranty Act*.

4(a) Administration and Research

Expenditures by Sub-Appropriation	Actual		Estimate		Variance Over(Under)	Expl. No
	2013-14 \$(000's)	FTE's	2013-14 \$(000's)	\$(000's)		
Salaries and Employee Benefits	470	6.60	499	(29)		
Other Expenditures	182		257	(75)		
Total Sub-Appropriation	652	6.60	756	(104)		

Consumer Protection Office

Objectives

- To investigate consumer complaints and attempt to resolve disputes between consumers and businesses.
- To take action as appropriate to enforce legislation.
- To license/register/grant certifications or authorizations to vendors and individuals engaged in direct selling, collection agencies and collectors, hearing aid dealers, and manufacturers or renovators of stuffed articles.
- To inform and educate consumers, businesses, service groups, consumer groups and student organizations regarding their rights and responsibilities as well as potential risks in the marketplace.
- To develop and administer consumer protection legislation for Manitobans.
- To consult on current consumer issues with other departments, agencies and organizations in Manitoba, Canada and other countries.

Responsibilities

The Consumer Protection Office functions fall into six main areas:

- Investigation and dispute resolution
- Licensing and registration
- Special investigations
- Information/education
- Administration/legislative review
- Oversight and management of the Financial Literacy Fund

4(b) Consumer Protection Office

Expenditures by Sub-Appropriation	Actual		Estimate		Variance Over(Under) \$(000's)	Expl. No
	2013-14 \$(000's)	FTE's	2013-14 \$(000's)			
Salaries and Employee Benefits	1,246	19.00	1,280		(34)	
Other Expenditures	281		258		23	
External Agencies	104		104		-	
Total Sub-Appropriation	1,631	19.00	1,642		(11)	

Activities/Highlights in 2013/14

Investigation and Dispute Resolution

The Consumer Protection Office responded to requests for information, advice and assistance as follows:

- Over 17,600 new calls or email messages and over 550 in-person inquiries were received. These include businesses who contacted the Consumer Protection Office to determine their obligations under the legislation, and consumers who sought information or assistance with a specific situation.
- 1,193 written complaints were handled, with automotive and payday lender complaints registering the highest numbers. 352 files were carried over from the previous year.
- Approximately \$423,453 in cash settlements or adjustments were obtained for consumers.

ANALYSIS OF COMPLAINTS

Complaint Type	2013/14	2012/13
Payday Lender	336	113
Automotive	147	161
Credit / Finance / Credit Card	136	50
Home Renovations	80	97
Electronics Sales/Service/Manufacturing	78	100
Collections	73	87
Direct Sales	48	53
Home Furnishing / Accessories	48	43
Personal Services/Goods	36	55
Other	211	309
Total	1193	1068

*Other' complaints include categories such as: retail, internet transactions, professional services, hearing aids, travel, prepaid purchase cards, and credit reporting agencies.

Licensing and Registration

The Consumer Protection Act regulates payday lenders, vendors and direct sellers, collection agents and collectors through licensing and bonding requirements. Additionally, licences are issued to hearing aid dealers, registrations are issued to manufacturers and renovators of stuffed articles, and authorizations are granted to charitable fundraisers.

- 9,554 licences, registrations and authorizations were issued in 2013/14.
- Staff conducted licensing inspections at a number of trade shows, fairs and exhibitions.

LICENCES, REGISTRATIONS AND AUTHORIZATIONS

Type	2013/14	2012/13
Collection Agent	94	90
Collectors	3,833	3,631
Vendors	180	153
Direct Seller	2,064	2,108
Hearing Aid Dealers	80	78
BOUSA ¹	3,047	2,693
Charities Authorized	212	356
Payday Lenders	44	70
Total	9,554	9,179

¹ Bedding and Other Upholstered and Stuffed Articles

Licensing saw an increase in overall activity in 2013/14 with notable increases in collector and BOUSA licensees. As of December 31, 2013 the Consumer Protection Office no longer authorizes charitable events, which accounts for the year on year decrease.

Special Investigations

While voluntary compliance with statutes is often obtained through mediation, there are instances where investigations of breaches of the various Acts are necessary. Following investigation, some matters are referred to Manitoba Justice for prosecution or for other court action as appropriate. The Crown may also seek redress in court for consumers who have been victimized. As alternatives to prosecution, investigations may result in obtaining assurances of voluntary compliance, orders to freeze assets, or injunctions prohibiting certain actions.

In 2013/2014, the Consumer Protection Office forwarded 12 files to the Prosecution Branch relating to three businesses and their proprietors. As a result, charges were laid, including: two charges under *The Business Practice Act* relating to unfair business practices; and two charges under *The Consumer Protection Act* for licensing breaches. Consumer Protection Office investigations also led to the authorization of 11 criminal charges for fraud under \$5,000.00 to be authorized by the Prosecution Branch and laid by the R.C.M.P. and Winnipeg Police Service.

Information/Education

The information/educational activities of the Consumer Protection Office fall into formal and informal categories. Many of the calls and emails received are from businesses or consumers who are looking for information regarding their respective rights and obligations. This informal information sharing is typically accompanied by sending out written material, directing the caller to the Consumer Protection Office website, or directing them to other agencies that may be able to assist with related issues. Formal presentations and out reach activities are also important functions. In 2013/14, staff made 13

presentations to more than 716 people including members of consumer groups, seniors, students, and agencies. The presentations focused on the role of the Consumer Protection Office, consumer protection legislation and education, identity theft, and frauds and scams.

- The Consumer Protection Office, in partnership with other departments and organizations through the Manitoba Financial Literacy Forum, completed a financial literacy calendar for distribution to consumers.
- News releases informed consumers and businesses of new legislation and shared information to help them make informed choices when participating in the marketplace. News releases also updated consumers on the outcomes of Consumer Protection Office investigations, such as: the conviction of a business for unfair business practices and the Consumer Protection Office actions that resulted in fees being refunded to consumers by a lender who had violated Manitoba's payday lending laws.

Administration/Legislative Review

The administration/legislative review program effectively manages the internal operation of the Consumer Protection Office, including the management of financial and human resources. All staff participate in the business planning, policy reviews and legislative reviews of the Acts administered.

- The Consumer Protection Office continued to move forward with the initiatives outlined in *Let's Make a Better Deal[™]*, the provincial five-year plan for stronger protection that was introduced on May 11, 2010. The plan is based on fair business practices for consumers and businesses; remedies that are fair, timely, and accessible; consumer education that supports knowledge and skill development to inform decision-making; and a balanced approach that protects consumers but does not stifle business creativity.
- In December 2013 new legislation was passed to address motor vehicle advertising, 'all-in pricing'. Regulations are being developed in consultation with stakeholders.
- Legislation was passed in December 2013 to streamline and modernize the compliance and enforcement provisions in *The Consumer Protection Act*.
- Bill 5, *The New Home Warranty Act*, was passed in December 2013 to ensure new homes built for sale are covered by warranty against defects in materials, labour, design, and structure. Regulations are in development.
- In December 2013, Bill 34 *The Consumer Protection Amendment Act* was introduced to ensure that consumers accessing high-cost credit products are protected by requiring businesses to be licensed and inspected, and making disclosure of the full cost of the products mandatory prior to any agreements being made.
- In December 2013, new legislation was introduced to expand the examples of unfair business practices, clarify when a business takes advantage of a consumer, provide more flexible and responsive enforcement tools, and make it more consistent with legal developments in administrative law.
- The Consumer Protection Office consulted with consumers and businesses on contracts and billing practices for cable television and other communication services.
- The Consumer Protection Office conducted a public consultation to obtain feedback from Manitobans on issues related to home renovation and repairs, such as estimates, contracts, and final costs.
- Staff participated in the Federal/Provincial/Territorial Consumer Measures Committee to improve the marketplace for Canadian consumers through the harmonization of laws, regulations and practices, and through actions to raise public awareness. Topics of discussion in 2013/14 included enforcement practices, classification systems for consumer complaints, payday lending and high-cost credit, and resolution models for small consumer disputes. Manitoba is leading the working group on payday and high-cost credit products.

File Analysis

<u>Closed Files</u>	<u>2013/14</u>	<u>2012/13</u>
No appealable issue	40	39
Appeal allowed	5	11
Appeal denied	15	17
Settlement (No hearing)	27	28
New decision from MPIC	15	22
Mediation	92	91
Withdrawn after review	25	26
Total	219	234

<u>Status Of Open Files</u>	<u>2013/14</u>	<u>2012/13</u>
Claimant application incomplete	5	14
Active files	194	253
Total	199	267

<u>Status of Active Files</u>	<u>2013/14</u>	<u>2012/13</u>
Files under active review	166	247
Files awaiting additional information	28	6
Total	194	253

<u>Appeals</u>	<u>2013/14</u>	<u>2012/13</u>
Appeal Hearing dates scheduled	*64	44
Case conference dates	*96	85
Total	160	139

*31 hearing dates and 9 case conference dates were cancelled or adjourned.

<u>Mediation</u>	<u>2013/14</u>	<u>2012/13</u>
Pre-mediation	118	177
Mediation	156	180
Total	274	357

- Of the 219 files closed by claimant advisers in the fiscal year, 159 (72%) were closed, to the appellant's satisfaction, without the need for an appeal hearing.
- Since the office opened on May 16, 2005, claimant advisers have recovered approximately \$6,969,700 in benefits for appellants. During 2013/14, \$1,374,000 was recovered. This does not include the value of ongoing benefits that continue to be paid based on the appeal decision, new decision or resolution agreement.
- Clients have completed and returned 50 Client Service Satisfaction Forms out of the 219 closed files, a return rate of 23 per cent.

Service Measures	Excellent	Good	Average	Fair	Poor	Yes	No
Satisfaction with service	43	4	0	0	1		
Accessibility to office and services	34	11	2	0	1		
Phone calls returned promptly	43	4	1	0	0		
Knowledge of the staff *	32	7	1	1	0		
Efficiency of service *	37	6	1	1	0		
Would you recommend our service to others? *						43	2

*some survey respondents did not provide a response to the question

Automobile Injury Compensation Appeal Commission

General

- The Automobile Injury Compensation Appeal Commission (the Commission), now in its 20th full year of operation, is a specialist tribunal established under *The Manitoba Public Insurance Corporation Act* (the Act) to hear appeals of internal review decisions concerning benefits under the Personal Injury Protection Plan (PIPP) of the Manitoba Public Insurance Corporation (MPIC), a “no-fault” insurance program.
- The commission has 11 full-time staff comprised of a chief commissioner, two deputy chief commissioners, a director of appeals, three appeals officers, a secretary to the chief commissioner, two administrative assistants and one clerical assistant. In addition, there are 24 part-time commissioners who sit on appeal panels as required.
- In 2013/14, 176 individuals filed new appeals. This compares with 187 individuals filing new appeals in the 2012/13 fiscal year.

4(e) Automobile Injury Compensation Appeal Commission

Expenditures by Sub-Appropriation	Actual		Estimate	Variance	Expl. No
	2013-14		2013-14	Over(Under)	
	\$(000's)	FTE's	\$(000's)	\$(000's)	
Salaries and Employee Benefits	899	8.00	949	(50)	
Other Expenditures	260		301	(41)	
Total Sub-Appropriation	1, 159	8.00	1, 250	(91)	

Activities/Highlights in 2012/13

- In 2013/14, the commission held 66 hearings and 141 pre-hearing meetings or case conferences as compared to 87 hearings and 157 pre-hearings or case conferences in 2012/13. Management of appeals by case conference continues to be an important part of the commission’s hearing schedule. Over the last four fiscal years, the commission noted that many appeals required additional case management by a commissioner. Case conferences assist in determining the status of appeals, resolving parties’ impediments to scheduling a hearing date, facilitating mediation, and scheduling hearings. Appellants were successful in whole or in part in 33 per cent of the appeals heard by the commission during 2013/14.
- In 2011/12, a two-year pilot project was launched which provides appellants with the option to pursue mediation of their appeal. Mediations are conducted by the Automobile Injury Mediation Office, which is independent of the commission. In conjunction with the pilot project, the commission’s role is to facilitate an appellant’s request to participate in mediation at the Automobile Injury Mediation Office, in addition to proceeding with an appeal at the commission for any matters that remain unresolved. The pilot project continued in 2013/14.
- Changes to the commission’s administrative procedures that were initiated during the third quarter of 2012/13 to accommodate the mediation pilot project continued in 2013/4. In 2013/14, indexed files continued to be prepared only for new appeals where the appellant did not request the option of mediation or for appeals that were not fully resolved during the mediation process. As a result of the mediation pilot project, the number of new indexes prepared decreased from 100 in 2012/13 to 82 in 2013/14. However, the Commission’s Appeals Officers prepared 109 supplementary indexes in 2013/14, compared to 76 supplementary indexes in 2012/13.
- There were 301 open appeals at the Commission at the end of 2013/14. There were 366 open appeals at the Commission as of March 31, 2013, a net reduction of 65 open appeals.

- Hearing dates were scheduled, on average, within 2.13 weeks from the time the parties were ready to proceed to a hearing (compared to 2.25 weeks in 2012/13 and 8 weeks in 2011/12).
- The average time from the date a hearing concluded to the date the commission issued an appeal decision was 5.14 weeks (compared to 4.95 weeks in 2012/13 and 5.5 weeks in 2011/12).
- A decision of the commission is binding, subject only to a right of appeal to the Manitoba Court of Appeal on a point of law or a question of jurisdiction, and then only with leave of the court. There were four applications for leave to appeal in 2013/14. Three applications were dismissed. One application for leave to appeal remains pending as of March 31, 2014. Leave to appeal was also dismissed in 2013/14 on an application for leave that was filed in the previous year. A motion to dismiss a case where the Court of Appeal previously granted leave to appeal in a previous fiscal year was heard by a Court of Appeal motions judge but a decision was not issued as of March 31, 2014.

Residential Tenancies Commission

The Residential Tenancies Commission is a quasi-judicial, specialist tribunal that hears appeals from decisions and orders of the Director under *The Residential Tenancies Act*.

The Residential Tenancies Commission consists of:

- The Chief Commissioner – a full-time position; appointed for up to a five-year term, located in Winnipeg.
- Deputy Chief Commissioners – one full-time position appointed for up to a four-year term and 19 part-time positions appointed for up to a four-year term, from Winnipeg, Thompson and Brandon. The Deputy Chief Commissioner may exercise the powers and perform the duties of the Chief Commissioner.
- Panel members – 39 part-time panel members from Winnipeg, The Pas, Thompson and Brandon – approximately half representing the views of the landlords; the others the views of the tenants.

Some appeals are heard only by the Chief Commissioner or a Deputy Chief Commissioner and some appeals are heard by a panel of three, consisting of one landlord and one tenant representative and either the Chief Commissioner or a Deputy Chief Commissioner as the neutral Chairperson. The neutral Chairperson also casts the deciding vote if there is a tie. Hearings outside of Winnipeg are held at the nearest judicial district.

The Residential Tenancies Commission decisions made under Parts 1-8 of *The Residential Tenancies Act* can be appealed to the Court of Appeal, but only on a question of law or jurisdiction. A Court of Appeal judge must grant leave or permission to appeal. Section 179 of *The Residential Tenancies Act* dealing with rent regulation states that “No appeal lies from a decision or order of the commission made in a matter arising under Part 9.” The Residential Tenancies Commission’s decision here is final.

4(f) Residential Tenancies Commission

Expenditures by Sub-Appropriation	Actual		Estimate	Variance	Expl. No
	\$(000's)	FTE's	2013-14 \$(000's)	Over(Under) \$(000's)	
Salaries and Employee Benefits	793	6.50	857	(64)	
Other Expenditures	192		205	(13)	
Total Sub-Appropriation	985	6.50	1,062	(77)	

ACTIVITY SUMMARY
April 1, 2013 – March 31, 2014

Activity:	Received	Processed
Abandonment	0	0
Claim For Security Deposit or Less	54	42
Claim	184	174
Claim and Order of Possession	191	192
Determination	7	8
Disputes	0	0
Distrain and Lockout	1	1
Enforcement	0	0
Order of Possession	0	0
Repairs	26	27
Utilities	0	0
Rent Regulation	85	93
Total	548	537

Appeals¹:	
Landlord initiated	248
Tenant initiated	272
Other Party initiated	1
Multiple Party initiated	27
Total	548

Decisions²:	
Orders upheld	189
Orders varied	207
Orders rescinded/overturned	36
Orders withdrawn/settled	73
Orders cancelled	9
Pending	2
Orders denied	21
Rejected	0
Total	537

¹ Total Appeals represents the number of Appeals received within the fiscal period.

² Total Decisions represents the number of Appeals processed where Orders have been issued and files closed within the fiscal period.

ACTIVITY SUMMARY

April 1, 2013 – March 31, 2014

Winnipeg Appeal Hearings	556
Other Appeal Hearings:	
Beausejour	1
Brandon	7
Carman	2
Dauphin	0
Morden	0
Pinawa	0
Portage la Prairie	3
Selkirk	1
Steinbach	7
Thompson	2
Winkler	0
Total Appeal Hearings	579¹

Court of Appeal	Received	Outcomes²
Applications for Leave to Appeal	17	
Denied		9
Pending		15
Granted		0
New Commission Hearing to be held		0
Adjourned Sine Die		0
Withdrawn		2
Settled		0
Abandoned		1
Court of Appeal Hearings		
Pending		2

¹ Total Appeal Hearings represents the actual number of hearings which took place within the fiscal period.

² Outcome describes the status of the applications received in the fiscal period and any applications pending from the prior fiscal period

The Public Utilities Board

The Public Utilities Board is an independent quasi-judicial regulatory body operating under the authority of the Manitoba Legislature.

Responsibilities

The board is responsible for the regulation of public utilities, as are defined under *The Public Utilities Board Act*. Public utilities include:

- Centra Gas Manitoba Inc. - natural gas distribution
- Stittco Utilities Man Ltd. - propane distribution
- Swan Valley Gas Corporation - natural gas distribution
- Water and Sewer Utilities - excluding the City of Winnipeg and the Manitoba Water Services Board

With respect to *The Crown Corporations Public Review and Accountability and Consequential Amendments Act*, the board is also responsible for the rate regulation of compulsory driver and vehicle insurance premiums charged by Manitoba Public Insurance, and electricity rates charged by Manitoba Hydro.

In addition to the general and rate regulation of the above noted public utilities, the board, pursuant to *The Gas Pipe Line Act*, is responsible for assuring natural gas and propane are distributed to Manitoba consumers in a safe manner.

Other legislation that assigns either regulatory or adjudicative responsibilities to the board is:

- *The Greater Winnipeg Gas Distribution Act*
- *The Gas Allocation Act*
- *The Prearranged Funeral Services Act*
- *The Cemeteries Act (transferred to The Funeral Board in January 2014)*
- *The Manitoba Water Services Board Act (Appeals)*
- *The Highways Protection Act (Appeals)*
- *The Consumer Protection Act (maximum rates for cashing government cheques)*
- *The City of Winnipeg Act (passenger carrier agreements)*
- *The Municipal Act*
- *The Emergency 911 Public Safety Answering Point Act (Appeals)*

Activities/Highlights in 2013/14

The board convened four oral public hearings and three technical conferences over 44 days and three pre-hearing conference days. As a result of those oral public hearings and a pproximately 100 paper-based proceedings, which included public notices, the board issued 58 formal Orders (168 in 2012/13):

<u>Hearings</u>	<u>2013/14</u>	<u>2012/13</u>
Water and Sewer Utilities	62	78
Natural Gas Utilities and Propane	19	23
The Highways Protection Act	0	3
Manitoba Hydro	65	59
Manitoba Public Insurance	7	5
The Cemeteries Act	2	0
Government Cheque Cashing Fees	1	0
Pay Day Loans	2	0
Total	158	168

The board also issued 225 annual licences:

	<u>2013/14</u>	<u>2012/13</u>
Direct Purchase of Natural Gas		
Brokers	11	11
The Cemeteries Act		
Cemeteries, renewal	11	11
Conditional	-	-
Columbariums	21	21
Mausoleums	5	5
Crematories	18	18
Sales-Owners	11	11
Agents	113	92
Agent Transfer	2	1
	181	159
The Prearranged Funeral Services Act		
Renewal	33	33
Initial licensing	-	-
Conditional	-	-
	33	33
Total licences issued	225	203

The board dealt with public inquiries and complaints related to public utilities and engaged in discussions with natural gas brokers and firms within the bereavement industry in order to resolve customer concerns.

The board also supervised the Service Disconnection and Reconnection policies and procedures of Centra Gas Manitoba Inc., Swan Valley Gas Corporation and Stittco Utilities Man Ltd. In this regard, the board received and resolved a number of customer complaints.

During the 2013/14 year, the board received two appeals of a decision handed down by the Highway Traffic Board. Both appeals were withdrawn.

4(g) The Public Utilities Board, Direct Expenditures:

Expenditures by Sub-Appropriation	Actual		Estimate		Variance Over(Under) \$(000's)	Expl. No
	2013-14		2013-14			
	\$(000's)	FTE's	\$(000's)			
Salaries and Employee Benefits	827	8.00	717		110	
Other Expenditures	524		633		(109)	
Total Sub-Appropriation	1, 351	8.00	1, 350		1	

Office of the Registrar-General

Objectives

- To ensure the proper operation of the land registration systems and Personal Property Registry in accordance with the service provider contract with Teranet Manitoba and applicable legislation.
- To operate a fair and efficient tribunal to decide:
 - appeals of decisions of a District Registrar, the Examiner of Surveys or the Registrar of the Personal Property Registry;
 - claims for compensation from the Assurance Fund; and
 - rights regarding estates or interests in land.
- To develop and administer land and personal property security legislation for Manitobans.
- To provide general information to the public regarding *The Condominium Act* and upcoming new *Condominium Act*.

Responsibilities

The Office of the Registrar-General is responsible for exercising general oversight of the private service provider and ensuring that the land registration systems and the Personal Property Registry are provided in accordance with the applicable legislation.

- The Registrar-General will also:
 - Decide matters referred by someone dissatisfied with an act or omission of a District Registrar, the Examiner of Surveys or the Registrar of the Personal Property Registry.
 - Hear applications for claims for compensation from The Assurance Fund related to an interest in land.
 - Establish rules of practice for the service provider and users of the land titles system and rules regarding mortgage sale and foreclosure proceedings.
 - Approve the forms to be used in the land registration system and the Personal Property Registry.

Activities/ Highlights in 2013/14

- The Office of the Registrar-General was created in 2013 as part of the process of authorizing The Property Registry to be operated by a private service provider.
- The private service provider, Teranet Manitoba LP took over operations of The Property Registry on March 29, 2014.
- The Property Registry SOA was terminated by order in council on March 31, 2014 and all remaining assets transferred to the Special Operating Agencies Financing Authority.
- The Registrar-General was extensively involved in the negotiations of the sale agreements and the necessary legislation and regulations to complete the Teranet transaction, in particular:
 - *The Property Registry Statutes Amendment Act*, S.M. 2013, c. 11, proclaimed in force March 29, 2014.

4(h) Office of the Registrar General:

Expenditures by Sub-Appropriation	Actual		Estimate	Variance	Expl. No
	2013-14 \$(000's)	FTE's	2013-14 \$(000's)	Over(Under) \$(000's)	
Salaries and Employee Benefits	5	2.00	225	(220)	1
Other Expenditures	-		95	(95)	1
Total Sub-Appropriation	5	2.00	320	(315)	

¹ *The Office of the Registrar General opened late in the year, as the transfer of The Property Registry did not take place until March 29, 2014*

Boards and Agencies

The boards and agencies listed below report to the Minister of Tourism, Culture, Heritage, Sport and Consumer Protection. Unless otherwise indicated, their annual reports are tabled separately in the Legislative Assembly.

Automobile Injury Compensation Appeal Commission

Funeral Board of Manitoba

Established under *The Funeral Directors and Embalmers Act*, the Funeral Board of Manitoba is responsible for issuing licenses, permits and certificates of qualification to funeral directors and embalmers under *The Funeral Directors and Embalmers Act*. The board is also responsible for reviewing public complaints concerning the funeral profession. As of December 2013, the board also administers *The Cemeteries Act*. The board's Annual Report is available at <http://www.gov.mb.ca/funeraldirectorsboard/reports.html>

Landlord and Tenant Advisory Committee

Established under *The Residential Tenancies Act*, the committee advises the Minister about the administration of *The Residential Tenancies Act*. The Minister refers matters to the committee for consideration. Matters referred can include potential Act or regulation amendments, including forms and policies and procedures.

The Property Registry Advisory Board

The Property Registry Advisory Board is established under The Property Registry Operating Charter. The role of The Property Registry Advisory Board is to provide advice to the Minister and the Deputy Minister of Tourism, Culture, Heritage, Sport and Consumer Protection, and to The Property Registry Special Operating Agency about the agency's strategic operations, mandate, structure, business practices and finances. The board also comments on the Agency's performance through reviews of proposed business plans, and quarterly and annual reports. As of March 29, 2014, Teranet Manitoba LP acquired the operation of The Property Registry from the Manitoba government. The Property Registry Special Operating Agency was wound up by Order in Council as of March 31, 2014 and its remaining assets transferred to the Department of Finance. Accordingly, the board was disbanded as of March 31, 2014.

Public Utilities Board

Residential Tenancies Commission

Vital Statistics Advisory Board

The Vital Statistics Advisory Board is established under The Vital Statistics Special Operating Agency Charter. Its role is to provide advice about the Vital Statistics Agency's strategic operations and on changes to its mandate, structure, business practices and finances. The advisory board reviews and comments on the agency's proposed business plan, quarterly and annual reports and charter amendments.

Manitoba Arts Council

The Manitoba Arts Council is an arm's-length agency of the province, established in 1965 "to promote the study, enjoyment, production and performance of works in the arts." The council makes awards to professional arts organizations and individuals in all art forms including arts education, literary arts, performing arts and visual arts. The council uses a peer assessment process in making awards, with artistic excellence as the main criterion for assessment. <http://artscouncil.mb.ca/>

Manitoba Centennial Centre Corporation

Operating under *The Manitoba Centennial Centre Corporation Act*, the corporation is a Province of Manitoba Crown Corporation. The corporation's mandate is to manage the operation of the Centennial Concert Hall and its related services; provide property management services for organizations including The Manitoba Museum and Planetarium, the Manitoba Theatre Centre, Warehouse Theatre, Artspace building and the Manitoba Production Centre; and support culture and arts in the province for the benefit all Manitobans. <http://centennialconcerthall.com/>

Manitoba Combative Sports Commission

The Manitoba Combative Sports Commission (formerly called the Manitoba Boxing Commission) was incorporated under the provisions of the Province of Manitoba by a proclamation dated October 16, 1993. The purpose of the Manitoba Combative Sports Commission is to regulate professional boxing and mixed martial arts (MMA) matches in Manitoba in accordance with regulations as set out in The Boxing Act. The Commission regulates all contests or exhibitions of boxing and MMA, including the licensing and supervision of ring officials, boxers, and promoters. This includes issuing event permits and collecting fees payable by promoters of professional boxing or mixed martial arts contests or exhibitions.

Manitoba Film and Sound Recording Development Corporation

A statutory corporation proclaimed under *The Manitoba Film and Sound Recording Development Corporation Act*, the corporation fosters the growth of the film and sound recording industries in Manitoba and establishes programs designed to provide financial and other assistance to these industries. <http://mbfilmmusic.ca/en/>

Manitoba Film Classification Board

Under the authority of *The Amusements Act*, the board is empowered to classify, but not censor, film and videotapes intended for public exhibition and in-home use as well as regulate the sale or rental of computer and video games classified by the Entertainment Software Ratings Board. The board consists of a Presiding Member, Deputy Presiding Member and not fewer than 14 members at large, appointed by the government. The board's annual report is included in Culture, Heritage and Tourism's report.

Manitoba Heritage Council

The Heritage Resources Act provides for the establishment of the Manitoba Heritage Council as an advisory body providing impartial expertise on heritage matters brought to their attention, such as evaluations and recommendations on commemoration of people, events, places or designation of properties as having provincial heritage significance. Council recommendations, if accepted by the Minister, are implemented by the Historic Resources Branch and reported as part of the branch's annual report.

Public Library Advisory Board

The Public Libraries Act provides for the continuation of the Public Library Advisory Board (PLAB) as an advisory body providing advice to the Minister with respect to all matters relating to the statues. Board recommendations, if accepted by the Minister, are implemented by the Public Library Services Branch and reported as part of the branch's annual report.

Sport Manitoba

Established in 1996, Sport Manitoba is mandated through five-year renewable agreements to implement the sport policy directives of the Province of Manitoba by focusing on addressing the needs of Manitobans at all levels of participation in sport from grassroots and developmental to elite levels. To achieve this mandate Sport Manitoba ensures the most effective use of resources available to amateur sport and ensuring that there is a clear delineation of responsibility and coordinated planning between the province, Sport Manitoba and amateur sport organizations in Manitoba

Travel Manitoba

Travel Manitoba was created as a Crown agency on April 1, 2005 under *The Travel Manitoba Act* to foster development, growth and diversity in the tourism industry in Manitoba. Travel Manitoba is responsible for: marketing Manitoba as a desirable tourist destination, providing appropriate visitor and information services, stimulating the growth and competitiveness of the tourism industry and enhancing public awareness of the importance of the tourism industry. <http://travelmanitoba.com>

Venture Manitoba Tours Ltd.

Venture Manitoba Tours was established under *The Corporations Act* and manages the Falcon Lake Golf Course, which is owned by the Province. The corporation's financial statements are published in the province's Public Accounts and are reviewed by the Public Accounts Committee of the Legislature.

Financial Information Section

Manitoba Tourism, Culture, Heritage, Sport and Consumer Protection Reconciliation Statement

(\$000)

Details	2013-2014 Estimates
2013-2014 MAIN ESTIMATES	85,875
MAIN ESTIMATES AUTHORITY TRANSFERRED FROM:	
- Enabling Appropriations	
· Sport Participation Fund	737
· Internal Service Adjustments	321
2013-2014 Estimates	86,933

Manitoba Tourism, Culture, Heritage, Sport and Consumer Protection

Expenditure Summary

for the fiscal year ended March 31, 2014

with comparative figures for the previous fiscal year

Estimate 2013-2014 (\$000)	Appropriation	Actual 2013-2014 (\$000)	Actual 2012-2013 (\$000)	Increase (Decrease) (\$000)	Expl. No.
14-1 Administration and Finance					
37	(a) Minister's Salary	37	37	-	
	(b) Executive Support:				
882	Salaries and Employee Benefits	852	685	167	
59	Other Expenditures	59	59	-	
	(c) Financial and Administrative Services:				
1,418	Salaries and Employee Benefits	1,418	1,193	225	1
384	Other Expenditures	409	363	46	
(296)	Less: Recoverable from Children and and Youth Opportunities	(293)	(234)	(59)	
	(d) Manitoba Film Classification Board:				
252	Salaries and Employee Benefits	262	257	5	
176	Other Expenditures	138	124	14	
2,912	Total 14-1	2,882	2,484	398	

14-2 Tourism, Culture, Heritage, and Sport Programs

	(a) Tourism Secretariat:				
379	Salaries and Employee Benefits	468	440	28	
238	Other Expenditures	185	222	(37)	
668	Grant Assistance	522	463	59	
	(b) Travel Manitoba:				
7,471	Grant Assistance	7,646	7,613	33	
(500)	Less: Recoverable from Other Appropriations	(500)	(500)	-	
	(c) Culture and Heritage Program Administration:				
584	Salaries and Employee Benefits	509	542	(33)	
105	Other Expenditures	206	121	85	
9,762	(d) Grants to Cultural Organizations	9,715	9,362	353	
9,623	(e) Manitoba Arts Council	9,623	9,760	(137)	
(875)	Less: Recoverable from Urban Development Initiatives	(875)	(875)	-	
-	Less: Recoverable from Education	-	-	-	

Manitoba Tourism, Culture, Heritage, Sport and Consumer Protection

Expenditure Summary

for the fiscal year ended March 31, 2014

with comparative figures for the previous fiscal year

Estimate 2013-2014 (\$000)	Appropriation	Actual 2013-2014 (\$000)	Actual 2012-2013 (\$000)	Increase (Decrease) (\$000)	Expl. No.
14-2 Tourism, Culture, Heritage, and Sport Programs (con'td)					
(f) Arts Branch:					
695	Salaries and Employee Benefits	548	461	87	
165	Other Expenditures	159	152	7	
4,219	Film and Sound Development	4,579	4,913	(334)	
3,911	Grant Assistance	3,859	3,891	(32)	
14-2 Culture and Heritage Programs (cont'd)					
(g) Public Library Services:					
925	Salaries and Employee Benefits	659	674	(15)	
706	Other Expenditures	692	761	(69)	
5,519	Grant Assistance	5,663	5,474	189	
(h) Historic Resources:					
1,330	Salaries and Employee Benefits	1,270	1,291	(21)	
383	Other Expenditures	382	382	-	
1,457	Grant Assistance	1,398	1,468	(70)	
(i) Sport Secretariat:					
193	Salaries and Employee Benefits	202	191	11	
75	Other Expenditures	71	72	(1)	
164	Grant Assistance	155	164	(9)	
(j) Sport Manitoba:					
12,075	Grant Assistance	12,088	11,543	545	
59,272	Total 14-2	59,224	58,585	639	

14-3 Information Resources

(a) Communications Services Manitoba:					
4,096	Salaries and Employee Benefits	4,093	4,006	87	
920	Other Expenditures	875	1,299	(424)	2
1,000	Public Sector Advertising	407	468	(61)	
(1,831)	Less: Recoverable from Other Appropriations	(1,277)	(1,212)	(65)	
(b) Translation Services:					
1,587	Salaries and Employee Benefits	1,635	1,495	140	
602	Other Expenditures	554	599	(45)	
(235)	Less: Recoverable from Other Appropriations	(218)	(241)	23	

Manitoba Tourism, Culture, Heritage, Sport and Consumer Protection

Expenditure Summary

for the fiscal year ended March 31, 2014

with comparative figures for the previous fiscal year

Estimate 2013-2014 (\$000)	Appropriation	Actual 2013-2014 (\$000)	Actual 2012-2013 (\$000)	Increase (Decrease) (\$000)	Expl. No.
14-3 Information Resources (con'td)					
(c) Archives of Manitoba:					
2,778	Salaries and Employee Benefits	2,880	2,893	(13)	
2,005	Other Expenditures	1,980	1,973	7	
(793)	Less: Recoverable from Other Appropriations	(841)	(829)	(12)	
(d) Legislative Library:					
876	Salaries and Employee Benefits	876	878	(2)	
579	Other Expenditures	579	551	28	
11,584	Total 14-3	11,543	11,880	(337)	

14.4 Consumer Protection

(a) Administration and Research:					
499	Salaries and Employee Benefits	470	489	(19)	
257	Other Expenditures	182	191	(9)	
(b) Consumer Protection Office:					
1,280	Salaries and Employee Benefits	1,246	1,120	126	
258	Other Expenditures	281	240	41	
104	External Agencies	104	159	(55)	
(c) Residential Tenancies Branch:					
4,318	Salaries and Employee Benefits	4,103	4,092	11	
1,003	Other Expenditures	1,004	939	65	
(d) Claimant Advisor Office:					
814	Salaries and Employee Benefits	860	826	34	
260	Other Expenditures	182	187	(5)	
(e) Automobile Injury Compensation Appeal Commission:					
949	Salaries and Employee Benefits	899	901	(2)	
301	Other Expenditures	260	255	5	
(f) Residential Tenancies Commission:					
857	Salaries and Employee Benefits	793	751	42	
205	Other Expenditures	192	190	2	

Manitoba Tourism, Culture, Heritage, Sport and Consumer Protection

Expenditure Summary

for the fiscal year ended March 31, 2014

with comparative figures for the previous fiscal year

Estimate 2013-2014 (\$000)	Appropriation	Actual 2013-2014 (\$000)	Actual 2012-2013 (\$000)	Increase (Decrease) (\$000)	Expl. No.
14-4 Consumer Protection (con'td)					
	(g) Public Utilities Board:				
717	Salaries and Employee Benefits	827	749	78	
633	Other Expenditures	524	429	95	
	(h) Office of the Registrar General:				
225	Salaries and Employee Benefits	5	-	5	
95	Other Expenditures	-	-	-	
-	(i) Vital Statistics Agency	-	-	-	
12,775	Total 14-4	11,932	11,518	414	
14-5 Costs Related to Capital Assets					
326	(a) Amortization Expense	321	314	7	
64	(b) Interest Expense	55	56	(1)	
390	Total 14-5	376	370	6	
86,933	TOTAL EXPENDITURES 14	85,957	84,837	1,120	

1 Reflects decrease in staff vacancies.

2 Reflects cessation of printing of the Provincial Statutes in favour of publishing online versions.

Manitoba Tourism, Culture, Heritage, Sport and Consumer Protection

Revenue Summary by Source

for the fiscal year ended March 31, 2014

with comparative figures for the previous fiscal year

Actual 2012-13 (\$000)	Actual 2013-2014 (\$000)	Increase (Decrease) (\$000)	Source	Actual 2013-2014 (\$000)	Estimate 2013-2014 (\$000)	Variance (\$000)	Expl. No.
Current Operating Programs:							
Other Revenue:							
325	374	49	Archives of Manitoba Fees	374	347	27	
1,249	1,250	1	Automobile Injury Appeals Commission Cost Recovery	1,250	1,356	(106)	
1,084	1,108	24	Claimant Advisor Office Cost Recovery	1,108	1,185	(77)	
401	438	37	Communications Services Manitoba	438	404	34	
2,406	2,483	77	Consumer Affairs Fees	2,483	2,126	357	
744	767	23	Hudson's Bay History Foundation	767	835	(68)	
368	423	55	Manitoba Film Classification Board Fees	423	359	64	
292	178	(114)	Statutory Publication Fees	178	50	128	
1,179	1,142	(37)	Public Utilities Board Cost Recovery	1,142	1,334	(192)	
-	-	-	Royalty	-	11,000	(11,000)	1
82	51	(31)	Translation Services Fees	51	160	(109)	
49	10	(39)	Sundry	10	114	(104)	
8,179	8,224	45	Total - Other Revenue	8,224	19,270	(11,046)	
Taxation:							
74,936	87,567	12,631	Land Transfer Tax	87,567	74,000	13,567	2
74,936	87,567	12,631	Total - Taxation	87,567	74,000	13,567	
Government of Canada:							
77	70	(7)	(7) Official Languages in Education	70	77	(7)	
77	70	(7)	Total - Government of Canada	70	77	(7)	
TOTAL REVENUE - CURRENT							
83,192	95,861	38	OPERATING PROGRAMS - 14	95,861	93,347	2,514	

1 Royalty was not owed to the Province in 2013/14 as the transfer of ownership of The Property Registry did not take place until March 29, 2014

2 Reflects increase in value and volume of transferred land in 2013/14

Historical Information

Manitoba Tourism, Culture, Heritage, Sport and Consumer Protection
Five-Year Expenditure and Staffing Summary
 for years ending March 31, 2010 to March 31, 2014
 (\$000)

APPROPRIATION	ACTUAL/ADJUSTED ESTIMATES OF EXPENDITURES*									
	2009-2010 FTE	2009-2010 \$	2010-2011 FTE	2010-2011 \$	2011-2012 FTE	2011-2012 \$	2012-2013 FTE	2012-2013 \$	2013-2014 FTE	2013-2014 \$
14-1 Administration and Finance	32.00	2,717	38.00	2,422	38.00	2,561	38.00	2,487	38.00	2,734
14-2 Tourism, Culture, Heritage and Sport Programs	68.85	63,663	65.65	59,615	65.65	59,499	65.65	58,585	64.65	58,450
14-3 Information Resources	154.10	11,801	154.10	11,724	154.10	11,697	154.10	11,880	152.10	11,526
14-4 Consumer Protection	118.40	11,375	118.40	11,498	123.90	11,762	123.90	11,518	125.90	12,775
14-5 Costs Related to Capital Assets	-	223	-	252	-	272	-	268	-	288
TOTAL	373.35	89,779	376.15	85,511	381.65	85,791	381.65	84,738	380.65	85,773

* Adjusted figures reflect historical data on a comparison basis in those appropriations affected by a re-organization during the years under review

