



**Manitoba Tourism, Culture,
Heritage, Sport and Consumer
Protection**

**Annual Report
2013-2014**

His Honour The Honourable Philip S. Lee, C.M., O.M.
Lieutenant Governor of Manitoba
Room 235, Legislative Building
Winnipeg, MB R3C 0V8

May It Please Your Honour:

I am pleased to present the Annual Report for the Department of Manitoba Tourism, Culture, Heritage, Sport and Consumer Protection for the fiscal year ending March 31, 2014, for the information of your honour.

Respectfully submitted,

"Original Signed By"

Honourable Ron Lemieux
Minister of Tourism, Culture, Heritage, Sport
and Consumer Protection





Tourism, Culture, Heritage, Sport and Consumer Protection

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Honourable Ron Lemieux
Minister of Tourism, Culture, Heritage, Sport and Consumer Protection

Dear Minister Lemieux:

It is my pleasure to submit for your approval the 2013-2014 Annual Report for Manitoba Tourism Culture, Heritage, Sport and Consumer Protection (TCHSCP). Our department contributes to a vibrant and prosperous Manitoba by celebrating, developing, supporting and promoting the identity, creativity and well-being of Manitobans their communities and their province. We also foster business and consumer confidence in the marketplace and administer a regulatory framework that contributes to a competitive Manitoba economy. This report provides only a few of the highlights of the past year's achievements.

Manitoba's tourism sector continues to be a strong contributor to our provincial economy. In 2012 (most recent statistics available), 10.8 million visitors spent \$1.5 billion travelling in the province, supporting over 13,500 jobs and contributing \$241 million in provincial tax revenue.

The department made significant progress in implementing the 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. Regional tourism development grants were introduced and funding to support development of strategic plans was offered on a one-time basis. These grants were in addition to the \$210.0 in operating funding provided to the six regional tourism associations. The department also initiated a deputy ministers committee on tourism to work toward greater coordination and alignment of government programs and policies related to tourism.

Our department is also proud to support the extensive work of Travel Manitoba, the province's Crown agency responsible for tourism marketing. In early 2014, the agency launched a new provincial tourism brand for Manitoba. Under the banner of "Manitoba...Canada's Heart Beats" the brand uses awe-inspiring images of iconic Manitoba experiences to tell our story to the global tourism market. In partnership with our department, Travel Manitoba has endeavoured to extend the message throughout the tourism sector, helping to make it a true province-wide brand with broad buy-in from tourism organizations and businesses. The brand, combined with delivery of the Tourism Action Plan, is helping to build a more coordinated, collaborative approach to growing Manitoba's tourism sector.

In partnership with Manitoba Conservation and Water Stewardship, the department also continued to make key investments in wildlife viewing opportunities. New trail developments were initiated in the Western and Interlake regions and new interpretive signage is underway for the Proven Lake trail. A project to enhance trail signs at Oak Hammock Marsh was completed.

Arts and cultural organizations with provincial or local mandates, major arts festivals, rural arts councils and *comités culturels*, First Nations communities, grass-roots community groups, schools, presenters, discipline-specific community arts groups, and urban art centres all access support through department programs.

Manitobans enjoy over 60 community and art festivals; access hours of art-based workshops and classes through rural community arts councils, schools or urban art centres; and participate in adjudicated exhibitions/festivals. Aboriginal, Francophone and multicultural groups receive Arts Branch support for their efforts to celebrate, share and develop their art forms in Manitoba, promoting greater awareness, appreciation, and preservation of our diversity. In addition, the Urban Art Centres Program supports the delivery of arts-based programming to targeted urban communities that are underserved, underrepresented, high need and/or, high risk.

Manitoba continues to provide critical support to its sound recording, media production, visual arts and publishing industries. Manitoba's recording artists released 192 recordings and continued to excel, garnering 92 nominations and 18 awards for musical excellence. In other cultural industries, 64 screen-based media projects were shot in the province, including 13 feature films and 23 television/web-based productions, most notably 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 Manitoba Book Publishing Tax Credit continued to enhance the sustainability and competitiveness of our publishers. Marketing assistance programs supported promotion of work by Manitoba authors and visual artists at national and international trade shows.

Public Library Services continues to strive for universal access, expansion and improvement to public library services with particular focus on enhancing services to remote, northern and Aboriginal communities. In partnership with local authorities, 10,000 library books were redistributed in an effort to support community interest in developing library service in Pukawagan, Oxford House, Cormorant, Wabowden, Moose Lake and Fort Alexander. The department is also working closely with consumer and sector partners to expand the collection of downloadable and online eBook and audio resources, as there continues to be an increase in demand, as well as to develop shared-service models by leveraging new technology partnerships and solutions to support equitable access to library resources for Manitobans with disabilities. In an effort to support local planning and development, the department launched a public continuous satisfaction feedback survey to assist libraries to develop community needs assessments and define responsive strategic and operational objectives.

Communities, heritage groups and institutions continue to work to ensure that the physical reminders of Manitoba's past, including heritage sites, buildings and artifacts, remain an integral part of community identity and quality of life. These efforts are supported by department programs and expertise. These tangible links to our history also contribute to the growing public interest in heritage tourism.

The department's Signature Museums Program is supporting conservation and cultural tourism objectives, with over 134,000 people visiting the six Signature Museums in 2013-14.

The Provincial Heritage Agency Program provides financial assistance to eight provincial heritage agencies to enhance the educational and public profile of Manitoba's heritage. In 2013-14, these agencies and their partners undertook such notable events as Heritage Winnipeg's coordination of the 10th annual Doors Open Winnipeg, the Lieutenant Governor's partnership with the Manitoba Historical Society's 3rd Annual Award for Historical Preservation and Promotion, and the Société historique de Saint-Boniface's partnership with *La Liberté*, Manitoba's main Franco-Manitoban newspaper, to commemorate its centennial.

In 2013-14, municipalities designated and protected four new municipal heritage sites 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.

It is estimated over 300,000 Manitobans are involved in amateur sport in some capacity either as a participant, coach, administrator or volunteer. In 2013-2014, it was announced that Winnipeg will be the host city for the 2017 Canada Summer Games. The 2017 Games will represent the largest hosting venture that Manitoba has experienced since the memorable 1999 Pan/Parapan American Games. The

2017 Games also bring some unique milestones into play marking the 50th Anniversary of the Canada Games movement, set against the back-drop of Canada's 150th Birthday celebration year.

Staff at Communications Services Manitoba (CSM) continued to provide strategic communications services to government departments and direct service to the public. Manitoba Government Inquiry (MGI), a branch within CSM, answered over 94,935 inquiries from Manitobans looking for information about government programs and services. In 2013-2014, Statutory Publications changed its operating procedures by moving away from paper printing in favour of the more current online resources.

The Archives of Manitoba acquired over 1,400 metres of important records from a wide spectrum of government and private organizations, and launched its redesigned Keystone database, which includes a growing number of digitized images and recordings of archival records. The Archives Government Records Office continued to promote effective recordkeeping practices by providing new guidance and direct advice and support to departments and agencies across government.

The Legislative Library continued to collect, according to its statutory mandate, materials published by the Manitoba government as well as books and magazines produced in the province. This latter category of non-governmental publications also includes annual reports for public companies and organizations based in Manitoba, newsletters, and community and regional newspapers. To further enhance management of these valuable sources and resources, staff participated in advanced training on the care and preservation of the collection, and continues to evaluate long-term preservation plans to ensure protection and access to these important materials.

Continued progress was made on the five-year consumer protection plan and action also taken on emerging consumer issues. New legislation was introduced to address high-cost credit products, as well as contracts and billing practices for cable television and other distance communication services. A public consultation was conducted to explore consumer issues related to home renovations and repairs. Additional amendments to *The Business Practices Act* were also introduced to expand the list of unfair business practices, clarify when a business takes advantage of a consumer, and make the enforcement options more consistent with legal developments in administrative law.

Changes to *The Residential Tenancies Act* will help ensure tenants are treated fairly and enable landlords to resolve issues more quickly.

This year saw the implementation of a new model for the delivery of land titles and personal property registry services by a private sector service provider. As of March 29, 2014, The Property Registry is operated by Teranet Manitoba LP. Manitoba received a \$75 million payment in 2013/14 and will benefit from future annual royalty payments. The Office of the Registrar-General was created to provide ongoing oversight over The Property Registry to ensure compliance with the contract and applicable legislation.

These highlights provide a glimpse of the scope and diversity of the work undertaken by Manitoba Tourism, Culture, Heritage, Sport and Consumer Protection 2013-2014.

Respectfully submitted,

"Original Signed By"

Terry Goertzen
Deputy Minister of Tourism, Culture, Heritage, Sport and
Consumer Protection





Tourisme, Culture, Patrimoine, Sport et Protection du consommateur

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Monsieur Ron Lemieux
Ministre du Tourisme, de la Culture, du Patrimoine, du Sport et de la Protection du consommateur

Monsieur le Ministre,

J'ai l'honneur de soumettre à votre approbation le rapport annuel du ministère du Tourisme, de la Culture, du Patrimoine, du Sport et de la Protection du consommateur pour l'exercice 2013-2014. Notre ministère contribue à la vigueur et à la prospérité du Manitoba en célébrant, en développant, en soutenant et en favorisant l'identité, la créativité et le bien-être des Manitobaines et des Manitobains, de leurs collectivités et de leur province. Nous favorisons aussi la confiance des entreprises et des consommateurs envers le marché et administrons un cadre législatif qui contribue à la compétitivité de l'économie manitobaine. Le présent rapport souligne seulement quelques-uns des points saillants de l'exercice qui vient de se terminer.

Le secteur du tourisme du Manitoba contribue toujours de manière importante à l'économie de la province. En 2012 (les plus récentes statistiques dont nous disposons), 10,8 millions de visiteurs ont dépensé 1,5 milliard de dollars dans la province, soutenant ainsi 13 500 emplois et générant 241 millions de dollars de recettes fiscales provinciales.

Le ministère a réalisé des progrès importants dans la mise en œuvre du plan d'action touristique de 2012-2015 qui présente les grandes lignes de l'approche pluriannuelle choisie par le gouvernement pour remanier les ressources touristiques provinciales dans le but d'améliorer la position de l'industrie et de favoriser une croissance continue dans ce secteur. Le gouvernement a mis en place des subventions pour le développement du tourisme régional et a également offert un financement unique pour soutenir l'élaboration de plans stratégiques. Ces aides se sont ajoutées aux 210 000 \$ de fonds de fonctionnement qui sont alloués aux six associations touristiques régionales. Le ministère a également été à l'origine de la formation d'un comité de sous-ministres sur le tourisme afin de travailler à une meilleure coordination et un meilleur alignement des programmes et des politiques du gouvernement relatifs au tourisme.

Notre ministère est également fier de soutenir l'important travail de la Société Voyage Manitoba, un organisme du gouvernement provincial responsable de la commercialisation touristique. Au début de l'année 2014, la Société a lancé la nouvelle image de marque touristique du Manitoba. Sous la bannière « Au Manitoba bat le cœur du Canada », la marque fait appel à des images éblouissantes d'expériences manitobaines emblématiques afin de présenter notre province sur le marché du tourisme mondial. En partenariat avec le ministère, Voyage Manitoba s'est efforcé de populariser le message dans l'ensemble du secteur touristique afin de lui donner une véritable assise provinciale et a reçu une large adhésion de la part des organismes et des entreprises touristiques. L'image de marque, associée au plan d'action touristique, aide à construire une approche plus coordonnée et collaborative aux efforts visant à faire progresser le secteur touristique au Manitoba.

En partenariat avec Conservation et Gestion des ressources hydriques Manitoba, le ministère a également continué à réaliser des investissements clés dans le développement de possibilités d'observation de la faune. La création de nouveaux sentiers a été entamée dans les régions de l'Ouest et d'Entre-les-Lacs et la mise en place de nouveaux panneaux d'interprétation est en cours sur le sentier du lac Proven. Le projet d'amélioration des panneaux sur les sentiers du marais d'Oak Hammock a été achevé.

Tout un éventail d'organismes artistiques et culturels ayant des mandats provinciaux ou locaux, de grands festivals artistiques, de conseils artistiques ruraux, de comités culturels, de collectivités des Premières Nations, de groupes communautaires locaux, d'écoles, de présentateurs, de groupes artistiques communautaires axés sur une discipline particulière et de centres artistiques urbains reçoivent de l'aide dans le cadre des programmes du ministère.

Les Manitobains et Manitobaines profitent de plus de 60 festivals communautaires et artistiques, ont accès à des heures d'ateliers et de cours basés sur les arts, offertes par le truchement des conseils artistiques locaux, des écoles ou des centres d'arts urbains, et participent à des expositions et festivals jugés. Des groupes autochtones, francophones et multiculturels reçoivent une aide de la Direction des arts pour appuyer leurs efforts visant à célébrer, à faire connaître et à développer leurs formes d'art au Manitoba, contribuant ainsi à une meilleure compréhension, appréciation et préservation de notre diversité. De plus, le programme des centres d'arts urbains appuie la prestation de programmes axés sur les arts à des communautés urbaines ciblées, qui sont mal desservies, sous-représentées ou à haut risque, ou dont les besoins sont élevés.

Le Manitoba continue de fournir un soutien essentiel aux industries de l'enregistrement sonore, de la production médiatique, des arts visuels et de l'édition de la province. Des artistes manitobains du disque ont produit 192 enregistrements et ont continué de remporter des succès, dont 92 nominations et 18 prix pour l'excellence en musique. Quant aux autres industries culturelles, 64 projets destinés aux écrans ont été réalisés dans la province, dont 13 longs métrages et 23 productions télévisuelles et pour le Web. Parmi ceux-ci, mentionnons la quatrième saison de la série télévisée « Cashing In » et le long métrage intitulé « Aloft », présenté au Festival du film de Berlin et qui a donné lieu à une projection privée, avec tapis rouge, à la Salle de concerts du Centre du centenaire du Manitoba. Le crédit d'impôt pour l'édition a continué de favoriser la compétitivité et la viabilité des maisons d'édition manitobaines. Les programmes d'aide commerciale ont permis de promouvoir le travail des auteurs et des artistes visuels du Manitoba lors de salons commerciaux nationaux et internationaux.

La Direction des services des bibliothèques publiques poursuit ses efforts pour favoriser l'accessibilité universelle, l'expansion et l'amélioration des services des bibliothèques, en mettant un accent tout particulier sur l'amélioration des services dans les collectivités autochtones, éloignées et du Nord. En partenariat avec des administrations locales, 10 000 livres de bibliothèque ont été redistribués dans un effort pour soutenir l'intérêt communautaire relativement à la création d'un service de bibliothèque à Pukatwagan, Oxford House, Cormorant, Wabowden, Moose Lake et Fort Alexander. Le ministère travaille également en étroite collaboration avec les consommateurs et des partenaires de ce secteur pour enrichir la collection de livres numériques et de ressources audio téléchargeables en ligne pour lesquels la demande continue de croître, et aussi pour créer des modèles de services partagés tirant parti de nouveaux partenariats et solutions technologiques afin de permettre aux personnes handicapées de la province d'avoir un accès équitable aux ressources des bibliothèques. Dans un effort pour soutenir la planification et le développement au niveau local, le ministère a lancé un sondage public continu sur la satisfaction des clients afin d'aider les bibliothèques à évaluer les besoins communautaires et à définir des objectifs stratégiques et opérationnels pour y répondre.

Les collectivités, les groupes œuvrant pour le patrimoine et les établissements du patrimoine continuent à travailler afin que les rappels concrets du passé manitobain, y compris les sites, les édifices et les artefacts du patrimoine, demeurent une partie intégrante de l'identité et de la qualité de vie communautaires. Ces efforts sont soutenus par les programmes et l'expertise du ministère. Ces témoins tangibles de notre histoire contribuent également à l'intérêt public croissant pour le tourisme patrimonial.

Notre Programme des musées représentatifs appuie les objectifs du ministère en termes de conservation et de tourisme patrimonial. En effet, plus de 134 000 personnes ont visité les six musées représentatifs de la province en 2013-2014.

Le Programme de subventions destinées aux organismes du patrimoine provincial fournit une assistance financière à huit organismes du patrimoine provincial afin d'améliorer le profil pédagogique et la visibilité du patrimoine manitobain. En 2013-2014, ces organismes ont entrepris diverses activités importantes avec leurs partenaires. Citons notamment la coordination de la 10^e édition annuelle de Portes ouvertes Winnipeg par Heritage Winnipeg, la 3^e édition annuelle du Prix du lieutenant-gouverneur pour la préservation et la promotion du patrimoine historique organisée par la Manitoba Historical Society en partenariat avec le lieutenant-gouverneur et le partenariat de la Société historique de Saint-Boniface avec La Liberté, le principal journal franco-manitobain de la province, afin de commémorer les 100 ans de ce journal.

En 2013-2014, des municipalités ont qualifié et protégé quatre nouveaux sites municipaux du patrimoine, y compris un rare château d'eau de chemin de fer et un silo-élévateur, tous les deux à Austin, l'église catholique Our Lady of Assumption, à Mariapolis, et le pâté de maisons Scarth, à Virden, qui est l'un des plus beaux exemples d'architecture commerciale du début du 20^e siècle de cette collectivité.

Selon des estimations, plus de 300 000 Manitobains et Manitobaines participent d'une manière ou d'une autre à un sport amateur, que ce soit en tant que participants, entraîneurs, administrateurs ou bénévoles. En 2013-2014, il a été annoncé que Winnipeg accueillerait les Jeux d'été du Canada en 2017. Les Jeux de 2017 seront la plus grosse manifestation sportive organisée au Manitoba depuis les mémorables Jeux panaméricains et parapanaméricains de 1999. Les Jeux de 2017 marqueront aussi l'accomplissement d'une étape clé, soit le 50^e anniversaire des Jeux du Canada, avec pour toile de fond le 150^e anniversaire de la Confédération canadienne.

Le personnel des Services de communication du Manitoba a continué de fournir des services de communications stratégiques aux ministères du gouvernement ainsi que des services directs au public. Les employés du Service de renseignements au public, une direction des Services de communication du Manitoba, ont répondu à plus de 94 935 demandes de renseignements de Manitobains et de Manitobaines à la recherche d'information au sujet des programmes et des services du gouvernement. En 2013-2014, la Section des publications officielles a changé ses procédures opérationnelles afin d'abandonner les documents papier et s'orienter vers des ressources en ligne plus à jour.

Les Archives du Manitoba ont acquis plus de 1 400 m de documents importants d'une large gamme d'organismes privés et publics et ont mis en service la version remaniée de la base de données Keystone, qui comprend un nombre toujours plus grand d'images et d'enregistrements d'archives numérisés. Le Bureau des documents du gouvernement des Archives a continué à promouvoir l'utilisation de méthodes efficaces de tenue de dossiers en fournissant une nouvelle orientation, des conseils et un soutien direct aux ministères et aux organismes de l'ensemble du gouvernement.

La Bibliothèque de l'Assemblée législative du Manitoba continue à recueillir, conformément à son mandat statutaire, les publications du gouvernement du Manitoba ainsi que les livres et les magazines produits dans la province. Cette dernière catégorie de publications non gouvernementales comprend également les rapports annuels de sociétés ouvertes et d'organismes basés au Manitoba, des bulletins d'information et des journaux communautaires et régionaux. Afin d'améliorer encore davantage la gestion de ces sources et ressources de grande valeur, le personnel a participé à une formation avancée sur l'entretien et la préservation de la collection et il continue d'évaluer les plans de préservation à long terme afin de garantir l'accès à cet important matériel, ainsi que sa protection.

Le Plan quinquennal du Manitoba pour une meilleure protection du consommateur progresse bien et des mesures ont été prises relativement à de nouveaux enjeux en matière de protection des consommateurs. De nouvelles mesures législatives ont été présentées relativement aux produits de crédit à coût élevé ainsi qu'aux pratiques de contrats et de facturation concernant la télévision par câble et d'autres services de communication à distance. Une consultation publique a été organisée afin d'explorer les difficultés auxquelles sont confrontés les consommateurs dans le domaine des rénovations et des réparations domiciliaires. Le ministère a également présenté des modifications additionnelles de la *Loi sur les pratiques commerciales* afin d'allonger la liste des pratiques commerciales déloyales, de clarifier les critères servant à déterminer si une entreprise exploite un consommateur et de mieux agencer les dispositions d'application de la loi dans le système juridique.

Les modifications de la *Loi sur la location à usage d'habitation* permettront de faire en sorte que les locataires soient traités de façon équitable et que les problèmes soient résolus plus rapidement.

Cette année, un nouveau modèle de prestation privée de services a été mis en œuvre relativement aux registres des titres fonciers et des biens personnels. Depuis le 29 mars 2014, l'Office d'enregistrement des titres et des instruments est géré par la société en commandite dénommée Teranet Manitoba. Le Manitoba a reçu un paiement de 75 millions de dollars en 2013-2014 et recevra à l'avenir des paiements de redevances annuels. Le Bureau du registraire général a été créé afin d'exercer une supervision continue de l'Office d'enregistrement des titres et des instruments et s'assurer du respect du contrat et des lois applicables.

Ces points saillants offrent une vue d'ensemble de l'étendue et de la diversité des activités entreprises par le ministère du Tourisme, de la Culture, du Patrimoine, du Sport et de la Protection du consommateur au cours de l'exercice 2013-2014.

Le tout respectueusement soumis,

Le sous-ministre du Tourisme, de la Culture, du Patrimoine, du Sport et de la Protection du consommateur,

Original signé par:

Terry Goertzen



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Introduction

The Annual Report of the Department of Tourism, Culture, Heritage, Sport and Consumer Protection deals with the fiscal year ending March 31, 2014, providing a record of performance and fiscal accountability.

The report's content reflects the department's organizational structure, followed by program and financial information for seven divisions:

- Administration and Finance
- Tourism
- Culture and Heritage Programs
- Sport
- Communications Services Manitoba
- Provincial Services
- Consumer Protection

Highlights are noted in the Deputy Minister's transmittal letter. This divisional information is followed by a report on Boards and Agencies, financial statements and historical information about expenditures and staffing, performance reporting, and a summary of disclosures received by the department.

Departmental Vision and Mission

Vision Statement

A province where all citizens can contribute to, and benefit from the quality of life in their communities, and take pride in being Manitobans.

Values

The following values are the core principles that guide our work behaviour, relationships and decision-making within the organization:

- Engagement - to improve personal and community life
- Accessibility - to information and programs
 - Inclusion - through involvement in decision-making
- Innovation - for creative solutions
- Learning - as a way of life
 - Legacy - for future generations
- Respect - for our strengths and differences
- Service - to Manitobans

Mission Statement

We contribute to a vibrant and prosperous Manitoba by celebrating, developing, supporting and promoting the identity, creativity and well-being of Manitobans, their communities and their province.

Goals

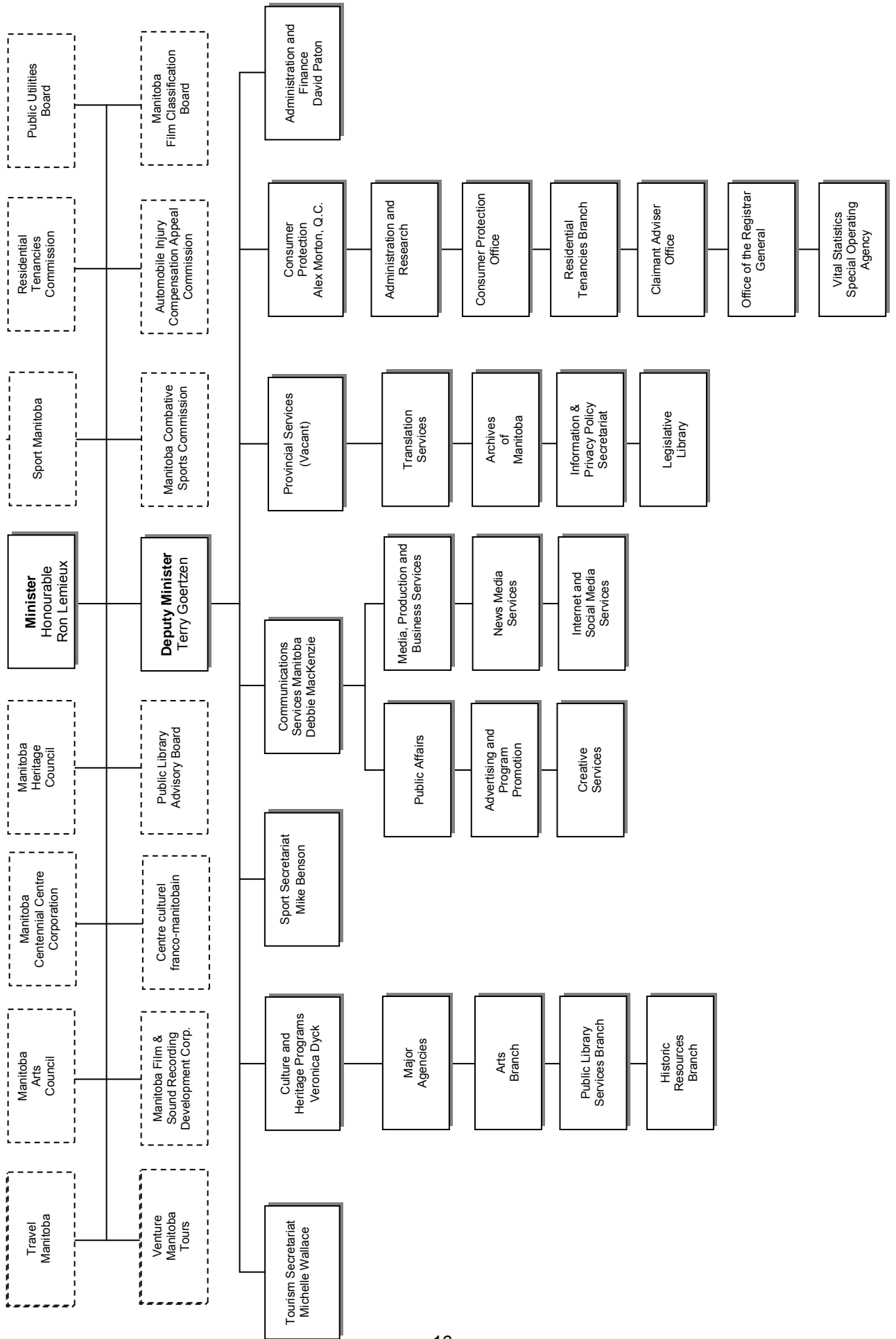
- Generate sustainable economic growth around Manitoba's unique identity and attributes.
- Increase community capacity to improve the well-being of Manitobans.
- Enhance public access to knowledge and information.
- Engage Manitobans in sharing and making use of the province's cultural and heritage resources.
- Build Manitoba's identity and reputation as a centre of artistic excellence.
- Provide effective leadership and support to corporate and departmental priorities.

Expected Outcomes

Through its planning process, the department has identified long-term outcomes which reflect the desired results of its programs.

- Increased employment and investment in Manitoba's cultural and tourism industries.
- Equitable access to and increased participation in activities that contribute to quality of life and encourage the sustainability of inclusive communities.
- Greater access to and use of information that is publicly held or generated.
- Enhanced stewardship and use of the province's cultural and heritage resources.
- Increased opportunities for Manitoba's artists to excel at a national/international level.
- Enhanced participation in corporate and departmental initiatives.

TOURISM, CULTURE, HERITAGE, SPORT AND CONSUMER PROTECTION ORGANIZATIONAL CHART April 1, 2014



Statutory Responsibilities

The department operates under the authority of the following Acts of the Consolidated Statutes of Manitoba:

The Amusements Act (Except Part II)
The Archives and Recordkeeping Act
The Arts Council Act
The Boxing Act
The Business Practices Act
The Cemeteries Act
The Centre culturel franco-manitobain Act
The Change of Name Act
The Coat of Arms, Emblems and the Manitoba Tartan Act
The Condominium Act
The Consumer Protection Act
The Foreign Cultural Objects Immunity from Seizure Act
The Freedom of Information and Protection of Privacy Act
The Funeral Directors and Embalmers Act
The Heritage Manitoba Act
The Heritage Resources Act
The Housing and Renewal Corporation Act [clause 44(k)]
The Hudson's Bay Company Land Register Act
The Income Tax Act (Section 10.4 – Manitoba Book Publishing Tax Credit)
The International Interests in Mobile Equipment Act (Aircraft Equipment)
The Landlord and Tenant Act
The Legislative Library Act
The Life Leases Act
The Manitoba Centennial Centre Corporation Act
The Manitoba Film and Sound Recording Development Corporation Act
The Manitoba Museum Act
The Manitoba Public Insurance Corporation Act [sections 174.1 to 174.4 (Claimant Adviser Office) and sections 175 to 185 (Automobile Injury Compensation Appeal Commission)]
The Marriage Act
The Mortgage Act [Part III]
The Personal Investigations Act
The Personal Property Security Act
The Prearranged Funeral Services Act
The Professional Home Economists Act

The Public Health Act [the Bedding and Other Upholstered or Stuffed Articles Regulation (Manitoba Regulation 78/2004)]

The Public Libraries Act

The Public Printing Act (to be repealed on a date to be fixed by proclamation and replaced with The Queen's Printer Act)

The Public Utilities Board Act

The Real Property Act

The Registry Act

The Residential Tenancies Act

The Special Survey Act

The Surveys Act (Part I)

The Title to Certain Lands Act

The Trade Practices Inquiry Act

The Travel Manitoba Act

The Vital Statistics Act

Executive Support

Minister's Salary

This appropriation provides for the Minister's salary entitlement as a member of Executive Council.

1(a) Minister's Salary:

Expenditures by Sub-Appropriation	Actual 2013-14 \$(000)	FTE's	Estimate 2013-14 \$000	Variance Over (Under) \$000	Expl. No.
Salaries	37	1.00	37	-	
Total Sub-Appropriation	37	1.00	37	-	

Executive Support

Executive Support, consisting of the Minister's and the Deputy Minister's offices, provides leadership, policy direction and operational coordination to support the department and its agencies. The Minister's office provides administrative support to the Minister in the exercise of his executive policy role and service to the constituency. The Deputy Minister advises the Minister and gives direction to the department on the overall management and development of its policies and programs.

1(b) Executive Support:

Expenditures by Sub-Appropriation	Actual 2013-14 \$(000)	FTE's	Estimate 2013-14 \$000	Variance Over (Under) \$000	Expl. No.
Salaries and Employee Benefits	852	10.00	882	(30)	1
Other Expenditures	59		59	-	
Total Sub-Appropriation	911	10.00	941	(30)	

1 Estimate reflects transfer from Enabling Vote - Internal Service Adjustments

Administration and Finance

Administration and Finance provides shared services which support the operations of the departments of Tourism, Culture, Heritage, Sport and Consumer Protection and Children and Youth Opportunities.

Administration and Finance assists the department in achieving its goals by providing services in support of the effective management of its human, financial and information resources and by assisting the other divisions and branches in the implementation of their initiatives. As well, the division provides guidance and support in meeting the legislative and policy requirements of central agencies of government including the Treasury Board, Civil Service Commission, Provincial Comptroller's Office, Office of the Auditor General and Office of Business Transformation and Technology. Activities include providing critical analysis and advice to management, budget coordination, administrative and operational support services, and information technology support.

Management Services supports departmental planning processes and encourages the development of clear linkages between governmental, departmental, branch and section priorities and objectives, while maximizing the use of limited resources. The branch coordinates the preparation of the Department Plan, Estimates Supplement and Annual Report, including performance reporting, in accordance with Treasury Board guidelines. Additionally, it is responsible for ongoing maintenance of business continuity plans as required under *The Emergency Measures Act*.

Financial Services coordinates the preparation of the department's budget and provides financial advice and analytical support for resource allocation decision-making. The branch supports the preparation and review of authority seeking submissions and contracts. Additionally, it provides central accounting, financial monitoring and reporting, general operating and administrative support services, monthly expenditure and variance reports, quarterly revenue statements and annual financial statements.

Grants Administration supports the administration and delivery of a number of formula-based grant programs. The branch generates ministerial correspondence, documentation required to process cheques, approval, conveyance and follow-up letters. It also manages the Grants Management System, which is a database that provides historical and financial reporting capabilities.

The Information Technology Services Branch promotes and supports the planning, implementation and project management of information technology applications within the department. This includes all aspects of the management and support of the department's internet site. The branch provides consultative services to senior management and business units to identify business improvement opportunities and to develop business information requirements; works closely with the office of Business Transformation and Technology (BTT) to manage the delivery of application development, implementation and maintenance services; and coordinates the acquisition, installation, security, maintenance and support of desktop computer-related activities.

In 2013-2014, the branch worked closely with BTT to coordinate enhancements to the Archives of Manitoba Keystone online catalogue to include images. In addition, the branch worked with the department and BTT to make modifications and upgrades to the Grants Management System. The branch continued to work with BTT to implement upgrades to translation software. As well, the branch worked with the Treasury Board Secretariat on a Lean project to enhance the process of tracking government assets and network access for new and exiting employees.

Administration and Finance is responsible for the coordination of applications received under *The Freedom of Information and Protection of Privacy Act (FIPPA)*. For the period January 1, 2013 to December 2013, 12 requests were completed by the department of which seven were from political parties and five were from private citizens or organizations. Further details are included in government's 2013 FIPPA Annual Report.

The division is also responsible for developing the department's French Language Services Plan and reporting on it each year to the French Language Services Secretariat. The department has 44 designated bilingual positions with 39 bilingual incumbents in designated positions and five vacancies.

The division provides management and administrative support to staff of the Manitoba Film Classification Board, which is responsible for the classification of films, videos/DVDs and video games.

1(c) Financial and Administrative 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	1,418	23.00	1,418	-	
Other Expenditures	409		384	25	
Less: Recoverable from Children and Youth Opportunities	(293)		(296)	3	
Total Sub-Appropriation	1,534	23.00	1,506	28	

Manitoba Film Classification Board

The Manitoba Film Classification Board is mandated under *The Amusements Act* to provide a comprehensive procedure for the classification and regulation of films, and to provide for the dissemination of information to residents of the province concerning the nature and content of films. The board regulates the distribution, exhibition and presentation of film, video/DVDs and video games.

The board provides content information, classification ratings and other advisories so that Manitobans can make informed choices about what they or their children may view or play. This is accomplished in part by using classification categories that also restrict the availability of material on the basis of age. Products that fall within an age-restricted category require labels. The classification categories are General (G), Parental Guidance (PG), 14 Accompaniment (14A), 18 Accompaniment (18A), and Restricted (R).

The board also provides parents with information about the content of video games and restricts the distribution of Mature-rated material to children. Under regulations which came into effect on June 1, 2005, the board regulates the sale or rental of computer and video games classified by the Entertainment Software Ratings Board (ESRB). The ESRB ratings are Early Childhood (EC), Everyone (E), Everyone 10+ (E 10+), Teen (T), Mature (M), Adults Only (AO), and Rating Pending (RP).

The numbers and categories of films and video/DVDs classified are as follows:

Public Exhibition – films and videos intended for commercial or non-commercial public exhibition:

Number Classified	2013-2014	2012-2013	2011-2012
Commercial	790	686	696
Non-commercial	451	392	339
Total Classified	1241	1078	1035

Note:

1. Non-commercial product was submitted primarily by non-profit organizations.

The resulting classifications of feature films were as follows:

Feature Films	2013-2014	2012-2013	2011-2012
General	41	32	39
Parental Guidance	122	96	91
14 Accompaniment	99	100	87
18 Accompaniment	18	39	23
Restricted	7	0	2
Total	267	267	242
Appeals	2	5	0
Internal Reviews	8	6	0

Home Use – units solely for personal or in-home entertainment:

Submissions	2013-2014	2012-2013	2011-2012
Units received	1998	2183	3102
Titles received	1647	1822	2061

Public Exhibition and In-Home Use Titles Classified²:

	2013-2014	2012-2013	2011-2012
Permits Issued ³	3081	2853	3126
Classifications:			
General	674	625	633
Parental Guidance	1240	1062	1078
14 Accompaniment	825	791	885
18 Accompaniment	194	205	245
Restricted	37	38	46
Adult	111	132	239
Classification to be determined	89	177	80
(as of March 31)			

Notes:

2. A single title may have been released in multiple formats, i.e. 35mm, video/DVD or a digital file.
3. Not all product received is issued a permit or issued in the same year it is received.

The board issues 26 bi-weekly video classification updates and 12 theatrical classification reports. It is the video retailers' and theatre owners' responsibility to provide the general public with information contained in the board's catalogue and updates so parents can make informed choices about what they wish to view for themselves and their children. The catalogue and updates contain classifications and information pieces such as "violence" and "mature theme". This is also available on the board's website.

The board licenses all distributors and retail outlets of public exhibition and in-home use films, video/DVDs, computer and video games:

	2013-2014	2012-2013	2011-2012
Retail Stores licensed	916	1009	1043
Distributors licensed	76	205	212
Inspections	285	266	513
Inspections – video games	28	24	60
Product removed	16	237	4
Product removed – video games	0	0	0

1(d) Manitoba Film Classification Board:

Expenditures by Sub-Appropriation	Actual 2013-14 \$(000)	FTE's	Estimate 2013-14 \$000	Variance Over (Under) \$000	Expl. No.
Salaries and Employee Benefits	262	4.00	252	10	
Other Expenditures	138		176	(38)	
Total Sub-Appropriation	400	4.00	428	(28)	

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

Communications 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) \$(000's)	Expl. No
	2013-14		2013-14			
	\$(000's)	FTE'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.

Financial Literacy Fund

In February 2011, the Manitoba government established the Payday Borrowers' Financial Literacy Fund. All payday lenders that are licensed in Manitoba pay an annual levy for the fund of \$500 for each licensed location. The fund is used to provide borrowers and potential borrowers with information to help them make sound financial decisions.

In 2013/14, the following grants were provided from the fund: the Legal Help Centre received \$10,000 towards financial literacy programming; the Manitoba Financial Literacy Forum received \$15,000 to conduct a baseline study on financial literacy in Manitoba; and \$2,704 was used towards the financial literacy calendar through the Manitoba Financial Literacy Forum.

FINANCIAL LITERACY FUND		
	2013/14	2012/13
Revenue	\$22.0	\$35.0
Grants	\$27.7	\$9.5
Funds remaining on March 31	\$81.3	\$87.0

FIVE-YEAR CONSUMER PROTECTION STRATEGY **Progress Report to March 31, 2014**

On May 11, 2010, the Manitoba government embarked upon *Let's Make a Better Deal™*, the provincial five-year plan for stronger consumer protection. 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. This plan is being led by the Consumer Protection Office. Other areas are also responsible for specific initiatives.

Homes and Real Estate	
Enhanced Real Estate Fraud Protection	<i>The Real Property Amendment Act</i> , passed in June 2011, provides better protection for property owners and lenders and reduces risk of real estate fraud.
New Home Warranty	New home warranty legislation was passed in December 2013. Regulations are being developed.
Condominium Owner Protection	<i>The Condominium Act and Amendments Respecting Condominium Conversions (Various Acts Amended) Act</i> was passed in June 2011. A regulation is in development.
Real Estate Condition Disclosure	On August 1, 2011, a new version of the residential offer to purchase became effective that requires the seller to provide a property condition statement, which will improve transparency in real estate transactions.
Tenants and Landlords	
Independent Advisor	The Independent Advisor was established in the fall of 2010 as a three-year pilot project to help guide tenants and landlords through the hearing and dispute resolution process. This advisor office assists with information or guidance about client's cases and is available at the Residential Tenancies Branch before hearings, by appointment or on a drop-in basis. The advisor is also available to assist people who are involved with appeals at the Residential Tenancies Commission.
User-Friendly forms for tenants and landlords	Most forms under <i>The Residential Tenancies Act</i> were changed to include more information and use plain language.
Tenant Moving Expense	Landlords are now required to pay up to \$500 of moving expense when a

Coverage	tenant must move because the landlord wants to live in the rental unit or do renovations that cannot be done while the unit is occupied.
Automotive	
Motor Vehicle Information Disclosure	The <i>Motor Vehicle Information Disclosure Regulation</i> enabled under <i>The Business Practices Act</i> came into force on December 31, 2011. Both new and used motor vehicle dealers in Manitoba must now disclose to consumers a wide range of information about a motor vehicle's history and condition, both orally and in writing.
Public Disclosure of Non-Compliant Dealers	As of June 17, 2010 Manitoba Public Insurance publishes the names and locations of individuals and businesses that have received administrative sanctions under <i>The Drivers and Vehicles Act</i> from the Registrar of Motor Vehicles.
Motor Vehicle Repair Protection	<i>The Consumer Protection Amendment Act (Motor Vehicle Work and Repairs)</i> was passed in June 2012. The regulations for this Act were developed in consultation with stakeholders and took effect July 1, 2013.
Motor Vehicle Advertising Disclosure	<i>The Consumer Protection Amendment and Business Practices Amendment Act (Motor Vehicle Advertising and Information Disclosure and Other Amendments)</i> was passed in December 2013. The regulations are being developed in consultation with industry stakeholders and consumer groups.
Financial	
Payday Loan Protection	<i>The Consumer Protection Amendment Act (Payday Loans)</i> came into force on October 18, 2010, setting the maximum interest rate that can be charged for a payday loan and prescribing lending practices and licensing requirements for lenders. Consumer Protection Office staff members conducted inspections of payday lenders to observe lending practices, identified breaches, worked with companies towards compliance, and educated consumers about the new legislation.
Reviews of Limits on Government Cheque Cashing Fees	The Public Utilities Board reviewed the maximum rates that can be charged to cash a government cheque and ordered that the rates remain unchanged.
Reduced Cheque Hold Limits	In 2012, federal regulations concerning limits on cheque holds were put in place for federally regulated institutions. Credit Union manuals will be updated to reflect the new requirements.
Review Gift Card Rules	The government released a discussion paper and survey regarding gift card legislation in January 2013. Comments from the public, industry and stakeholders on issues such as the existing legislation in Manitoba and other jurisdictions and various emerging issues at the federal and provincial levels were sought. As no marketplace issues were identified, no changes have been proposed as a result of the review.
Payday Lenders Financial Literacy Fund	In February 2011, the Payday Borrowers' Financial Literacy Fund was established. All payday lenders that are licensed in Manitoba pay an annual levy of \$500 for each licensed location. The fund supports financial literacy initiatives that help consumers obtain the necessary skills, knowledge and information to make better financial choices.
Creating Community Options for Financial Services Conference	On June 13 to 14, 2012, the Consumer Protection Office, in partnership with the Consumers' Association of Canada (Manitoba), Community Financial Counselling Services, Community Financial Services Centre and the Public Interest Law Centre of Legal Aid Manitoba held the Creating Community Options for Financial Services Conference to explore the potential to develop community-based lending alternatives and discuss challenges for financially-excluded consumers.
Debt Management Help	Grant funding to Community Financial Counselling Services has been increased to enable this non-profit organization to provide financial

	counselling and debt management services to Manitobans.
Debt Management Help	Amendments to The Consumer Protection regulation were made in February 2012 to protect Manitoba consumers from unfair business practices by debt settlement agencies by banning upfront charges and setting maximum fees.
Financially Surviving Domestic Violence	The Consumer Protection Office released a guide in June 2011 for survivors of domestic violence. The guide identifies steps to take and resources available to help survivors get on their feet and manage their money.
Better Property and Life Insurance Provisions	Manitoba's insurance law is over 100 years old. The Financial Institutions Regulation Branch consulted with consumers and industry about modernizing the province's legislation and amendments to <i>The Insurance Act</i> were passed on June 14, 2012. Related regulations are being drafted.
High Cost Credit Legislation	In December 2013, new legislation was introduced to regulate high-cost credit products to ensure consumers have complete information about their borrowing. Related regulations are being drafted.
Identity Theft Protection	
Security Alerts: Identity Theft Protection	Legislation came into effect January 31, 2011 that provides stronger protection against identity theft. These changes to <i>The Personal Investigations Act</i> allow a consumer who believes their credit information has been compromised to tell a credit bureau to place a security alert on their file. The alert requires a credit grantor to take steps to verify a credit applicant's identity before any new credit is provided.
Support for Grieving Families	
Grieving Family Protection	<i>The Grieving Family Protection Act</i> was passed in June 2011. The Funeral Board of Manitoba is currently consulting with consumers and the funeral services profession to solicit input in the development of regulations under <i>The Prearranged Funeral Services Act</i> .
Grieving Family Protection: Code of Ethics for Funeral Directors	A mandatory and enforceable code of ethics for Funeral Directors is now in effect.
Protection for Older Manitobans, and Help for Young Adults	
Protection for Older Manitobans – Rentals with Tenant Services	Legislation came into force in November 2011 addressing disclosure, notice of rate increases and complaint processes for rentals where services such as meals and recreation are also provided.
Protection for Older Manitobans	Resources, such as fact sheets, have been developed to help older adults steer clear of scams that often target these members of our community.
Better Help for Young Adults in the Marketplace	Social media platforms are used regularly to target young adults with information that is pertinent to them, such as rules regarding contracts for cell phones, and motor vehicle repairs and sales disclosure rules.
Let's Make a Better Deal Website	The Consumer Protection Office website has been updated and modernized with links to federal sites for areas that are regulated by the federal government, links to consumer alerts and social media platforms.
Protection for Newcomers to Manitoba	
Guide for Newcomers	A resource guide was developed to provide information to new immigrants about consumer issues, including banking, credit, shopping, automobiles and transportation, housing, utilities, and protecting yourself from identity theft and scams.

Cell Phone Contract Fairness	
Fair Cell Phone Contracts	<i>The Consumer Protection Amendment Act (Cell Phone Contracts)</i> was passed in June 2010 and with the associated regulations came into force on September 15, 2012.
Travel	
Travel Fairness	The Consumer Protection Office released a public consultation paper about consumer fairness related to travel purchases. Feedback from consumers and industry is being analysed, and legislation in other provinces is being reviewed with the goal of developing new consumer protection rules for Manitoba.
Negative Option Marketing	
Negative Option Marketing Ban	Changes were made to <i>The Consumer Protection Act</i> that effectively banned negative option marketing. The changes mean that companies cannot use a consumer's failure to respond to the offer of goods or services as an agreement to pay for the product.
Enforcement	
Stronger Enforcement: Enhanced Remedies under <i>The Consumer Protection Act</i> and <i>The Business Practices Act</i>	Changes were made to <i>The Consumer Protection Act</i> to increase the maximum fine for a breach and to enable the Court to order restitution upon a conviction. Legislation was introduced in December 2012 to amend the provisions under <i>The Business Practices Act</i> to make them more consistent <i>The Consumer Protection Act</i> . 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 consistent with legal developments in administrative law.
Small Claims Court	User friendly information about the Small Claims court process was developed and is now available to citizens on the Manitoba Courts website, including step-by-step checklists to assist citizens who seek to resolve their legal disputes before Small Claims court.
Consumer Rights Day	
New Consumer Rights Day	Legislation was passed in June 2011 to declare March 15th Consumer Rights Day.

Residential Tenancies Branch

Objectives

- To create a rental marketplace that serves landlords and tenants fairly.
- To educate tenants and landlords to help them make well-informed, responsible decisions.
- To provide tenants and landlords with balanced and timely dispute resolution.
- To administer the province's rent regulation program.
- To administer *The Residential Tenancies Act*, *The Life Leases Act* and certain provisions of *The Condominium Act*.
- To identify issues and trends in the rental marketplace and recommend legislative change where appropriate.

Responsibilities

- Provides information to landlords, tenants and others about *The Residential Tenancies Act*, *The Life Leases Act* and *The Condominium Act* as it relates to residential tenancies.
- Investigates complaints of non-compliance with legislation and enforces compliance when necessary.
- Mediates disputes between landlords and tenants and issues enforceable agreements setting out the terms to which the parties have agreed.
- Makes decisions about disputes between tenants and landlords regarding:
 - deposits
 - repairs
 - terms and conditions of a tenancy agreement or life lease
 - the right to continue in occupancy, including termination of tenancy for non-payment of rent and noise and disturbance
 - claims for compensation
 - privacy
 - non-payment of utilities
 - tenant services
 - life lease entrance fees
- Makes decisions about landlords' applications for rent increases above the guideline and tenants' objections to any rent increases and applications for approval of a rehabilitation scheme.
- Administers the Security Deposit Compensation Fund.
- The branch has offices in Winnipeg, Brandon and Thompson.

4(c) Residential Tenancies Branch

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	4, 103	64.30	4, 318	(215)	
Other Expenditures	1, 004		1, 003	1	
Total Sub-Appropriation	5, 107	64.30	5, 321	(214)	

Activities/ Highlights in 2013/14

Front End Dispute Resolution

Client Services Officers provide dispute resolution services. They work with tenants and landlords to resolve their concerns as quickly as possible. Resolving disputes through mediation remains a priority for the branch. In 2013/14, close to 4,000 complaints were resolved informally. Client Services Officers resolved an additional 1,476 disputes through formal mediated agreements. If a party defaults on a term of a mediated agreement, the branch can issue a non-appealable order, which can then be enforced through the Courts in the same way as a judgment of the Court.

Investigation/Enforcement

Investigation Officers are responsible for investigating breaches of the legislation and enforcing compliance. Investigation Officers compile information from landlords and tenants, inspect rental units and issue orders necessary to obtain compliance (e.g. orders to make repairs or allow access to the rental unit).

Disputes related to repairs remain high in 2013/14. Investigation and Enforcement Officers work with landlords to resolve repair matters, issuing orders to repair if necessary. Tenants can also be ordered to pay rent to the branch to enforce compliance with orders. The branch can hire contractors to do needed repairs, supervise the activities of the contractors and pay them from rent collected from tenants. Landlords are charged administrative fees in these types of cases.

Investigation and Enforcement Officers also worked with utility service providers to ensure that utility service continued to be provided for tenants in 71 buildings after the landlords' accounts fell into arrears and the service was in danger of being cut off.

Investigation staff continued to be an integral part of the province's Interdepartmental Provincial Bed Bug Coordination Committee (IPCC).

Mediation and Adjudication

Mediation and Adjudication Officers are responsible for the formal dispute resolution activities of the branch. Landlords and tenants may file claims for compensation with the branch. There is no limitation on the amount of money that can be claimed. Landlords may also apply for orders of possession to end the tenancies of tenants who refuse to move after receiving a notice of termination.

Mediation is an important and effective non-adversarial method of resolving disputes. Mediation Officers attempt to resolve disputes before the date set for the determination hearing. In 2013/14, Mediation Officers successfully resolved 20 per cent of the 1,176 compensation claims filed with the branch through mediation. In addition, 36 per cent of the 1,896 applications for orders of possession were resolved through mediation. Mediation of order of possession cases often saves tenancies by allowing tenants to remain in occupancy after making arrangements to pay off rent arrears and promising to keep future rent payments current.

When mediation is not successful, Adjudication Officers make decisions about the disputes after hearing evidence from landlords and tenants. In 2013/14, the branch held 1,265 hearings. Following hearings, the Adjudication Officers issue written orders that are enforceable in the Courts (e.g. order to pay money, order to move out of a rental unit). These orders include reasons, so that the parties understand how a particular decision was reached. Final orders of the branch are posted on the branch's Orders System, which provides information about the orders the branch issues, except for rent regulation orders. Clients can access the system by subscription or by individual search at branch offices.

The branch continues to offer its Safety Net program. The program's main purpose is to help people with special needs who are being evicted. These include clients with mental or physical disabilities, the elderly and infirm, single parents or families with children. Mediation Officers ensure that these tenants understand what is happening and connect them with social services agencies that can assist them. The program may also be used when a building is closed down by the health authorities.

Rent Regulation

Rent Regulation Officers are responsible for matters relating to rent increases, including applications to increase rent above the annual rent increase guideline, tenant objections to rent increases, and applications for approval of a rehabilitation scheme. Rent Regulation Officers review submissions from landlords and tenants, do inspections in some cases and issue orders setting rents.

Landlords who upgrade and reinvest in their properties or whose costs increase by more than the guideline can apply for a rent increase above the guideline for approval of a rehabilitation scheme of the residential complex. In 2013/14, 445 above guideline applications and 39 rehabilitation applications were received. Demand also continued for rent status reports as many rental properties were sold to new owners. Anyone who is considering the purchase of a rental property can apply to the branch for a rent status report. The report can alert prospective purchasers to potential rent increase problems because it provides information about a property's rent history. The branch received 131 of these requests in 2013/14.

Information/Education

Client Services Officers provide information to clients who contact the branch by phone, in-person or by e-mail. The branch's Winnipeg office has an Interactive Voice Response System. Callers may choose to speak to a Client Services Officer or listen to recorded information segments about rent increases, security deposits, landlord and tenant responsibilities and repairs. The branch provides fact sheets and other resource material to clients and publishes "Open Doors", a quarterly newsletter. Brochures about pets in rental units are available to tenants and landlords. The brochure for landlords provides tips about

accepting tenants with pets and the right to establish reasonable rules about the type of pets allowed and who to contact for help if there is a problem. The brochure includes a sample schedule landlords can attach to their tenancy agreements setting out their expectations regarding the tenant's pet. The brochure for tenants provides tips about finding pet-friendly housing as well as detailed information about what it means to be a responsible pet owner. These brochures are available in branch offices, on the branch's website and at the Winnipeg Humane Society. A very detailed website includes its Policies and Procedures Guidebook, fill, save and submit forms and a security deposit interest calculator. The website also includes the branch's Orders System. Branch staff makes formal presentations to various stakeholder groups about the legislation. Information displays are also set up at various events.

Demand for general information continues to be strong. The branch's client services staff handled close to 50,203 calls during the fiscal year and responded to 7,714 email requests for information. In 2013/14, 8,478 people visited branch offices to request information or file a formal complaint. An additional 7,038 clients received information through the Interactive Voice Response System.

Public education through presentations and information displays continued. The branch made 51 presentations to 902 participants. The branch also had displays at six events and had the opportunity to speak with approximately 795 people at these venues. Staff also held informal drop-in information sessions at a community service agency.

The branch produced several new fact sheets to provide information to clients about changes to the legislation and to provide tips about how to avoid eviction.

Helpful information on how to avoid and treat for bed bugs is also available.

Administration/Legislation and Policy Development

The administration staff manages the internal operation of the branch, which includes the management of financial and human resources. Staff is also responsible for the review of existing legislation and policy and the development of new initiatives in these areas.

The Residential Tenancies Act is one of the most comprehensive legislative schemes of its kind in Canada. To ensure that the legislation continues to meet the needs of tenants and landlords, amendments to *The Residential Tenancies Act* were passed in 2013/14. The key changes include:

- allowing landlords to end a tenancy in response to unlawful activity if it affects the security and well-being of other tenants or causes damage;
- requiring landlords to compensate tenants for moving costs, as well as for the expense of higher rent, when landlords have purposefully created an undesirable living environment during renovations to displace a tenant;
- providing for more transparency in setting the annual rent increase guideline, such as a prescribed formula or linking the increase to the Consumer Price Index;
- reforming the appeals process to allow for more expedient implementation of rulings where tenants have not paid their rent; and
- allowing landlords to charge a higher pet damage deposit for new tenants to encourage more landlords to allow pets in their buildings.

The changes are not yet in effect as regulations are being developed.

Branch staff continued to be involved in the development of necessary regulations for the new Condominium Act. A new website was also under development to assist condominium owners, buyers, condominium corporations and boards understand the laws governing condominiums.

Consultation with stakeholders about issues affecting residential tenancies continues.

Review and refinement of business processes and technical solutions to improve service delivery also continues.

Administration of the Security Deposit Compensation Fund is ongoing. The purpose of the fund is to return security deposits to tenants when landlords fail to comply with orders to refund the money. In

2013/14, \$7,371.63 was paid to 15 tenants. The branch continues attempts to recover these amounts from landlords through rent redirects, garnishing orders and the Canada Revenue Agency's set-off program. Landlords are required to send money to the branch when they owe a former tenant a deposit, overcharged rent or proceeds from abandoned personal property if they cannot locate the tenant. The branch holds these monies for two years. During that period, tenants can ask the branch for any money owed to them. After two years, unclaimed money is transferred into the Security Deposit Compensation Fund. During 2013/14, unclaimed rent overpayments in the amount of \$4,687.31 were transferred into the fund. When the balance in the fund is more than \$30,000, the excess balance can be used to offset the costs of providing educational programs for landlords and tenants. In 2013/14, the branch spent \$13,761.77 for that purpose. This included the branch's newsletter, landlord/tenant information and brochures, posters and pet brochures. The balance in the fund on March 31, 2014 was \$82,261.40.

Independent Advisor Program

The Independent Advisor Program continues to be offered in the branch's Winnipeg office. This pilot project began the fall of 2010. The program offers assistance to tenants and landlords who have smaller property portfolios to file claims and prepare for hearings at the Residential Tenancies Branch and Commission. For 2013/14, the Independent Tenant Advisor assisted over 970 tenants in preparing for their specific case and represented 69 tenants at Residential Tenancies Branch hearings. The Independent Landlord Advisor assisted almost 190 landlords through the information service. The program also provided its services to tenants and landlords for appeals.

Parts 1 - 8 of *The Residential Tenancies Act*

CASE LOAD

Case Type	2013/14	2012/13
Failure of Landlord/Tenant to Meet Obligations ¹	32	45
Hearings		
• Claims	1,176	1,023
• Order of Possession	1,896	2,010
• Determination	66	53
Non-payment of Utilities	71	71
Notices to Vacate	7	8
Repairs	727	739
Security Deposits	484	454
Tenancy Agreements	-	-
Other ²	151	125
Total Cases Opened	4,610	4,529
Total Cases Closed ³	4,660	4,255
Intakes Resolved ⁴	3,970	4,193
Total Cases Closed and Intakes Resolved	8,636	8,448

¹ This category includes disputes over locks and doors, privacy, seizure of tenants' property, non-payment of rent, disturbance, withholding of services, unauthorized charges or fees.

² This category includes disputes involving assignment and subletting, mobile homes, entitlement to collect rent, change of landlord and abandonment of rental unit.

³ These figures include cases carried over from the previous fiscal year which were closed during the reporting period.

⁴ An Intake is a client's request for assistance that does not result in a formal case file being opened. Most are resolved informally at the first stage of contact.

Part 9 of The Residential Tenancies Act
CASE LOAD

Case Type	2013/14	2012/13
Application for Above the Guideline Rent Increase ¹	445	337
Application for Approval of a Rehabilitation Scheme - Complex	39	41
Application for Approval of a Rehabilitation Scheme – Specified Unit	210	211
Application for Laundry Increase	47	14
Application for Rent Status Report	131	130
Application for Tenant Requested Improvement	11	25
Application for Withdrawal of Service	27	45
Life Lease Rent Review	5	0
Tenant Objection to Guideline, or less, Rent Increase	31	31
Unauthorized Rent Increases	562	1,128
Total Cases Opened	1,508	1,962
Total Cases Closed²	1,374	1,944

¹ The rent increase guideline for 2012 was 1.0 per cent, 1.0 per cent for 2013 and 2.0 per cent for 2014.

² These figures include cases carried over from the previous fiscal year, which were closed during the reporting period.

Claimant Adviser Office

Objectives

- To assist persons who wish to appeal a decision made by the Manitoba Public Insurance Corporation (MPIC) in relation to bodily injury claims to the Automobile Injury Compensation Appeal Commission (AICAC).

Responsibilities

- Advise claimants about the meaning and effect of the provisions of *The Manitoba Public Insurance Corporation Act*, the regulations and decisions made under the Act.
- Carry out an investigation, including obtaining an expert opinion, respecting an appeal of an MPIC internal review decision to the AICAC.
- Communicate with or appear before the commission on behalf of a claimant.

4(d) Claimant Adviser Office

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	860	11.50	814		46	
Other Expenditures	182		260		(78)	
Total Sub-Appropriation	1, 042	11.50	1, 074		(32)	

Activities/Highlights in 2013/14

- 159 new files were opened involving 159 internal review decisions and 189 appeal issues.
- All new appeal files were triaged to initiate prompt action on the file.
- Quarterly meetings were held by the director with each claimant adviser to review file investigation progress.

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)	Expl. No
	2013-14 \$(000's)	FTE's	2013-14 \$(000'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

Performance Reporting

The following section provides information on key performance measures for the department for the 2013-2014 reporting year. All Manitoba government departments include performance measures in their Annual Reports to complement the financial results and provide Manitobans with meaningful and useful information about government activities and their impact on the province and its citizens.

For more information about performance reporting and the Manitoba government, visit www.manitoba.ca/performance

Your comments on performance measures are valuable to us. You can send comments or questions to mbperformance@gov.mb.ca

Measures of Performance or Progress:

What is being measured and using what indicator?	Why is it important to measure this?	What is the starting point? (baseline data and year)	What is the 2013-2014 result or most recent available data?	What is the trend over time?	Comments/Recent Actions/Report Links
<p>1. The amount of film production activity in Manitoba, using data generated by Manitoba Film and Music.</p>	<p>Globally, the arts and entertainment industry is one of the fastest growing in the world. The film industry, in particular, generates high levels of employment in relation to the dollars invested, raises Manitoba's national and international profile, and attracts off-shore investment into the province.</p>	<p>In 1999-2000, the level of film production in Manitoba was just over \$50 million.</p>	<p>In 2013-2014, Manitoba's film industry recorded \$108.8 million in production activity representing 64 screen-based media projects.</p>	<p>The target of \$100 million in production activity by 2005 was achieved in 2002-2003. By 2007-2008 production activity had increased to \$123.4 million then dropped to \$66 million in 2008-2009, as a result of the global recession and the high Canadian dollar. Since then, production activity has fluctuated somewhat and rebounded successfully by 2014. While the number of productions has remained relatively stable, budgets are lower and further negatively impacted by fewer dramatic television series being produced.</p>	<p>Manitoba boasts one of the most competitive production tax credit and financial production incentives in North America. Manitoba's screen based industries are strong, based on diverse genre, format, language and distribution for transmedia, television and film. In 2013-2014, Manitoba played host to 64 productions including 13 feature films, 23 television or web series and 28 in other media formats. Of these projects, 35 were documentary projects and 35 were Manitoba-owned.</p>

What is being measured and using what indicator?	Why is it important to measure this?	What is the starting point? (baseline data and year)	What is the 2013-2014 result or most recent available data?	What is the trend over time?	Comments/Recent Actions/Report Links
<p>2. The size of Manitoba's tourism industry by tracking Statistics Canada data on the amount of annual tourist spending and the number of person-days of tourist visits in Manitoba. The data is synthesized with industry growth percentages calculated by the Conference Board of Canada.</p>	<p>The tourism industry has a direct and immediate impact on the province's balance of trade. A strong industry has the potential to attract off-shore dollars into Manitoba and keep Manitoba dollars at home.</p>	<p>In 2006, the number of person-days of tourism visits in Manitoba totalled 7.7 million. Tourism and travel expenditures in Manitoba totalled \$1.12 billion.</p>	<p>Total inbound tourism visitation reached 10.6 million and expenditures in Manitoba achieved a record \$1.5 billion in 2012.</p>	<p>After a recession-related decline in 2008, Manitoba rebounded with growth of 2.6% in 2009, the highest among all provinces. Growth continued in 2010 and 2011. 2012 saw \$1.5 billion in tourism revenue and 10.6 million visitors. This is up slightly from 2011, with \$1.45 billion in spending and 10.2 million visitors. The Conference Board of Canada is forecasting increases of approximately 5% per year until 2017.</p>	<p>Manitoba's tourism industry generates approximately \$241 million annually in provincial tax revenues, sustains 13,500 direct jobs within the province and helps to sustain a further 50,000 jobs in Manitoba.</p> <p>The department has completed or made progress on the majority of the action items in the government's 2012-2015 Tourism Action Plan, designed to realign and position the industry for continued growth. Travel Manitoba launched a new provincial tourism brand in late 2013 which is also intended to position the sector for growth and capitalize on the opening of several major new attractions in 2014.</p>
<p>3. Access to public library services, using data collected by the department's Public</p>	<p>Libraries are local gateways to knowledge and provide a basic condition for</p>	<p>In 2004, there were 138 of 363 districts supporting public library access</p>	<p>In 2013, there were 153 of 363 districts supporting public library access</p>	<p>The number of municipalities and Manitobans with access to library services has</p>	<p>PLS continues implementation of the Public Libraries Review</p>

What is being measured and using what indicator?	Why is it important to measure this?	What is the starting point? (baseline data and year)	What is the 2013-2014 result or most recent available data?	What is the trend over time?	Comments/Recent Actions/Report Links
<p>Library Services (PLS) Branch on the number of districts supporting public library access; library membership; and facility visits.</p>	<p>lifelong learning, independent decision-making and cultural development of individuals and community groups. Access to library services is a basic determinant of library use.</p>	<p>through 24 local service providers, and 30 regional service providers with 60 service points. Public library systems reported 546,043 active memberships and 3,241,560 annual facility visits.</p>	<p>through 29 local service providers with 50 service points, and 30 regional service providers with 70 service points. Public library systems reported 512,104 active memberships and 4,391,462 annual facility visits.</p>	<p>steadily increased since 2004 as a result of increased establishments in rural municipalities, and partnership agreements with existing regional and municipal library systems.</p>	<p>recommendations, which have featured increased library access, service to First Nations, increased funding support, new electronic formats and review of programs. Since the baseline was implemented, the reporting definition of 'active' membership has been refined to two years, affecting the number of memberships reported in 2013-14.</p>
<p>4. The number of visits to Manitoba museums and archives, using annual combined total person-visits to The Manitoba Museum, Signature Museums and the Archives of Manitoba.</p>	<p>This measure provides an indication of interest in and exposure to Manitoba's cultural and heritage assets. The benefits are that the value and significance of these assets are understood and appreciated by current generations and preserved and protected for future generations.</p>	<p>In 2004-2005, a total of 689,759 person-visits were made to: The Manitoba Museum (517,172); Archives of Manitoba (7,189); Signature Museums around the province (165,398).</p>	<p>Total visitation in 2013 has risen to 703,336 from 482,090 in 2011/12. The Manitoba Museum (565,044) in 2013; Archives of Manitoba (3,956) in 2013/14 Signature Museums 134,336 visitors in 2013.</p>	<p>The Manitoba Museum has struggled with declining visitation over the past several years, but increased its visitation by 36% over the past two years largely by engaging travelling world exhibitions. There has been an overall decrease in visitation rates to Archives and to Signature Museums since 2004/05. Archives enjoyed an increase of 7.8% in 2010/11 due to an increased emphasis on tours and public programming. Visits to the Archives by researchers remain steady, but tour</p>	<p>Travel Manitoba has implemented a multi-year strategy to reverse the downward trend in U.S. tourism. Signature Museums continue to develop jointly targeted print and social media marketing materials to enhance visibility and visitation. Like comparable organizations in Canada, the Archives of Manitoba continues to expand its website and database content to offer online service options.</p>

What is being measured and using what indicator?	Why is it important to measure this?	What is the starting point? (baseline data and year)	What is the 2013-2014 result or most recent available data?	What is the trend over time?	Comments/Recent Actions/Report Links
5. The number of sport events and the size and scope of the events.	The benefits of hosting sporting events plays a key role in the justification process for pursuing and investing in future events. Manitoba's track record in hosting major events is an important factor.	In 2005-2006 Manitoba hosted 38 regional, national and international events	In 2013/14, Manitoba hosted 36 regional, national and international events, compared with 32 hosted events in 2012/13.	There is no trend or pattern. Smaller regional events occur as a course of regular practices and larger events are pursued on an individual basis. The frequency of hosting national or international events varies from year to year.	A number of major sporting events are on the horizon beginning in 2015. These include the 2015 Women's World Cup, the 2015 Grey Cup, a 2016 Heritage Classic NHL Game and the 2017 Canada Summer Games. These events and others will generate more than \$325 million in economic activity in Manitoba over the next three years.
6. Client perceived fairness and effectiveness with decisions of the Residential Tenancies Branch as measured	To ensure that the branch's hearing processes and decisions continue to be fair and effective.	3,198 orders were issued under Parts 1 – 8 of <i>The Residential Tenancies Act</i> (landlord and tenant disputes) in 2005/06	3,381 orders were issued under Parts 1 – 8 of <i>The Residential Tenancies Act</i> (landlord and tenant	The appeal rate for both types of orders decreased from the baseline in 2013/14.	

What is being measured and using what indicator?	Why is it important to measure this?	What is the starting point? (baseline data and year)	What is the 2013-2014 result or most recent available data?	What is the trend over time?	Comments/Recent Actions/Report Links
<p>by the rate of appeals of decisions under <i>The Residential Tenancies Act</i>.</p>		<p>of which 568 (17.8%) were appealed.</p> <p>Orders were issued for 469 cases under Part 9 of the Act (rent regulation matters) in 2005/06 of which 98 (20.9%) were appealed.</p>	<p>disputes) in 2013/14 of which 458 (13.5%) were appealed.</p> <p>Orders were issued for 609 cases under Part 9 of the Act (rent regulation matters) in 2013/14 of which 85 (14.0%) were appealed.</p>		
<p>7. Fairness for consumers in payday lending, as indicated by the number of:</p> <ul style="list-style-type: none"> • consumer complaints regarding payday loans filed with the Consumer Protection Office (CPO); and • CPO Director's Orders issued to payday lenders for non-compliance with legislation. 	<p>To ensure that consumers are benefitting from fair business practices when taking out payday loans.</p>	<p>There were 135 complaints in 2010/11, the first year this indicator was tracked.</p> <p>4 Director's Orders were issued in 2011/12, the first year this indicator was tracked under new legislation.</p>	<p>There were 336 consumer complaints in 2013/14</p> <p>One Director's Order was issued in 2013/14 demanding 61 consumer refunds.</p>	<p>Manitoba's payday lending laws came into force in October 2010.</p> <p>Overall consumer complaints have increased since 2010/11.. Over the past year, complaints rose 297% from 113 in 2012/13 to 336 in 2013/14</p>	<p>This increase in complaints is attributed to strong consumer awareness following highly publicized enforcement action against the largest lender in the province.</p>
<p>8. Fairness for consumers in cell phone contracts, as indicated by the number of consumer complaints regarding cell phone contracts filed with the Consumer Protection Office.</p>	<p>To ensure that cell phone contracts are fair for consumers and business.</p>	<p>There were 35 cell phone complaints received in 2010/11.</p>	<p>There were 48 cell phone complaints received in 2012/13.</p>		

The Public Interest Disclosure (Whistleblower Protection) Act

The Public Interest Disclosure (Whistleblower Protection) Act came into effect in April 2007. This law gives employees a clear process for disclosing concerns about significant and serious matters (wrongdoing) in the Manitoba public service, and strengthens protection from reprisal. The Act builds on protections already in place under other statutes, as well as collective bargaining rights, policies, practices and processes in the Manitoba public service.

Wrongdoing under the Act may be: contravention of federal or provincial legislation; an act or omission that endangers public safety, public health or the environment; gross mismanagement; or knowingly directing or counseling a person to commit wrongdoing. The Act is not intended to deal with routine operational or administrative matters.

A disclosure made by an employee in good faith, in accordance with the Act, and with a reasonable belief that wrongdoing has been or is about to be committed is considered to be a disclosure under the Act, whether or not the subject matter constitutes wrongdoing. All disclosures receive careful and thorough review to determine if action is required under the Act, and must be reported in a department's annual report in accordance with Section 18 of the Act.

The following is a summary of disclosures received by Manitoba Culture, Heritage and Tourism for fiscal year 2013-2014:

Information Required Annually (per Section 18 of The Act)	Fiscal Year 2013-2014
The number of disclosures received, and the number acted on and not acted on. <i>Subsection 18(2)(a)</i>	NIL
The number of investigations commenced as a result of a disclosure. <i>Subsection 18(2)(b)</i>	NIL
In the case of an investigation that results in a finding of wrongdoing, a description of the wrongdoing and any recommendations or corrective actions taken in relation to the wrongdoing, or the reasons why no corrective action was taken. <i>Subsection 18(2)(c)</i>	NIL