

Alberta

Freedom To Create. Spirit To Achieve.

Service Alberta

Annual Report

2008-09

Government of Alberta ■

Service Alberta

Annual Report

2008-09

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Preface

The Public Accounts of Alberta are prepared in accordance with the *Financial Administration Act* and the *Government Accountability Act*. The Public Accounts consist of the annual report of the Government of Alberta and the annual reports of each of the 24 Ministries.

The annual report of the Government of Alberta released June 30, 2009 contains Ministers' accountability statements, the consolidated financial statements of the Province and *The Measuring Up* report, which compares actual performance results to desired results set out in the government's business plan.

This annual report of the Ministry of Service Alberta contains the Minister's accountability statement, the audited financial statements of the Ministry and a comparison of actual performance results to desired results set out in the Ministry's business plan.

The Service Alberta annual report includes other financial information as required by the *Financial Administration Act* and *Government Accountability Act*, either as separate reports or as a part of the financial statements, to the extent that the Ministry has anything to report.

Minister's Accountability Statement

The Ministry's annual report for the year ended March 31, 2009, was prepared under my direction in accordance with the *Government Accountability Act* and the government's accounting policies. All of the government's policy decisions as at September 4, 2009 with material economic or fiscal implications of which I am aware have been considered in the preparation of this report.

(Original signed by)

*Heather Klimchuk
Minister of Service Alberta
September 4, 2009*



Message from the Minister

It is my privilege to present the 2008-09 annual report of the Ministry of Service Alberta.

I look back on my first full year as Minister with pride. Service Alberta received six 2009 Premier's Awards of Excellence, a tremendous accomplishment. These awards demonstrate a commitment to delivering high quality services to Albertans and other government ministries. Government services should be seamless and Service Alberta strives for excellence and continuous improvement in all aspects of service delivery to Albertans and government.

As the name suggests, the core of the Ministry is service. The common values of the Government of Alberta – respect, accountability, integrity and excellence – guide us as we work to meet the needs of Albertans and government employees. Our Ministry impacts Albertans' lives every day – whether it's a teenager getting his or her first driver's licence, a couple registering their marriage, an entrepreneur starting a business or a renter looking for information about signing a lease, Albertans are accessing services under the Service Alberta umbrella. Within government, Service Alberta applies a co-ordinated approach to deliver high quality business, financial and technology services to other government ministries.

This annual report provides a picture of Service Alberta's achievements in the past year. The information in it helps us build on our successes and gives us an idea where we need to work harder as we strive to not only meet, but exceed the expectations of everyone who depends upon our services. As our results in the Premier's Awards of Excellence attest, we are well on our way to that goal.

Delivering excellent service requires good people, regardless of the type of transaction. Behind every Service Alberta transaction is a team dedicated to providing service excellence to Albertans—one citizen and one transaction at a time.

I will continue to take great pride in the accomplishments of this Ministry and I am honoured to present the 2008-09 annual report of the Ministry of Service Alberta.

(Original signed by)

*Heather Klimchuk
Minister of Service Alberta
September 4, 2009*

Management's Responsibility for Reporting

The Ministry of Service Alberta includes:

- The executives of the individual entities within the Ministry with the primary responsibility and accountability for the respective entities. Collectively, the executives ensure the Ministry complies with all relevant legislation, regulations and policies.
- Ministry business plans, annual reports, performance results and the supporting management information are integral to the government's fiscal and business plans, annual report, quarterly reports and other financial and performance reporting.
- Responsibility for the integrity and objectivity of the financial statements and performance results for the Ministry rests with the Minister of Service Alberta. Under the direction of the Minister, I oversee the preparation of the Ministry's annual report, including financial statements and performance results. The financial statements and the performance results, of necessity, include amounts that are based on estimates and judgments. The financial statements are prepared in accordance with Canadian generally accepted accounting principles for the public sector as recommended by the Public Sector Accounting Board of the Canadian Institute of Chartered Accountants. The performance measures are prepared in accordance with the following criteria:
 - Reliability – Information agrees with the underling data and with the sources used to prepare it.
 - Understandability and Comparability – Actual results are presented clearly and consistently with the stated methodology and presented on the same basis as targets and prior years' information.
 - Completeness – Performance measures and targets match those included in Budget 2008. Actual results are presented for all measures.

As Deputy Minister, in addition to program responsibilities, I establish and maintain the Ministry's financial administration and reporting functions. The Ministry maintains systems of financial management and internal control which give consideration to costs, benefits, and risks that are designed to:

- provide reasonable assurance that transactions are properly authorized, executed in accordance with prescribed legislation and regulations, and properly recorded so as to maintain accountability of public money;
- provide information to manage and report on performance;
- safeguard the assets and properties of the Province under Ministry administration;
- provide Executive Council, Treasury Board, the Minister of Finance and Enterprise and the Minister of Service Alberta any information needed to fulfill their responsibilities, and
- facilitate preparation of Ministry business plans and annual reports required under the *Government Accountability Act*.

In fulfilling my responsibilities for the Ministry, I have relied, as necessary, on the executive of the individual entities within the Ministry.

(Original signed by)

Paul Pellis, Deputy Minister
September 4, 2009

Overview

Overview

Ministry Entities

Service Alberta

www.servicealberta.ca

Business Services

Business Services supports a fair, effective marketplace for consumers and businesses by developing, administering and enforcing consumer-related legislation. This unit promotes consumer awareness and education concerning consumer rights and responsibilities in residential tenancies, purchase decisions, contracts and identity protection. Business Services also provides shared services to all government departments. These services include records and information management, print, mail, inter-department courier, telecommunications, office equipment, security access and furniture. In addition, this business unit also

- provides a fast, effective, and low-cost option to resolve landlord and tenant disputes through the Residential Tenancy Dispute Resolution Service
- promotes consumer awareness on a variety of consumer topics through tipsheets, infosheets and consumer alerts
- represents and protects Albertans' interests in the regulatory proceedings of the Alberta Utilities Commission and ensures Albertans' questions and concerns about the restructured electricity and natural gas markets are addressed through the Utilities Consumer Advocate
- operates eight libraries and the Queen's Printer which publishes, sells and distributes provincial legislation, standards, codes and department publications, as well as a range of products in a variety of formats
- operates two contact centres: Citizen Services Call Centre and Consumer Contact Centre that provide referrals, advice and information to Albertans.

Enterprise Services

Enterprise Services leads the cross-government strategic approach to service delivery of information and communication infrastructure services to all Alberta government departments. This business unit looks for opportunities for cross-ministry initiatives, brings government representatives together to promote the enterprise approach to government while better serving Albertans' needs.

Enterprise Services is responsible for

- the GoA Domain Integration Initiative which aims to establish a shared technology environment across the Government of Alberta including e-mail, computer desktops, file storage and other network services
- the Citizen Services Initiative which gives convenient, easy access to government information and services for Albertans and improved efficiencies for government
- the Information and Communication Technology Service Co-ordination Initiative (which results in cost savings by co-ordinating the management and delivery for significant projects)
- The IMAGIS (Integrated Management Information System for the Alberta Government) system which provides electronic human resource and accounting support for delivery of the government's core programs and services.

Financial Services

Financial Services provides accounts payable and receivable through centralized, shared services to the Government of Alberta (GoA). The department leads Service Alberta in planning and performance measurement, budgeting, forecasting and financial reporting and delivers safe, reliable, cost-effective vehicle transportation services to government. This business unit includes

- Access and Privacy which provides advice and assistance to public bodies on access to information and protection of privacy matters and ensures Albertans' personal information held by the Ministry is appropriately secured
- Employee Services which handles pay and benefits, disability management and provides support for IMAGIS-related issues including: maintenance, finance security, updates and reporting
- Procurement, which acquires goods and selected services Service Alberta and other GoA customers require to meet their business needs.

Registries

Registries delivers accessible land titles, motor vehicles, personal property, vital statistics, corporate registry and licensing services to Albertans, protects Albertans' identity and handles registration of major life events (e.g., birth, marriage). Registries provides online registration and search services to support the legislative requirements of the *Personal Property Security Act* and the enforcement of money judgments and other civil enforcement proceedings that form part of the *Civil Enforcement Act*. The Alberta Personal Property Registry Electronic System handles approximately two million transactions each year.

More than \$450 million in fees and licences revenue is generated from five registry streams:

- Motor Vehicle (MOVES)
- Vital Statistics (VISTAS)
- Corporate Registry (CORES)
- Personal Property Registry (APPRES)
- Land Titles (ALTA).

This business unit also

- facilitates the delivery of more than 90 motor vehicle services and develops and supports the delivery of registry services through the registry agent network
- conducts compliance reviews of registry agents and inspections of regulated industries, such as landlords, auctions, collection agencies and charitable organizations
- provides support for registry agent operations, as well as investigative services, such as facial recognition analysis and investigation, court certificates, and investigative and forensic support to Alberta Transportation.

Technology Services

Technology Services provides common infrastructure for ministries to support a one-government approach to the innovative and efficient delivery of programs and services to Albertans. This unit also

- develops and maintains a responsive, reliable voice, data and video information and communication environment to ensure sustainability and to realize the maximum value for ministries to deliver programs and service and access to Albertans
- oversees SuperNet—a high-capacity network that enables the delivery of information and services between thousands of public institutions (i.e., schools, colleges, hospitals, libraries and government offices) in rural and urban communities across Alberta
- provides application and technical infrastructure support for all Service Alberta registry-related systems
- develops and maintains government corporate applications and databases.

Communications

Provides communications consultation, support and services to the Ministry.

Human Resource Services

Develops and implements human resource planning initiatives, policies and programs. Human Resource Services oversees

- employee attraction and retention, occupational health and safety, employee learning and development, workplace wellness and recognition.

Operational Overview

Service Alberta is committed to delivering high quality standardized services, co-ordinated business, financial, information and technology services to government ministries; as well as offering a diverse range of services that touch the daily lives of all Albertans. This integrated standardized approach, based on a broad corporate view of the government as one enterprise, enables government to act seamlessly and facilitate easy access to programs and services for all citizens.

Support for Government of Alberta Goals

Through its core businesses and associated Ministry programs, Service Alberta plays a key role in supporting the following 2008-09 Government of Alberta goals:

Goal 1: Alberta will have a prosperous economy

Service Alberta supports sustainable economic growth as an essential factor in maintaining and improving Albertans' overall quality of life. The Ministry sustains the momentum of Alberta's economy by

- facilitating more than 17 million registry transactions for Albertans
- promoting consumer confidence by reviewing and enforcing consumer protection legislation to ensure it remains current and responsive.

Goal 4: Alberta will have a financially stable, open and accountable government and maintain its strong position nationally and internationally

The Ministry supports this Government of Alberta goal by

- establishing a single enterprise approach to information technology development and operations for the Government of Alberta
- adopting innovative approaches to serving Albertans in an accessible, timely and efficient manner through a variety of mechanisms.

Goal 7: Alberta will be a safe place to live, work and raise families

Service Alberta works directly to achieve this goal by promoting the increased privacy and security of personal and other information entrusted to government.

Summary of Key Activities

Service Alberta is part of the significant milestones in Albertans' daily lives. Whether it's obtaining a birth certificate, buying a home, registering a car, starting a business, or getting information about consumer protection—Service Alberta is there to help and support Albertans.

"Government services should be seamless and Service Alberta strives for excellence and continuous improvement in all aspects of service delivery to Albertans and government."

Service Alberta also applies a co-ordinated, integrated approach to service delivery for government ministries, whether business, financial or technology services. The result is easy access to programs and services within government and for Albertans.

Business Services (Consumer Services Department)

- There were more than 722,000 consumer information publications downloaded from the website and distributed in print form in 2008-09.
- More than 1,400 consumer investigations were completed, recovering more than \$723,000 for consumers.
- The Residential Tenancy Dispute Resolution Service (RTDRS) received more than 5,600 applications in 2008-09 (11,000 applications since opening in 2006) reducing court applications in Edmonton by up to 90 per cent. Since expanding the service to Calgary in January 2008, court applications have already been reduced by 50 per cent. Client satisfaction with RTDRS hearing fairness increased from 76 per cent to 92 per cent.

The Residential Tenancy Dispute Resolution Service expanded to Calgary and area in addition to serving all of Alberta north of Highway 16.

Utilities Consumer Advocate (UCA)

- The UCA handled more than 39,000 calls from Albertans for information and assistance, an increase of 15 per cent from the previous year.
- The UCA regulatory team was involved in more than 90 proceedings before the Alberta Utilities Commission including: 16 major proceedings, six negotiated settlements and court cases before the Alberta Court of Appeal and the Supreme Court of Canada.

Satisfaction with the UCA Consumer Mediation Centre was 69 per cent, with 83 per cent of clients likely to refer the services of the UCA to a friend.

Registries

- Registry Services, in collaboration with Technology Services, introduced an upgraded drivers licence and ID card that incorporates additional security features.
- Registry Services and Service Canada worked in partnership to develop a process that lets parents apply for their newborn child's social insurance number at the same time as they register the birth.

Service Delivery

- The Queen's Printer's legislation database, QP Source Professional, was consulted for research or downloading purposes more than 71,000 times.

The Queen's Printer sold more than 194,000 items in 2008-09, returning net revenue of \$1.4 million to the government.

- The library's information monitoring services (e.g., excerpts from Hansard, environmental scanning, journal table of contents) increased in 2008-09 by more than 30 per cent.

Records and Information Management

- Records and Information Management developed an "Innovation Lab" in collaboration with Technology Services for Service Alberta and other ministries (Justice and Attorney General, Education, Advanced Education and Technology) to test how well electronic document management systems function.

Citizen Service Call Centre (310-0000)

- The Call Centre handled more than 700,000 calls from Albertans and achieved a 97 per cent satisfaction rating, exceeding provincial measurements and standards for frontline service to Albertans.
- The Call Centre successfully tested Call Centre Anywhere technology (which provides certain staff with the ability to work from any phone on any high speed computer).

Consumer Contact Centre

- Over the past five years call volumes have increased by over 35 per cent—with volumes now up to more than 243,000 calls for the year.
- The overall satisfaction rating for surveys done immediately following telephone conversations was 93 per cent.

Technology Services

- This business unit collaborated with the Ministry of Tourism, Parks and Recreation to establish a campground reservation system. Albertans can now make online reservations for 2,800 campsites in 25 campgrounds.
- Technology Services established the strategic, one-government Service Desk enabling more than 20,000 Government of Alberta employees to obtain technical support seven days a week, 24 hours a day, 365 days a year.

Financial Services

- Employee Services implemented employee online access to their pay advice statements through access to MyAgent (an online staff portal).

Greening Initiatives

- Interest in videoconferencing continued to grow as ministries and organizations connect to videoconferencing infrastructure, the need to travel will decrease, which helps reduce green house emissions.
- Duplex printing within government was more consistently deployed with new printer rollouts, which minimizes single-sided printing and results in reduced paper consumption.
- The use of low emission and hybrid government vehicles was encouraged whenever practical.

Vehicle Management has initiated the arrival of a total of 92 hybrids (with seven additional vehicles on order), including five in the executive fleet.

- A green procurement policy for government is in development which includes
 - reusing and recycling surplus goods
 - supporting the inclusion of practical third party eco-certification and green requirements in GoA standing offers
 - assisting GoA departments to include third party certifications and other green criteria in their tender requirements.
- Service Alberta, in partnership with Alberta Environment and several other ministries, is part of a cross-government committee to consider approaches for greener government procedures.

Service Alberta received six 2009 Premier's Awards of Excellence. These awards underscore a Ministry-wide emphasis on excellence in external and internal service delivery.



Premier's Award of Excellence

BizPaL, the Personal Information Protection Act Review and the Residential Tenancy Dispute Resolution Service Project received a 2009 Gold Premier's Award of Excellence.



Premier's Award of Excellence

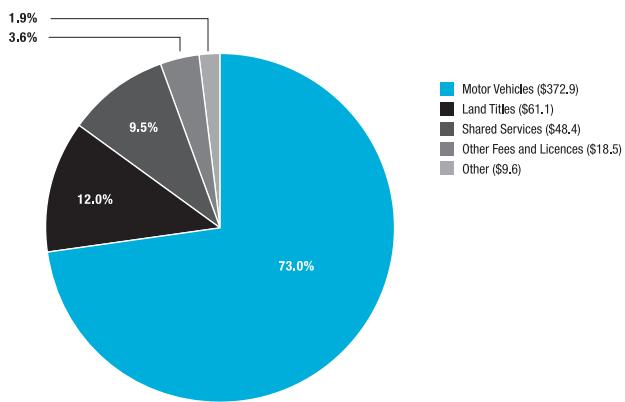
The Alberta Personal Property Registry Electronic System, and the Pay and Benefits Service Level Agreement received a 2009 Bronze Premier's Award of Excellence.

Service Alberta shared a 2009 Bronze Premier's Award of Excellence with Alberta Solicitor General and Public Security for the Changing Faces – Protect Your Identity Education Kit.

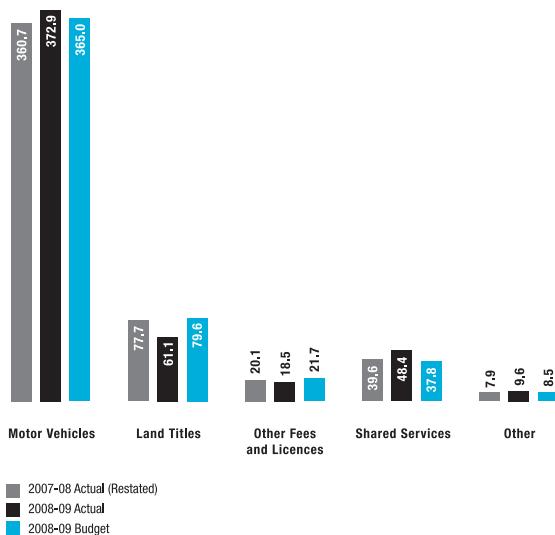
Financial Highlights

Revenues

Sources of 2008-09 Revenue
(millions of dollars)



Comparison of 2008-09 Revenue to 2007-08 Revenue
(millions of dollars)



The majority of the Ministry's fees and licences revenue is generated through registration transactions, licensing and search services associated with the Motor Vehicle Registry, which is the largest of the five registries. Services are delivered through more than 200 Registry Agent offices in 150 communities across the province. As well, some services are offered online through the Internet.

Revenue from fees and licences is based on a fee per transaction as well as the associated volume of transactions. The amount of revenue collected depends on factors such as the economic health of the province and changes in population. These factors impact the volume of sales and in some cases the amount of the fee charged. Fees for registration of land titles are based on the value of the real estate or mortgage. Lower real estate values directly impact revenue in Land Titles.

Total revenue is \$2.1 million lower than budget due to the slowdown in the economy. The revenue decrease is particularly prevalent in Land Titles which saw a \$16.6 million decrease compared to prior year.

Motor vehicle-related revenue increased to \$372.9 million. The largest three revenue streams: passenger, commercial, and operators increased by 4.0 per cent, 3.3 per cent and 3.4 per cent, respectively. The increase of 3.4 per cent or \$12 million is attributable to higher transaction volumes in passenger and operating licences. Commercial registrations experienced an increase in the average fee.

Land Titles registration and search services generated \$61.1 million of revenue. Government offices in Edmonton and Calgary provide examination and registration-related services while Registry Agents provide land title searches, historical searches and certified copies of land titles. In addition, the Spatial Information System (SPIN II) provides businesses with an opportunity to obtain online searches of Land Titles data products, registered survey plans, township images and other land information through a subscription service.

Land Title revenue decreased by \$16.6 million over 2007-08. This was attributable to the decline in property values combined with a decrease in land-related transaction volumes reflective of the economy and reduced confidence in real estate markets. Specifically, there were 349,000 less registrations and 526,000 less searches in comparison to prior year.

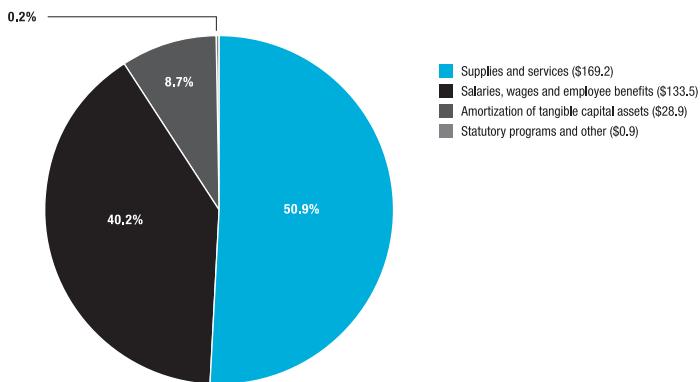
Revenue from other fees and licences totaled \$18.5 million in revenue was generated through personal property registry, corporate registry, marriage licences and certificates for key events such as births, deaths, adoptions and name changes, as well as business licences. The decrease in revenue is reflective of the province's weakening economy.

Shared Services revenue increased by \$8.8 million due to increases in number of transactions for volume-driven business services (i.e., mail, print, imaging and form services).

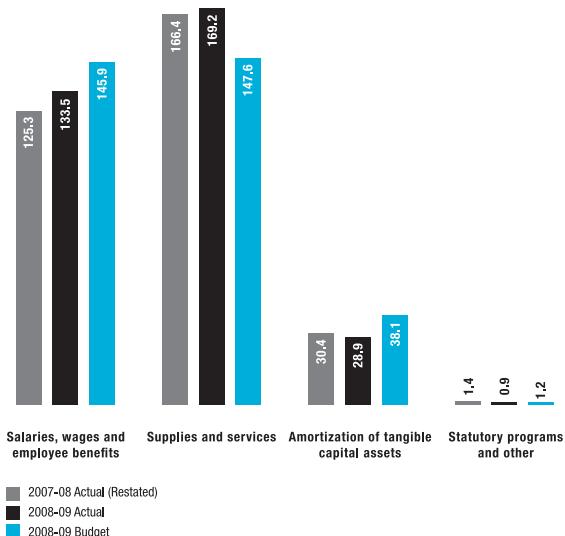
Of the \$9.6 million in Other Revenue, \$7.0 million was reported by the Utilities Consumer Advocate (UCA) in 2008-09, up by \$1.9 million from the previous year primarily due to increased costs in contracted services. The UCA operates on a cost-recovery basis and receives industry contributions.

Expenses

2008-09 Expenses by Category
(millions of dollars)



Comparison of 2008-09 Expenses to 2007-08 Expenses
(millions of dollars)



Services to Albertans are provided directly or through delivery agents and include Land Titles, Motor Vehicle Services, Registry Services, Consumer Services and Utilities Consumer Advocate. The program is committed to developing innovative approaches to improve service delivery to Albertans through a variety of mechanisms (in person, by phone or through the Internet).

The Ministry dedicated \$65.4 million, or 19.7 per cent of its operating resources, to Services to Albertans. Employing an extensive information and communication technology network, the Ministry processes more than 17 million transactions annually on behalf of Alberta consumers and businesses and millions more for law enforcement agencies. Central to this network are the Ministry's five registry systems (i.e., Personal Property, Land Titles, Motor Vehicles, Vital Statistics and Corporate Registries). Resources were provided to address the growing demand for these services, particularly within the Motor Vehicles and Land Titles programs, which have seen transaction volumes increased dramatically over the years.

Services to Government provides a range of services to other ministries that include procurement and administration, financial, vehicle, technology, enterprise and network services. The program works to achieve the implementation of a corporate approach to information management and information technology.

Services to Government accounted for the largest component of the Ministry's expenses at \$253 million, or 76.3 per cent. This core business encompassed services provided internally to other ministries and covered an assortment of services: procurement, administrative, finance, vehicle and a vast array of information technology services. The Ministry's information technology programs included a huge portfolio of services, ranging from network services to enterprise resource planning, to business transformation and strategic information technology services. The Ministry continued to provide leadership in developing strategies and policies to optimize and standardize the use of information and communications technology, including SuperNet.

Expenses by Function

Ministries are required to identify, within a common framework, the government functions they support. This information is based on national standards to allow for inter-provincial comparisons and for determining federal funding eligibility. For 2008-09, the Ministry identified three functions to which its expenditures could be attributed: protection of persons and property; agriculture, resource management and economic development; and general government.

Expenses by Function (millions of dollars)

	2008-09 Authorized Budget	2008-09 Actuals	2007-08 Actuals
Protection of Persons and Property	\$ 103.2	\$ 91.4	\$ 88.1
Agriculture, Resource Management and Economic Development	3.1	2.7	3.0
General Government	226.5	238.4	232.5
Total Expenses by Function	\$ 332.8	\$ 332.5	\$ 323.6



Deputy Minister's Message

Service Alberta is a gateway to government services, products and information. Albertans, government employees and other government ministries counted on Service Alberta to provide new ideas and innovative approaches to service delivery—and Service Alberta delivered! The proof is in the numbers: as an example last year Service Alberta handled more than 17 million registry transactions.

Some of the Ministry's milestone achievements:

- The Residential Tenancy Dispute Resolution Service (RTDRS) received more than 5,600 applications in 2008-09—reducing Provincial Court applications by up to 90 per cent.
- Registry Services and Technology Services introduced an upgraded driver's licence and ID card with additional security features.
- The Contact Centre call volumes have increased 35 per cent in the past five years—volumes were up to more than 243,000 for the year.
- More than 722,000 consumer information publications were either downloaded from the web and distributed in print.
- The UCA handled more than 39,000 calls for information from Albertans—an increase of 15 per cent from the previous year.
- The Information and Communications Technology (ICT) Service Co-ordination Initiative made significant progress in 2008-09 by facilitating the adoption of 18 ICT Service co-ordination bundles that packaged common service desk, mainframe, utilities, and work site support for government ministries - supporting the Government of Alberta's move toward a single enterprise approach to information technology.
- The Queen's Printer's QP Source Professional database was consulted for research or download more than 71,000 times in 2008-09.
- The library's information monitoring services increased in 2008-09 by more than 300,000 items delivered.

These numbers reflect the value Albertans place on our Ministry's services; and the value that Service Alberta staff place on ensuring these services are delivered efficiently and effectively. I share the pride of every Service Alberta employee who played a role in the Ministry's achievements this past year. Whether they are on the frontline dealing directly with Albertans or working behind the scenes, I know firsthand that staff share a goal of providing high quality service each and every day.

I am proud of Service Alberta staff and equally proud of their achievements. I look forward to more new ideas and fresh perspectives on service delivery in the coming year.

(Original signed by)

*Paul Pellis, Deputy Minister
September 4, 2009*

Auditor General's Review Engagement Report

To the Members of the Legislative Assembly



I have reviewed the performance measures identified as "Reviewed by Auditor General" included in the Ministry of Service Alberta's 2008-09 *Annual Report*. These performance measures are prepared based on the following criteria:

- Reliability – Information agrees with the underlying data and with sources used to prepare it.
- Understandability and Comparability – Actual results are presented clearly and consistently with the stated methodology and presented on the same basis as targets and prior years' information.
- Completeness – performance measures and targets match those included in Budget 2008. Actual results are presented for all measures.

My review was made in accordance with Canadian generally accepted standards for review engagements and, accordingly, consisted primarily of enquiry, analytical procedures and discussion related to information supplied to me by the Ministry. My review was not designed to provide assurance on the relevance of these performance measures.

A review does not constitute an audit and, consequently, I do not express an audit opinion on these performance measures.

Based on my review, nothing has come to my attention that causes me to believe that the "Reviewed by Auditor General" performance measures in the Ministry's 2008-09 *Annual Report* are not, in all material respects, presented in accordance with the criteria of reliability, understandability, comparability, and completeness as described above. However, my review was not designed to provide assurance on the relevance of these performance measures.

(Original signed by Fred J. Dunn)

FCA

Auditor General

Edmonton, Alberta
September 1, 2009

Results Analysis

Results Analysis

In prior years, the Office of the Auditor General applied specified procedures to all Ministry performance measures included in the annual report. In the current year the Office of the Auditor General conducted a limited assurance engagement (review) of a selection of performance measures that are identified in the annual reports as “Reviewed by Auditor General”. The measures were selected for review by Ministry management based on the following criteria established by government:

- Enduring measures that best represent the goal and mandated initiatives
- Measures have well established methodology and reporting of data
- Measures have outcomes over which the government has a greater degree of influence
- Each goal has at least one reviewed performance measure.

CORE BUSINESS ONE: SERVICES TO ALBERTANS

GOAL 1: Convenient and efficient services

Overview

This goal reflects the Ministry's commitment to provide secure, accessible, accurate and competitively priced services to Albertans.

Performance Measures

➤ 1.A Percentage of clients surveyed who are “satisfied overall” with the quality of service received through: Ministry Contact Centre (registry-related) and registry agents

Description

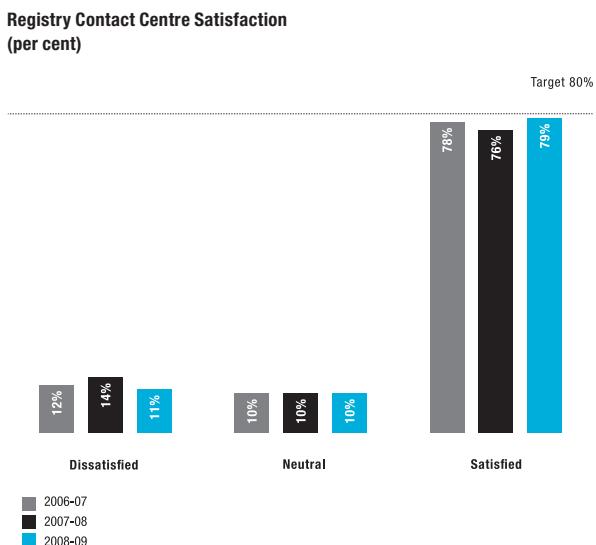
Client satisfaction with services provided through the Ministry Contact Centre (registry-related) and registry agents represents a key measure for the Ministry's goal of convenient and efficient services. Reinforcing the commitment to service excellence, target satisfaction rates for the Contact Centre (registry-related) and registry agents are 80 and 85 per cent respectively.

Results

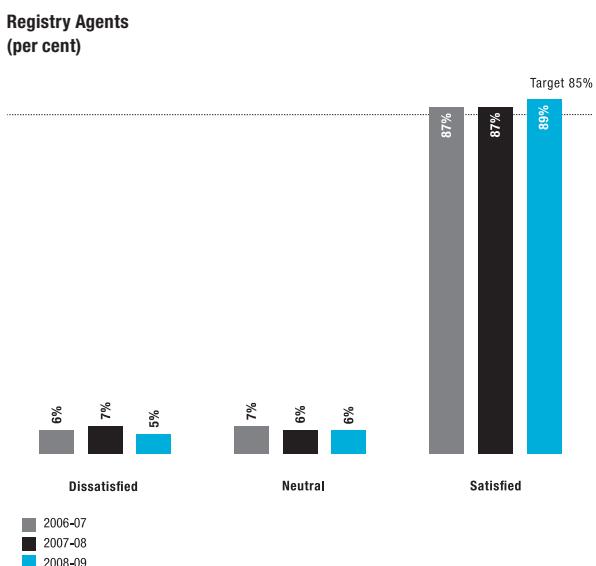
Results for this measure are:

- Ministry Contact Centre (registry-related): 79 per cent satisfaction with the service provided.
- Registry Agents: 89 per cent satisfaction with the service provided.

Client satisfaction with services provided by the Contact Centre (registry-related) almost met the target of 80 per cent while at 89 per cent, satisfaction with registry agents exceeded the 85 per cent target.



Source: 2006-07 Synovate Research; 2007-08 and 2008-09 Leger Marketing



Source: 2006-07 Synovate Research; 2007-08 and 2008-09 Leger Marketing

Analysis

Client satisfaction with the Contact Centre (registry-related) increased in comparison to the previous year and remains high at 79 per cent, which almost meets the Ministry's target of 80 per cent.

In spite of high demand, client satisfaction with registry agents remained strong, exceeding the 85 per cent target. Various agent accreditation and training programs continue to be developed as the Ministry works with the agent network to maintain high satisfaction ratings.

Reviewed by Auditor General

► 1.B Percentage of clients surveyed who are “satisfied overall” with services provided by the Land Titles Registry

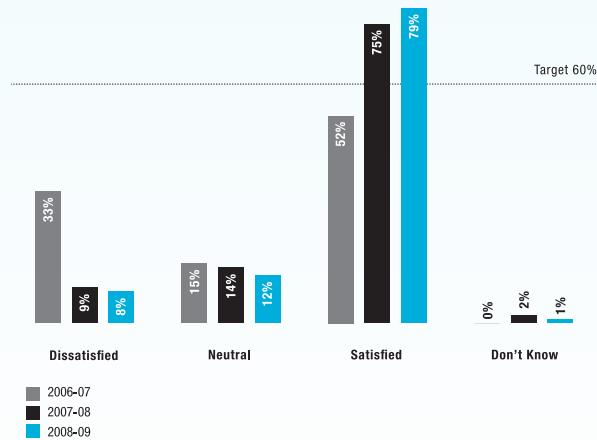
Description

Customer satisfaction survey targeted at businesses who have an account with Land Titles Offices for registration or search services.

Results

At 79 per cent satisfaction with the Land Titles Office, the target of 60 per cent was exceeded.

Land Titles Offices
(per cent)



Source: 2006-07 Synovate Research; 2007-08 and 2008-09 Leger Marketing

Analysis

By building on service improvements, satisfaction with land title services increased over the previous year and exceeded the 60 per cent target. A positive trend in satisfaction demonstrates the Ministry's commitment to providing high quality government services. The Ministry will continue to look for ways to improve service quality in order to maintain acceptable levels of client satisfaction.

► 1.C.1 Comparison of Alberta's fees to other jurisdictions to:

- Renew registration on a Dodge Caravan
- Renew a driver's licence

Description

Service Alberta works to ensure that Alberta's registry fee structure remains competitive with other Canadian jurisdictions. One area of comparison is the review of Alberta motor vehicle fees, where the cost of registering a vehicle and renewing a driver's licence were compared on a standardized national basis. The target is that Alberta's fees* remain competitive with the national average.

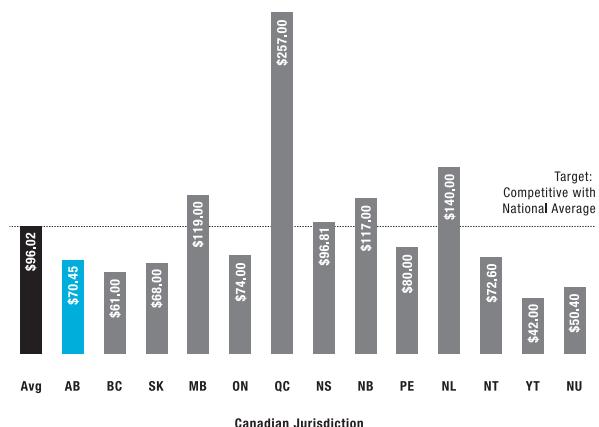
* Please note that “fees” in this analysis represents all associated charges that must be paid by the consumer to acquire the service. This includes all provincial/territorial government fees, taxes and service charges.

Results

The results of the fee comparison indicated the target has been met as Alberta's fees for these products are competitive with the national average.

- The vehicle registration fee for a Dodge Caravan: 27 per cent below the national average. The fee was also 27 per cent below in 2007-08.
- The driver's licence renewal fee: 34 per cent below the national average. The fee was 33 per cent below in 2007-08.

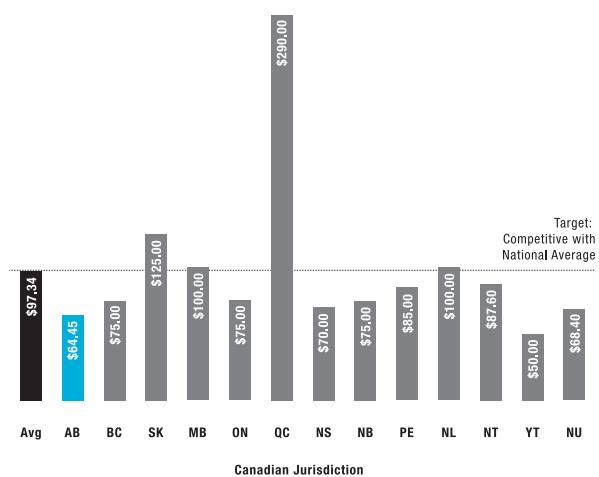
Vehicle Registration Comparison — Dodge Caravan* (Fees \$)



Source: Service Alberta Cross-Jurisdictional Fee Comparisons

*Survey was standardized for comparative purposes to represent the annual fee charged to renew a Dodge Caravan minivan weighing 1,880 kilograms in an urban area (includes service/administrative fees).

Driver's Licence Comparison* (Fees \$)



Source: Service Alberta Cross-Jurisdictional Fee Comparison

*Survey was standardized for comparative purposes to represent the five-year renewal fee for a driver's licence with no demerits (includes service/administrative fees) as this represents the renewal option chosen by the majority of Albertans.

Analysis

The results of the fee comparison indicated the target has been met as Alberta's fees for these products are competitive with the national average.

V 1.C.2 Comparison of Alberta's fees to other jurisdictions to:

- Register a \$150,000 house with a \$140,000 mortgage

Description

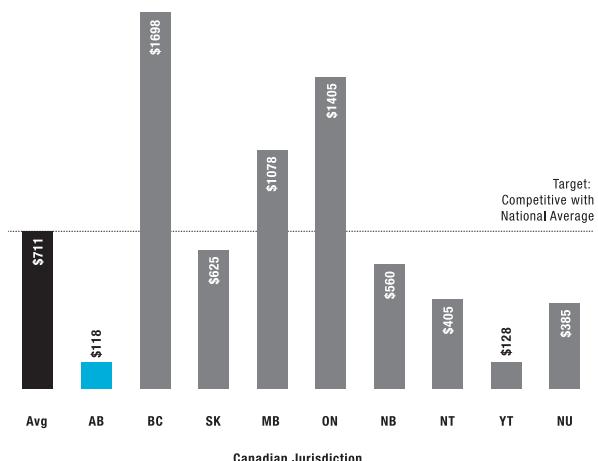
The Ministry supports Alberta's real estate market by ensuring that Land Titles products are priced competitively with other jurisdictions. While each jurisdiction incorporates different requirements and products in their land registration process, a standardized approach has been developed for this measure that compares a common set of products required to purchase and register a home with a mortgage. The target is to ensure Alberta's fees* remain competitive with the national average.

* Please note that "fees" in this analysis represents all associated charges that must be paid by the client to acquire the service. This includes all provincial government fees, taxes, and service charges.

Results

The cost in Alberta for this service (sum of all three products) is \$118. At 83 per cent below the national average, the target to remain competitive with the national average has been met.

Land Title Fee Comparison* (Fees \$)



Source: Canadian Conference of Land Titles Officials Jurisdiction Update

*Represents the total cost of provincial/territorial government services typically required to legally purchase a \$150,000 house with a \$140,000 mortgage. To ensure comparability, only provinces using the Torrens Land System were included. To reflect the complete end cost to consumers, the cost of provincial land transfer taxes charged in British Columbia (\$1,500), Manitoba (\$900), Ontario (\$1,225) and New Brunswick (\$375) has been added to the total government fees.

Analysis

Compared to other jurisdictions, Alberta continues to have the lowest overall land title fees, which helps to promote real estate based economic activity in Alberta.

V 1.C.3 Comparison of Alberta's fees to other jurisdictions to:

- Collection Agency Licence
- Direct Selling Licence

Description

In this measure, Alberta fees for certain business licences are compared to other Canadian jurisdictions. The licences selected for comparison are those determined to be most reflective of marketplace demand in the province:

- Collection Agency Licence
- Direct Selling Licence

The target is that Alberta's fees* remain competitive with the national average.

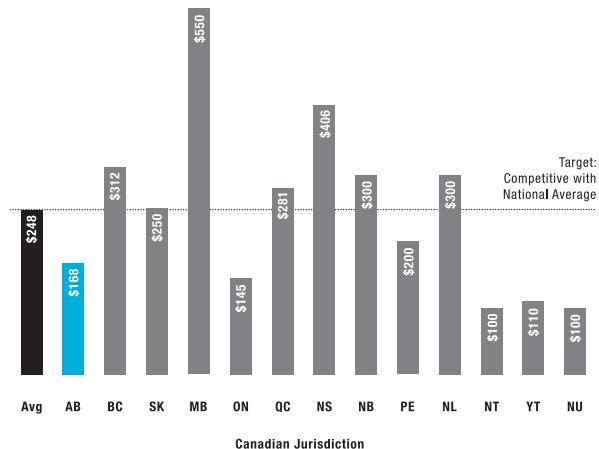
* Please note that "fees" in this analysis represents all associated charges that must be paid by the consumer to acquire the service. This includes all provincial/territorial government fees, taxes and service charges.

Results

- The Collection Agency Licence fee in Alberta is 32 per cent below the national average. The fee was 33 per cent below in 2007–08.
- The Direct Selling Licence fee in Alberta is 27 per cent below the national average. The fee was 19 per cent below in 2007–08.

These ratings demonstrate that both these fees are competitive with the national average.

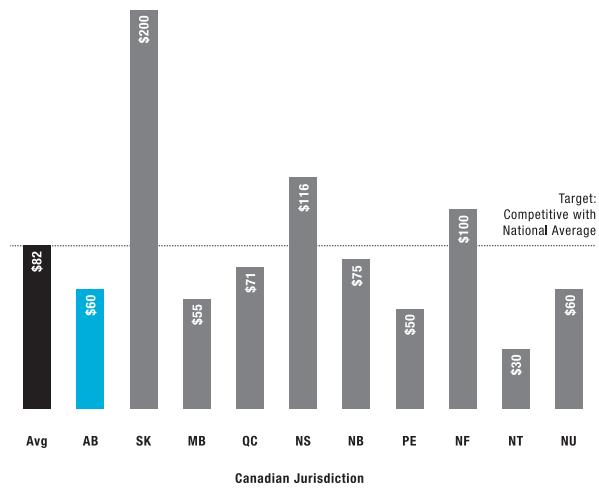
Collection Agency Licence Fee*
(Fees \$)



Source: Service Alberta Cross-Jurisdictional Fee Comparison

*The minimum annual fee charged for a collection agency licence in each Canadian jurisdiction (either a new licence or a renewal, whichever was lower, regardless of company size) was compared.

Direct Selling Licence Fee*
(Fees \$)



Source: Service Alberta Cross-Jurisdictional Fee Comparison

*The minimum annual fee for a direct selling licence charged to sole proprietors, partnerships, or corporations, as compared across jurisdictions. To ensure comparability, only those jurisdictions who provide a comparable direct selling business licence are included.

Analysis

Alberta's licensing fees continue to be competitive with national averages and other jurisdictions, which supports a business friendly marketplace.

► 1.D Percentage of Albertans who are satisfied with access to Government of Alberta services and information

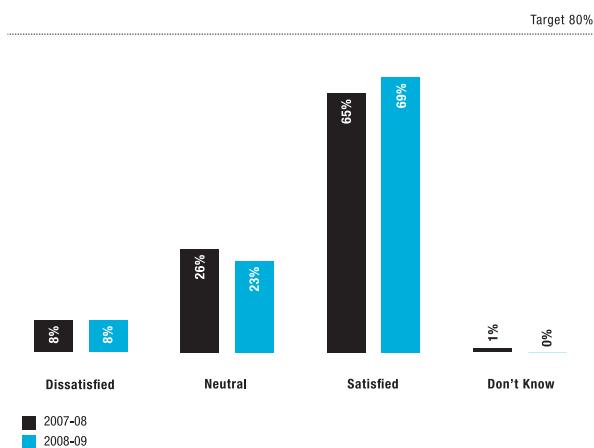
Description

Providing Albertans with accessible, integrated and quality services from the Government of Alberta continues to be a key objective of the Citizen Services Initiative. This measure surveys Albertans' overall satisfaction with their ability to access government services whether online, by telephone, by mail, by fax or in person.

Results

The majority or 69 per cent of respondents indicated satisfaction with access to Government of Alberta services and information. The 2008-09 target was 80 per cent.

Satisfaction with Access to Government of Alberta Services and Information (per cent)



Source: 2007-08 and 2008-09 Ipsos Reid

Analysis

At 69 per cent satisfaction, the majority of Albertans are satisfied with their ability to access Government of Alberta services and information. This is an increase over last year's result and less than 10 per cent of respondents cited dissatisfaction. While the 80 per cent target was not met, the Ministry remains committed to ensuring Albertans have convenient access to government services and information. Ministry collaboration and co-ordination of service channels continues to be a priority to ensure Alberta has the best service delivery model to benefit citizens. Expected outcomes include enhanced service content and functionality through the Internet and through the Service Alberta call centre.

► 1.E Percentage of Albertans who are satisfied with the timeliness of Government of Alberta services and information

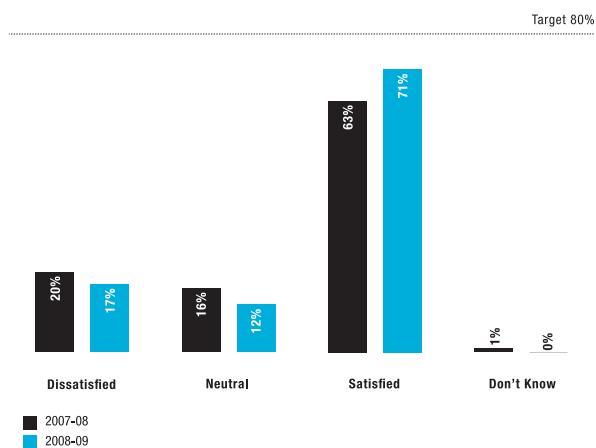
Description

Providing Albertans with timely, effective, and relevant services and information from the Government of Alberta is a key objective of the Citizen Services Initiative. This measure surveys Albertans' overall satisfaction with the timeliness of services and information provided to them whether by telephone or in person.

Results

The majority or 71 per cent of respondents indicated satisfaction with the timeliness of Government of Alberta services and information. The 2008-09 target was 80 per cent.

Satisfaction with Timeliness of Government of Alberta Services and Information (per cent)



Source: 2007-08 and 2008-09 Ipsos Reid

Analysis

At 71 per cent satisfaction, the majority of respondents are satisfied with the timeliness of services and information provided by the Government of Alberta. This result is an increase over the previous year which demonstrates the Ministry's commitment to improving service delivery. The Ministry will continue to seek improvements in the efficient delivery of services and information to ensure Albertans' needs are met.

GOAL 2: Informed consumers and businesses and a high standard of marketplace conduct

➤ 2.A Percentage of Ministry Contact Centre clients surveyed (consumer-related) who are “satisfied overall” with the quality of service received

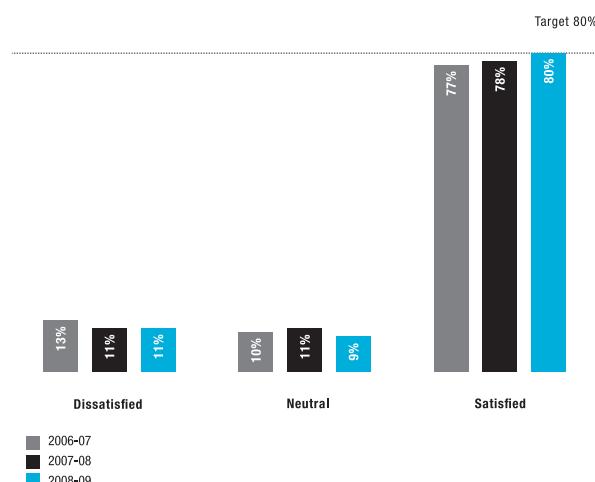
Description

The Contact Centre responds to inquiries on both registries and consumer-related issues. Client satisfaction with calls related to consumer inquiries and consumer protection concerns ranging from residential tenancies to fair trading issues are included in this measure. This measure does not include calls directed to the Utilities Consumer Advocate (UCA) as utility related calls are forwarded to the dedicated UCA call centre.

Results

The majority or 80 per cent of those people surveyed expressed satisfaction with the consumer-related services provided which meets the target of 80 per cent. The result was 78 per cent in 2007-08.

**Consumer Call Centre Satisfaction
(per cent)**



Source: 2006-07 Synovate Research; 2007-08 and 2008-09 Leger Marketing

Analysis

Client satisfaction with the services provided by the Contact Centre (consumer-related) met the 80 per cent target. This is an increase compared to the prior

year and demonstrates the Ministry's commitment to providing high quality government services. The Ministry will continue to look for ways to improve service quality in order to maintain acceptable levels of client satisfaction.

➤ 2.B Percentage of clients surveyed who are likely to recommend field investigative services to a friend

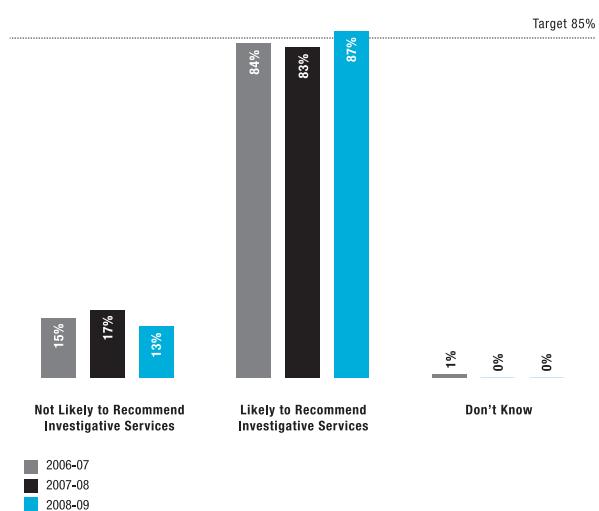
Description

The Ministry works to ensure a fair and effective marketplace for consumers and businesses by conducting investigations on complaints that fall under legislation for which the Ministry is responsible. Albertans' likelihood to recommend services provided by the Consumer Services investigation teams is assessed by this measure.

Results

Results indicate that 87 per cent of respondents were likely to recommend investigative services to a friend, which exceeds the target of 85 per cent.

**Likelihood of Recommending Investigative Services
(per cent)**



Source: 2006-07 Synovate Research; 2007-08 and 2008-09 Leger Marketing

Analysis

At 87 per cent, the majority of respondents were likely to recommend investigative services to a friend, which exceeds the target of 85 per cent. The Ministry will continue to look for ways to enhance investigative services and increase satisfaction.

➤ 2.C Percentage of clients surveyed who are satisfied with the quality of tipsheet information

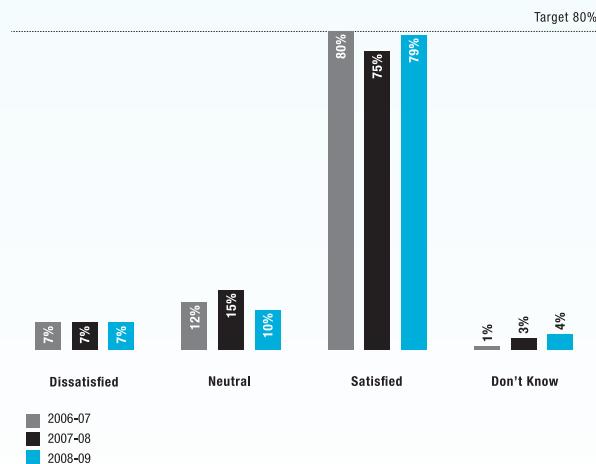
Description

Consumer Services develops and distributes tipsheets to educate and promote well-informed consumers and businesses. The Ministry currently has an inventory of more than two dozen different tipsheets that help ensure Albertans have access to relevant and effective consumer protection information. Albertans are also regularly canvassed to ensure that tipsheet content continues to be useful and comprehensive.

Results

The majority or 79 per cent of clients were satisfied with tipsheets, which almost met the target of 80 per cent.

Satisfaction with Tipsheets
(per cent)



Source: 2006-07 Synovate Research; 2007-08 and 2008-09 Leger Marketing

Analysis

Client satisfaction with Consumer Services tipsheets is comparable to the prior year and almost met the target of 80 per cent. The Ministry will continue to look for ways to improve tipsheet content and ensure it continues to meet the needs of Albertans. This year 84 per cent of recipients were satisfied with tipsheet content being easy to understand.

CORE BUSINESS TWO:
SERVICES TO GOVERNMENT

GOAL 3: Improve the ability of ministries to deliver government programs and services

➤ 3.A Percentage of government employees that use the GoA Domain

Description

The GoA Domain refers to common information and communications technology services including: messaging services, distributed file and print services, customer support services and infrastructure management.

Results

In 2008-09, 66 per cent of government employees were using the GoA Domain, which is below the target of 75 per cent. Service Alberta is committed to provide integrated and shared IT solutions to improve the effectiveness and efficiency of business operations in government. Service Alberta will continue to strive to deliver common shared infrastructure services that meet department requirements.

Percentage of Government Employees that use the GoA Domain
(75 per cent Target)

Year	2006-07	2007-08	2008-09
Percentage of Government Employees	47%	61%	66%

Source: Service Alberta, Technology Services Division

Analysis

Although the percentage of government employees using the GoA Domain was greater than the previous year's results, the 75 per cent target was not met. In support of an enterprise approach to GoA ICT service delivery, further standardization of all services will be an emphasis in 2009-10. Service Alberta will work with ministries to fund any customizations to services over and above the core services offered to ministries on the Domain.

In 2009-10, this measure will be removed in order to develop a more robust methodology.

> 3.B Number of organizations that use SuperNet for IP videoconferencing

Description

Service Alberta anticipates that a majority of organizations currently connected to SuperNet will require the ability to videoconference in the future. By establishing core infrastructure and standards, the Ministry has made it more effective and efficient for individual organizations to implement a videoconferencing solution and host multi-participant conferences.

The development of the infrastructure for videoconferencing is one initiative that will improve the delivery of programs and services to Albertans and enhance the Alberta SuperNet by improving the value to be returned to Albertans.

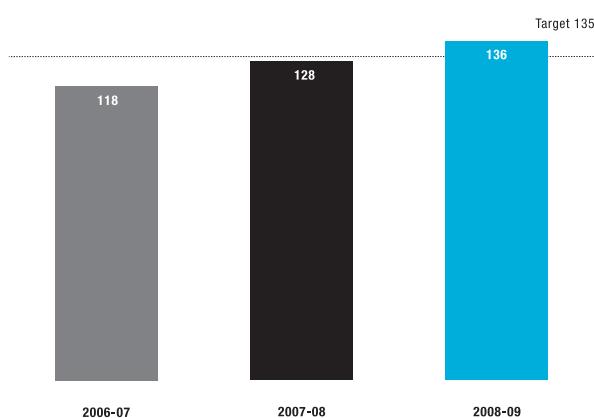
Results

In 2008-09, 136 organizations used SuperNet for IP videoconferencing. The target of 135 organizations was exceeded.

Organizations utilizing IP videoconferencing include:

- 20 Government Organizations
- 13 Health Organizations
- 92 Learning Organizations
- 10 Library Organizations
- One Municipal Organization

**Organizations that use SuperNet for IP videoconferencing
(number of organizations)**



Source: Service Alberta, Technology Services Division

Analysis

With 136 organizations using SuperNet for IP videoconferencing, the target of 135 was exceeded.

Ministry and organizational interest continues to grow and as Service Alberta operationalizes the service and connects additional organizations to the core IP videoconferencing infrastructure, it is expected that a high level of interest will continue in using SuperNet for videoconferencing.

Reviewed by Auditor General

> 3.C Number of adoptions by ministries of service bundles established by the Information and Communications Technology (ICT) Service Co-ordination Initiative

Description

This measure is an indicator of progress in moving ministries to a standard shared environment.

As ministries move from their ministry-specific technical environments to the ICT Services standardized Government of Alberta environment, they are moving towards a one-government approach for IT service provision. Service Alberta currently delivers a variety of technology and other services to multiple ministries based on Government of Alberta standards.

Results

In 2008-09, 18 ICT service bundles were adopted, which exceeds the target of 10.

**Number of adoptions by ministries of service bundles established by the ICT Service Coordination Initiative
(10 Adoptions Target)**

Year	2007-08	2008-09
Number of Adoptions	0	18

Source: Service Alberta, Technology Services Division

Analysis

Significant progress was made in 2008-09 with 18 ICT service bundle adoptions. This result exceeded the target and demonstrates the Ministry's commitment to an enterprise approach to GoA ICT service delivery. Further standardization of services will take place in 2009-10 as the Ministry continues to work towards a strategic, enterprise-wide approach to managing information assets and information technology.

GOAL 4: Effective programs and services for information management, access to information and protection of privacy

Reviewed by Auditor General

> 4.A Percentage of FOIP requests completed by government public bodies within 60 days or less

Description

The Ministry provides tools, advice and support to assist government public bodies in successfully handling their *Freedom of Information and Protection of Privacy Act* (FOIP) requests. In order to track the compliance of government public bodies with the access provisions of FOIP, the percentage of FOIP requests completed on a timely basis (within legislative guidelines) is assessed. The target is greater than 90 per cent of requests completed within 60 days.

Results

At 96 per cent, the vast majority of FOIP requests were completed within 60 days (95 per cent in 2007-08).

FOIP Requests Handled within 60 Days (Over 90 per cent Target)

Year	2006-07	2007-08	2008-09
Percentage of Requests Handled Within 60 Days	96%	95%	96%

Source: Service Alberta, Access and Privacy Branch Annual FOIP Statistical Report

Analysis

With 96 per cent of requests being handled within 60 days, the target of over 90 per cent was met. This result confirms that Albertans have effective access to information and demonstrates that the government is complying with the *Freedom of Information and Protection of Privacy Act*. Since the complexity and number of requests received by government continue to increase annually, this result represents a significant achievement.

> 4.B Percentage of FOIP requests handled without complaint to the Information and Privacy Commissioner

Description

Government public bodies are supported in successfully handling their FOIP requests with training and advice provided by Service Alberta. This measure rates the number of requests handled without complaint against the target of more than 90 per cent.

Results

Most (97 per cent) FOIP requests received were handled without complaint. The result was 96 per cent in 2007-08.

FOIP Requests Handled Without Complaint (Over 90 per cent Target)

Year	2006-07	2007-08	2008-09
Percentage of Requests Handled Without Complaint	99%	96%	97%

Source: Service Alberta, Access and Privacy Branch Annual FOIP Statistical Report

Analysis

Based on the 2008-09 results, client satisfaction with the request process and outcomes remains extremely high. The Ministry's efforts to support FOIP staff throughout government has been successful as evidenced by the very low number of complaints (three per cent of 3,356 FOIP requests). These results highlight the level of openness and transparency that Albertans can expect from their government.

GOAL 5: Excellence in delivering shared services to ministries and partners

> 5.A Percentage of invoices paid electronically

Description

Measuring the percentage of invoices paid electronically relates to improving government efficiency. Electronic invoicing streamlines payment processes and gains efficiencies within the Government of Alberta and across ministries. The convenience of processing invoices electronically is expected to ultimately increase the efficiency of administrative payment tasks within ministries using the shared service.

Results

In 2008-09, 74 per cent of invoices were paid electronically.

**Percentage of invoices paid electronically
(75 per cent Target)**

Year	2006-07	2007-08	2008-09
Percentage of Invoices	69%	72%	74%

Source: Service Alberta, Financial Services Division, Electronic Payment System, Exclaim and IMAGIS AP Reporting

Analysis

At 74 per cent, the percentage of invoices paid electronically increased over the previous year and almost met the target of 75 per cent. Further progress is expected for 2009-10, as the Ministry continues to increase the use of electronic payments.

Reviewed by Auditor General

> 5.B Percentage of Clients Satisfied with Services Received from Service Alberta

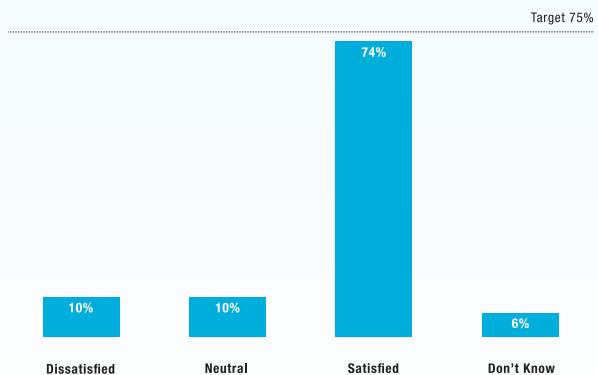
Description

Service Alberta is committed to delivering high quality co-ordinated business, financial, information and technology services to government ministries. This measure surveys internal clients' overall satisfaction with services provided by Service Alberta.

Results

The majority or 74 per cent of respondents indicated satisfaction with services received from Service Alberta. The 2008-09 target was 75 per cent.

**Satisfaction with services received from Service Alberta
(per cent)**



Source: 2008-09 Leger Marketing

Analysis

At 74 per cent satisfaction, the majority of respondents are satisfied with services received from Service Alberta which nearly met the target of 75 per cent. The Ministry will continue to look for ways to improve service quality and maintain acceptable levels of client satisfaction. As this is a new measure for 2008-09 there are no comparable results for prior years.

Performance Measures – Source and Methodology

> 1.A Percentage of clients surveyed who are “satisfied overall” with the quality of service received through: Ministry Contact Centre (registry-related) and registry agents

A comprehensive satisfaction survey of clients who accessed registration and licensing products and those who contacted the Contact Centre (registry-related) was conducted. Leger Marketing was commissioned in 2008-09 to complete satisfaction research, which builds on results from prior years.

Each measure has its own survey instrument and methodology. The Contact Centre (registry-related) surveying was performed in June and November 2008. Total annual sample for the survey was 300 interviews, providing results that are accurate to within ±5.7 per cent at the 95 per cent confidence interval.

The surveying concerning registry agents was conducted in June, October and November 2008 and February 2009. Total annual sample for the survey was 600 interviews, providing results that are accurate to within ±6.0 per cent at the 95 per cent confidence interval.

The survey employs a seven-point satisfaction scale, where one is extremely dissatisfied, four is neutral and seven is extremely satisfied. Respondents were asked to rate their overall satisfaction with the services they received. A satisfied respondent is defined as providing a five, six or seven on the seven-point scale, while dissatisfied is one, two or three.

> 1.B Percentage of clients surveyed who are “satisfied overall” with services provided by the Land Titles Registry

Leger Marketing surveyed businesses that have an account with the Land Titles Office; the businesses had the option to return a completed questionnaire by fax or to complete the questionnaire online. The survey was conducted in June, September, November and December 2008 and February 2009. Total annual sample for the survey was 456 interviews with results being accurate to within ±4.6 per cent at the 95 per cent confidence level.

Satisfaction is measured using a seven-point scale, where one is extremely dissatisfied, four is neutral and seven is extremely satisfied. A satisfied

respondent is defined as providing a five, six or seven on the seven-point scale, while dissatisfied is one, two or three.

> 1.C Comparison of Alberta's fees to other jurisdictions to:

- Renew registration on a Dodge Caravan
- Renew a driver's licence

Ministry staff contacted provincial and territorial governments across Canada to collect information on fees for vehicle registrations and driver's licences. To facilitate a reliable and meaningful comparative analysis, two key products were identified for the Motor Vehicles Registry: vehicle registration renewal and driver's licence renewal. These two products are the most common transactions, are available in a similar form in all Canadian jurisdictions and are the most familiar to the general public. The Dodge Caravan was chosen as the vehicle for comparison.

Since many jurisdictions use formulas (e.g., weight of a vehicle), these registrations were put into common scenarios to standardize comparisons across all provinces.

- Vehicle registration: fee associated with the renewal of a Dodge Caravan weighing 1,880 kilograms in an urban area (service/administrative fees included).
- Driver's licence: the renewal fee to renew a driver's licence with no demerits, based on a standard five-year renewal (service/administrative fees included). A five-year renewal period was selected, as this is a common renewal timeframe selected by Albertans.

Comparison of Alberta's fees to other jurisdictions to:

- Register a \$150,000 house with a \$140,000 mortgage

The Canadian Conference of Land Titles Officials (CCLTO) perform an annual study across all Canadian jurisdictions of registration costs associated with purchasing a \$150,000 house with a \$140,000 mortgage.

Land title fees for each province/territory are discussed at this annual conference and the CCLTO produces a document which compares the land titles fees of each jurisdiction. All fees were derived from this document unless otherwise noted.

Alberta uses the Torrens system to define land ownership. Under the Torrens system, an interest in land must be duly registered with a central registry maintained by a provincial government and all registrations in the land registry are backed

by the provincial government. In order to maintain consistency and comparability, Alberta's land title fees were only compared to other provincial/territorial government agencies that use the Torrens system. In addition to Alberta, eight other provinces and territories use this system: British Columbia, Saskatchewan, Manitoba, Ontario, New Brunswick, Northwest Territories, Yukon and Nunavut.

To facilitate a reliable and meaningful comparative analysis, the following key products were identified for the Land Titles Registry:

- Transfer of Title
- Registration of Mortgage
- Registration of Utility Easement.

These products are typically required when Albertans wish to purchase a home. In some jurisdictions, a land transfer tax is also included as part of registering the transfer of a title. Where applicable, this tax was also included in the analysis in order to represent an appropriate end cost to consumers.

Furthermore, since some of the products employ formulas, these registrations were put into a common scenario to standardize them across all provinces. Specifically, all applicable provincial government fees associated with purchasing a \$150,000 home with a mortgage of \$140,000 have been included.

Comparison of Alberta's fees to other jurisdictions to:

- Collection Agency Licence
- Direct Selling Licence

Ministry staff contacted provincial and territorial government agencies across Canada to collect information on the fees charged for various business licences. It is important to note that Alberta charges a single, flat fee for each licence being compared. To ensure a meaningful comparison, the following assumptions were made:

Collection agency licence

Comparisons were made against the minimum business fee charged in the province or territory for either a new licence or a renewal, whichever was lower, regardless of company size.

Direct selling licence

Comparisons were made against the minimum fee charged to sole proprietors, partnerships or corporations excluding additional charges for branch or satellite offices. Where the fee was for a multi-year period, comparisons were made using the annual equivalent (e.g., \$200 for a two-year licence would be \$100 on an annual basis).

> 1.D Percentage of Albertans who are satisfied with access to Government of Alberta services and information

Ipsos Reid, an independent research contractor, conducted a random telephone survey of Albertans in February 2009. Total annual sample for the survey was 1,001 interviews with results being accurate to within ±3.1 per cent, at the 95 per cent confidence interval.

Interviews were stratified by region – i.e., the City of Edmonton, the City of Calgary, Smaller Cities North, Smaller Cities South, Rural North and Rural South. Quotas were established to ensure a reliable sample size within each region for regional analysis. The data were weighted to ensure the overall sample's regional and age/gender composition reflects that of the actual Alberta population aged 18+ years according to 2006 Canadian Census data.

Respondents were presented with a list of actual Government of Alberta services or information and asked which they had accessed or tried to access in the past six months. Those who accessed one or more services or information on the list in person, by telephone, on the Internet or by mail/fax were asked to rate their satisfaction with their current ability to access Government of Alberta services and information overall, regardless of means.

The survey employs a seven-point satisfaction scale, where one is very dissatisfied, four is neutral and seven is very satisfied. Respondents were asked to rate their overall satisfaction with the services they received. A satisfied respondent is defined as providing a five, six or seven on the seven-point scale, while dissatisfied is one, two or three.

> 1.E Percentage of Albertans who are satisfied with the timeliness of Government of Alberta services and information

Ipsos Reid, an independent research contractor, conducted a random telephone survey of Albertans in February 2009. Total annual sample for the survey was 566 interviews with results being accurate to within ±4.1 per cent, at the 95 per cent confidence interval.

Interviews were stratified by region – i.e., the City of Edmonton, the City of Calgary, Smaller Cities North, Smaller Cities South, Rural North and Rural South. Quotas were established to ensure a reliable sample size within each region for regional analysis. The data were weighted to ensure the overall sample's regional and age/gender composition reflects that of the actual Alberta population aged 18+ years according to 2006 Canadian Census data.

Respondents were presented with a list of actual Government of Alberta services or information and asked which they had accessed or tried to access in the past six months. Those who accessed one or more services or information on the list in person or by telephone were asked to rate their satisfaction with the waiting time to deal with the person who served them.

The survey employs a seven-point satisfaction scale, where one is very dissatisfied, four is neutral and seven is very satisfied. Respondents were asked to rate their overall satisfaction with the services they received. A satisfied respondent is defined as providing a five, six or seven on the seven-point scale, while dissatisfied is one, two or three.

> 2.A Percentage of Ministry Contact Centre clients surveyed (consumer-related) who are “satisfied overall” with the quality of service received

Leger Marketing conducted a survey of those who contacted the Contact Centre (consumer-related) from June to July and November to December 2008. Service Alberta provides Leger Marketing with the population of callers from which to randomly sample the respondents. Total annual sample for the survey was 300 interviews with results being accurate to within ±5.7 per cent, at the 95 per cent confidence interval.

The survey employs a seven-point satisfaction scale, where one is “extremely dissatisfied”, four is “neutral” and seven is “extremely satisfied”. Respondents were asked to rate their overall satisfaction with the services they received. A “satisfied” respondent is defined as providing a five, six or seven on the seven-point scale, while dissatisfied is one, two or three.

> 2.B Percentage of clients surveyed who are likely to recommend field investigative services to a friend

A telephone survey was conducted with clients of the Consumers Investigations unit. A private marketing research firm, Leger Marketing, was commissioned to conduct 2008-09 satisfaction research. Four rounds of research were conducted as follows:

- 1) Between June 19 to July 16, 2008
- 2) Between October 7 to October 14, 2008
- 3) Between November 25, 2008 to January 5, 2009
- 4) Between February 9 to March 17, 2009

Consumer Services provides the sample for this study on a monthly basis as investigation files are closed. Total annual sample for the survey was 237 interviews with results being accurate to within ±6.4 per cent, at the 95 per cent confidence interval.

The survey employs a seven-point satisfaction scale, where one is extremely dissatisfied, four is neutral and seven is extremely satisfied. Respondents were asked to rate their overall satisfaction with how their cases were handled. A satisfied respondent is defined as providing a five, six or seven on the seven-point scale, while dissatisfied is one, two or three.

> 2.C Percentage of clients surveyed who are satisfied with the quality of tipsheet information

A telephone survey was conducted with callers who contacted the Ministry Contact Centre and received a consumer tipsheet. A private marketing research firm, Leger Marketing, was commissioned to conduct 2008-09 satisfaction research. The Ministry provides Leger Marketing with the population of callers from which to randomly sample the respondents. Two rounds of research were conducted as follows:

- 1) Between August 22 and September 13, 2008
- 2) Between December 3, 2008 and January 26, 2009

Total annual sample for the survey was 600 interviews with results being accurate to within ±4.0 per cent, at the 95 per cent confidence interval.

The survey employs a seven-point satisfaction scale, where one is extremely dissatisfied, four is neutral and seven is extremely satisfied. Respondents were asked to rate their overall satisfaction with the tipsheet they received. A satisfied respondent is defined as providing a five, six or seven on the seven-point scale, while dissatisfied is one, two or three.

> 3.A Percentage of government employees that use the GoA Domain

The definition of the measure refers to use of the GoA Domain by government employees to receive all or some common infrastructure services. This has been made more specific as follows:

- Government includes departments, Executive Council, Corporate Human Resources and the Public Affairs Bureau. This excludes most boards and agencies to which Service Alberta provides only limited services.

- Employees are all users in the government who have an @gov.ab.ca e-mail address. This covers users of information and communication technology services within the government environment including full-time, part-time and wage staff and most contractors resident on government premises.
- All or some GoA Domain services have been limited to two services: Exchange E-mail and Government of Alberta managed workstations. Integration of a department into the domain will typically start with one or both of these services.

Data for this measure is taken from the Active Directory Service source, which is a real-time database. The Government of Alberta Active Directory Service is used by the GoA Exchange service to manage rights and privileges of users of the GoA Domain e-mail environment. It also has – through synchronization with MAILConnect and indirectly with department directories – a record of who uses information and communications technology services within the Government of Alberta.

> 3.B Number of organizations that use SuperNet for IP videoconferencing

The videoconferencing initiative is a cross-sector initiative and includes results from the learning and health sectors, libraries and the Government of Alberta. To ensure accuracy of the results, Service Alberta inquires quarterly with Ministry technical representatives requesting the number of organizations using the SuperNet for IP videoconferencing. As the service evolves and the organizations begin to establish connection to the core infrastructure, the Service Alberta Operations Support team will monitor the connections and provide reporting as required.

For the purpose of this measure, an organization is the equivalent of a government ministry, school division, library, health and school district or regional health authority.

The following are the data sources for this measure:

- SuperNet database information to confirm the groups connected to SuperNet
- Request e-mail sent to ministry technical representatives
- Response e-mail from the technical representative
- Final spreadsheet listing the groups utilizing videoconferencing.

> 3.C Number of adoptions by ministries of service bundles established by the Information and Communications Technology (ICT) Service Coordination Initiative

The definition of the measure refers to the progress in moving ministries to the standard shared environment. As ministries move from their ministry-specific technical environments to the ICT Services standardized Government of Alberta environment, they are moving towards a one-government approach to IT service provision.

Service bundles include:

- Service Desk
- Mainframe Services
- Worksite Support
- Servers and Utilities.

Each time a ministry adopts a bundle, it counts as one adoption.

Data for this measure is based on ministry sign-off forms which validate ministry transition to the ICT model.

> 4.A Percentage of FOIP requests completed by government public bodies within 60 days or less

All public bodies, including ministries, Executive Council, the Legislative Assembly Office, Office of the Auditor General, the Ombudsman, the Chief Electoral Officer, the Ethics Commissioner, the Information and Privacy Commissioner and agencies, boards and commissions designated in the Freedom of Information and Protection of Privacy (FOIP) Regulation submitted quarterly statistical reports of their FOIP requests for 2008-09.

The public bodies track FOIP requests manually or use FOIPNet, a web-based tracking application. The number of requests reported as completed in 30 days or under and 31 to 60 days are combined and reported against the total number of requests completed.

> 4.B Percentage of FOIP requests handled without complaint to the Information and Privacy Commissioner

The Office of the Information and Privacy Commissioner uses a tracking system to log all complaints it receives under sections 65 and 53(2) of the *FOIP Act*. Public bodies track FOIP requests manually or use FOIPNet, a web-based tracking application. The number of requests received are combined and reported against complaints received by the Commissioner's Office.

> 5.A Percentage of invoices paid electronically

The percentage is calculated by dividing invoices paid through the Electronic Payment System, ExClaim, procurement cards and Integrated Management Information System (IMAGIS) Recurring Vouchers by all the invoices paid by Service Alberta.

Invoices for the Electronic Payment System, ExClaim, procurement cards and IMAGIS Recurring Vouchers are calculated as follows:

Electronic Payment System

Invoices are counted by the number of active Vendor Account Codes that have charges against them. This is counted on a monthly basis as each vendor sends an electronic feed monthly that has Vendor Account Codes with charges.

ExClaim

One paid electronic claim is counted as one invoice. Claims can have a zero dollar amount, created from a claim that is completely pre-paid.

Procurement Card

Each time a card is swiped, it is considered one transaction or one invoice.

IMAGIS Recurring Vouchers

One payment per month per asset is counted as one electronically paid invoice.

Data is collected internally through the Electronic Payment System, ExClaim and IMAGIS AP application database queries by Service Alberta's Financial Services division.

> 5.B Percentage of Clients Satisfied with Services Received from Service Alberta

An online survey of internal clients was conducted by Leger Marketing from April to May 2009.

Clients were asked to rate their overall satisfaction with the service they received. Total annual sample for the survey was 1,806 interviews with results being accurate to within ±2.3 per cent at the 95 per cent confidence interval.

Services included in the survey were:

- Accounts Payable
- Accounts Receivable and Billings
- Cash Office
- Fleet Management
- Mail and Logistics
- Library Services
- Pay and Benefits
- Records Management Services
- E-mail Unit
- Web Server Team

The survey employs a seven-point satisfaction scale, where one is very dissatisfied, four is neutral and seven is very satisfied. Respondents were asked to rate their overall satisfaction with the services they received. A satisfied respondent is defined as providing a five, six or seven on the seven-point scale, while dissatisfied is one, two or three.

Financial Information

Service Alberta Financial Statements

MARCH 31, 2009

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Auditor's Report



To the Members of the Legislative Assembly

I have audited the statement of financial position of the Ministry of Service Alberta as at March 31, 2009 and the statements of operations and cash flows for the year then ended. These financial statements are the responsibility of the Ministry's management. My responsibility is to express an opinion on these financial statements based on my audit.

I conducted my audit in accordance with Canadian generally accepted auditing standards. Those standards require that I plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In my opinion, these financial statements present fairly, in all material respects, the financial position of the Ministry as at March 31, 2009 and the results of its operations and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.

(Original signed by Fred J. Dunn)
FCA
Auditor General

Edmonton, Alberta
June 4, 2009

Ministry of Service Alberta

Statement of Operations

Year Ended March 31, 2009
(in thousands)

	2009		2008	
	Budget	Actual	Actual	
	(Schedule 4)		(Restated - Note 3)	
Revenues (Note 2b and Schedule 1)				
Fees and licences	\$ 466,322	\$ 452,474	\$ 458,416	
Other revenue	46,296	58,027	47,546	
	<u>512,618</u>	<u>510,501</u>	<u>505,962</u>	
Expenses- directly incurred (Note 2b and Schedules 3, 5 and 8)				
Voted operating expenses				
Ministry Support Services	13,866	13,285	13,239	
Services to Albertans	69,035	65,385	61,327	
Services to Government	248,847	252,990	247,701	
	<u>331,748</u>	<u>331,660</u>	<u>322,267</u>	
Statutory expenses (Note 6)	1,084	844	1,298	
	<u>332,832</u>	<u>332,504</u>	<u>323,565</u>	
Loss on disposal of tangible capital assets	-	36	259	
Net operating results	\$ 179,786	\$ 177,961	\$ 182,138	

The accompanying notes and schedules are part of these financial statements.

Ministry of Service Alberta

Statement of Financial Position

As at March 31, 2009
(in thousands)

	2009	2008
		(Restated - Note 3)
Assets		
Cash and cash equivalents	\$ 95,438	\$ 91,067
Accounts receivable (Note 4)	20,143	14,803
Inventories (Note 5)	260	362
Tangible capital assets (Note 7)	264,403	216,971
	\$ 380,244	\$ 323,203
Liabilities		
Accounts payable and accrued liabilities (Note 8)	\$ 77,607	\$ 75,874
Unearned revenue (Note 9)	216,305	213,317
	293,912	289,191
Net assets		
Net assets at beginning of year	34,012	33,830
Net operating results	177,961	182,138
Net financing provided for general revenues	(125,641)	(181,956)
Net assets at end of year	86,332	34,012
	\$ 380,244	\$ 323,203

The accompanying notes and schedules are part of these financial statements.

Ministry of Service Alberta

Statement of Cash Flows

Year Ended March 31, 2009
(in thousands)

	2009	2008	
			(Restated - Note 3)
Operating transactions			
Net operating results	\$ 177,961	\$ 182,138	
Non-cash items included in net operating results			
Amortization of tangible capital assets	28,851	30,415	
Loss on disposal of tangible capital assets	36	259	
Provision for employee benefits	421	577	
Provision for doubtful accounts	50	29	
	<u>207,319</u>	<u>213,418</u>	
Decrease (increase) in accounts receivable	(5,390)	4,411	
Decrease (increase) in inventories	102	(34)	
Increase (decrease) in accounts payable and accrued liabilities	1,312	(1,126)	
Increase in unearned revenue	2,988	9,921	
Cash provided by operating transactions	<u>206,331</u>	<u>226,590</u>	
Capital transactions			
Acquisition of tangible capital assets	(76,839)	(39,563)	
Adjustment to tangible capital assets	(51)	(13)	
Net transfer of tangible capital assets from other ministries	-	(2,717)	
Proceeds on disposal of tangible capital assets	571	587	
Cash applied to capital transactions	<u>(76,319)</u>	<u>(41,706)</u>	
Financing transactions			
Net financing provided for general revenues	(125,641)	(181,956)	
Cash applied to financing transactions	<u>(125,641)</u>	<u>(181,956)</u>	
Increase in cash and cash equivalents	<u>4,371</u>	<u>2,928</u>	
Cash and cash equivalents, beginning of year	<u>91,067</u>	<u>88,139</u>	
Cash and cash equivalents, end of year	<u>\$ 95,438</u>	<u>\$ 91,067</u>	

The accompanying notes and schedules are part of these financial statements.

Notes to the Financial Statements

Year Ended March 31, 2009

Note 1

Authority and Purpose

The Ministry of Service Alberta (the Ministry) operates under the authority of the *Government Organization Act*, Chapter G-10, Revised Statutes of Alberta 2000.

The Ministry supports a fair and effective marketplace in Alberta by providing licencing and registry services and promoting consumer protection. The Ministry also provides responsive, standardized and efficient shared services across government while delivering convenient, secure and timely access to programs and services for all Albertans.

Note 2

Summary of Significant Accounting Policies and Reporting Practices

These financial statements are prepared in accordance with Canadian generally accepted accounting principles for the public sector as recommended by the Public Sector Accounting Board (PSAB) of the Canadian Institute of Chartered Accountants. The PSAB financial statements presentation standard for government summary financial statements has been modified to more appropriately reflect the nature of the departments.

(a) Reporting Entity

The reporting entity is the Ministry of Service Alberta for which the Minister of Service Alberta is accountable.

All departments of the Government of Alberta operate within the General Revenue Fund (the Fund). The Fund is administered by the Minister of Finance and Enterprise. All cash receipts of departments are deposited into the Fund and all cash disbursements made by departments are paid from the Fund. Net Financing Provided from (for) General Revenues is the difference between all cash receipts and all cash disbursements made.

(b) Basis of Financial Reporting

Revenues

All revenues are reported on the accrual basis of accounting. Cash received for which goods or services have not been provided by year end is recorded as unearned revenue.

Internal Government Transfers

Internal government transfers are transfers between entities within the government reporting entity where the entity making the transfer does not receive any goods or services directly in return.

Dedicated Revenue

Dedicated revenue initiatives provide a basis for authorizing spending. Dedicated revenues are shown as credits or recoveries in the details of the Government Estimates for a supply vote. If budgeted revenues are not fully realized, spending is reduced by an equivalent amount. If actual dedicated revenues exceed budget, the Ministry may, with the approval of Treasury Board, use the excess revenue to fund additional expenses on the program. Schedule 2 discloses information on the Ministry's dedicated revenue initiatives.

Expenses

Directly Incurred

Directly incurred expenses are those costs the Ministry has primary responsibility and accountability for, as reflected in the Government's budget documents.

In addition to program operating expenses such as salaries, supplies, etc., directly incurred expenses also include:

- amortization of tangible capital assets;
- pension costs which comprise the cost of employer contributions for current service of employees during the year; and
- valuation adjustments which include changes in the valuation allowances used to reflect financial assets at their net recoverable or other appropriate value. Valuation adjustments also represent the change in management's estimate of future payments arising from obligations relating to vacation pay.

Incurred by Others

Services contributed by other entities in support of the Ministry operations are disclosed in Schedule 8.

Assets

Financial assets of the Ministry are limited to financial claims, such as advances to and receivables from other organizations, employees and other individuals as well as inventories held for resale.

Assets acquired by right are not included. Tangible capital assets of the Ministry are recorded at historical cost and amortized on a straight-line basis over the estimated useful lives of the assets. The threshold for capitalizing new systems development is \$100,000 and the threshold for all other tangible capital assets is \$5,000. All land is capitalized.

Donated tangible capital assets are recorded at their fair value at the time of contribution.

When physical assets (tangible capital assets and inventories) are gifted or sold for a nominal sum, the fair values of these physical assets less any nominal proceeds are recorded as grants in kind.

Liabilities

Liabilities are recorded to the extent that they represent present obligations as a result of events and transactions occurring prior to the end of fiscal year. The settlement of liabilities will result in the sacrifice of economic benefits in the future.

Net Assets

Net assets represent the difference between the carrying value of assets held by the Ministry and its liabilities.

Valuation of Financial Assets and Liabilities

Fair value is the amount of consideration agreed upon in an arm's length transaction between knowledgeable, willing parties who are under no compulsion to act.

The fair values of accounts receivable, accounts payable and accrued liabilities are estimated to approximate their carrying values because of the short term nature of these instruments.

Note 3

Government Reorganization and Program Transfers

(in thousands)

As a result of the government restructuring announced on March 12, 2008, the following program transfers were made:

- a) The responsibilities for Corporate Human Resources and Air Transportation Services were transferred to the Ministry of Treasury Board.
- b) The responsibility for Regulatory Review Secretariat was transferred to the Ministry of Finance and Enterprise.

Based on agreements between Service Alberta and other ministries, effective April 1, 2008, ministry customers transferred the budgetary responsibility for the functional reporting of information technology services to the Ministry of Service Alberta.

Comparatives for 2008 have been restated as if the Ministry had always been assigned with its current responsibilities.

Net assets on March 31, 2007 are made up of the following:

Net assets, as previously reported	\$ 41,924
Transfer of Corporate Human Resources to the Ministry of Treasury Board	14,656
Transfer of Air Transportation to the Ministry of Treasury Board	(22,771)
Transfer of Regulatory Review Secretariat to the Ministry of Finance and Enterprise	21
Restated net assets at March 31, 2007	<u><u>\$ 33,830</u></u>

Net operating results for 2008 have been restated as follows:

Net operating results, as previously reported	\$ 194,209
Transfer of Corporate Human Resources to the Ministry of Treasury Board	19,704
Transfer of Air Transportation to the Ministry of Treasury Board	4,976
Transfer of Regulatory Review Secretariat to the Ministry of Finance and Enterprise	303
Transfer from other ministries	(37,054)
Restated net operating results at March 31, 2008	<u><u>\$ 182,138</u></u>

Net financing provided for general revenues on March 31, 2008 is made up of the following:

Net financing provided for general revenues, as previously reported	\$ (193,547)
Transfer of Corporate Human Resources to the Ministry of Treasury Board	(20,316)
Transfer of Air Transportation to the Ministry of Treasury Board	(4,853)
Transfer of Regulatory Review Secretariat to the Ministry of Finance and Enterprise	(294)
Transfer from other ministries	37,054
Restated net financing for general revenues at March 31, 2008	<u><u>\$ (181,956)</u></u>

Note 4

Accounts Receivable

(in thousands)

	2009			2008	
	Gross Amount	Allowance for Doubtful Accounts	Net Realizable Value	Net Realizable Value (Restated)	
Accounts Receivable	\$ 19,974	\$ 295	\$ 19,679	\$ 14,675	
Refunds from suppliers	464	-	464	128	
	<u><u>\$ 20,438</u></u>	<u><u>\$ 295</u></u>	<u><u>\$ 20,143</u></u>	<u><u>\$ 14,803</u></u>	

Accounts receivable are unsecured and non-interest bearing. The accounts receivable amount includes \$639 (2008 - \$323) to be received from other government ministries.

Note 5 Inventories

(in thousands)

Inventories consist of Queen's Printer publications held for resale in the amount of \$260 (2008 - \$362).

Note 6 Statutory Expenses

(in thousands)

	2009	2008	
			(Restated)
Valuation adjustments			
Provision for employee benefits	\$ 421	\$ 577	
Provision for doubtful accounts	50	29	
Land Titles Registrar's assurance liabilities	373	692	
	<u>\$ 844</u>	<u>\$ 1,298</u>	

Note 7 Tangible Capital Assets

(in thousands)

Estimated Useful Life	2009				2008	
	Equipment ⁽¹⁾		Computer hardware and software ⁽²⁾		Total	Total
	3 – 20 years	3 – 10 years	20 years		(Restated)	
Historical Cost⁽⁴⁾						
Beginning of year	\$ 51,773	\$ 133,228	\$ 195,995	\$ 380,996	\$ 341,124	
Additions, including transfers	25,740	51,150	-	76,890	42,788	
Disposals, including transfers	(2,921)	(18)	-	(2,939)	(2,916)	
	<u>\$ 74,592</u>	<u>\$ 184,360</u>	<u>\$ 195,995</u>	<u>\$ 454,947</u>	<u>\$ 380,996</u>	
Accumulated Amortization						
Beginning of year	\$ 23,272	\$ 99,788	\$ 40,965	\$ 164,025	\$ 135,185	
Amortization expense	6,883	9,415	12,553	28,851	30,415	
Effect of disposals and transfers	(2,332)	-	-	(2,332)	(1,575)	
	<u>\$ 27,823</u>	<u>\$ 109,203</u>	<u>\$ 53,518</u>	<u>\$ 190,544</u>	<u>\$ 164,025</u>	
Net Book Value at March 31, 2009	<u>\$ 46,769</u>	<u>\$ 75,157</u>	<u>\$ 142,477</u>	<u>\$ 264,403</u>		
Net Book Value at March 31, 2008	<u>\$ 28,501</u>	<u>\$ 33,440</u>	<u>\$ 155,030</u>		<u>\$ 216,971</u>	

(1) Equipment includes furniture, fixtures and vehicles.

(2) Computer hardware and software includes all development costs incurred by the Ministry in the implementation of the Alberta Government Integrated Management Information Systems (IMAGIS). The cost of each module is amortized over a 10-year useful life.

(3) SuperNet includes the following components:

Indefeasible Right of Use Agreements which grant the Government of Alberta exclusive use of specific fibre optic cable, wireless equipment, tower space and points of presence and an indefeasible right to use common support structures (sheathing, conduit, handholes, pedestals, etc.). Indefeasible means the right to use cannot be defeated, revoked or made void. All indefeasible right of use agreements have an initial 20-year term with renewal options.

Fibre Purchase Agreements grant the ownership of specific fibre optic cables and an indefeasible right to use common support structures (sheathing, conduit, handholes, pedestals, etc.).

(4) Historical cost includes work-in-progress at March 31, 2009 totaling \$60,656 comprised of: equipment \$6,290 (2008 – \$5,057); computer hardware and software \$54,366 (2008 – \$11,408); and SuperNet \$0 (2008 – \$267).

During the year, there were no transfers of tangible capital assets from other ministries (2008 – \$2,717).

Note 8

Accounts Payable and Accrued Liabilities

(in thousands)

The Ministry has an obligation to pay for goods and services acquired by its program areas. It must also remit funds collected on behalf of the Department of Justice and Attorney General.

	2009	2008 (Restated)
Accounts payable	\$ 26,102	\$ 20,988
Accrued liabilities		
Vacation	13,937	13,154
Other	29,083	33,330
Payable to Department of Justice and Attorney General	8,485	8,402
	<u>\$ 77,607</u>	<u>\$ 75,874</u>

Note 9

Unearned Revenue

(in thousands)

The Ministry records unearned revenue when it receives payment for services to be provided in a future accounting period.

	2009	2008
Fees and licences		
Motor Vehicles	\$ 215,691	\$ 211,408
Land Titles	83	1,358
Other fees	483	496
Other revenue	48	55
	<u>\$ 216,305</u>	<u>\$ 213,317</u>

Note 10 Contractual Obligations

(in thousands)

	2009	2008 (Restated)
General Service Contracts ⁽¹⁾	\$ 297,838	\$ 216,949
Telecommunications		
Service contracts ⁽²⁾	9,623	24,618
Long-Term Leases	4,449	2,423
	<u>\$ 311,910</u>	<u>\$ 243,990</u>

The aggregate amounts payable for the unexpired terms of these contractual obligations are as follows:

Year	Service Contracts	Long-Term Leases	Total
2010	\$ 125,351	\$ 1,631	\$ 126,982
2011	53,924	1,106	55,030
2012	38,759	856	39,615
2013	28,498	856	29,354
2014	26,615	-	26,615
Thereafter	34,314	-	34,314
	<u>\$ 307,461</u>	<u>\$ 4,449</u>	<u>\$ 311,910</u>

(1) General Service contracts include the Government of Alberta's commitment to IBM for the Alberta Government Integrated Management Information Systems of \$12,634 (2008 - \$29,682). The remaining term of the agreement is nine months.

(2) Represents Government of Alberta's commitment to Bell Canada for telecommunication services. The remaining term of the agreement is one year.

The threshold for disclosing contractual obligations is \$25.

Note 11 Contingent Liabilities

(in thousands)

At March 31, 2009, the Ministry is a defendant in thirteen legal claims (2008 – fourteen legal claims). Ten of these claims have specified amounts totaling \$6,230 and the remaining three claims have no specified amount (2008 – twelve claims with a specified amount of \$2,339 and two with no specified amount). Included in the total legal claims is one claim totaling \$3,750 and one claim with no specified amount (2008 - one claim with no specified amount) in which the Ministry has been jointly named with another entity. Four claims (2008 – three claims) are covered or partially covered by Alberta Risk Management Fund, with coverage amounting to \$1,610 (2008 - \$268).

The resulting loss, if any, from these claims cannot be determined.

Note 12 Trust Funds Under Administration

(in thousands)

The Ministry administers funds that are regulated funds consisting of public money over which the Legislature has no power of appropriation. Because the Province has no equity in the funds and administers them for the purpose of various trusts, they are not included in the Ministry's financial statements.

As at March 31, 2009 trust funds under administration were as follows:

	2009	2008
Business licensing security	\$ 1,778	\$ 977
Miscellaneous trust funds	303	204
	\$ 2,081	\$ 1,181

Note 13 Payment Under Agreement

(in thousands)

The Ministry has entered into an agreement with Statistics Canada to explore the feasibility of establishing a secure network for sharing vital event data between federal and provincial organizations. The National Routing System pilot project is fully funded by Statistics Canada. Costs incurred under this agreement are made by the Ministry under authority of the *Financial Administration Act*, Section 25. Accounts payable includes \$292 (2008 - \$172) of unspent funding contribution received from Statistics Canada. Amount paid under the agreement with Statistics Canada is \$130 (2008 - \$229).

Note 14 Benefit Plans

(in thousands)

The Ministry participates in the multi-employer Management Employees Pension Plan and Public Service Pension Plan. The Ministry also participates in the multi-employer Supplementary Retirement Plan for Public Service Managers. The expense for these pension plans is equivalent to the annual contributions of \$10,133 for the year ended March 31, 2009 (2008 - \$8,899).

At December 31, 2008, the Management Employees Pension Plan reported a deficiency of \$568,574 (2007 – \$84,341) and the Public Service Pension Plan reported a deficiency of \$1,187,538 (2007 – \$92,509 as restated). At December 31, 2008, the Supplementary Retirement Plan for Public Service Managers had a deficiency of \$7,111 (2007 – surplus of \$1,510).

The Department also participates in two multi-employer Long Term Disability Income Continuance Plans. At March 31, 2009, the Bargaining Unit Plan reported an actuarial deficiency of \$33,540 (2008 – \$6,319) and the Management, Opted Out and Excluded Plan reported an actuarial deficiency of \$1,051 (2008 – actuarial surplus of \$7,874). The expense for these two plans is limited to the employer's annual contributions for the year.

Note 15 Comparative Figures

Certain 2008 figures have been reclassified to conform to the 2009 presentation.

Note 16 Approval of Financial Statements

The financial statements were approved by the Senior Financial Officer and the Deputy Minister.

Schedule to Financial Statements

Revenue

Schedule 1

Year Ended March 31, 2009
(in thousands)

	2009		2008	
	Budget	Actual	Actual	(Restated)
Fees and licences				
Motor Vehicles	\$ 365,021	\$ 372,953	\$ 360,653	
Land Titles	79,596	61,058	77,705	
Personal Property Registry	7,146	6,026	6,627	
Corporate Registry	7,753	6,465	7,187	
Vital Statistics	4,432	3,833	4,295	
Marriage Licences	836	775	781	
Licensing of Businesses and Trades	566	509	516	
Name Changes	267	284	266	
Residential Tenancy Dispute Resolution	435	409	262	
Other	270	162	124	
	466,322	452,474	458,416	
Other revenue				
Shared Services	37,834	48,424	39,552	
Utilities Consumer Advocate	6,966	6,987	5,131	
Other	1,496	2,616	2,863	
	46,296	58,027	47,546	
	\$ 512,618	\$ 510,501	\$ 505,962	

Dedicated Revenue Initiatives

Schedule 2

Year Ended March 31, 2009
(in thousands)

	2009		
	Authorized Dedicated Revenues	Actual Dedicated Revenues	Excess / (Shortfall)
Shared Services ⁽¹⁾	\$ 44,414	\$ 48,424	\$ 4,010
Utilities Consumer Advocate ⁽²⁾	6,966	6,987	21
Residential Tenancy Dispute Resolution ⁽³⁾	435	409	(26)
	\$ 51,815	\$ 55,820	\$ 4,005

(1) The Ministry receives revenue from other ministries to recover the cost of providing cross-government services.

(2) The Utilities Consumer Advocate represents the interests of residential, farm and small business consumers of electricity and natural gas. It influences utility regulations, policies and practices and informs consumers about electricity and natural gas issues.

Eighty per cent of its funding is received through the Balancing Pool (section 148 of the *Electric Utilities Act*) with a further 20 per cent from three provincial natural gas distributors (section 28.1 of the *Gas Utilities Act*). Funding is based on the actual amount expended during the year.

(3) The Residential Tenancy Dispute Resolution Service offers landlords and tenants an alternative means of resolving serious disputes outside of court. The Service is designed to be faster, more informal and less expensive than the courts.

Expenses — Directly Incurred Detailed by Object

Schedule 3

Year Ended March 31, 2009
(in thousands)

	2009		2008	
	Budget	Actual	Actual	
			(Restated)	
Voted				
Salaries, wages and employee benefits	\$ 145,985	\$ 133,459	\$ 125,341	
Supplies and services	147,611	169,242	166,430	
Amortization of tangible capital assets	38,072	28,851	30,415	
Other	80	108	81	
	\$ 331,748	\$ 331,660	\$ 322,267	
Statutory				
Statutory programs and valuation adjustments (Note 6)	\$ 1,084	\$ 844	\$ 1,298	

Ministry of Service Alberta

Budget

Schedule 4

Year Ended March 31, 2009
(in thousands)

	2009			
	2008-2009 Estimates	Adjustments ^(a)	Authorized Supple- mentary ^(b)	2008-2009 Authorized Budget
Revenues				
Fees and licences				
Motor Vehicles	\$ 365,021	\$ -	\$ -	\$ 365,021
Land Titles	79,596	-	-	79,596
Other	21,705	-	-	21,705
Other revenue				
Shared Services	37,834	6,580	-	44,414
Utilities Consumer Advocate	6,966	-	-	6,966
Other	1,496	-	-	1,496
	<u>512,618</u>	<u>6,580</u>	<u>-</u>	<u>519,198</u>
Expenses - directly incurred				
Voted expenses				
Ministry Support Services	13,866	-	-	13,866
Services to Albertans	69,035	-	-	69,035
Services to Government	248,847	6,580	-	255,427
	<u>331,748</u>	<u>6,580</u>	<u>-</u>	<u>338,328</u>
Statutory expenses				
Statutory programs and valuation adjustments	1,084	-	-	1,084
	<u>1,084</u>	<u>-</u>	<u>-</u>	<u>1,084</u>
	<u>332,832</u>	<u>6,580</u>	<u>-</u>	<u>339,412</u>
Net operating results				
	<u><u>\$ 179,786</u></u>	<u><u>\$ -</u></u>	<u><u>\$ -</u></u>	<u><u>\$ 179,786</u></u>
Equipment / inventory purchases				
	<u><u>\$ 41,761</u></u>	<u><u>\$ -</u></u>	<u><u>\$ -</u></u>	<u><u>\$ 41,761</u></u>
Capital Investment				
	<u><u>\$ -</u></u>	<u><u>\$ -</u></u>	<u><u>\$ 36,500</u></u>	<u><u>\$ 36,500</u></u>

(a) The Ministry received approval from Treasury Board to increase shared services dedicated revenue.

(b) Supplementary estimates were approved by Treasury Board on December 4, 2008, pursuant to section 24(2) of the *Financial Administration Act*.

Ministry of Service Alberta

Comparison of Expenses — Directly Incurred, Equipment/Inventory Purchases (EIP), Capital Investment and Statutory Expenses by Element to Authorized Budget

Schedule 5

Year Ended March 31, 2009

(in thousands)

	2009					
	2008-2009 Estimates	Adjustments ^(a)	Authorized Supplementary ^(b)	2008-2009 Authorized Budget	2008-2009 Actual ^(c)	Unexpended (Over Expended)
Voted Expense, EIP and Capital Investment						
Program 1 Ministry Support Services						
Minister's Office						
Expenses	\$ 525	\$ -	\$ -	\$ 525	\$ 474	\$ 51
Deputy Minister's Office						
Expenses	505	-	-	505	576	(71)
Corporate Services						
Expenses	12,836	-	-	12,836	12,235	601
	13,866	-	-	13,866	13,285	581
Program 2 Services to Albertans						
Registries						
Land Titles						
Expenses	16,960	-	-	16,960	14,094	2,866
Motor Vehicles						
Expenses	16,010	-	-	16,010	15,838	172
Other Registry Services						
Expenses	8,030	-	-	8,030	9,392	(1,362)
EIP	245	-	-	245	300	(55)
Consumer Services						
Consumer Awareness and Advocacy						
Expenses	21,100	-	-	21,100	19,088	2,012
Utilities Consumer Advocate						
Expenses	6,935	-	-	6,935	6,973	(38)
EIP	-	-	-	-	7	(7)
	69,280	-	-	69,280	65,692	3,588
Program 3 Services to Government						
Business Services						
Procurement and Administration Services						
Expenses	52,665	1,473	-	54,138	58,300	(4,162)
EIP	24,770	-	-	24,770	24,297	473
Amortization	5,287	-	-	5,287	5,007	280
Financial and Employee Services						
Expenses	18,850	-	-	18,850	17,780	1,070
EIP	130	-	-	130	-	130
Technology Services						
Technology Operations and Infrastructure						
Expenses	95,770	5,107	-	100,877	107,873	(6,996)
EIP	5,500	-	-	5,500	5,090	410

Comparison of Expenses — Directly Incurred, Equipment/Inventory Purchases (EIP), Capital Investment and Statutory Expenses by Element to Authorized Budget

Schedule 5 — (Continued)

Year Ended March 31, 2009

(in thousands)

	2009						2008-2009 Authorized Budget	2008-2009 Actual ^(c)	Unexpended (Over Expended)		
	2008-2009 Estimates	Adjustments ^(a)	Authorized Supplementary ^(b)								
Program 3 Services to Government (Continued)											
Enterprise Services											
Expenses	25,435	-	-				25,435	21,995	3,440		
EIP	11,116	-	-				11,116	12,113	(997)		
Capital Investment	-	-	36,500				36,500	35,005	1,495		
Network Services											
Expenses	18,055	-	-				18,055	18,191	(136)		
EIP	-	-	-				-	27	(27)		
Amortization	32,785	-	-				32,785	23,844	8,941		
	290,363	6,580	36,500				333,443	329,522	3,921		
	\$ 373,509	\$ 6,580	\$ 36,500				\$ 416,589	\$ 408,499	\$ 8,090		
Expenses	331,748	6,580	-				338,328	331,660	6,668		
Equipment/inventory purchases	41,761	-	-				41,761	41,834	(73)		
	\$ 373,509	\$ 6,580	\$ 36,500				\$ 416,589	\$ 408,499	\$ 8,090		
Capital investment	-	-	36,500				36,500	35,005	1,495		
	\$ 373,509	\$ 6,580	\$ 36,500				\$ 416,589	\$ 408,499	\$ 8,090		
Statutory expenses											
Statutory programs and valuation adjustments	1,084	-	-				1,084	844	240		
	\$ 1,084	\$ -	\$ -				\$ 1,084	\$ 844	\$ 240		

(a) The Ministry received approval from Treasury Board to increase shared services dedicated revenue.

(c) Includes achievement bonuses for management and opted out employees amounting to \$2,867.

(b) Supplementary estimates were approved by Treasury Board on December 4, 2008, pursuant to section 24(2) of the *Financial Administration Act*.

Salary and Benefits Disclosure

Schedule 6

Year Ended March 31, 2009

	2009					2008	
	Base Salary ⁽¹⁾	Other Cash Benefits ⁽²⁾	Other Non-Cash Benefits ⁽³⁾	Total	Total		
Senior Official							
Deputy Minister ⁽⁴⁾	\$ 253,668	\$ 57,500	\$ 61,362	\$ 372,530	\$ 341,838		
Executives							
Assistant Deputy Ministers							
Business Services	177,828	24,500	42,317	244,645	238,820		
Enterprise Services ⁽⁵⁾	187,082	30,465	48,984	266,531	204,590		
Financial Services	177,828	46,320	44,336	268,484	250,575		
Registries	177,828	25,000	41,847	244,675	232,991		
Technology Services	170,568	23,500	47,435	241,503	214,850		
Executive Director, Human Resources ⁽⁶⁾	115,681	17,230	26,997	159,908	163,778		

Prepared in accordance with Treasury Board Directive 12/98 as amended.

(1) Base salary includes pensionable base pay.

(2) Other cash benefits include bonuses, vacation payouts and lump sum payments.

(3) Other non-cash benefits include government's share of all employee benefits and contributions or payments made on behalf of employees including pension, supplementary retirement plans, health care, dental coverage, group life insurance, short and long term disability plans, professional memberships, conferences and tuition fees.

(4) An automobile is provided, but no dollar amount is included in other non-cash benefits figures.

(5) The position of Assistant Deputy Minister, Enterprise Services was occupied by two individuals in 2009.

(6) The position of Executive Director, Human Resources was occupied by two individuals in 2009 and 2008.

Related Party Transactions

Schedule 7

Year Ended March 31, 2009
(in thousands)

Related parties are those entities consolidated or accounted for on a modified equity basis in the Province of Alberta's financial statements. Related parties also include management in the Ministry.

The Ministry and its employees paid or collected certain taxes and fees set by regulation for permits, licences and other charges. These amounts were incurred in the normal course of business, reflect charges applicable to all users, and have been excluded from this schedule.

The Ministry had the following transactions with related parties recorded on the Statement of Operations and the Statement of Financial Position at the amount of consideration agreed upon between the related parties:

	Other Entities	
	2009	2008
Revenues		(Restated)
Shared services billings to other ministries (Schedule 2)	\$ 48,424	\$ 39,552
Expenses - directly incurred		
Insurance charges from the Department of Finance & Enterprise	\$ 156	\$ 191
Parking charges from the Department of Infrastructure	7	4
	\$ 163	\$ 195
Tangible capital assets transferred from other Alberta Government departments and agencies (Note 7)	\$ -	\$ 2,717
Receivables due from Alberta Government departments and agencies	\$ 639	\$ 323
Payables due to Alberta Government departments and agencies	\$ 3	\$ -
Payable to Department of Justice & Attorney General (Note 8)	\$ 8,485	\$ 8,402

The Department also had the following transactions with related parties for which no consideration was exchanged. The amounts for these related party transactions are estimated based on the costs incurred by the service provider to provide the service.

	Other Entities	
	2009	2008
Revenues		(Restated)
Shared Services	\$ 114,903	\$ 115,205
Executive Vehicles	33	27
	\$ 114,936	\$ 115,232
Expenses - incurred by others ^(a)		
Accommodations from the Department of Infrastructure	\$ 18,079	\$ 16,791
Legal services from the Department of Justice & Attorney General	1,391	1,403
Other	210	73
	\$ 19,680	\$ 18,267

(a) These amounts are not recorded in the financial statements, but are disclosed in Schedule 8.

Allocated Costs

Schedule 8

Year Ended March 31, 2009
(in thousands)

Program	2009							2008	
	Expenses - Incurred by Others				Valuation Adjustments			Total	Total (Restated)
	Expenses ⁽¹⁾	Accommodation Costs ⁽²⁾	Legal Services ⁽³⁾	Other Costs ⁽⁴⁾	Employee Benefits	Doubtful Accounts	Other Costs ⁽⁵⁾		
Ministry Support Services	\$ 13,285	\$ 975	\$ 15	\$ 210	\$ 23	-	\$ -	\$ 14,508	\$ 15,364
Services to Albertans	65,385	5,381	803	-	127	50	373	72,119	67,923
Services to Government	252,990	11,723	573	-	271	-	-	265,557	258,480
	\$ 331,660	\$ 18,079	\$ 1,391	\$ 210	\$ 421	\$ 50	\$ 373	\$ 352,184	\$ 341,767

(1) Expenses - directly incurred as per the Statement of Operations, excluding valuation adjustments.

(4) Costs shown for internal audit and air transportation services provided by the Department of Treasury Board on Schedule 7 are allocated based on costs incurred by each program.

(2) Costs shown for accommodation provided by the Department of Infrastructure on Schedule 7 are allocated to each program by employee.

(5) Costs shown are for Land Titles Registrar's assurance liabilities.

(3) Costs shown for legal services provided by the Department of Justice & Attorney General on Schedule 7 are allocated based on estimated costs incurred by each program.

Other Information

Other Information

Acts Administered by Service Alberta

Agricultural and Recreational Land Ownership Act

Designed to prevent non-Canadians from buying significant amounts of prime agricultural and recreational land. However, the act does not discourage non-Canadian investors who wish to come to Alberta to invest in or to build new manufacturing plants, processing operations, recreational developments or home subdivisions or to expand existing developments.

Business Corporations Act

Provides a mechanism for businesses to incorporate, change a corporate name, file amendments to its articles, amalgamate, dissolve, file annual returns and list directors and shareholders of a company.

Cemeteries Act

Regulates the disposition of human remains; ensures cemeteries meet requirements of local authorities and protects consumers who invest in pre-need cemetery supplies and services and ensures there are perpetual care funds for long-term care of commercial cemeteries.

Cemetery Companies Act

Provides authority for seven or more people to form a company for the purpose of establishing one or more public cemeteries as well as establishing the method of forming a cemetery company and the operating rules. This act only exists to govern existing cemetery companies. Establishment of new cemeteries is now governed by the *Cemeteries Act*, which restricts the establishment of new cemeteries to religious organizations and municipalities.

Change of Name Act

Provides the eligibility to change one's name and a process to register a name change.

Charitable Fund-raising Act

Sets standards for charitable organizations and professional fundraisers when soliciting contributions and helps protect the public from fraudulent, misleading or confusing solicitations. Ensures that members of the public have sufficient information to make informed decisions when making charitable donations.

Companies Act

Allows companies with objectives other than the acquisition of gain to incorporate.

Condominium Property Act

Provides the legislative framework for the creation and operation of any form of condominium, including residential and commercial. This act applies to anyone who develops, owns or manages condominium property.

Cooperatives Act

Repeals and replaces the *Cooperative Associations Act* to meet the needs of the co-operative sector in general, provide for specialized co-operatives, including new generation co-operatives and harmonize Alberta's legislation with federal and provincial co-operatives legislation.

Debtors' Assistance Act

Establishes a Debtors' Assistance Board with powers to provide service, advice and non-financial assistance to debtors who are unable to meet their liabilities.

Dower Act

Grants a married person rights with respect to the disposition of the homestead. This includes the right of the surviving spouse to a life estate in the homestead as well as the personal property of the deceased married person.

Electronic Transactions Act

Removes barriers to electronic commerce by ensuring that electronic records and transactions have the same validity and enforceability as traditional paper-based transactions.

Fair Trading Act

Enhances consumer protection through remedies, enforcement tools, and tougher penalties intended to discourage unfair practices in the marketplace. The act simplifies procedures for business, providing clearer standards to ensure a more level playing field.

Franchises Act

Governs the trading of franchises in Alberta ensuring that a prospective purchaser has the necessary information to make an informed investment decision and the civil remedies to deal with breaches of the act. Provides a means by which franchisors and franchisees will be able to govern themselves and promote fair dealing among themselves.

Freedom of Information & Protection of Privacy Act

Sets out the parameters for obtaining access to records of public bodies, including exceptions to disclosure, third party intervention rights and protection of public health and safety. Also sets out the parameters for the collection, use and disclosure of personal information and defines the powers of the Information and Privacy Commissioner and the process for handling complaints.

Funeral Services Act

Regulates the activities of the funeral industry and allows for the creation of the Alberta Funeral Services Regulatory Board to administer the act.

Garage Keepers' Lien Act

Allows a garage keeper to register in the Personal Property Registry a lien against an owner's vehicle to enforce an unpaid debt for repairs, parts or storage.

Government Organization Act, Schedule 11, s. 1, 4, 5, 11 and 12 shared with Infrastructure

Provides the legal authority for Crown property and provides the Minister the authority to sell or otherwise dispose of any improvements that are severed or severable from land held by the Crown and under the Minister's administration.

Government Organization Act, Schedule 11, s. 2, 3, and 14

Provides the Minister the authority to approve the ordering method for departments to purchase supplies and develop and implement policies, services and administration procedures in matters pertaining to the disposition of surplus supplies. Also, provides that the Lieutenant Governor in Council may make regulations respecting management of departmental records, the establishment of programs for any matter involving the management of records, and defining and classifying records.

Government Organization Act, Schedule 12

Establishes a division of the government known as Alberta Registries and sets out the statutory functions of that division.

Government Organization Act, Schedule 13 shared with Housing & Urban Affairs and Seniors and Community Supports

Provides the Minister with authority to develop and implement policies, programs, services and administration procedures in matters pertaining to consumer protection.

Government Organization Act, Schedule 13.1

Establishes the Office of the Utilities Consumer Advocate as part of the department to represent the interests of Albertans relating to electricity and natural gas before the Alberta Utilities Commission and other bodies. It also informs and educates consumers about electricity and natural gas issues.

Land Titles Act

Details the mechanism for and legal effects of registration of land-related documents and establishes priorities between them. The government guarantees the title and compensates people who have been deprived of an interest in land (e.g., by error of the Registrar or fraud).

Law of Property Act

Provides legal principles in regard to property rights which are the subject of instruments such as contracts, conveyances and mortgages.

Marriage Act

Provides the legal authority to perform marriages (both religious and civil) as well as the legal requirements for the issuance of marriage licences and certificates.

Mobile Home Sites Tenancies Act

Deals with landlord and tenant issues relating to mobile home sites in Alberta, setting minimum standards of conduct for both landlords and tenants.

Motor Vehicle Accident Claims Act, s. 2 & 3

Provides that the owner of every motor vehicle shall in each year pay a fee in respect to that motor vehicle in the amount prescribed by regulation before the vehicle can be registered.

Partnership Act

Provides legal authority for persons to associate in partnerships, and provides rules governing their activities. It also provides for the filing of trade names.

Personal Information Protection Act

Establishes clear, concise rules governing private sector organizations when collecting, using and disclosing personal information.

Personal Property Security Act (except Part 5)

Provides the legal mechanism for all registrations and searches in the Personal Property Registry including registrations authorized under other acts. It also regulates the relationship between secured parties and debtors when personal property is used as collateral to secure payment of a debt or performance of an obligation.

Possessory Liens Act

Allows a person who has a particular lien for the payment of a debt on a chattel on which the person has expended money, labour or skill to file a lien in the Personal Property Registry.

Queen's Printer Act

The Queen's Printer Act is enabling legislation that authorizes the publication of the official gazette (the Alberta Gazette) to provide notice of proclamations; Orders-in-Council; official notices; and advertisements and documents relating to matters within control of the Legislative Assembly of Alberta. The Queen's Printer prints and publishes the Statutes of Alberta and appoints a Queen's Printer for the Province of Alberta.

Real Estate Act

Provides for the creation of a real estate council to set and enforce standards of conduct.

Religious Societies' Land Act

Establishes a mechanism by which a religious society or congregation may hold land. It also ensures dealings with the land held by a religious society are done in accordance with the wishes of the congregation or religious society.

Residential Tenancies Act

Provides a framework for landlord and tenant relations in Alberta, setting minimum standards of conduct for both landlords and tenants.

Societies Act

Provides legal authority for a society to incorporate for a non-profit purpose and file by laws for governance of the society.

Surveys Act s. 5(1)(d) and (2)(b) – shared with Sustainable Resource Development

Co-ordinates the establishment and maintenance of a land-related information system network, a mapping system and a cartographic service.

Traffic Safety Act – shared with Alberta Transportation

Providing rules for the registration and operation of motor vehicles, as well as other matters, this act came into force in May 2003, replacing the *Highway Traffic Act, Motor Vehicle Administration Act, Motor Transport Act* and *Off-Highway Vehicle Act*. It is a consolidated approach to road safety providing clarity for all road users.

Vital Statistics Act

Provides for the legal registration of all Alberta births, stillbirths, deaths, marriages and adoptions. Also provides for alterations and corrections to the records, issuance of burial permits, certificates, copies, searches of records and compilation of a statistical report.

Warehousemen's Lien Act

Establishes a mechanism for any person lawfully engaged in the business of storing goods as a bailee-for-hire to register a lien against those goods for non-payment of fees for services.

Woodmen's Lien Act

Gives a person who has provided labour or service in relation to logs or timber in Alberta a lien for the amount of any unpaid wages, subject to certain limitations.

Alphabetical List of Government Entities' Financial Statements

Entities Included In The Consolidated Government Reporting Entity

Ministry, Department, Fund or Agency	Ministry Annual Report
Access to the Future Fund	Advanced Education and Technology
Agriculture Financial Services Corporation	Agriculture and Rural Development
Alberta Alcohol and Drug Abuse Commission	Health and Wellness
Alberta Cancer Prevention Legacy Fund	Finance and Enterprise
Alberta Capital Finance Authority	Finance and Enterprise
Alberta Energy and Utilities Board ¹	Energy
Alberta Enterprise Corporation ²	Advanced Education and Technology
Alberta Foundation for the Arts	Culture and Community Spirit
Alberta Gaming and Liquor Commission	Solicitor General and Public Security
Alberta Heritage Foundation for Medical Research Endowment Fund	Finance and Enterprise
Alberta Heritage Savings Trust Fund	Finance and Enterprise
Alberta Heritage Scholarship Fund	Finance and Enterprise
Alberta Heritage Science and Engineering Research Endowment Fund	Finance and Enterprise
Alberta Historical Resources Foundation	Culture and Community Spirit
Alberta Insurance Council	Finance and Enterprise
Alberta Investment Management Corporation ³	Finance and Enterprise
Alberta Livestock and Meat Agency ⁴	Agriculture and Rural Development
Alberta Local Authorities Pension Plan Corporation	Finance and Enterprise
Alberta Pensions Administration Corporation	Finance and Enterprise
Alberta Petroleum Marketing Commission	Energy
Alberta Research Council Inc.	Advanced Education and Technology
Alberta Risk Management Fund	Finance and Enterprise
Alberta School Foundation Fund	Education
Alberta Securities Commission	Finance and Enterprise
Alberta Social Housing Corporation	Housing and Urban Affairs
Alberta Sport, Recreation, Parks and Wildlife Foundation	Tourism, Parks and Recreation
Alberta Treasury Branches	Finance and Enterprise
Alberta Utilities Commission ¹	Energy
ATB Insurance Advisors Inc.	Finance and Enterprise
ATB Investment Management Inc.	Finance and Enterprise
ATB Investment Services Inc.	Finance and Enterprise
ATB Securities Inc.	Finance and Enterprise

¹ Effective January 1, 2008, the Alberta Energy and Utilities Board was realigned into two separate regulatory bodies: the Alberta Utilities Commission and the Energy Resources Conservation Board.

² The Act was proclaimed and came into force on December 5, 2008.

³ Began operations July 1, 2008.

⁴ Incorporated on January 29, 2009

Ministry, Department, Fund or Agency	Ministry Annual Report
Child and Family Services Authorities: Calgary and Area Child and Family Services Authority Central Alberta Child and Family Services Authority East Central Alberta Child and Family Services Authority Edmonton and Area Child and Family Services Authority North Central Alberta Child and Family Services Authority Northeast Alberta Child and Family Services Authority Northwest Alberta Child and Family Services Authority Southeast Alberta Child and Family Services Authority Southwest Alberta Child and Family Services Authority Métis Settlements Child and Family Services Authority	Children and Youth Services
C-FER Technologies (1999) Inc.	Advanced Education and Technology
Climate Change and Emissions Management Fund ⁵	Environment
Credit Union Deposit Guarantee Corporation	Finance and Enterprise
Colleges: Alberta College of Art and Design Bow Valley College Grande Prairie Regional College Grant MacEwan College Keyano College Lakeland College Lethbridge Community College Medicine Hat College Mount Royal College NorQuest College Northern Lakes College Olds College Portage College Red Deer College	Advanced Education and Technology
Department of Advanced Education and Technology	Advanced Education and Technology
Department of Agriculture and Rural Development	Agriculture and Rural Development
Department of Children and Youth Services	Children and Youth Services
Department of Culture and Community Spirit	Culture and Community Spirit
Department of Education	Education
Department of Energy	Energy
Department of Finance and Enterprise	Finance and Enterprise
Department of Environment	Environment
Department of Health and Wellness	Health and Wellness
Department of Housing and Urban Affairs	Housing and Urban Affairs
Department of Municipal Affairs	Municipal Affairs
Department of Seniors and Community Supports	Seniors and Community Supports
Department of Solicitor General and Public Security	Solicitor General and Public Security
Department of Sustainable Resource Development	Sustainable Resource Development
Department of Tourism, Parks and Recreation	Tourism, Parks and Recreation
Energy Resources Conservation Board ¹	Energy
Environmental Protection and Enhancement Fund	Sustainable Resource Development
Gainers Inc.	Finance and Enterprise
Government House Foundation	Culture and Community Spirit
Historic Resources Fund	Culture and Community Spirit

¹ Effective January 1, 2008, the Alberta Energy and Utilities Board was realigned into two separate regulatory bodies: the Alberta Utilities Commission and the Energy Resources Conservation Board.

⁵ Began operations July 1, 2007.

Ministry, Department, Fund or Agency	Ministry Annual Report
Human Rights, Citizenship and Multiculturalism Education Fund	Culture and Community Spirit
iCORE Inc.	Advanced Education and Technology
Lottery Fund	Solicitor General and Public Security
Ministry of Aboriginal Relations ⁶	Aboriginal Relations
Ministry of Advanced Education and Technology	Advanced Education and Technology
Ministry of Agriculture and Rural Development	Agriculture and Rural Development
Ministry of Children and Youth Services	Children and Youth Services
Ministry of Culture and Community Spirit	Culture and Community Spirit
Ministry of Education	Education
Ministry of Employment and Immigration ⁶	Employment and Immigration
Ministry of Energy	Energy
Ministry of Environment	Environment
Ministry of Executive Council ⁶	Executive Council
Ministry of Finance and Enterprise	Finance and Enterprise
Ministry of Health and Wellness	Health and Wellness
Ministry of Housing and Urban Affairs	Housing and Urban Affairs
Ministry of Infrastructure ⁶	Infrastructure
Ministry of International and Intergovernmental Relations ⁶	International and Intergovernmental Relations
Ministry of Justice ³	Justice
Ministry of Municipal Affairs	Municipal Affairs
Ministry of Seniors and Community Supports	Seniors and Community Supports
Ministry of Service Alberta ⁶	Service Alberta
Ministry of Solicitor General and Public Security	Solicitor General and Public Security
Ministry of Sustainable Resource Development	Sustainable Resource Development
Ministry of Tourism, Parks and Recreation	Tourism, Parks and Recreation
Ministry of Transportation ⁶	Transportation
Ministry of the Treasury Board ⁶	Treasury Board
N.A. Properties (1994) Ltd.	Finance and Enterprise
Natural Resources Conservation Board	Sustainable Resource Development
Persons with Developmental Disabilities Community Boards: Calgary Region Community Board Central Region Community Board Edmonton Region Community Board Northeast Region Community Board Northwest Region Community Board South Region Community Board	Seniors and Community Supports
Provincial Judges and Masters in Chambers Reserve Fund	Finance and Enterprise

⁶ Ministry includes only the departments so separate financial statements are not necessary.

Ministry, Department, Fund or Agency	Ministry Annual Report
Regional Health Authorities and Provincial Health Boards: Alberta Cancer Board Alberta Mental Health Board Aspen Regional Health Authority Calgary Health Region Capital Health Chinook Regional Health Authority David Thompson Regional Health Authority East Central Health Health Quality Council of Alberta Northern Lights Health Region Peace Country Health Palliser Health Region	Health and Wellness
Safety Codes Council	Municipal Affairs
School Boards and Charter Schools: Almadina School Society Aspen View Regional Division No. 19 Aurora School Ltd. Battle River Regional Division No. 31 Black Gold Regional Division No. 18 Boyle Street Education Centre Buffalo Trail Public Schools Regional Division No. 28 Calgary Arts Academy Society Calgary Girls' School Society Calgary Roman Catholic Separate School District No. 1 Calgary School District No. 19 Calgary Science School Society Canadian Rockies Regional Division No. 12 CAPE-Centre for Academic and Personal Excellence Institute Chinook's Edge School Division No. 73 Christ the Redeemer Catholic Separate Regional Division No. 3 Clearview School Division No. 71 East Central Alberta Catholic Separate Schools Regional Division No. 16 East Central Francophone Education Region No. 3 Edmonton Catholic Separate School District No. 7 Edmonton School District No. 7 Elk Island Catholic Separate Regional Division No. 41 Elk Island Public Schools Regional Division No. 14 Evergreen Catholic Separate Regional Division No. 2 FFCA Charter School Society Foothills School Division No. 38 Fort McMurray Roman Catholic Separate School District No. 32 Fort McMurray School District No. 2833 Fort Vermilion School Division No. 52 Golden Hills School Division No. 75 Grande Prairie Public School District No. 2357 Grande Prairie Roman Catholic Separate School District No. 28 Grande Yellowhead Regional Division No. 35 Grasslands Regional Division No. 6 Greater North Central Francophone Education Region No. 2 Greater Southern Public Francophone Education Region No. 4 Greater Southern Separate Catholic Francophone Education Region No. 4 Greater St. Albert Catholic Regional Division No. 29 High Prairie School Division No. 48	Education

Ministry, Department, Fund or Agency	Ministry Annual Report
Holy Family Catholic Regional Division No. 37 Holy Spirit Roman Catholic Separate Regional Division No. 4 Horizon School Division No. 67 Lakeland Roman Catholic Separate School District No. 150 Lethbridge School District No. 51 Living Waters Catholic Regional Division No. 42 Livingstone Range School Division No. 68 Medicine Hat Catholic Separate Regional Division No. 20 Medicine Hat School District No. 76 Moberly Hall School Society Mother Earth's Children's Charter School Society New Horizons Charter School Society Northern Gateway Regional Division No. 10 Northern Lights School Division No. 69 Northland School Division No. 61 Northwest Francophone Education Region No. 1 Palliser Regional Division No. 26 Parkland School Division No. 70 Peace River School Division No. 10 Peace Wapiti School Division No. 76 Pembina Hills Regional Division No. 7 Prairie Land Regional Division No. 25 Prairie Rose School Division No. 8 Red Deer Catholic Regional Division No. 39 Red Deer School District No. 104 Rocky View School Division No. 41 St. Albert Protestant Separate School District No. 6 St. Paul Education Regional Division No. 1 St. Thomas Aquinas Roman Catholic Separate Regional Division No. 38 Sturgeon School Division No. 24 Suzuki Charter School Society Westmount Charter School Society Westwind School Division No. 74 Wetaskiwin Regional Division No. 11 Wild Rose School Division No. 66 Wolf Creek School Division No. 72	
Supplementary Retirement Plan Reserve Fund	Finance and Enterprise
Technical Institutes and The Banff Centre: Northern Alberta Institute of Technology Southern Alberta Institute of Technology The Banff Centre for Continuing Education	Advanced Education and Technology
Universities: Athabasca University The University of Alberta The University of Calgary The University of Lethbridge	Advanced Education and Technology
Victims of Crime Fund	Solicitor General and Public Security
Wild Rose Foundation	Culture and Community Spirit

Entities Not Included In The Consolidated Government Reporting Entity

Fund or Agency	Ministry Annual Report
Alberta Foundation for Health Research	Advanced Education and Technology
Alberta Heritage Foundation for Medical Research	Advanced Education and Technology
Alberta Heritage Foundation for Science and Engineering Research	Advanced Education and Technology
Alberta Teachers' Retirement Fund Board	Education
Improvement Districts' Trust Account	Municipal Affairs
Local Authorities Pension Plan	Finance and Enterprise
Long-Term Disability Income Continuance Plan - Bargaining Unit	Treasury Board
Long-Term Disability Income Continuance Plan - Management, Opted Out and Excluded	Treasury Board
Management Employees Pension Plan	Finance and Enterprise
Provincial Judges and Masters in Chambers (Registered) Pension Plan	Finance and Enterprise
Public Service Management (Closed Membership) Pension Plan	Finance and Enterprise
Public Service Pension Plan	Finance and Enterprise
Special Areas Trust Account	Municipal Affairs
Special Forces Pension Plan	Finance and Enterprise
Supplementary Retirement Plan for Public Service Managers	Finance and Enterprise
Workers' Compensation Board	Employment and Immigration

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- conserved 1,012.95 kgs of wood: a total of eight trees which can supply oxygen for four people annually
- saved 14,927.52 L of water: enough to take 192 eight-minute showers
- 90.45 kgs of solid waste: equivalent to trash thrown away by 43 people in a single day (on average).

Source: www.neenahpaper.com