



ESTIMATES

Statistics Canada

Performance Report

For the period ending
March 31, 1999

Canada

Improved Reporting to Parliament Pilot Document

The Estimates of the Government of Canada are structured in several parts. Beginning with an overview of total government spending in Part I, the documents become increasingly more specific. Part II outlines spending according to departments, agencies and programs and contains the proposed wording of the conditions governing spending which Parliament will be asked to approve.

The *Report on Plans and Priorities* provides additional detail on each department and its programs primarily in terms of more strategically oriented planning and results information with a focus on outcomes.

The *Departmental Performance Report* provides a focus on results-based accountability by reporting on accomplishments achieved against the performance expectations and results commitments as set out in the spring *Report on Plans and Priorities*.

©Minister of Public Works and Government Services Canada — 1999

Available in Canada through your local bookseller or by mail from

Canadian Government Publishing — PWGSC

Ottawa, Canada K1A 0S9

Catalogue No. BT31-4/12-1999

ISBN 0-660-61024-8



Foreword

On April 24, 1997, the House of Commons passed a motion dividing on a pilot basis what was known as the annual *Part III of the Estimates* document for each department or agency into two documents, a *Report on Plans and Priorities* and a *Departmental Performance Report*.

This initiative is intended to fulfil the government's commitments to improve the expenditure management information provided to Parliament. This involves sharpening the focus on results, increasing the transparency of information and modernizing its preparation.

This year, the Fall Performance Package is comprised of 82 Departmental Performance Reports and the government's report *Managing for Results - Volumes 1 and 2*.

This *Departmental Performance Report*, covering the period ending March 31, 1999, provides a focus on results-based accountability by reporting on accomplishments achieved against the performance expectations and results commitments as set out in the department's pilot *Report on Plans and Priorities* for 1998-99. The key result commitments for all departments and agencies are also included in Volume 2 of *Managing for Results*.

Results-based management emphasizes specifying expected program results, developing meaningful indicators to demonstrate performance, perfecting the capacity to generate information and reporting on achievements in a balanced manner. Accounting and managing for results involve sustained work across government.

The government continues to refine and develop both managing for and reporting of results. The refinement comes from acquired experience as users make their information needs more precisely known. The performance reports and their use will continue to be monitored to make sure that they respond to Parliament's ongoing and evolving needs.

This report is accessible electronically from the Treasury Board Secretariat Internet site:
<http://www.tbs-sct.gc.ca/tb/key.html>

Comments or questions can be directed to the TBS Internet site or to:

Planning, Performance and Reporting Sector
Treasury Board Secretariat
L'Esplanade Laurier
Ottawa, Ontario, Canada
K1A 0R5
Tel: (613) 957-7042
Fax (613) 957-7044



Statistics Statistique
Canada Canada

Statistics Canada

Departmental Performance Report

**For the
period ending
March 31, 1999**

**John Manley
Minister of Industry**

Table of Contents

EXECUTIVE SUMMARY	5
SECTION I:	6
MINISTER'S PORTFOLIO MESSAGE	6
SECTION II: DEPARTMENTAL OVERVIEW	8
MANDATE	8
MISSION STATEMENT	8
OPERATING ENVIRONMENT	8
OBJECTIVES	9
STAKEHOLDERS:	9
ORGANIZATION AND BUSINESS LINE MATRIX	11
BUSINESS LINE DESCRIPTIONS	12
1. ECONOMIC AND SOCIAL STATISTICS BUSINESS LINE	12
2. CENSUS OF POPULATION STATISTICS BUSINESS LINE	13
SECTION III: DEPARTMENTAL PERFORMANCE	14
A. PERFORMANCE EXPECTATIONS	14
B. PERFORMANCE ACCOMPLISHMENTS	16
PROGRAM RELEVANCE	16
<i>Program improvements resulting from user feedback</i>	17
<i>Support to policy decision making</i>	18
<i>Production of new statistical information</i>	22
ACCURACY OF INFORMATION	29
<i>Response Rates</i>	30
<i>Trends in Coverage and Coefficients of Variation</i>	31
<i>Periodic analyses of statistical revision patterns</i>	33
TIMELINESS OF INFORMATION	33
<i>Measures of elapsed time between reference period and release dates</i>	34
ACCESSIBILITY OF INFORMATION	34
<i>Access to information products and services</i>	35
<i>Access through the Internet</i>	35
INTERPRETABILITY OF INFORMATION	42
<i>Availability of quality descriptors and technical notes</i>	42
COHERENCE OF INFORMATION	43
A NATIONAL STATISTICAL KNOWLEDGE INFRASTRUCTURE	44
<i>Calculated Respondent Burden</i>	44
<i>Use of administrative data in lieu of surveys</i>	46
<i>Alternative means of reporting and collecting data</i>	46
<i>Employee Opinion Survey</i>	47
<i>Employee turnover Rates</i>	47
<i>Investments in employee training</i>	48
SECTION IV: CONSOLIDATED REPORTING	49
<i>Management Issue -Year 2000 Readiness</i>	49
SECTION V: SUPPLEMENTARY INFORMATION	50
FINANCIAL SUMMARY TABLES	50
OTHER INFORMATION	54

A. CONTACTS FOR FURTHER INFORMATION	54
B. LEGISLATED REQUIREMENTS	55
C. MAINTENANCE OF PROGRAM RELEVANCE.....	56
D. PRE-ESTABLISHED RELEASE DATES FOR MAJOR SURVEYS	58
E. INDEX.....	59

Tables

<i>Table 1. 1998-99 Resources by Organization and Business Line</i>	11
<i>Table 2: Key Departmental Commitments</i>	14
<i>Table 3. Response Rate for Selected Major Surveys</i>	30
<i>Table 5. Coefficients of Variation for Selected Major Surveys</i>	32
<i>Table 6 Elapsed time between reference period and release dates (selected major surveys)</i>	34
<i>Financial Table 1 Summary of Voted Appropriations</i>	50
<i>Financial Table 2 Comparison of Total Planned Spending to Actual Spending</i>	51
<i>Financial Table 3 Historical Comparison of Total Planned Spending to Actual Spending</i>	51
<i>Financial Table 6 Respendable Revenues</i>	52
<i>Financial Table 7 Non-Respendable Revenues</i>	52
<i>Financial Table 9 Transfer Payments</i>	53
<i>Major Subject Areas, Selected Outputs, Level of Service</i>	58

EXECUTIVE SUMMARY

Statistics Canada is Canada's central statistical agency with a mandate to collect, compile, analyse and publish statistical information on the economic, social and general conditions of the country and its citizens.

This report provides an overview of the mission and priorities of the Agency as well as the achievements of its two business lines — Economic and Social Statistics and Census of Population Statistics. The assessment of the Agency's performance is presented both quantitatively and qualitatively.

In 1998-99, Statistics Canada has made progress on a number of fronts. New information needs for policy formulation have been recognized in the areas of the Knowledge Based Economy, Economic Growth, Social Cohesion, Human Resource Development and Global Challenges and Opportunities. The Agency is currently developing survey enhancements or new surveys to meet these information requirements. Survey enhancements or expansions have also been developed in the areas of Aboriginal Peoples and the Project to Improve Provincial Economic Statistics (the latter of which will support the Harmonized Sales Tax allocation formula). User access to data holdings has also been enhanced through new Internet use developments.

The Auditor General's Report in April 1999, contained a Chapter on "Managing the Quality of Statistics" in which the Auditor General noted Statistics Canada's commitment to producing high-quality statistics and to continuing to improve quality. The Report also made the observation that "We noted, too, that the Agency is widely respected among its peers, and has an international reputation second to none for independence, innovation and quality. Indeed, many employees of other well-regarded statistical agencies whom we interviewed indicated that they were complimented that we would look to their agencies as benchmarks for Statistics Canada, when in fact they were striving to emulate it." However, the Audit also found gaps in Statistics Canada's Departmental Performance Report, particularly with respect to reporting on information Accuracy, Interpretability and Coherence - important factors contained in the Agency's Quality Assurance Framework. The Agency's 1998-99 Performance Report has been restructured to address this observation. The Agency recognizes that performance reporting is very much an evolutionary process and will continue its efforts to make improvements in the coming year.

SECTION I:

Minister's Portfolio Message

At the dawn of the new millennium, Canada, with its strong and dynamic economy, is well positioned to take a lead role in the global knowledge-based economy and to realize its benefits for all Canadians. The new global economy is fundamentally different from the one we have known for most of this century: its key building blocks are knowledge, information, innovation and technology, and it is changing at an unprecedented pace. Today, it is important for businesses and individuals to be connected to the Information Highway, but tomorrow it will be essential. Electronic communications are breaking the barriers of time and distance, and the effects are being felt everywhere in Canada, from the largest cities to remote areas where the Information Highway is the only highway.

To keep Canada in the vanguard of this global economy, the government is investing heavily in knowledge, innovation, and connectedness, in order to generate well-paying jobs and a higher standard of living for Canadians. As Minister of Industry, I am responsible for a Portfolio which brings together most of the federal departments and agencies responsible for promoting innovation through science and technology and advancing knowledge. With over 40% of federal spending on S&T, a wide range of programs to help businesses -- especially small- and medium-sized businesses -- in every region of the country, a world-leading electronic commerce framework, and flexible support for exporters, the Industry Portfolio represents a powerful toolkit to help Canada make the transition to the knowledge-based economy and society of the 21st century.

The trend towards globalization also poses other challenges to Canada, which has one of the most open economies in the world. The Industry Portfolio is working with partners in the public and private sector and in academia to help Canadian companies respond and adapt to these challenges, so they can become and remain competitive in the global market. The government's agenda is based on seizing the opportunities presented by the global economy to create jobs and wealth for Canadians, and the Industry Portfolio has a key role in delivering this agenda.

The Industry Portfolio is ...

Atlantic Canada Opportunities Agency
Business Development Bank of Canada*
Canadian Space Agency
Competition Tribunal
Copyright Board Canada
Canada Economic Development for Quebec Regions
Industry Canada
National Research Council Canada
Natural Sciences and Engineering Research Council of
Canada
Social Sciences and Humanities Research Council of
Canada
Standards Council of Canada*
Statistics Canada
Western Economic Diversification Canada

** Not required to submit Performance Reports*

I am pleased to present this Performance Report for Statistics Canada. This report shows the contribution that Statistics Canada is making to the government's agenda by setting out the commitments that the Agency has made and measuring its success in meeting these commitments over the 1998-1999 fiscal year.

In 1998-99, Statistics Canada has made progress on a number of fronts. New information needs for policy formulation have been recognized in the areas of the Knowledge Based Economy, Economic Growth, Social Cohesion, Human Resource Development and Global Challenges and Opportunities. The Agency is currently developing survey enhancements or new surveys to meet these information requirements. Survey enhancements or expansions have also been developed in the areas of Aboriginal Peoples and the Project to Improve Provincial Economic Statistics (the latter, in support of the Harmonized Sales Tax allocation formula).

I am proud of the contribution the Industry Portfolio makes toward the government's priorities of building a stronger Canada, creating opportunities for Canadians, and investing in knowledge and innovation.

The Honourable John Manley

SECTION II: DEPARTMENTAL OVERVIEW

Mandate

Statistics Canada's mandate derives primarily from the Statistics Act. The Act requires the Agency, under the direction of the Minister, to collect, compile, analyse and publish statistical information on the economic, social and general conditions of the country and its citizens. Statistics Canada is also mandated to provide co-ordination and leadership for the country's statistical system. Other federal legislation also requires Statistics Canada to produce data for specific purposes.

To collect, compile, analyse and publish statistical information on the economic, social and general conditions of the country and its citizens

Mission Statement

Statistics Canada's mission is to inform Canadian citizens, businesses, and governments about the evolution of their society and economy and to promote a high-quality national statistical system.

Operating Environment

The condition of a nation and its people can be assessed in many ways. Fundamental to these assessments is the availability of information on the numerous and diverse dimensions of the modern nation state, such as information on its population, its economy, its resources, and its social and cultural life. Under the Canadian Constitution, provision of statistics is a federal responsibility. By means of the Statistics Act, Parliament has designated Statistics Canada as the Central Agency responsible for producing such information. This activity is fundamentally important to an open, democratic society as it provides objective information to Canadians and their elected representatives about the evolution of our society and economy.

The gathering of information involves a partnership with all Canadians. In this partnership, Canadians both contribute and benefit. Information is provided to Statistics Canada through surveys and access to administrative records, while Statistics Canada, after compiling and analysing this information, provides feedback through a myriad of information products.

Agency data are increasingly used in a statutory or regulatory mode. Uses include the distribution of federal funds to provinces (*Federal/Provincial Fiscal Arrangements Act*); apportioning of federal-provincial collections (Harmonized Sales Tax); indexing both federal payments to beneficiaries and income tax credits (*Income Tax Act*); determining areas of eligibility for supplementary benefits (*Employment Insurance Act*); determining the distribution of parliamentary seats among provinces and defining federal electoral

districts (*Electoral Boundaries Readjustment Act*); designating federal bilingual services areas (*Official Languages Act*) and measuring the prevalence of sub-populations which are the focus of the federal employment equity program (*Employment Equity Act*).

Historically, Statistics Canada's program has been structured to provide macro-economic, micro-economic and socio-demographic statistics, and statistical information on public institutions and programs. Such information continues to be relevant. However, emerging issues prompt demands for new kinds of data, (for example, needs have been expressed for improved information on education and the transition from school to the workplace, the health of Canadians and the systems that support it, the effects of globalization, the functioning of Canada's economy, the factors affecting Canada's competitiveness in world markets, the impact of science and technology, the outcomes of government programs and the status of various sub-populations within Canadian society). Maintaining the relevance of the Statistics Canada program by meeting such information needs will always be a primary goal for the Agency.

Objectives

From Statistics Canada's mandate are derived two primary objectives:

- to provide statistical information and analysis of the economic and social structure and functioning of Canadian society as a basis for the development, operation and evaluation of public policies and programs, for public and private decision making and for the general benefit of all Canadians; and
- to promote the quality, coherence, and comparability of Canada's statistics through collaboration with other federal departments and agencies, with the provinces and territories, and in accordance with internationally recognized standards and practices.

Stakeholders:

The operations and priorities of Statistics Canada must satisfy a very broad range of interests – key federal and provincial users, a multiplicity of other users, respondents, and other agencies whose administrative data are a major information source. The Agency's specific stakeholders include the following groups.

- ◆ **Public and Media:** Statistics Canada's basic information on Canadian society - economic growth, employment, inflation, balance of payments, population, family income, health, education, justice, and a host of other subjects - is communicated to the public largely through the media;
- ◆ **Government:** Policy and program decisions lead to new demands for statistical information, and budgetary and administrative decisions affect the Agency's capacity to respond to demands;

- ◆ ***Federal Departments and Agencies:*** Most government departments are major users of Statistics Canada data and several are also important suppliers of administrative data to the Agency;
- ◆ ***Provincial and Territorial Governments:*** Provincial and territorial governments, like the federal government, are heavily dependent on Statistics Canada data over the entire range of subjects covered by the Agency; they are also major suppliers of data on health, education and justice.
- ◆ ***Business and Labour Unions:*** Businesses and labour unions are important users of the Agency's information and the burden of surveys on the business community is an important factor in program design;
- ◆ ***Academic Sector:*** For both research and pedagogical purposes, the academic sector is an important user of Statistics Canada data and is also a prime source of consultation for the Agency;
- ◆ ***Foreign and International Bodies:*** Statistics Canada maintains extensive contacts with international scientific and intergovernmental organizations, to share professional expertise and to promote common concepts, standards and practices. Canada's membership in international organizations, such as the United Nations and the Organisation for Economic Co-operation and Development, requires that outputs meet international standards to ensure the continuing comparability of Canadian data on social and economic phenomena with those of other countries; and
- ◆ ***Other Client Groups:*** There are many other users of Statistics Canada's data whose interests have to be borne in mind; for example, regional and local governments, public libraries, professional associations, research institutes and special interest groups.

Statistics Canada makes its information available through media releases, publications, electronic dissemination and in response to direct inquiries. In addition, specialized products and services are provided on a cost-recovery basis, including advice on the design and implementation of information-gathering projects for federal departments and agencies. (Additional information on statistical products and their users and uses may be found in Section IV of Statistics Canada's 1997-98 Departmental Performance Report).

Organization and Business Line Matrix

The Minister of Industry is responsible for Statistics Canada. The Agency is headed by the Chief Statistician of Canada, supported by six Assistant Chief Statisticians (ACS's); three are responsible for statistical programs and three for technical support and management services. The following table displays the relationships between the two principal Business Lines of Statistics Canada's Program and the Agency's organizational structure. It also details the 1998-99 resources by organization and business line.

Table 1. 1998-99 Resources by Organization and Business Line

(Comparison of Total Planned Spending to Actual Expenditures millions of dollars)

Business Lines	ACS Social, Institutions and Labour Statistics	ACS Business and Trade Statistics	ACS National Accounts and Analytical Studies	ACS Communications and Operations	ACS Informatics and Methodology	ACS Management Services	Sub-Totals	Vote Netted Revenues	Totals	Percentage of TOTAL
	Economic and Social Statistics	42.3 <i>45.1</i> 46.0	66.9 <i>69.6</i> 70.0	27.8 <i>28.6</i> 28.7	65.8 <i>71.3</i> 70.8	50.3 <i>53.2</i> 53.6	78.1 <i>87.9</i> 70.2	331.2 <i>355.7</i> 339.3	55.9 <i>55.9</i> 48.1	275.3 <i>299.8</i> 291.2
Census of Population Statistics	23.2 <i>23.8</i> 23.6	--- <i>---</i> 0.0	--- <i>---</i> 0.0	13.3 <i>14.3</i> 13.3	15.9 <i>16.4</i> 16.1	7.2 <i>9.0</i> 9.4	59.6 <i>63.5</i> 62.4	18.1 <i>18.1</i> 17.7	41.5 <i>45.4</i> 44.7	13% <i>13%</i> 13%
Total Program	65.5 <i>68.9</i> 69.6	66.9 <i>69.6</i> 70.0	27.8 <i>28.6</i> 28.7	79.1 <i>85.6</i> 84.1	66.2 <i>69.6</i> 69.7	85.3 <i>96.9</i> 79.6	390.8 <i>419.2</i> 401.7	74.0 <i>74.0</i> 65.8	316.8 <i>345.2</i> 335.9	100% <i>100%</i> 100%

Note: Regular numbers denote Main Estimate Levels, numbers in italic represent Total Authority and bold numbers denote Actual Expenditures/Revenues in 1998-99

BUSINESS LINE DESCRIPTIONS

To facilitate the understanding of Statistics Canada's program, its activities have been grouped into two Business Lines — Economic and Social Statistics, and the Census of Population Statistics.

1. Economic and Social Statistics Business Line

Economic and Social Statistics

(\$ millions)

Planned Spending	\$275.3
<i>Total Authorities</i>	\$299.8
1998-99 Actuals	\$291.2

Explanation of Variance between 1998-99 Planned Spending and Total Authorities

The 1998-99 Total Authorities is 24.5 million or 9% higher than Planned Spending.

Additional resources were received through Supplementary Estimates to provide mainly for Collective Bargaining Compensation.

Description

This Business Line is best described through the activities of its two subsidiary Service Lines - Economic Statistics and Social Statistics. It must be emphasized that the boundary between these subsidiary service lines is blurred: e.g., employment and unemployment are both social and economic phenomena, as are education, the cost of living and inflation.

1. *Economic Statistics*

The Economic Statistics Service Line provides information and analysis on the entire spectrum of Canadian economic activity, both domestic and international, through a set of macro-economic statistics. Another component of the service line focuses on the business, trade and tourism sectors of the Canadian economy. Information includes measures of the value of production, cost structures, commodities produced and consumed, the flows and stocks of fixed capital assets employed in the economy, the degree of capacity utilization, estimates of planned annual capital expenditure of businesses and governments, and measures of price changes for industrial goods, capital expenditures and construction.

In addition, information is provided on the volume and financial implications of international travel to and from Canada, on measures of change in retail prices, on the science and technology activities of the federal and provincial governments, and on research and development in government and other sectors of the economy.

2. *Social Statistics*

This service line provides information on the economic and social characteristics of individuals, families and households in Canada, and on the major factors which can contribute to their well-being. It includes measures of household income and expenditure;

of employment, unemployment, and their associated costs and benefits, labour income and factors affecting labour supply; and information on topics of specific social policy concern.

This service line also provides information and analysis on the facilities, agencies and systems which are publicly funded to meet the socio-economic and physical needs of Canadians. These include justice, health care, education systems, and cultural institutions and industries. Information is provided on the nature and extent of their services, and operations, and the characteristics of the individual Canadians and families whom they serve. Increasingly, the Agency is attempting to go beyond the institutional orientation of this component, and to portray the impacts on Canadians of the health, education and justice systems.

2. Census of Population Statistics Business Line

Census of Population Statistics

(\$ millions)

Planned Spending	\$41.5
<i>Total Authorities</i>	<i>\$45.4</i>
1998-99 Actuals	\$44.7

Explanation of Variance between 1998-99 Planned Spending and Total Authorities

The 1998-99 Total Authorities is 3.9 million or 9% higher than Planned Spending.

Additional resources were received through Supplementary Estimates to provide mainly for Collective Bargaining Compensation.

Description

This business line provides statistical information from the Census of Population. The Census provides benchmark information on the structure of the Canadian population and its demographic, social and economic conditions. It provides the detailed information on sub-populations and for small geographic areas, which cannot be generated through sample surveys. Estimates of the size of the population and its demographic structure between Censuses, as well as population projections, are dependent on Census information.

Population counts and estimates are required to determine electoral boundaries, the distribution of federal transfer payments, and the transfer and allocation of funds among regional and municipal governments, school boards and other local agencies within provinces.

SECTION III: DEPARTMENTAL PERFORMANCE

A. Performance Expectations

The Agency's fundamental *raison d'être* lies in the production of statistical information. The effectiveness of Statistics Canada depends on its credibility, the relevance of its information, the quality and accessibility of its products, the attainment of high professional standards, and the control of the burden on survey respondents.

The Agency is committed to the achievement of the following key results in both its business lines. The following table also highlights the nature of the performance measures by which Statistics Canada intends to monitor progress.

Table 2: Key Departmental Commitments

Statistics Canada commits: <i>To provide Canadians with:</i>	As demonstrated by:
<p>Objective and non-partisan statistics that provide measures of various aspects of Canada's economy and society which are:</p> <ul style="list-style-type: none"> • Relevant to policy formulation and decision making • Responsive to emerging issues • Of high quality <p>and which contribute to:</p> <ul style="list-style-type: none"> • The fulfillment of legal requirements • Informing Canadians about current and emerging economic and social issues • The maintenance of a national statistical knowledge infrastructure. 	<p>Relevance:</p> <ul style="list-style-type: none"> • Use of statistics in policy formulation and decision making. • The production of new statistical information in areas required to formulate policy and to make decisions. • The production of knowledge that contributes to an understanding of Canada's economic and social history, trends and issues. • The extent to which statistical information serves to address the purposes for which it was produced and fills the needs of users. <p>Information Quality:</p> <ul style="list-style-type: none"> • The timely release of high-quality statistical information. • Statistics which adhere to recognized national and international standards. • Availability of quality descriptors and technical notes. • Statistics which are accessible to Canadians. <p>Maintenance of a national statistical knowledge infrastructure:</p> <ul style="list-style-type: none"> • Controlled Respondent Burden. • Maximum use of administrative data. • Use of modern methods and technologies. • Skilled and responsive staff.

The above Commitments and Performance Measures will be tracked through the following

Performance Measures of Commitments:	Performance Indicators:	Achievements Reported on page
<p>Relevance:</p> <ul style="list-style-type: none"> • Use of statistics in policy formulation and decision making. • The production of new statistical information in areas required to formulate policy and to make decisions. • The production of knowledge that contributes to an understanding of Canada’s economic and social history, trends and issues. • The extent to which statistical information serves to address the purposes for which it was produced and fills the needs of users. <p>Information Quality:</p> <ul style="list-style-type: none"> • The timely release of high quality statistical information. • Statistics which adhere to recognized national and international standards. • Availability of quality descriptors and technical notes. • Statistics which are accessible to Canadians. <p>Maintenance of a national statistical knowledge infrastructure:</p> <ul style="list-style-type: none"> • Controlled Respondent Burden. • Maximum use of administrative data. • Use of modern methods and technologies. • Skilled and responsive staff. 	<p>Program Relevance Program improvements resulting from user feedback. Support to policy decision making. The production of new statistical information.</p> <p>Accuracy of Information Response rates (mission critical surveys*) Trends in coverage and coefficients of variation (mission critical surveys) Periodic analyses of statistical revision patterns</p> <p>Timeliness of Information Measures of elapsed time between reference period and release dates</p> <p>Accessibility of Information Access to information products and services including:</p> <ul style="list-style-type: none"> • Media citations • Internet connections • Web site services • Client contacts with Regional Offices • Sales • Partnerships • Client satisfaction measurements <p>Interpretability of Information Availability of quality descriptors and technical notes The availability of meta-data</p> <p>Coherence of Information Use of Classification Standards (mission critical surveys)</p> <p>Maintain a National Statistical Knowledge Infrastructure Calculated respondent burden The use of administrative data in lieu of surveys Alternative means of reporting and collecting data Employee opinion Survey Employee turnover rates Investments in employee training</p>	<p>17 18 22</p> <p>30 31, 32 33</p> <p>34</p> <p>35 35 36 37 37 38 40</p> <p>42 42</p> <p>43</p> <p>44 46 46 47 47 48</p>

* Mission critical surveys : The Agency does not have any Government-wide mission critical systems. We have, however, identified as “departmental mission critical programs” those that provide key current socio-economic indicators. These are: the Labour Force Survey, the Consumer Price Index, the Monthly Survey of Manufacturers, International Trade statistics, Monthly Wholesale/Retail Trade Survey, the Quarterly Gross Domestic Product, the Survey of Employment, Payrolls and Hours (income component), the Quarterly Financial Survey and the Industrial Product Price Index. These key surveys will be tracked as a group through a number of indicators that follow.

B. Performance Accomplishments

Departmental Performance

The performance of a National Statistical Agency is essentially a multidimensional concept in which different audiences are interested in different dimensions of its performance. Statistics Canada recognizes that there exists a moral responsibility to report on dimensions of performance that are not visible from outside the Agency. It is also of the view that there are four primary dimensions of performance that are paramount to a National Statistical Agency and each can be linked to a particular stakeholder group that has an interest in its performance. These are:

1. The **users** of the information products have an interest in the **quality** of those products, where “quality” is broadly defined as fitness for use,
2. The **funders** of the activities, the taxpayers of Canada and those in Government charged with managing public funds, have an interest in **financial performance**, including efficiency, good management and proper use of taxpayers’ money,
3. The **respondents** to the surveys, and their representatives, have an interest in the **response burden** imposed on them, in how the Agency interacts with them, and in the care with which the Agency protects the information they have confided in it, and
4. The **employees** on whom the Agency depends, and the agencies charged with human resource management standards in Government, have an interest in **performance in human resources management**.

It is not possible to produce direct quantitative results or output measures for all aspects of performance. Statistics Canada has chosen a broad concept of information quality based on fitness for use. There are six aspects of information quality that are pertinent to the use of information: relevance; accuracy; timeliness; accessibility; interpretability; coherence. Some of these aspects can be quantified in numerical indicators; some are best related qualitatively, while others can be assessed only in terms of the processes followed by the Agency (Section E of the Supplementary Information section of this Report describes the processes that Statistics Canada utilizes to ensure the continued relevance of its program mix). It is in this light that the following performance review of Statistics Canada’s achievements for the year 1998-99 is presented.

Program Relevance

Program relevance refers to the degree to which the information produced responds to the needs of the user community that the National Statistical Agency aims to serve. Relevance is more meaningfully assessed in terms of how well the full repertoire of available information satisfies user needs. Relevance can be demonstrated through the association

between the release of information and the topical public policy or societal issue on which it sheds light, as this emphasizes the significance of the Agency's outputs to questions that are clearly important to the country. Statistics Canada is committed to producing statistical information that is relevant to current and future needs of Canadians. Ensuring program relevance in the face of economic, social and demographic change requires constant attention. Several performance measures have been developed.

Program improvements resulting from user feedback

Changes to statistical programs based upon external advice and program reviews

Statistics Canada relies on numerous consultative processes which contribute to the continuous review of the Agency's statistical outputs (Annex 1 provides more information on these consultative processes). The following examples provide an indication of their impact on Statistics Canada's program.

Health Statistics - The Advisory Committee for the National Population Health Survey (NPHS), the Vital Statistics Council for Canada and the Canadian Council of Cancer regularly provide suggestions for improvements to the Health Statistics Program. In 1998-99, the National Population Health Survey Advisory Committee made recommendations for changes to existing content as well as priorities for new content, for the next National Population Health Survey. These changes are being incorporated in the development of the survey for 2000-01.

Services Statistics - The re-design of the *Annual Survey of Computer Services* and the development of a new *Annual Survey of On-Line Information Services* are a direct result of user feedback, specifically that of Industry Canada. Both the new Survey of On-Line Information Services and the re-designed Survey of Computer Services are being developed under the *Socio-Economic Indicators of "Connectedness"* project under Data Gaps II activities in response to the Policy Research Initiative (please see section on the Production of New Statistical Information in this Report). These two industries are important not only because of their growth in recent years, but also because they are seen as key industries in helping to facilitate Canada's internal connectivity as well as its connection to the outside world, Canada's participation and leadership in the Knowledge Based Economy and in global e-commerce.

Demographic estimates - Demographic estimates are central to the statistical system. They are used to weight survey data, and they appear in the denominator of a great number of rates and indexes. They also play a major role in the distribution of federal transfers. In September 1998, the Demography Program released demographic estimates based on both the 1996 Census data and an estimate of net undercoverage. For 1996, the new estimates are much lower than the old ones (the gap is greater than 250,000 persons, representing almost a full year of population growth). This may be explained by two factors: the earlier estimate of the population for 1991 was too high (by 100,000 persons) and international emigration was underestimated (by 150,000 to 200,000, or 30,000 to 40,000 persons per year). The federal-provincial-territorial Committee on Demography met three times between April and August 1998, and as an outcome of those meetings, the Demographic

Estimates Program will shortly revise the estimates of international emigration. Furthermore, a thorough review is currently being conducted of coverage studies and the estimates of some demographic components. As a result of these efforts, we will be able to validate the estimates published last September, improve the current demographic estimates and adequately plan the coverage studies for the 2001 Census.

Education Statistics – The 1997 strategic plan of the Centre for Education Statistics, which resulted from extensive consultations with the education community, pointed to the need for data quality improvements, the development of education indicators and the implementation of new surveys to fill data gaps. To improve data quality, a committee (the Working Group on Quality Improvement of the Education Statistics Program), with representation from all ministries responsible for education as well as from the Centre for Education Statistics, is implementing proposals designed to improve data quality. The Centre also participated with ministries to develop relevant education indicators for public reference as well as for use by policy makers and administrators. New or modified surveys include the National Longitudinal Survey of Children and Youth, the Youth in Transition Survey integrated with the Program for International Student Assessment, the International Life Skills Survey and the Postsecondary Transition Survey.

Census of Population – In preparation for the 2001 Census, Statistics Canada continued its tradition of consulting data users and other interested persons to obtain their views on the content of the next census questionnaire. These consultations contributed greatly to the development of the National Census Test, in which a number of suggestions were tested. The results of this test combined with the results of qualitative testing will be used to make the final recommendations to Cabinet in the fall of 1999.

Support to policy decision making

Statistics Canada is the core of Canada's Social and Economic information system. It serves the information needs of all levels of government, of businesses and labour unions, of the media, of the academic sector and of the general public. The major challenges facing the country require not only good descriptive information on the issues at stake. Analysis of the issues requires information that will provide insights into the underlying realities and causalities and facilitate decisions based on the best possible factual understanding of what is involved. The following and other findings have been used to illuminate important issues and support policy debate.



**Health
Statistics**

Each issue of *Health Reports*, the Agency's flagship publication providing health information, focuses on topics of current concern to health researchers and policy makers, as well as to Canadians in general. Findings in 1998/99 included the following:

- Fewer than 5% of adult Canadians reported that they had heart disease in 1994/95.

- Starting to smoke during early adolescence was associated with higher daily cigarette consumption and a lower probability of quitting, compared with smokers who began at older ages.
- Cancer rates tended to be higher in Québec and Nova Scotia and lower in the three westernmost provinces, reflecting variations in smoking prevalence, dietary habits, and the extent of cancer control programs.
- After years of steady increases, melanoma incidence and mortality rates have levelled off as rates declined in younger age groups.
- The prevalence of childhood asthma has increased sharply during the last two decades. In 1978-79, an estimated 2.5% of children under age 15 were reported to have asthma. By 1994-95, the proportion was estimated at 11.2%.

Latest National Longitudinal Survey of Children and Youth Results

Since 1986, there has been a decline in smoking intensity among all workers except those in outdoor blue-collar occupations. About 6 in 10 full-time workers who smoked daily encountered restrictions at work. Results of the latest National Longitudinal Survey of Children and Youth (NLSCY) revealed the following trends:

- Children in lower income families are most likely to have behavioural problems or repeat a grade.
- Children living in families with younger parents are most likely to be in the lowest income situation.
- Children in lowest income situation are less likely to be in excellent or very good health.
- Parenting style matters:
 - Children who did not have positive interaction with their parents were twice as likely to show consistent behavioural problems than children who had positive interaction with their parents.
 - Children who were exposed to hostile or ineffective parenting were 9 times more likely to show behavioural problems in both these years than children who were not exposed to hostile or ineffective parenting.

Shedding Light on the Situation of Official Language Groups

Statistics Canada is one of the key departments and agencies that have been required since 1995 to prepare and disseminate each year an action plan for the promotion of English and French in Canadian society. This is to fulfil the federal government's commitment to "enhancing the vitality of the English and French linguistic minority communities in Canada and supporting and assisting their development, and fostering the full recognition of both English and French in Canadian society" (section 41 of the *Official Languages Act*). In

1998-99, Statistics Canada published a brief analysis of the demo-linguistic situation in Canada. That work, entitled *Languages in Canada: 1996 Census*, is distributed free of charge by the Department of Canadian Heritage. Among other things, it identifies a serious trend that has persisted since the end of World War II: the decline in the proportion of persons with French as their mother tongue within the Canadian population. That

proportion fell from 29.0% in 1951 to 23.5% in 1996. The actual number of Francophones is nevertheless continuing to rise, but at a declining rate. In Quebec, on the other hand, the proportion with French as the language most often spoken at home rose from 81% in 1971 to 83% in 1991 and remained at that level in 1996. At the same time, the proportion with English declined, going from 15% in 1971 to 11% in 1991 and 1996. The number of persons using English at home remained unchanged from 1991 to 1996.

Another recent study (*Canadian Social Trends*, Winter 1998) drew on data from the International Adult Literacy Survey conducted in 1994. It found that the literacy level among Quebec Francophones was markedly lower than among Anglophones in Canada. The gap was much greater among the elderly than among the young.

Preparedness for Y2K

Statistics Canada conducted two surveys on behalf of the Minister of Industry and Task Force Year 2000 to assess the state of readiness of private industry. Results from the first survey - conducted in October 1997 supported the awareness campaign conducted in the Winter of 1998 by Industry Canada and the task force. Based on a follow-up survey, conducted after the campaign in May 1998, the task force concluded "that an enormous effort is still required"

and urged the providers of goods and services to step up efforts to test their systems and develop contingency plans. This information led to a government decision to give a tax break to small businesses in order to help them by reducing the financial burden of Year 2000 upgrades to computer systems. A third survey was conducted in May 1999 on behalf of several federal departments engaged in the national Year 2000 effort, including the National Contingency Planning Group. Some 10,000 businesses and public sector organizations such as health-care providers and utilities were contacted. The results indicated that virtually all businesses and organizations expected their mission critical systems would be ready on time for the year 2000. Some, however, (15% of those with more than 250 employees) said they did not expect to be ready before the end of September 1999.

Social Transfers, Earnings and Low- Income Intensity Among Children

This study assessed the contribution of changing family earnings and social transfers to trends of low income living conditions of Canadian children. The intensity of low-income situations rose sharply with the recession of the early 90s but, at that time, rising transfers substantially offset a share of the increase. Unexpectedly, however, the intensity of low-income situations continued to increase after 1993 when recovery set in and average earnings began to rise. The rise in the portion of those with levels low-

income living conditions after 1993, reflected reductions in Employment Insurance and social assistance benefits that were not offset by increases in other family benefits including the Child Tax Benefit.

Rising self-employment through the 1990s has prompted analysts to question if this trend is not simply a response to poor economic conditions during the decade. An analysis focussing on the association between changes in the self-employment rate and economic conditions, concluded that there is little association between changes in the self-employment rate and economic conditions over the business cycle. Essentially, both the self-employment entry rates and the overall self-employment rate have been rising whether the economy is in recession or expansion. If anything, the analysis suggested that as unemployment rises, the self-employment rate falls marginally. This is a cyclical analysis; a longer-term downward trend in economic conditions (i.e. a long-term structural decline in economic conditions) may still influence self-employment.

Changing Economic Conditions and the Self-Employed

Internet Service Providers and Computer Services

Everyone wants to know more about the Internet and those who provide access to it. The Survey of Internet Service Providers (ISPs) and Computer Services, 1997, conducted on behalf of Industry Canada in the summer of 1998, is the most comprehensive survey of this sector in Canada to date. It encompassed the activities of almost 400 Internet Service Providers in Canada. This review of one of the newest industries includes both financial and other operational information. Data was collected on product-mixes, end-use markets, electronic-commerce, privacy and security of information, offensive content and the ethics of conduct, as well as, research and development activities. The preliminary results were released October 14, 1998 and some highlights from the initial findings include the following:

- ◆ *Internet Services* - Only 2% of total Internet Service Providers (ISP) revenue was derived from providing electronic commerce services, with the bulk of revenue coming from access services (78%).
- ◆ *Content Provision* - 36% of ISP firms responding to the survey identified themselves as content providers. While 73% of the firms provided some form of business information, 47% provided entertainment/leisure services, 44% provided other family oriented information and 43% offered education/training services. Only 7% of content providers provided so-called "adult-oriented" content.

Quarterly Retail Commodity Trade Survey

The Quarterly Retail Commodity Survey is a new initiative targeted at filling the information gap in retail commodity data by providing sales estimates at the national level for all of retail trade. Initial results, which were released in December 1998, enable retailers to track commodity trends, to calculate commodity market share and to gain a better understanding of the characteristics and dynamics of their sector of the retail industry.

- ◆ In 1998, non-food stores sold \$5.5 billion (11%) of all the food purchased at retail stores in Canada.
- ◆ Consumers spent \$18.8 billion on apparel in 1998 of which more than half (54%) was on women's clothing and 31% for men's clothing.
- ◆ Department stores played a very significant role in this commodity sector capturing 24% of the women's clothing market, 27% of the men's, 40% of the girl's and boy's, and 56% of the infant's and children's clothing market.
- ◆ The survey also confirmed the overwhelming importance of the auto sector in retail sales. In 1998, consumer spending on automotive vehicles, parts and services, represented 29% of all Canadian retail sales. Half of that total was spent on buying new motor vehicles, the rest was spent on used cars and auto parts and repairs.

Production of new statistical information

Even though the Agency continually strives to maintain the relevancy of its program mix, the nature of the dynamics of modern-day society is such that constant improvements must be made to address the information needs of emerging issues and serve Canada's need to understand these. The following present a number of program improvements that are being developed in direct response to such needs for new information and understanding. (Work on some of the projects reported on here has already begun in the last year as approved through initial funding).

**Data Gaps II initiatives:
Response to the Policy
Research Initiative**

The Government's Policy Research Initiative (PRI) seeks to strengthen the policy research capacity in Canada. In July 1996, the Policy Research Committee (PRC) was established as part of a review by the Privy Council Office (Canada 2005 project) to understand the policy environment over the medium term and to begin planning for the next decade. The PRC identified four broad areas of current and emerging policy concerns – *the knowledge based economy, economic growth, social cohesion and human*

development (a fifth area, *global challenges and opportunities*, was added in later). Statistics Canada will be undertaking a number of new survey initiatives, known as the Data Gaps II initiatives, that respond to the research challenges and statistical information gaps identified by the Policy Research Committee. These new initiatives are being developed to ensure that they address the specific research priorities and information needs identified and provide an integrated and coherent program response. The specific projects proposed, are set out under the 5 broad research and policy headings.

- ◆ *The Knowledge Based Economy*
 - Workplace and Employee Survey

The Workplace and Employee Survey (WES) is designed to shed light on a broad range of current issues pertaining to the modern workplace and the inter-relationships between employers and employees.

- Citizen Access to Technology Project
The objective of this project is to measure the extent to which Canadians have access to these technologies, how often they are used, and the purpose of their use.
- Index of Total Labour Compensation
The purpose of the project is to develop a new labour cost index. This index will assist policy makers in their assessment of current developments on labour markets – an essential ingredient in implementing stabilization policy

◆ *Economic Growth*

- An Information System for Science and Technology
The development of an information system for science and technology was launched three years ago to address the information gaps in this area. It is intended to provide information, in an integrated manner, on three aspects of science and technology in Canada: the basic performance of science and technology, including research, development, and innovation, in all sectors of the economy; the economic and social impacts of technological innovation; and the diffusion of technologies and ideas in a knowledge-based economy.
- Socio-Economic Indicators of “Connectedness”
This project, sponsored by Industry Canada and Canadian Heritage, will provide information on how “connected” Canada is and what factors influence Canada’s ability to achieve its objective to make the knowledge infrastructure accessible to all Canadians. These data will also serve to determine the use or planned use of information and communication technologies by households and other sectors of the economy.
- Environment Statistics
A system of environmental and resource accounts was added to the current system of National Accounts to permit the analysis of the impact of the economy on the environment and vice versa. A set of 10 indicators was extracted from these accounts to convey related, summary information on specific environment-economy variables. They include the evolution of Canada’s natural wealth, the extent of the nation’s natural resource base and the degree to which this base is exploited, the use of resources and the generation of greenhouse gas emissions per unit of household purchases and environmental protection expenditures by businesses and governments.
- Expanding Canada’s Indicators of Sustainability – Monitoring Natural Capital
Federal clients have identified that the key to understanding environmental pressures is to develop an integrated approach to environmental, economic and social policy. Comprehensive measures of wealth which include natural capital, provide indicators of sustainability by showing whether the value of capital, either natural capital alone, or natural and produced capital together, is being maintained. This project will help achieve the integration between environment, economy and society by broadening the coverage of the satellite accounts.

- Statistics on Recycling of Natural Resource Commodities
Carried out in conjunction with Natural Resources Canada, this project will establish a supply-side measure of the waste materials collected for recycling in Canada. This new measure will complement the demand-side surveys currently conducted by Natural Resources Canada. Initially focusing on metals, Statistics Canada will profile the enterprises active in the industry and develop and test a data collection method.
 - The Horizontal Impacts of the Natural Resource Sector in Canada
A two-pronged initiative will be undertaken to measure the overall impact of the natural resource industries on the Canadian and global economies and to develop a framework within which the effects of innovation and improved productivity in the natural resource industries, together with the impact of environmental production measures can be measured.
- ◆ *Social Cohesion*
- Reorientation of the General Social Survey (GSS)
The GSS will be redesigned and expanded to provide data to support research initiatives particularly in the areas of social cohesion and human development. In the year 2000, a survey on Citizen Access to Information Technology will be conducted which will also provide linkage to Knowledge-Based Economy and Society information. Preliminary plans also call for surveys on *Families, Social Support and Caregiving* and issues related to *Aging, Volunteering, Giving and Participation* and *Time Use* in each of the subsequent 3 years.
 - Longitudinal Survey of Immigrants
This project is designed to study the process by which new immigrants adapt to or integrate into Canadian society, including the timing of stages in the integration process, the factors that influence integration and the impacts of various services and policies on integration. The results of this survey will guide the determination of which services are most effective in helping newcomers settle into Canadian society and will provide information on how new immigrants use the resources available to them.
 - Hate Crime and Other Diversity Issues in the Justice System
Hate-motivated crime and perceived inequality of treatment of different groups by the justice system can drive the polarization of society along racial or ethnic lines. Hate-motivated crime has been identified as a major information gap. This project will provide information to support the development of effective policy in response to the social and economic impacts of hate-motivated activity.
 - Feasibility Study for a Survey of Agriculture Activities on Reserves
The purpose of the feasibility study is to develop a conceptual framework for the gathering of information on agricultural activities and on self-sufficiency of aboriginal people from agricultural activities on reserves.
 - Canadian Segment of the World Values Surveys 1999
This project aims to improve our understanding of value change by supporting Canadian participation in the next round of the World Values Surveys. The World Values Surveys are the most powerful tool available for tracking and understanding the value shifts that are profoundly re-shaping the family, the economy, our

institutions and society at large. The objective is to gather basic data to determine the trajectories and dynamics of these value changes so that policy direction and acceptable options can be more clearly understood.

◆ *Human Development*

• Post Secondary Transition Surveys

The Post-Secondary Transition Survey will provide information to better understand factors affecting the transitions Canada's young people face in moving between post-secondary education and the world of work, in order to help in development of youth policies and programs to achieve successful transitions into the labour market.

• 'Life Skills' Survey and (International Component)

As Canada's economy and society changes to become more knowledge-based, Canadians will face a new set of transition and adjustment challenges. The purpose of the International Life Skills Survey (ILSS) is to directly assess the performance of adults aged 16 to 65 in the skill domains of *prose literacy*, *document literacy*, *numeracy*, and *problem solving*. The results of this survey will enable the profiling of the level of skills among Canada's working age population that will be comparable at the international level.

• Changing Life Paths and Time Allocation

One of the major gaps in federal policy research identified by the Policy Research Committee concerns the life path and time allocation patterns of Canadians, how these patterns have been changing, and what the impacts of these changes are. Information is sought on how the manner in which Canadians allocate their time to key life activities affects current and future production, the quality of care provided to children, the quality of life of individuals and families, and the strength of local communities.

• Survey on Ageing and Independence

Due to increased life expectancy and falling birth rates, Canada's population is aging. The large number of seniors that is expected following the first decade of the next century raises concerns over the effect they will have on health care, pensions, the labour force, etc. The survey will shed light on the factors affecting seniors' quality of life and independence and contribute to an increased understanding of issues such as health, social and labour force activity and retirement planning.

• Survey of Financial Security

The Survey of Financial Security will provide information on the net worth of Canadians, that is, the value of our assets less our debts.

◆ *Global Challenges and Opportunities*

• International Merchandise Trade Data Reconciliation and Improvement

Two factors, in the development of Canada's trade policy, that require a better understanding are reconciliations with major trading partners and the characteristics of our exporting community. Mutually agreed trade data are a prerequisite for trade negotiations. This project will consist of reconciling, with Canada's major trading partners, the bilateral trade flows on an annual basis. In addition, a population of

exporters will be developed and maintained over time. This will allow analysis, over time, of our exporters; who they are, where and what do they export. Such information is a key component in order to monitor and focus trade promotion activities.

- **Culture Trade and Investment Project (CTI)**

This project is to develop data series on Canadian cultural goods and services imports and exports, and Canada's international cultural investment flows. It aims the collection and release of data on the export and import of cultural services, including royalty receipts and payments, the ongoing tracking of international cultural investment flows over a multi-year period and the collection and release of cultural trade and investment data for four years after March 31, 1999-2000 when the CTI pilot project concludes.

- **Education and Training Services (ETS)**

This project will enable the measurement of performance and trends in the Education and Training Services industry where a number of federal departments are making major investments. It will provide solid information on Canadian ETS supply capabilities, to permit more strategic targeting of international markets. Also, it will lead to a better understanding of the sector's strengths and weaknesses, leading to more informed policy analysis and program planning across government departments. The data will be used to guide the implementation of the trade strategy, and to support government and industry decisions about expenditures.

Connecting Canadians

It is expected that Canada will be the most connected country in the world by the year 2000. The government is also committed to enabling electronic commerce. In support of both of these initiatives, new information has been developed on the use of information and communication technologies by Canadians. In 1998, the first choice of Canadians as to where they access the electronic communications was the workplace (20%), followed by the home (16%) and school (9%). This work expanded on earlier work and filled information gaps about how Canadians communicate electronically.

Aboriginal Peoples Survey (APS)

As part of the Government's Gathering Strength Initiative, Statistics Canada has been given the responsibility to carry out a comprehensive post-censal survey of the Aboriginal population. In developing and conducting this survey Statistics Canada is committed to working in close partnership with Aboriginal groups and organizations. To achieve this partnership an APS Implementation Committee has been formed to oversee all aspects of the survey process. The Committee consists of representatives of major Aboriginal groups (a majority of members), two federal departments, a provincial and territorial *ex officio* representative and Statistics Canada. The survey is being planned with a heavy emphasis on building long-term statistical capacity for Aboriginal governments and organizations. In addition to the APS survey, the broader program involves statistical training, including an Aboriginal internship program at Statistics Canada, as well as the development of statistical infrastructure that can serve as the basis for other statistical activities in the longer term.

Youth Crime and Replacing the *Young Offenders Act*

The Canadian Centre for Justice Statistics has supported the review and redevelopment of the youth justice system in Canada through the provision of data, information and analytical support to Justice Canada and various Federal, Provincial and Territorial committees of senior justice officials working in this area. Efforts have been directed towards addressing the specific issues under review. Detailed data were provided on the criminal activities of youth by age to support discussions relating to the application of minimum and maximum age limits under the law. Data were also presented on the nature and extent of recidivism, in order to provide context for understanding the effectiveness of programs and sentencing provisions. Other key topics related to court dispositions for young offenders, the use of alternatives to custody and the use of transfers of youth court cases to adult court. This support made an important contribution to the development of the new *Youth Criminal Justice Act*, which will be replacing the *Young Offenders Act*.

Indicators of Commercialization of Intellectual Property

The Survey of Commercialization of Intellectual Property in universities and the Survey of the Management of Intellectual Property in Federal Government Laboratories produced indicators of direct policy relevance to the federal government. The results of the 1998 university survey, the first of its kind in Canada and developed in collaboration with representatives of the universities and the Association of Universities and Colleges of Canada (AUCC), were provided to the Expert Panel on the Commercialization of University Research to support its analysis of commercialization. The Panel was established by the Advisory Committee on Science and Technology (ACST).

In its report, *Public Investment in University Research: Reaping the Benefits*, the Panel noted the valuable information about commercialization policies, practices, and results. It then went on to recommend the collection of additional information in support of the policy process. These, and the other recommendations of the report, are still being discussed with stakeholders. Meanwhile, some of the recommendations have been incorporated into the 1999 survey.

Indicators of Activities related to Biotechnology

Biotechnology is pervasive in the economy and it enables economic growth and structural change. As part of the government's economic growth agenda, a need has been identified for indicators of the economic characteristics of firms principally engaged in biotechnology. To do this, a consortium composed of BIOTECanada (the industry association), Industry Canada, and Statistics Canada was developed to undertake such a survey for 1998. Firms engaged in biotechnology accounted for over 1 billion dollars in revenue, and they employed close to 10,000 people. Over half the firms surveyed were using DNA-based technologies and almost half were in the health care sector.

The results of the survey are being used by industry and policy makers for decision making and have contributed to the development of the Canadian Biotechnology Strategy. The new information complements indicators and analysis on the use, and planned use, of

biotechnology by firms, and the amount of biotechnology R&D done by firms which had already been made available.

Health Information Roadmap

As part of the new Health Information Roadmap project, Statistics Canada, the Canadian Institute for Health Information, and Health Canada are working together, with provincial and territorial governments, regional and local health organizations and other stakeholders, to build a more comprehensive national health information system. Priorities for Statistics Canada include:

- the development of a Canadian Community Health Survey and enhancements to the Vital statistics database to meet data gaps in population health,
- the development of a person-oriented health information analytical database and enhancements to the Canadian Cancer Registry to meet data gaps in health services, and
- input to the determination of measures that report on the health of Canadians and the performance of the health system.



Project to Improve Provincial Economic Statistics

The Project to Improve Provincial Economic Statistics began in late 1996 and aims to substantially improve the accuracy and detail of provincial economic statistics. Central to the project is the development of a full set of Provincial Input-Output Accounts and associated Provincial Income and Expenditure Accounts. A pilot edition of the input-output accounts for reference year 1996 will be released in the fall of 1999 and a second, improved edition for 1997 based on the new North

American Industrial Classification System (NAICS) is scheduled for release in the fall of year 2000. Provincial input-output tables will be released annually thereafter, providing Canadians with an exceptionally valuable tool for detailed regional industrial economic analysis.

The impetus for the project was the agreement among the Governments of Canada, New Brunswick, Nova Scotia and Newfoundland to harmonize sales taxes. Effective April 1, 1997, the revenues from the single harmonized tax are collected by Revenue Canada and divided among the four governments by means of a specified revenue allocation formula which is based primarily on aggregate statistics compiled by Statistics Canada. In 1998-99, the following contributed to this objective:

- The Business Register was expanded to include non-employer businesses (previously it included only employer enterprises), thereby doubling the size of the register from 1 to 2 million businesses. The result is a better understanding of business demographics in Canada, permitting Statistics Canada business surveys to be more comprehensive in their coverage – by province, by industry and by size of firm.
- A new Unified Enterprise Survey was undertaken for reference year 1997 covering businesses in aquaculture, food services and drinking places, real estate lessors and

agents, construction, couriers and messengers, and taxis and limousines. Previously, little statistical information was available for these particular industries, which account for some 15% of total employment in Canada. The surveys yield information on the revenues, expenses, profits, class of customer, regional distribution of activities and other economic characteristics of these industries. Some of the results were published in the spring of 1999 and the remainder will be released by the end of the year.

- New data on residential housing sales and prices, covering the period 1992-1997, were produced from GST housing rebate administrative records and were released in *The Daily* on July 17, 1998. Between 1992 and 1997, the average price of new homes in Canada for which a rebate was paid to homeowners increased 8% to \$159,024. At the provincial level, the largest price increase occurred in Manitoba (11%), while the largest price decline was in Newfoundland (-8%).
- An annual Survey of Household Expenditures was launched. This survey collects information on how Canadian households spend and save their incomes through the course of a year. Data for 1997 were released in February 1999 and the information for 1998 will be released by the end of 1999.
- The Monthly Survey of Large Retailers was launched. This survey was the first of two initiatives to provide commodity, as opposed to industry, detail with respect to retail sales. The information provided by the survey can be used to track commodity trends, to calculate commodity market share and to gain a better understanding of the rapidly changing retail industry.

The various improvements to the Canadian statistical system that are being put in place under this project are serving a number of very important objectives. They constitute the necessary building blocks that enable the Agency to provide the basic reliable statistics which are required for purposes of the Harmonized Sales Tax revenue allocation formula. Also, these new and improved sources of provincial and territorial information give governments, private sector business analysts, academics and others the means they need to understand and operate effectively within Canada's diverse regional economies.

Accuracy of Information

A second aspect upon which Statistics Canada focuses to ensure that its activities and products fulfill the needs of its constituents is information accuracy.

Accuracy refers to the degree to which data correctly estimate or describe the quantities or characteristics that the statistical activity was designed to measure. Accuracy itself has many dimensions and a single measure rarely captures the full picture in a useful way. Typically, measures of accuracy reflect sources of error in survey processes (coverage, sampling, response, etc.) and distinguish variance from bias.

Statistics Canada has a Policy on Informing users of Data Quality and Methodology (see the 1997-98 Departmental Performance Report for more information) which requires each data release to be accompanied by or make reference to descriptions of methodology and indicators of data quality. Indicators of coverage, sampling error, and response rates are

mandatory (where they apply), while an array of additional measures may be provided depending on the size of the program and the importance of the estimates.

Response Rates

If surveys are difficult to complete, respondents will generally not provide the information required. Thus response rates are a proxy for the ease with which information is provided. High response rates provide for higher quality results. Table 3 below provides a measure of response rates for the Agency's mission critical programs.

Table 3. Response Rate for Selected Major Surveys

<i>Selected Major Survey</i>	<i>Response Rate</i>		
	1996-97 1998-99	1997-98	
Labour Force Survey	95%	95%	95%
Consumer Price Index ¹	99%	99%	99%
Monthly Survey of Manufacturers International Trade ²	97%	96.6%	97.6%
Monthly Wholesale Trade Survey	N/A	N/A	N/A
Monthly Retail Trade Survey	90%	90.4%	91.8%
Monthly/Quarterly Gross Domestic Product ³	94.1%	93.5%	93.3%
Survey of Employment Payrolls and Hours (Income component)	N/A	N/A	N/A
Quarterly Financial Survey ⁴	77.7%	79.6%	82.6%
Industrial Product Price Indexes	67.5%	70.5%	57.9%
	90%	90%	90%

N/A = Not Applicable

¹ CPI price collection is carried out by interviewers on site in retail outlets.

² The International Trade Survey utilizes administrative (customs) data from Revenue Canada.

³ The Monthly/Quarterly Gross Domestic product estimates are based on information received from Business Surveys.

⁴ As the survey is undergoing a complete redesign, the new methodology required that another sample be drawn. New respondents were introduced to the survey which necessitated helping them understand the information required. The decrease in rate is representative of the difficulties encountered in this transition.

Statistics Canada is continually conducting research to minimize difficulties associated with survey responses, and seeks to balance the need for accurate, timely data against the burden on individual survey respondents. The Agency is actively managing its relationship with respondents through a new respondent relations initiative. The program is designed to develop guidelines and standards of conduct for business and household surveys, as well as a compendium of "best practices". The program will also develop a pool of expertise for use by survey managers in their efforts to communicate effectively with respondents, provide interviewer training on how to handle non-response and provide communication material for respondents, explaining in an understandable manner the need for information and the need to obtain the participation of each respondent.

Trends in Coverage and Coefficients of Variation

Survey Coverage

Every survey has a target population it aims to cover. Coverage refers to the extent to which it succeeds. It is largely determined by the coverage of the frame from which the survey sample is picked, though some surveys incorporate estimates to account for any deficiencies in the frame. The following paragraphs review safeguards that are used by the Agency to ensure high quality coverage of the surveys it conducts.

The Business Register

Statistics Canada is working to ensure that all its major business surveys use the central business register as their frame. The business register provides statisticians engaged in the production and analysis of economic business and industrial statistics, the highest quality frame in terms of coverage, data elements and expected quality. The coverage of the Business Register is dependent on the Business Number Registration process maintained by Revenue Canada. The coverage of the Business Register is of high quality as it is over 97%. Included on the Business Register are all Canadian Businesses which have an active Business number account and meet at least one of the following three criteria:

- Having a workforce for which they submit payroll remittances to Revenue Canada,
- Being an unincorporated business having a minimum of \$30,000 in estimated sales revenue, or
- Are incorporated under a federal or provincial act and are active Federal Corporation Tax filers.

There are 72 business surveys that use the Business Register as a source to establish their survey frame and therefore assure them of high quality coverage.

The Labour Force Survey

The Labour Force Survey, and many other household surveys, make use of a common area frame that covers all the geography of Canada's ten provinces, with some small exceptions¹. Geographic areas are randomly selected from this frame. Within selected areas, households are chosen randomly from lists of dwellings compiled for these areas. Coverage problems can arise if some dwellings are missed in these lists, or if households in selected dwellings fail to report some of their members. The coverage of the survey is monitored, in part, by comparing the estimate of total population obtained by weighting up the survey sample to the official population estimates at the provincial and national levels. This provides an indicator of the direct coverage of the survey. The final survey estimates are further weighted up to the official population estimates so that the published survey results correctly cover the total population.

¹Indian reserves, military establishments, and institutions are excluded for the Labour Force Survey.

In the case of the Labour Force Survey, direct coverage has remained constant, close to 90%, over the past three years. This rate tends to be highest (at about 94%) immediately after a sample redesign (last carried out in 1994), and then to decline gradually until the next redesign occurs. This rate is also monitored for particular age-sex groups.

Net undercoverage in the 1996 Census

In the case of the Census of Population coverage is defined as the proportion of the true population counted in the Census. The Census attempts to count every person residing in Canada on Census Day. But as in any statistical inquiry, errors can occur. Census counts are affected by two types of coverage error. "Undercoverage" occurs when people who should have been enumerated are missed. "Overcoverage" occurs when people are counted more than once, or are counted when they should not be enumerated. The difference between the two is referred to as the "net undercoverage". Nationally, the net undercoverage rate in the 1996 Census was an estimated 2.6%, compared with 2.5% in the 1991 Census. As released in 1998-99, the 1996 Census net census undercoverage varies from province to province, and from one age group to another.

The official population estimates for Canada incorporate an adjustment for census undercoverage and so do not suffer from census undercoverage.

Coefficients of Variation

The Coefficient of Variation is a measure of the precision of the estimate based on the chosen sample.

Table 5. Coefficients of Variation for Selected Major Surveys

<i>Selected Major Survey</i>	Estimate	Coefficients of variation %		
		1996-97	1997-98	1998-99
Labour Force Survey				
Employment	Total Employment	0.3	0.3	0.3
Unemployment	Total Unemployment	1.7	1.8	1.8
Consumer Price Index ¹	Consumer Price Index	N/A	N/A	N/A
Monthly Survey of Manufacturers ²	Total Shipments	0.2		
International Trade ³	Total Imports and Exports	N/A	N/A	N/A
Monthly Wholesale Trade	Total Wholesale Sales	1.4	1.3	0.9
Monthly Retail Trade	Total Retail Sales	1.3	1.0	0.9
Monthly/Quarterly Gross Domestic Product ⁴	Gross Domestic Product	N/A	N/A	N/A
Survey of Employment Payrolls and Hours	Employees	0.3	0.2	0.1
Quarterly Financial Survey ⁵	Revenues and Profits	N/A	N/A	N/A
Industrial Product Price Indexes ¹	Industrial Product Price Index	N/A	N/A	N/A

N/A = Not Applicable

¹Both the Consumer Price Index and the Industrial Product Price Index are based on a non-probability sample. Consequently a measure of coefficient of variation cannot be calculated.

²The Monthly Survey of Manufacturers is currently being redesigned. This will permit tracking for this indicator in future years.

³The International Trade estimates are based on administrative data.

⁴The Monthly/Quarterly Gross Domestic product estimates are based on information received from Business Surveys.

⁵The Quarterly Financial Survey is currently being redesigned. This will permit tracking for this indicator in future years.

Periodic analyses of statistical revision patterns

Economic and socio-economic time series are statistical records of the evolution of economic processes through time, generally compiled for consecutive periods such as months, quarters, years. As such, time series are an important tool in understanding both the trends and underlying causes of social and economic phenomena. Revisions to statistical estimates consequently impact directly on users of statistical information by altering their understanding of these phenomena and, in turn, impacting on their decision making. For this reason, Statistics Canada takes care to minimize revisions to statistical estimates by facilitating reporting, ensuring that questionnaires are easily understood, making use of new technology to better accommodate respondents' ability to report, and conducting internal reviews to ensure that collection and data processing processes yield effective results.

Timeliness of Information

Timeliness refers to two distinct phenomena. For continuing programs it normally refers to the length of time between the end of the reference period and the appearance of the data. For one-time or new surveys it can refer to the interval between the time when the need is made known and the appearance of data. This latter sense may be better called "responsiveness". The performance assessments concentrate on the first sense. Timeliness is clearly visible to users and easy to track.

The choice of a timeliness target is closely related to relevance since information may not be useful if not available in time. Given timeliness targets, two performance measures are useful. The first is the existence of pre-announced release dates for regular series, and adherence to these dates. The second is improvements in the timeliness achieved - either through changes to the targets, or due to exceeding the targets. However, this measure has to be considered in conjunction with other factors since improvements that are achieved at the expense of accuracy, or at undue cost, may not represent an overall performance improvement. An appropriate balance must therefore be struck between timeliness and statistical reliability.

In striking this balance, Statistics Canada takes into account the preferences of users. For example, timeliness might be improved by issuing statistical estimates based upon preliminary (rather than final) survey results. However, clients have consistently preferred to maintain existing timeliness, if improved timeliness implies larger subsequent statistical revisions or a reduced level of statistical detail. Furthermore, great emphasis is placed by users on the predictability of release dates.

Measures of elapsed time between reference period and release dates

The elapsed time between reference period and release dates for selected major surveys is a timeliness measure which serves to test the relevance of the statistics in terms of the “freshness” of the information released. Table 6 (below) highlights the timeliness of a selection of major releases.

**Table 6 Elapsed time between reference period and release dates
(selected major surveys)**

Major Survey	Frequency	Timeliness Target
Labour Force Survey	Monthly	20 days
Consumer Price Index	Monthly	21 days
Monthly Survey of Manufacturers	Monthly	50 days
International Trade	Monthly	49 days
Monthly Wholesale/Retail Trade	Monthly	52 days
Gross Domestic Product		
Monthly	Monthly	60 days
Quarterly	Quarterly	60 days
Survey of Employment Payrolls and Hours (Income component)	Monthly	60 days
Quarterly Financial Survey	Quarterly	55 days
Industrial Product Price Indexes	Monthly	30 days

Timeliness targets indicate the planned elapse time between the last day of the reference period to which the results refer and the day on which the data are released to the public. Timeliness is calculated in calendar days.

The timeliness of survey release is generally quite stable and changes occur over a long period of time. Change is often brought about when surveys undergo major redesigns. There was no change over the past year on the timeliness of the above releases. In 1998-99, the Agency made 307 major releases products for which there had been a pre-established release date (all of which were on time). In total, 925 releases were made in 1998-99. (Section F of this report provides a more complete listing of major releases with pre-established release dates).

Accessibility of Information

Accessibility reflects the availability of information from the holdings of the Agency. It includes the existence of suitable modes of disseminating information to different audiences, the availability of catalogues or searching tools that allow users to know what is available and how to obtain it, and the provision of access that is affordable and convenient to different user groups.

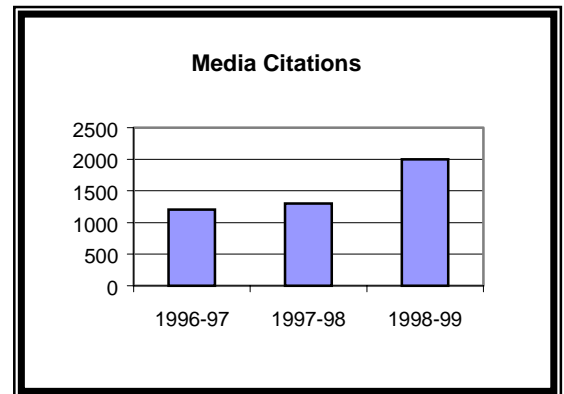
The following performance information highlights the Agency’s achievements in improving the availability and delivery of its information in 1998-99.

Access to information products and services

Media Citations

The news media are a key link in informing the broader Canadian public. The Agency monitors media coverage of its products and data releases in 38 newspapers (including magazines), 3 news wire services and four national radio and television networks.

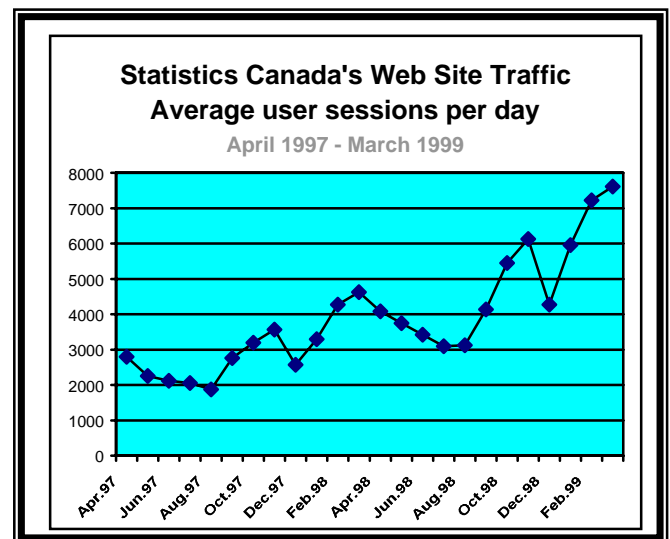
The average number of citations per month in the news sources monitored by Statistics Canada increased in 1998-99 to approximately 2,000, up from 1,300 the previous year. This indicates the extraordinarily wide media exposure that Agency releases have received in the media outlets that were monitored (an average of at least one citation per outlet on each and every working day).



Access through the Internet

The major thrust of Statistics Canada's marketing and dissemination efforts centres on making its information more accessible to its various publics. As technology evolves, an increasingly large proportion of the Agency's clients have access to the World Wide Web resulting in Statistics Canada's web site becoming the release mechanism and product vehicle of choice².

As illustrated in the accompanying chart, the use of Statistics Canada's web site increased substantially over the past two years. From April 1997 to March 1999, traffic has increased significantly with the average number of user sessions (i.e. visitors entering the Statistics Canada web site) per day growing from 2,800 to 7,600. Since the launching of Statistics Canada's web site in March 1995, traffic has been increasing steadily and exceeded 1.8 million user sessions in 1998-99.



² Statistics Canada's Internet site address is <http://www.statcan.ca>

Content of Statistics Canada's web site

In 1998-99 the Agency maintained its emphasis on expansion and enhancement of its web site. New modules added during the past year include:

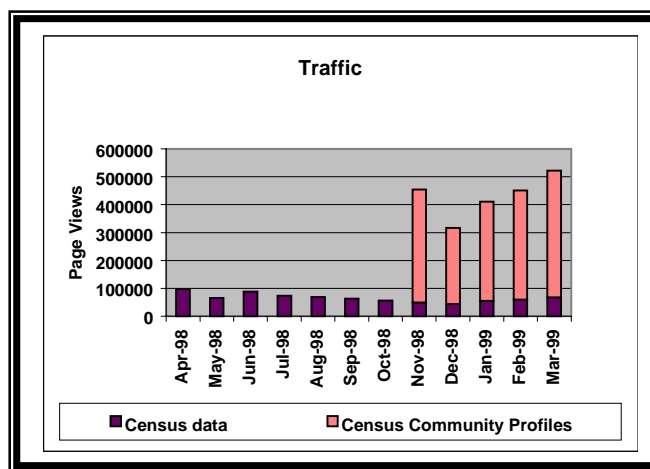
- “In Depth” featuring articles from selected flagship publications,
- “Y2K” providing information on the preparedness of the Agency’s systems, products and data files
- “Statistical Profiles of Canadian Communities” (see Census of Population below).
- “Education Resources” which provides educators with Canadian content (data) to support their classroom preparations.
- “Career Opportunities” a module which is targeted at recent graduates and provides information on employment opportunities with Statistics Canada, and
- “Subscription” , a module which offers simplified access and subscription alternatives to clients.

Client feedback has also led to a number of enhancements to existing modules providing visitors with simpler access and use of information products. One of the more popular modules on Statistics Canada’s Talon web site is the “Canadian Statistics”³ module which was accessed by 22% of all visitors. This module, which contains more than 360 statistical tables of general interest information, will continue to be developed and expanded in response to user demands.

Sixty electronic publications and 150 research papers and survey documents are available without charge on the Statistics Canada site with another hundred publications available for a fee. During 1998-99, 11% of visitors accessed the Products and Services module, which includes both free and priced products.

Census of Population

A Census module launched in April 1997 provides information on the social and economic characteristics of the Canadian population based on 1996 Census data. National and provincial data tables from the 1996 Census of Agriculture are also presented within this new module. In 1998-99, a new “Census Community Profiles” received 34% of all visitors to the Agency’s site. The Census module will be re-designed in the coming year to reflect



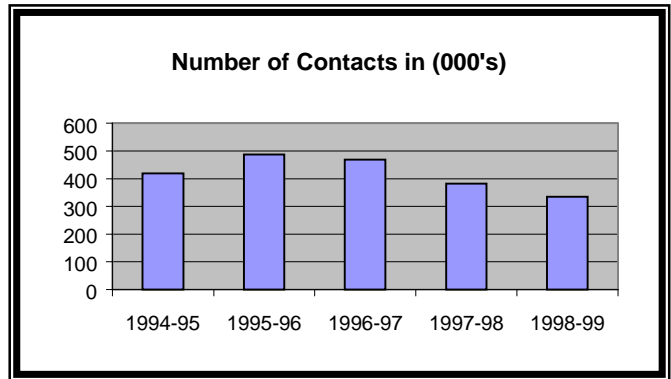
³ *Canadian Statistics*: Comprised of a series of data tables on the Talon site. These tables were selected and designed to present data of interest to a broad audience. Users of Canadian Statistics can choose to view and/or print data covering most Agency outputs. Users can capture the HTML files and, with the most recent software, can convert these files into spreadsheets with little effort. The Agency is working on expanding the provincial and territorial dimension of the available tables and automating table updating through CANSIM wherever possible. Canadian Statistics also contains a table of data corresponding to the data described on the International Monetary Fund’s Dissemination Standards Bulletin Board.

the change in emphasis from the 1996 Census to the upcoming 2001 Census. (The bars in the attached graph are calculated in “page views” which are the sum of hits on HTML and dynamic pages).

Client contacts with Regional Offices

The policy of Statistics Canada is to provide information free of charge to those requests which are of a routine nature. For more complex inquiries, Regional Offices provide cost recovered consultative services to clients.

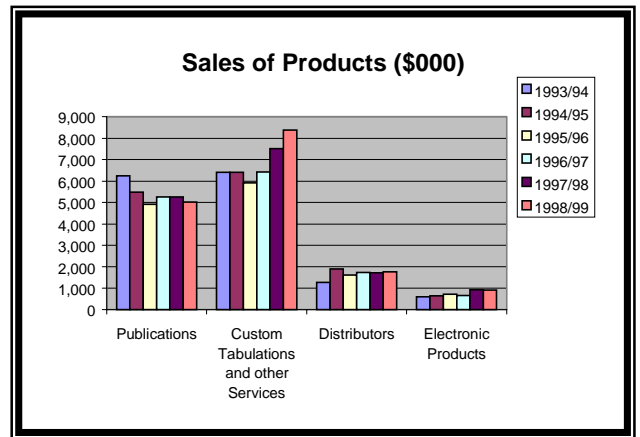
Visitors to our Reference Centres are provided free access to Statistics Canada publications. A toll-free inquiry service and electronic messaging services respond to frequently asked questions to ensure that non-visitors have equal access.



In 1998-99, 335,000 people contacted the Regional enquiry services. The decrease from previous years reflects the normal level of traffic after a Census year as well as increased use of the Internet to meet information needs. Increasing emphasis is being placed on contacts with enquiries officers for research requests through direct phone lines, by fax and by e-mail.

Sales

Client feedback and market research studies indicate the following trends in the information market for Statistics Canada products. Clients indicate a strong preference for custom-tailored solutions to their information needs and an increasing preference for electronic products. Studies indicate 85 percent of Statistics Canada’s paying clients use the Internet and 42 percent of these have visited the Agency’s web site. As a result, narrow interest publications have been migrated to electronic formats although print versions remain available as an on-demand service. In addition, the Agency’s higher profile publications have been re-engineered to facilitate web site access (they are also available as electronic or paper publications). Clients place a high degree of importance on the immediacy of service and increasingly, many purchase information only on a “when



needed” basis. Technological developments have equipped information consumers to search for and retrieve the latest information on a topic, often from a variety of sources. In response to these expectations, Statistics Canada has introduced online access to trade statistics and CANSIM – the Canadian Socio-Economic Information Management System – via the Internet (The CANSIM data base, which contains over 600,000 time series, has been distributed to online information users since 1976).

Partnerships

Partnerships with public and private sector organizations delivering information services to specialized audiences are an important element of the Agency’s dissemination strategy.

Since 1981, a group of secondary distributors, now numbering forty, has been licensed to repackage and resell data, principally CANSIM, Census and Geography files. These firms typically provide added value not available from Statistics Canada to serve the specialized needs of consumer and business-to-business marketers.

- **Secondary distributors**
 - **New licensing patterns**
 - **Changing distributor roles**
- **Provincial and Territorial partnerships**
- **Access to information through libraries**
- **Partnerships with Canadian Universities and Colleges**

During the past three years the Agency has developed new licensing practices based on research conducted with Canada’s growing information industry. Key findings indicated that smaller firms want easier access to Statistics Canada. Updated terms and conditions introduced for the 1996 Census dissemination cycle are designed to assist these firms in providing value added research and analysis services to serve the needs of narrow market segments.

Bilateral relationships with key federal departments– include:

Finance, Industry, Health, Human Resources Development, Environment, Agriculture, Transport, the Canadian Transportation Agency, Revenue Canada/Taxation and Customs, Heritage, Canada Housing and Mortgage Corporation, Citizenship and Immigration and Justice.

Statistics Canada gives visibility to private sector partners through its web site and its catalogue of products and services. This activity may grow in the coming years through initiatives such as “Connecting Canadians” and “Government Online” and is expected to broaden information use in Canadian society.

Public sector partnerships exist with Provinces and Territories. A Statistical Focal Point in each provincial and territorial government is provided with a wide array of information products in order to serve the statistical information needs of their

respective provincial and territorial administrations. Further emphasis on partnerships has facilitated the use of Agency data by public sector organizations, which with the advent of

the Internet, have the ability to become information publishers, to provide context to their own information while source data acknowledgements contribute to the retention of the Agency's identity.

The Depository Services Program (DSP) of Public Works and Government Services Canada is a key element of Statistics Canada's provision of information, without charge to all Canadians. The objective of the DSP is to provide access to federal information through depository libraries located across Canada. A key development in the DSP is the provision of much of the 1996 Census data on CD-ROM as a result of consultations with the library community. This has significantly increased the amount of information available to Canadians without charge. Further developments include the migration of many print products to electronic files available via the Internet.

Virtually all Canadian universities are participating in the Data Liberation Initiative, a partnership designed to ensure the availability of Canadian data for research and teaching in these institutions. Practically all of Statistics Canada's published electronic databases continue to be made available since the program's inception three years ago. The long-term effect is expected to be a more extensive use of information in support of academic and policy research in Canadian universities and a broader usage of information when graduates enter the workforce.

Statistics Canada's commitment to supporting the education sector is further highlighted through partnerships with government departments, universities, school boards and the education service industry in a number of initiatives designed to provide access to information and advice on its use in curriculum development and application. Some of these initiatives include:

- Providing education support staff in regional offices to provide students and teachers with improved access to a wealth of meaningful Canadian data;
- Implementing technical improvements and expanding the data available through E-STAT, the Agency's data base for educational use;
- Continuing support for the University Liaison Program by helping university instructors identify Statistics Canada information and products for use in lectures and course assignments;
- Working with a number of partners including Human Resources Development Canada and the Ottawa Carleton Boards of Education in the "Touch the Future Program" to train teachers and provide them with electronic access to Agency data for use in the classroom;
- Working in close partnership with Industry Canada's *Schoolnet* in developing and launching a number of technology-based education initiatives;
- Working with NRCAN on the National School Atlas in the joint promotion of complimentary products;
- Participating on the Interdepartmental Working Group on Educational Materials provides the Agency with opportunities to work with other federal departments; and

- Working with publishers to include Agency information in textbooks.

Census of Population

To better service the Federal Departments which assisted in partially funding the 1996 Census, the Agency has made the Census Products and Services System available at their office sites. The objective of this undertaking is to provide the client with a more timely access to census data to meet their specific needs. The client is able to electronically specify their Census tabulations as needed to support their research objectives or policy formulation requirements. The service has been useful to the client departments and the planning assumption for the 2001 Census is that similar partnerships will continue to be formed.

In April 1998 Statistics Canada and Elections Canada signed a Memorandum of Understanding (MOU) outlining the terms of the Joint Build Project, the first step in developing a shared national database of streets. The goal is to share mapping data, updates and infrastructure in a single network file to support Elections Canada in its voter enumeration and Statistics Canada in its census operations. The project has attracted other organizations that would also benefit from a national database of streets. Negotiations are underway with Canada Post and Natural Resources Canada to participate in the project.

Client Satisfaction Measures

As a service agency, Statistics Canada is mindful that its effectiveness depends heavily on the ability to meet user needs. As illustrated below, a number of measures have been put in place to allow the Agency to continuously monitor and improve its service delivery.

Service Standards

Corporate Service Standards are in place and a "Service Standards" brochure is available to customers. Training is being provided to Agency employees in the standards' application. To ensure professional response to client needs, guidelines have been developed for employee - client communication. A first audit of compliance with its announced standards will be conducted by the Agency's Audit and Evaluation Program during 1999-2000.

- **Client satisfaction measurements**
- **Service Standards**
- **Service Improvements**
- **Client Orientation**

Service Improvements

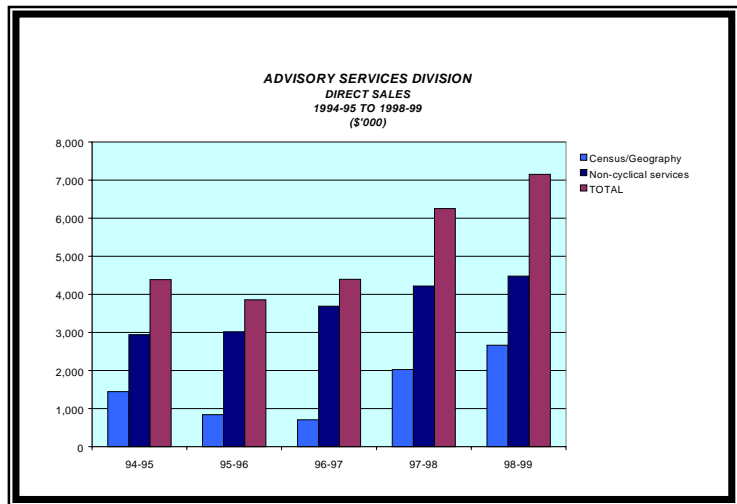
Statistics Canada is implementing a strategy to provide improved support to client service outlets will enhance the Agency's ability to respond to customized information requirements in a timely manner, to build and manage client relationships, and develop and deliver client information sessions.

A client 'helpline' is available for users of all of Statistics Canada's electronic products, including Internet commercial services. This service also tests products from a user perspective prior to their market introduction and provides feedback to product developers for ongoing product enhancement.

A client database is maintained and information on clients is used extensively by program areas and client service areas to better understand their user groups. Protected client information is used to announce the availability of new information and for market research purposes.

Client Orientation

A series of five client-orientation workshops are an integral part of the training programs offered by Statistics Canada to its employees. Topics include How to Conduct Market Research, Customer Service and Managing in a Client-Oriented Public Service. These programs stress the importance of building client feedback mechanisms into service delivery. Over 1,000 employees have participated in this training which has contributed significantly to a strong client focus throughout the Agency.



During the past few years the Account Executive Service of Advisory Services Division has operated out of Statistics Canada's Regional Offices. Since its inception in 1993, direct sales resulting from the new executive accounts service have increased significantly (see accompanying chart).

In 1998-99, a number of studies were undertaken to better understand the information needs of users of both publications and electronic products in key market sectors including the consumer market research sector, the insurance industry and the education sector. The results of these studies contribute directly to strategies for the development of new products and services and/or the enhancement of existing ones.

Statistics Canada's web site has become an important element for the delivery of the Agency's public good mandate, as well as in the delivery of commercial services. This facility provides the organization with an opportunity to conduct ongoing research on access to Agency products and services. Past research has contributed significantly to the site's design, content and the tools available to visitors resulting in high ratings being given to the site in a number of reviews.

Interpretability of Information

Interpretability refers to the ease with which users can understand and properly use and analyze information. It covers the availability of meta data (or information about the data), particularly descriptions of the underlying concepts and definitions used, of the methodology used in compiling the data, and of the accuracy of the data (as described above).

Availability of quality descriptors and technical notes

For many years, Statistics Canada has placed in its publications, indicators of the quality of the data disseminated as well as descriptions of the underlying concepts, definitions and collection and processing methods. In addition, all hard copy and electronic data releases undergo intensive “institutional” quality verification within the Agency to ensure that data users obtain sound products.

In line with their importance, a wide range of quality assurance practices are used in all sensitive statistical products, such as the Census of Population, the employment and unemployment measures, the Consumer Price Index, and the measures of economic production. This was confirmed by the Auditor General in the review of Statistics Canada’s quality last year as illustrated by the following quote from his Report “In the course of our audit we noted Statistics Canada's commitment to producing high-quality statistics and continuing to improve quality. We noted, too, that the Agency is widely respected among its peers, and has an international reputation second to none for independence, innovation and quality. Indeed, many employees of other well-regarded statistical agencies whom we interviewed indicated that they were complimented that we would look to their agencies as benchmarks for Statistics Canada, when in fact they were striving to emulate it .”



**Development of an
Integrated Meta Data
Base**

Statistics Canada is actively pursuing its development of an Integrated Meta Data Base (IMDB) to facilitate the use of its information. The objective of the IMDB is to provide a central repository for meta-information regarding the statistical programs of Statistics Canada. It will replace many existing repositories that are currently used in the department for various purposes. The target date for implementation is March 2000. The

IMDB will provide users with new features such as:

- a methodology entity which can assume one of several methodology types including: the sampling plan, collection and capture method, error detection procedures, imputation method, estimation method, time series processes and disclosure control method.

- quality evaluation procedures, from which links to various reports and studies on sources of error and other aspects of data quality can be made, and
- a number of data quality measures including the components necessary to calculate the response rate, coverage error and imputation and sampling error for key variables. The sampling error will be expressed as coefficients of variation.

In the first phase the database, updating tools and loading procedures will cover survey level meta- information: identification, methods and data quality. In the second phase the meta-database will be extended to cover content, that is, meta-information about the individual variables being measured.

Coherence of Information

Coherence refers to the degree to which data or information from different programs are compatible and can be analyzed together. It is promoted by the use of common, or at least compatible, conceptual frameworks, definitions, classifications, and collection and processing methodologies across programs.

Statistics Canada develops and uses standard classifications in the areas of industries, products, goods and services, occupations and geography for use in its statistical programs. The effective analysis of data requires these to be grouped with the help of a standard classification and for this reason the standard classifications are designed to be analytically useful. They are revised at intervals so that they remain relevant and in the development and revisions of standards, the Agency collaborates at the international level to facilitate the comparability of Canadian data with those of other countries. The use of Standard Classifications also allows data from different sources (surveys) to be compared and analysed together.

Use of Classification Systems

The following table highlights the use of various classification systems by each of Statistics Canada's mission critical surveys.

The Use of Standard Classification Systems for Selected Major Key Surveys

Selected Major Survey	1980 Standard Industrial Classification	North American Industrial Classification System	Standard Classification of Goods or Harmonized System	Standard Occupational Classification	Standard Geographical Classification
Labour Force Survey		✓		✓	✓
Consumer Price Index ¹					✓
Monthly Survey of Manufacturers	✓		✓		✓
International Trade			✓		
Monthly Wholesale Retail Trade ²	✓	✓			✓
Monthly/Quarterly Gross Domestic Product	✓	✓	✓		
Survey of Employment Payrolls and Hours	✓				✓
Quarterly Financial Survey		✓			
Industrial Product Price Indexes			✓		

¹ Given the nature of the survey (pricing the basket of goods) the CPI uses its own classification system for products.

² The Monthly Wholesale Retail Trade Survey utilizes its own special groupings for goods.

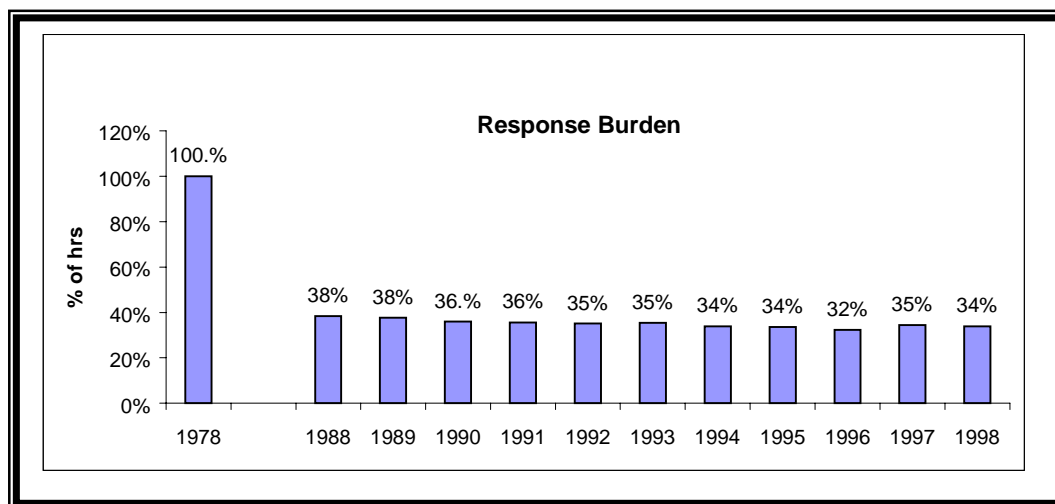
A National Statistical Knowledge Infrastructure

Calculated Respondent Burden

Reducing and controlling respondent burden remain a high priority for the Agency. Accordingly, efforts are undertaken continually to control the degree of burden imposed.

Business Statistics

An indicator of response burden is calculated each year using the estimated average time to complete each business questionnaire, the frequency of the survey and the number of respondents. The calculation excludes the quinquennial Census of Agriculture and other one-time surveys.



In 1998-99, there was an overall decrease in response burden on businesses. This is the result of a netting effect whereby the increased burden resulting from the new Unified Enterprise Statistics Survey was offset by a combination of the following: several biennial surveys were not conducted in 1998, there has been an increased use of administrative data within the department, certain new surveys now use electronic data reporting and, a number of other surveys were not conducted and/or were cancelled as the data could be obtained through other surveys. All of these procedures have helped to maintain the overall burden imposed on businesses to a minimum.

Social Statistics

In 1998, on average, just over 100,000 Canadian households spent approximately 8.5 minutes per month (down from 10 minutes in 1997-98) responding to Statistics Canada's largest household survey, the Labour Force Survey (LFS), including its assorted supplements over the six month period they were in the sample. This is equivalent to an average of 28 seconds per month over all Canadian households.

Census of Population Statistics

The planning assumption for the 2001 Census questionnaire content is to have a questionnaire which is the same size as the 1996 form. The qualitative testing program has attempted to understand how respondents react to questions and to ensure that the easiest most comprehensible wording is selected.

Use of administrative data in lieu of surveys

The increased use of administrative records in lieu of direct surveys of respondents has resulted in a very substantial reduction in respondent burden over the past several years.

- The Agency continues to use tax data to produce estimates instead of directly surveying small businesses.
- For reference year 1997, the Service Industries program is utilizing administrative data to produce estimates for approximately 24% of its industries which account for approximately 28% of the services industries revenues.
- The Agency is working in close collaboration with Revenue Canada to exploit, for statistical purposes, the use of the General Index of Financial Information (GIFI) which is under development. For tax year 1999, Revenue Canada will continue to transcribe all the financial statements from the corporation returns to the GIFI format.
- The use of Revenue Canada's employer Payroll Deduction files has substantially decreased the sample size of the Survey of Employment, Payrolls and Hours from 860,000 business contacts a year in 1994 to about 120,000 contacts when the last portion of the survey redesign was completed in the 1998-99 fiscal year.
- Revenue Canada's recently developed Business Number and its subsequent adaptation by the Business Register now make it feasible to explore the use of the Goods and Services Tax files.
- For the Survey of Labour and Income Dynamics, the number of respondents for which tax data were used as coverage of income information totaled 46,200 compared to 6,900 surveyed respondents.
- Administrative records are being used in lieu of surveys to provide statistical data for individuals and families for small areas, and to create longitudinal samples which enables the in-depth study of the evolution of personal and family incomes.

Despite the benefits of using administrative records, there are serious privacy and confidentiality constraints, which are observed and which impose limits on their use. Of course, only aggregate statistical estimates are produced, and the contents of the individual tax and survey returns are held in strictest confidence as required by the Statistics Act.

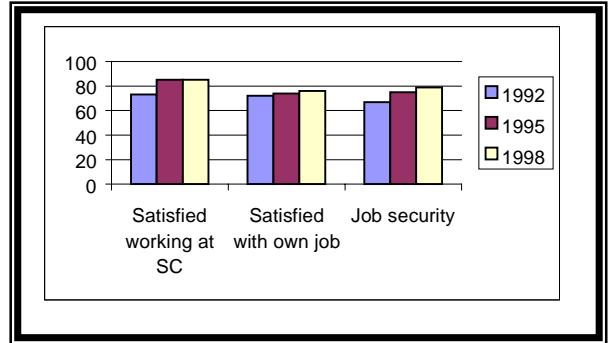
Alternative means of reporting and collecting data

The Agency continued to progress in finding ways to facilitate electronic reporting as a replacement for paper questionnaires completed by respondents. In the past year, new pilot studies and development projects aimed at expanding the use of electronic reporting to more surveys have been initiated. Electronic reporting can lead to a substantial reduction in response burden through the automated transfer of information from business data systems to Statistics Canada.

It is expected that an electronic reporting option will be offered for an increasing number of surveys over time. However, it must be emphasized that the pace at which these developments take place will be very much governed by the technological readiness of respondents to adopt such methods and the availability of approved and widely accepted security procedures.

Employee Opinion Survey

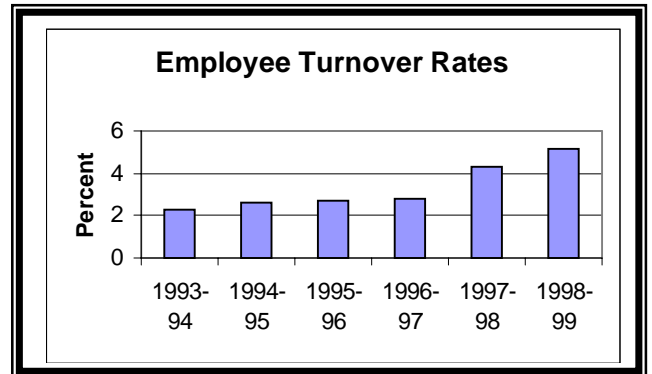
Statistics Canada conducts an Employee Opinion Survey every three years. These Surveys provide Agency managers with the “pulse” of their workforce. The main benefit of the surveys is that they provoke focused communications between employees and managers, thus providing employees with an opportunity to participate in the improvement of their work environment.



The Agency first conducted this survey in 1992, followed up with its second survey in 1995 and a third in 1998. The response rate was 74% in 1992, 77% in 1995 and 74% in 1998. The accompanying chart provides a sample of the questions and responses. Although most results were more favorable in 1998, some responses indicated areas in need of improvement.

Employee turnover Rates

Employee attrition has remained relatively steady over the years 1993-94 to 1996-97. The increase in employee turnover in 1997-98 was largely the result of the movement of staff in the computer science field of work. In this field, the job market, both within and outside the Public Service, has provided many opportunities for career mobility in the past year. While this situation has since stabilized, the Agency is now experiencing a return to turnover rates comparable with the late 1980s

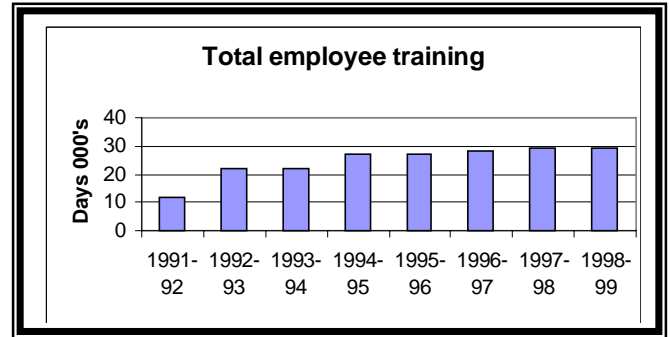


as the labour market both within and outside the Public Service improves. The total increase in 1998-99 is therefore due to an increased general movement for all occupations.

Investments in employee training

The accompanying chart depicts the total training invested by the Agency for its employees per year.

In order to maintain a motivated, flexible and versatile staff, Statistics Canada placed particular emphasis on training over the past several years. In the early 1990's, Statistics Canada invested about 1% of the departmental budget on training. Today the investment is more than 3%. This significant increase is primarily in the areas of survey skills and management, data analysis, statistical methods, computer systems applications and marketing. Employee training fits into the Agency's overall human resource management framework designed to address the major technical, professional and managerial needs of the department and career aspirations of its employees.



SECTION IV: CONSOLIDATED REPORTING

Management Issue -Year 2000 Readiness

Statistics Canada recognizes the critical nature of the Year 2000 challenge. To address the “millenium bug”, senior management has adopted a coordinated and integrated approach to convert all mission critical systems to a readiness and compliant status. The following list presents an overview of the Agency’s Year 2000 preparedness:

- Statistics Canada has completed the inventory, planning, assessment and correction stages for all of its computer systems and is completing the last of its testing of a small number of system components.
- Statistics Canada has no government-wide mission critical systems, but has identified as departmental mission critical those systems required to produce current economic indicators (such as the Consumer Price Index, the unemployment rate, the monthly Gross Domestic Product). In its July 1999 assessment, Treasury Board Secretariat (TBS) calculated Statistics Canada's completion index for departmental mission critical work to be 98.5% completed.
- Non-mission critical applications have a target date for conversion of mid-1999 and for testing by October 1999.
- Contingency plans for dealing with potential Year 2000 disruptions have been developed. The plan was submitted to the National Contingency Planning Group and received "green light" approval.
- To prepare for the “century rollover weekend”, a detailed transition plan covering staffing timetables and verification schedules is being established. It covers the three areas of physical accommodation, central IT infrastructure and program IT operations.
- Statistics Canada has established bilateral understandings with many key data suppliers and continues to discuss mutual preparedness with industry and government partners.
- Statistics Canada is on schedule and is confident that it will continue to provide accurate and valuable economic and social data before, during and after the Year 2000.

SECTION V: SUPPLEMENTARY INFORMATION

Financial Summary Tables

The following financial tables apply to Statistics Canada:

Financial Table 1 Summary of Voted Appropriations

Financial Requirements by Authority (\$ millions)

Vote	Planned Spending 1998-99	Total Authorities 1998-99¹	Actual 1998-99
Statistics Canada			
110 Program Expenditures	264.7	290.5	281.2
(S) Contributions to employee benefit plans	52.1	54.7	54.7
Total Department	316.8	345.2	335.9

¹ Total Authorities are Main Estimates plus Supplementary Estimates plus Other Authorities

Financial Table 2 Comparison of Total Planned Spending to Actual Spending

Departmental Planned versus Actual Spending by Business Line (\$ millions)

Business Lines	FTEs	Operating	Capital	Voted Grants and Contributions	Subtotal: Gross Voted Expenditures	Statutory Grants and Contributions	Total Gross Expenditures	Less: Respendable Revenues*	Total Net Expenditures
Economic and Social Statistics	4,280	331.2	0.0	0.0	331.2	0.0	331.2	55.9	275.3
	<i>4,280</i>	<i>355.2</i>	<i>0.0</i>	<i>0.5</i>	<i>355.7</i>	<i>0.0</i>	<i>355.7</i>	<i>55.9</i>	<i>299.8</i>
	4,301	338.8	0.0	0.5	339.3	0.0	339.3	48.1	291.2
Census of Population Statistics	712	59.6	0.0	0.0	59.6	0.0	59.6	18.1	41.5
	<i>712</i>	<i>63.5</i>	<i>0.0</i>	<i>0.0</i>	<i>63.5</i>	<i>0.0</i>	<i>63.5</i>	<i>18.1</i>	<i>45.4</i>
	741	62.4	0.0	0.0	62.4	0.0	62.4	17.7	44.7
Total	4,992	390.8	0.0	0.0	390.8	0.0	390.8	74.0	316.8
	<i>4,992</i>	<i>418.7</i>	<i>0.0</i>	<i>0.5</i>	<i>419.2</i>	<i>0.0</i>	<i>419.2</i>	<i>74.0</i>	<i>345.2</i>
	5,042	401.2	0.0	0.5	401.7	0.0	401.7	65.8	335.9
Other Revenues and Expenditures									
Non-Respendable Revenues **									1.0
									<i>1.0</i>
									1.0
Cost of services by other departments									44.3
									<i>44.3</i>
									37.2
Net Cost of the Program									362.1
									<i>390.5</i>
									374.1

- Normal font numbers denote Planned Spending for 1998-99

- Numbers in Italics denote Total Authorities for 1998-99 (Main Estimates and Supplementary Estimates and Other Authorities)

- Number in Bold denote Actual Expenditures/Revenues in 1998-99

* These revenues were formerly called "Revenues Credited to the Vote"

** These revenues were formerly called "Revenues Credited to the CRF"

Financial Table 3 Historical Comparison of Total Planned Spending to Actual Spending

Historical Comparison of

Planned versus Actual Spending by Business Line (\$ millions)

Business Lines	Actual 1996-97	Actual 1997-98	Planned Spending 1998-99	Total Authorities 1998-99 ¹	Actual 1998-99
Economic and Social Statistics	246.9	258.1	275.3	299.8	291.2
Census of Population Statistics	190.9	36.7	41.5	45.4	44.7
Total	437.8	294.8	316.8	345.2	335.9

¹ Total Authorities are Main Estimates plus Supplementary Estimates plus Other Authorities

Financial Table 6 Respendable Revenues

Respendable Revenues by Business Line (\$ millions)

Business Lines	Actual 1996-97	Actual 1997-98	Planned Revenues 1998-99	Total Authorities 1998-99¹	Actual 1998-99
Economic and Social Statistics	47.9	51.3	55.9	55.9	48.1
Census of Population Statistics	8.6	13.5	18.1	18.1	17.7
Total Respendable Revenues *	56.5	64.8	74.0	74.0	65.8

¹Total Authorities are Main Estimates plus Supplementary Estimates plus Other Authorities.

*These revenues were formerly called "Revenues Credited to the Vote".

Financial Table 7 Non-Respendable Revenues

Non-Respendable Revenues by Business Line (\$ millions)

Business Lines	Actual 1996-97	Actual 1997-98	Planned Revenues 1998-99	Total Authorities 1998-99¹	Actual 1998-99
Economic and Social Statistics	0.2	1.1	1.0	1.0	1.0
Census of Population Statistics	0.0	0.0	0.0	0.0	0.0
Total Non-Respendable Revenues*	0.2	1.1	1.0	1.0	1.0

¹Total Authorities are Main Estimates plus Supplementary Estimates plus Other Authorities.

*These revenues were formerly called "Revenues Credited to the CRF"

Financial Table 9 Transfer Payments

Transfer Payments by Business Line (\$ millions)

Business Lines	Actual 1996-97	Actual 1997-98	Planned Spending 1998-99	Total Authorities 1998-99¹	Actual 1998-99
GRANTS					
Economic and Social Statistics	0.0	0.0	0.0	0.0	0.0
Census of Population Statistics	0.0	0.0	0.0	0.0	0.0
Total Grants	0.0	0.0	0.0	0.0	0.0
CONTRIBUTIONS					
Economic and Social Statistics	0.9	0.4	0.0	0.5	0.5
Census of Population Statistics	0.0	0.0	0.0	0.0	0.0
Total Contributions	0.9	0.4	0.0	0.5	0.5
Total Transfer Payments	0.9	0.4	0.0	0.5	0.5

¹Total Authorities are Main Estimates plus Supplementary Estimates plus Other Authorities.

OTHER INFORMATION

A. Contacts for further information

Atlantic Region

Serving Newfoundland and Labrador, Nova Scotia,
Prince Edward Island and New Brunswick.

Advisory Services
Statistics Canada
1741 Brunswick Street
2 nd floor, Box 11
HALIFAX, Nova Scotia
B3J 3X8
Local calls: (902) 426-5331
Fax: (902) 426-9538

Quebec and Nunavut

Advisory Services
Statistics Canada
200 René Lévesque Blvd. W.
Guy Favreau Complex
4th Floor, East Tower
MONTRÉAL, Quebec
H2Z 1X4
Local calls: (514) 283-5725
Fax: (514) 283-9350

Ontario

Advisory Services
Statistics Canada
Arthur Meighen Building, 10th Floor
25 St. Clair Avenue East
TORONTO, Ontario
M4T 1M4
Local calls: (416) 973-6585
Fax: (416) 973-7475

Prairie Region

Serving Manitoba, Saskatchewan,
Alberta and the Northwest Territories.

Advisory Services
Statistics Canada
Via Rail Building suite 200
123 Main Street
WINNIPEG, Manitoba
R3C 4V9
Local calls: (204) 983-4020
Fax: (204) 983-7543

Advisory Services
Statistics Canada
Park Plaza, suite 440
2365 Albert Street
REGINA, Saskatchewan
S4P 4K1
Local calls: (306) 780-5405
Fax: (306) 780-5403

Advisory Services
Statistics Canada
Discovery Place – Rm 201
3553, 31st St. North West
CALGARY, Alberta
T21 2k7
Local Calls: (403) 292-6717
Fax: (403) 292-4958

Advisory Services
Statistics Canada
Park Square, 8th Floor
10001 Bellamy Hill
EDMONTON, Alberta
T5J 3B6
Local calls: (403) 495-3027
Fax: (403) 495-5318
Pacific Region

Serving British Columbia and the Yukon Territory

Advisory Services
Statistics Canada
Library Square Tower
#600-300 West Georgia Street
VANCOUVER, British Columbia
V6B 6C7
Local calls: (604) 666-3691
Fax: (604) 666-4863

National Capital Region

Statistics Reference Centre (NCR)
Statistics Canada
R. H. Coats Building Lobby
Holland Avenue
OTTAWA, Ontario
K1A 0T6
Local calls: (613) 951-8116
Fax: (613) 951-0581

Toll-free national enquiries line: 1-800-263-1136
Telecommunications device for the
hearing impaired: 1-800-363-7629
Toll-free national order-only line: 1-800-267-6677

B. Legislated Requirements

In addition to the Statistics Act, the following Federal Acts give the Chief Statistician or Statistics Canada responsibility for the collection or provision of specific information:

Banks and Banking Law Revision Act, 1980	1991, c. 46
Canada Council Act	R.S.C., 1985, c. C-2, as amended
Canada Elections Act	R.S.C., 1985, c. E-1, as amended
Canada Pension Plan Act	R.S.C., 1985, c. C-8, as amended
Canada Student Loans Act amended	R.S.C., 1985, c. S-23, as amended
Children's of Deceased Veterans Education Assistance Act amended	R.S.C., 1985, c. C-28, as amended
Children's Special Allowances Act	1992, c. 48 (Schedule)
Competition Act amended	R.S.C., 1985, c. C-34, as amended
Constitution Act	1867
Corporation and Labour Unions Returns Act amended	R.S.C., 1985, c. C-43, as amended
Electoral Boundaries Readjustment Act	R.S.C., 1985, c. E-3, as amended
Excise Tax Act amended	R.S.C., 1985, c. E-14, as amended
Federal-Provincial Fiscal Arrangements and Federal Post-Secondary Education and Health Contributions Act, 1977	R.S.C., 1985, c. F-8, as amended
Employment Equity Act	R.S.C., 1985, c. 23, (2nd Supp.)
Income Tax Act	1948, c. 52
Judges Act	R.S.C., 1985, c. J-1, as amended
Municipal Grants Act amended	R.S.C., 1970, c. M-15, as amended
Official Languages Act amended	R.S.C., 1985, c. O-3, as amended
Old Age Security Act amended	R.S.C., 1985, c. O-9, as amended
Pension Act	R.S.C., 1985, c. P-6, as amended
Parliament of Canada Act	R.S.C., 1985, c. P-1, as amended
Railway Relocation and Crossing Act	R.S.C., 1985, c. R-4, as amended
Salaries Act	R.S.C., 1985, c. S-3, as amended
Supplementary Retirement Benefits Act amended	R.S.C., 1985, c. S-24, as amended
Unemployment Insurance Act, 1971 amended	R.S.C., 1985, c. U-1, as amended
War Veterans Allowance Act amended	R.S.C., 1985, c. W-3, as amended

C. Maintenance of Program Relevance

Maintaining the relevance of the Statistics Canada program will always be a primary goal for the Agency. To maintain a high level of program relevance, Statistics Canada relies on two pivotal instruments. These are:

A. The advice and guidance it receives from the following external consultative bodies

◆ *The National Statistics Council*

The National Statistics Council advises the Chief Statistician of Canada on the full range of Statistics Canada's activities, particularly on overall program priorities;

◆ *Professional Advisory Committees*

A network of Professional Advisory Committees in major subject areas ensures the continuous review of the Agency's statistical outputs and helps set priorities and foster program relevance;

◆ *Bilateral relationships with key federal departments*

Statistics Canada maintains, on a continuing basis, a close bilateral relationship with key federal departments and agencies, including Finance, Industry, Health, Human Resources Development, Environment, Agriculture and Agri-food, Transport, the Canadian Transportation Agency, Revenue Canada/Taxation and Customs, Heritage, Canada Housing and Mortgage Corporation, Citizenship and Immigration and Justice. These bilateral relationships foster an awareness of each department's needs and their information priorities; and

◆ *Federal-Provincial-Territorial Consultative Council on Statistical Policy (and its subcommittees)*

This Council and its subcommittees comprise a network of 13 provincial/territorial official representatives, who collaborate with Statistics Canada to determine data requirements, consult on current statistical activities and co-ordinate the dissemination of Statistics Canada products to provincial and territorial governments.⁴

⁴ Three special initiatives in the areas of Health, Education and Justice Statistics warrant mention

Health: Statistics Canada priorities are developed with the assistance of the Board of Directors of the Canadian Institute for Health Information. The Board comprises senior provincial and private sector representatives and the Chief Statistician

Education: the Canadian Education Statistics Council is a joint creation of Statistics Canada and the Council of Ministers of Education. The Council, comprising the Chief Statistician and Provincial/Territorial Deputy Ministers of Education, advises the Chief Statistician on the Education Statistics Program at Statistics Canada; and

Justice: The Justice Information Council comprises federal, provincial and territorial Deputy Ministers responsible for justice policies and administration and provides advice to the Chief Statistician on the Justice Statistics Program at the Canadian Centre for Justice Statistics within Statistics Canada.

Given the nature of these consultations and the breadth of their review, the impact of the advice received in the course of time affects virtually all Statistics Canada's programs.

B. The goal of the planning and performance monitoring system is to maintain the effectiveness of the overall program and each of its component parts. To this end the system has four main objectives:

- to assess the Agency's programs and their resources, in order to adjust them to changing client needs and priorities, responding to opportunities and operational pressures, while minimizing the negative impact of budget reductions when they occur;
- to surface and resolve cross-cutting issues which affect technical and management policies and practices;
- to foster innovation and efficiency; and
- to monitor the performance of ongoing programs and major initiatives in achieving their expected results and in supporting Agency objectives.

In meeting these objectives the process links strategic and operational plans and program performance to resource allocations. Priorities are defined as those programs, technical or management areas most in need of attention over the planning period. Urgency of investments are assessed as a function of both the intrinsic importance of progress and the respective states of good repair.

D. Pre-established Release Dates for Major Surveys

Statistics Canada maintains a pre-established schedule of data releases for its major statistical products. The following table highlights the major products and their periodicity.

Major Subject Areas, Selected Outputs, Level of Service

Major Subject Areas and Selected Outputs	Level of Service Frequency
Building permits	Monthly
Canada's international transactions in securities	Monthly
Canadian international merchandise trade	Monthly
Composite index	Monthly
Consumer price index	Monthly
Employment insurance	Monthly
Employment, earnings and hours	Monthly
Help wanted index	Monthly
Industrial products price index	Monthly
Raw materials price index	Monthly
Labour force survey	Monthly
Monthly survey of manufacturing	Monthly
New Housing Price Index	Monthly
New motor vehicle sales	Monthly
Real Gross Domestic Product	Monthly
Retail trade	Monthly
Travel between Canada and other countries	Monthly
Wholesale trade	Monthly
Balance of International Payments	Quarterly
Business conditions survey, manufacturing industries	Quarterly
Characteristics of international travelers	Quarterly
Farm cash receipts	Quarterly
Industrial capacity utilization rates	Quarterly
International travel account	Quarterly
National economic and financial accounts	Quarterly
Quarterly financial statistics for enterprises	Quarterly
Net farm income	Annual
Private and public investment in Canada	Annual
Field crop reporting	Seasonal

In 1998-99, all surveys met their pre-established release dates.

E. Index

A

Aboriginal Peoples 4, 6, 25
Accessibility 2, 14, 33
Accuracy 2, 4, 14, 28
Auditor General..... 4, 41

B

business lines..... 4, 13
Business Register 27, 30, 45

C

Census of Population 2, 4, 11, 12, 17, 31, 35, 39,
41, 44, 50, 52, 53
Classification Systems 42, 43
Client..... 9, 14, 35, 36, 39, 40
Coefficients of Variation 2, 30, 31
Coherence..... 2, 4, 14, 42
Connecting 25, 37
Coverage 2, 30

D

Data Gaps II 16, 21

E

Economic Growth 4, 6, 22
Education Statistics 17, 56
Employee..... 2, 14, 21, 22, 46, 47

G

Global Challenges and Opportunities..... 4, 6, 24

H

Harmonized Sales Tax 4, 6, 7, 28
Health Statistics 16
Human Development 24
Human Resource Development..... 4, 6
human resources..... 15

I

Internet 2, 4, 14, 20, 34, 36, 38, 40
Interpretability 2, 4, 14, 41

K

Knowledge Based Economy..... 4, 6, 16, 21

L

Labour 9, 10, 14, 22, 29, 30, 31, 33, 43, 44, 45, 55,
58

M

mandate 4, 7, 8, 40
Media 8, 14, 34
meta data 14, 41
mission 4, 7, 14, 19, 29, 42, 48

P

Partnerships 14, 37
Policy Decision making 2, 14, 17
Policy Research Committee 21, 24
Policy Research Initiative 16, 21
Project to Improve Provincial Economic Statistics
..... 4, 27

Q

Quality 2, 4, 7, 8, 13, 14, 15, 17, 24, 28, 29, 30,
41, 42

R

relevance 8, 13, 15, 26, 32, 33, 56
respondent burden 14, 43, 45
response burden 15, 44, 45

S

Service 11, 20, 39, 40, 45, 46, 58
Services Statistics 16
Social Cohesion 4, 6, 23
standards 8, 9, 13, 14, 15, 29, 39, 42

T

Timeliness 2, 14, 32, 33

W

Web 34

Y

Year 2000 2, 19, 48