
A N N U A L

R E P O R T

C O M M U N I T Y

DEVELOPMENT

FOR THE FISCAL YEAR ENDED

MARCH 31, 2002

Note to Readers:

Copies of the annual report are available on the Web site or by contacting:

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PREFACE

Public Accounts 2001-02

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

The annual report of the Government of Alberta released in June 2002 contains the Minister of Finance's accountability statement, the consolidated financial statements of the Province and a comparison of the actual performance results to desired results set out in the government's business plan, including the *Measuring Up* report.

This annual report of the Ministry of Community Development contains the Minister's accountability statement, the audited consolidated financial statements of the ministry and a comparison of actual performance results to desired results set out in the ministry business plan. This Ministry of Community Development annual report also includes:

- **the financial statements of entities making up the ministry including the Department of Community Development regulated funds and provincial agencies for which the Minister is responsible; and**
- **other financial information as required by the *Financial Administration Act* and *Government Accountability Act*, either as separate reports or as a part of the financial statements, to the extent that the ministry has anything to report.**

Minister's Accountability Statement

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The ministry's annual report for the year ended March 31, 2002, was prepared under my direction in accordance with the *Government Accountability Act* and the government's accounting policies. All of the government's policy directions as at September 12, 2002, with material economic or fiscal implications of which I am aware, have been considered in the preparation of this report.

Original Signed By Gene Zwozdesky
Minister of Community Development

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Message from the Minister



I am pleased to present this report on the ministry's achievements during the 2001-02 year. The annual report is an accounting to Albertans on the programs and services provided by Alberta Community Development, and provides an overview of our work in both rural and urban Alberta communities that benefits Albertans of all ages.

The ministry strengthened and initiated many successful partnerships, ranging from volunteers to community groups, from municipal governments to businesses. A good example is our working relationships and support for sport and recreation, which extends from the grassroots level to the international stage. The ministry provided financial and consultative assistance to the host societies for the popular 2001 Alberta Seniors Games in Lethbridge, the youth-oriented 2002 Alberta Winter Games in Medicine Hat, and for the successful staging of the *8th IAAF World Championships in Athletics, Edmonton 2001*.

Volunteers were also an important component of the ministry's work. In recognition, the Volunteer Wall of Fame was unveiled at the Alberta Legislature in December 2001 as a legacy of the 2001 International Year of Volunteers.

The Alberta Future Summit was a consultation forum for Albertans to help chart the future course of Alberta as a debt-free province. The ministry's professional facilitation staff provided lead facilitation services for public input sessions for the regional Future Summit Meetings, culminating with the Provincial Future Summit held in Red Deer.

A consultation was undertaken by the Alberta Human Rights and Citizenship Commission to identify ways to meet employer needs for information, resources and programs that increase their understanding of employer rights and responsibilities for protecting human rights in the workplace.

The ministry completed a legislative review of the *Blind Persons' Rights Act* and *Guide Dogs Qualifications Regulations*. The Alberta Brain Injury Initiative was also launched after comprehensive community consultation. This dynamic initiative will address the needs of adult Albertans with acquired brain injuries.

Protecting, preserving and presenting the province's natural and cultural heritage resources through provincial parks and protected areas, historic sites, museums and interpretive centres advances the quality of life for Albertans by providing educational, scientific, recreational, environmental, cultural and economic benefits. The consolidation of the protection and management of Alberta's natural and cultural heritage into the ministry has opened new opportunities for cooperative initiatives.

The Special Places program concluded in 2001. It added nearly two million hectares to the province's protected areas network, and resulted in the expansion of 13 existing parks and protected areas and the establishment of 81 new ones. The program demonstrates the ministry's commitment to protecting Alberta's natural resources and fulfills the Government of Alberta's national and international commitment to preserving biodiversity.

I am proud of our achievements and would like to thank staff, agencies, foundations, partners, and government colleagues who contributed to making 2001-02 a successful year for the ministry.

Original Signed By Gene Zwodzsky
Minister of Community Development

Management's Responsibility for Reporting

The Ministry of Community Development includes the Department of Community Development, the agencies, commissions, boards and foundations listed on the ministry entities chart on page three, the Historic Resources Fund and the Human Rights, Citizenship and Multiculturalism Education Fund.

The executives of the individual entities within the ministry have the primary responsibility and accountability for the respective entities. Collectively, we ensure the ministry complies with all relevant legislation, regulations and policies.

Ministry business plans, annual reports, performance results and the supporting management information are integral to the government's fiscal and business plans, annual report, quarterly reports, and other financial and performance reporting.

Responsibility for the integrity and objectivity of the consolidated financial statements and performance results for the ministry rests with the Minister of Community Development. Under the direction of the Minister, I oversee the preparation of the ministry's annual report, including consolidated financial statements and performance results. The consolidated financial statements and the performance results, of necessity, include amounts that are based on estimates and judgements. The consolidated financial statements are prepared in accordance with the government's stated accounting policies.

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

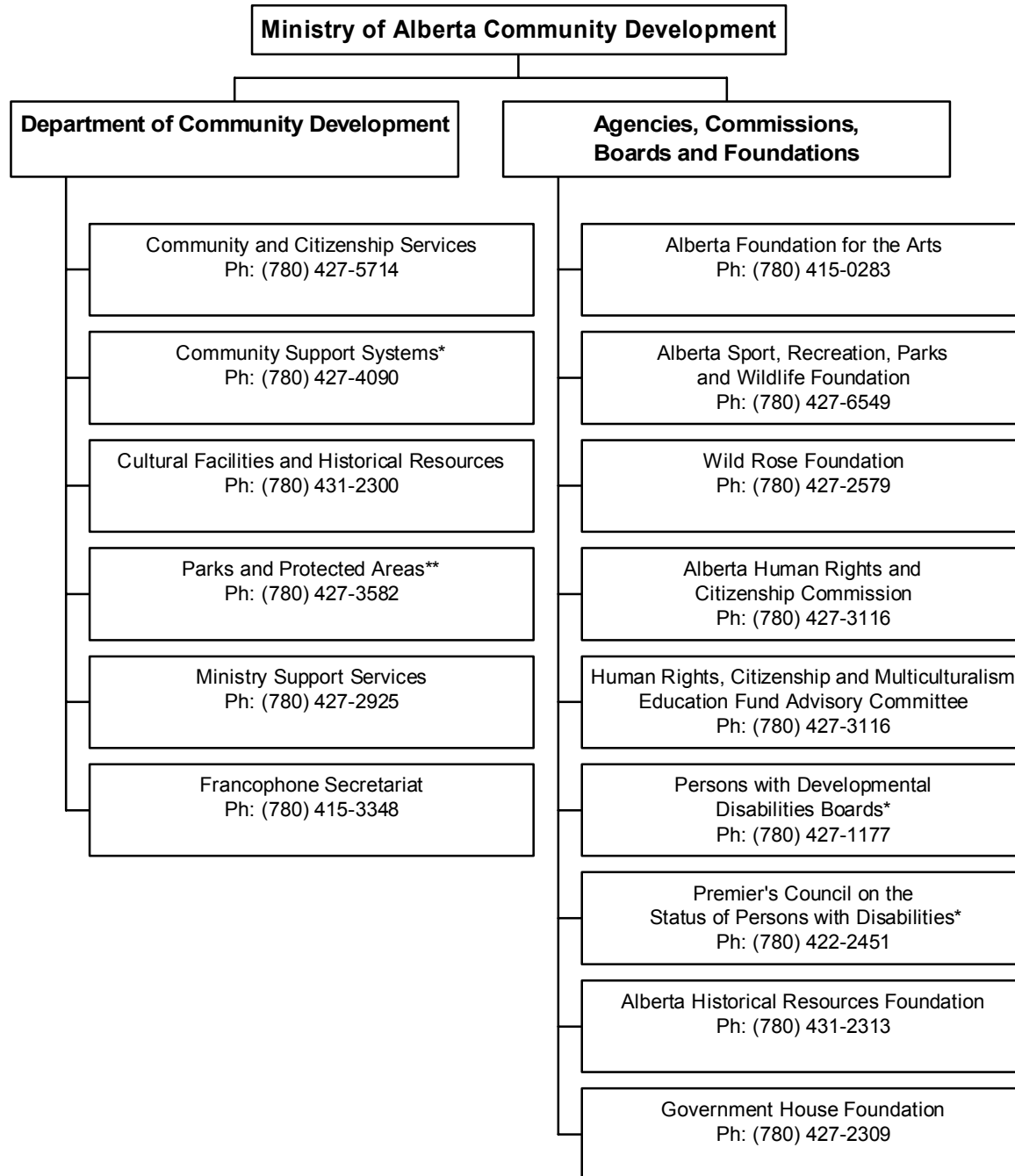
- provide reasonable assurance that transactions are properly authorized, executed in accordance with prescribed legislation and regulations, and properly recorded so as to maintain accountability of public money;
- provide information to manage and report on performance;
- safeguard the assets and properties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

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

Original Signed By William J. Byrne
Deputy Minister of Community Development
September 12, 2002

OVERVIEW

MINISTRY ENTITIES



* Transferred to Community Development from Alberta Health and Wellness, effective April 1, 2001.

** Transferred to Community Development from Alberta Environment, effective April 1, 2001.

OPERATIONAL OVERVIEW

The ministry consists of the department, agencies, commissions, boards and foundations. This annual report reflects changes resulting from the government reorganization, effective April 1, 2001. Responsibility for seniors and housing was transferred to the new ministry of Alberta Seniors, and Executive Council assumed responsibility for the Alberta Order of Excellence Council. The following description of the ministry's structure provides an overall picture of the range of programs and services available to Albertans.

Department

1. Community and Citizenship Services

The Community and Citizenship Services Division helps Alberta communities with their development activities, supports recreation and cultural participation, and promotes equality. The Arts Development Branch supports and promotes participation in arts and culture for all Albertans, and provides film classification services. The Sport and Recreation Branch supports participation in sport and recreation that leads to wellness and supports the provincial sport system. The Strategic Information and Libraries Branch supports the province-wide public library and information network through the *Libraries Act* and provides operating grants, consultation services and strategic information. The Volunteer Services Branch supports Alberta's volunteer sector and provides field facilitation services and other ministry programs at four regional and seven satellite offices. The branch also provided support to the Community Lottery Board Program on behalf of Alberta Gaming. The Human Rights and Citizenship Branch supports the protection of human rights and promotion of fairness and access in the province through education and complaint resolution services.

2. Community Support Systems

The Community Support Systems Division provides leadership in advancing quality of life for Albertans by focusing on four key areas: liaison and support to Persons with Developmental Disabilities Boards; liaison and support to the Premier's Council on the Status of Persons with Disabilities; protection for Persons in Care; and program and policy development arising from *Building Better Bridges*. The division supports policy development and the provision of programs and services to foster community inclusion for Albertans living with disabilities and to help protect vulnerable Albertans in care.

3. Cultural Facilities and Historical Resources

The Cultural Facilities and Historical Resources Division preserves, protects and presents Alberta's history and culture. It does this by operating, in consultation and/or partnership with cooperating societies, 18 provincial historic sites, museums and interpretive centres; the Provincial Archives of Alberta; and the Northern and Southern Alberta Jubilee Auditoria. It also maintains provincial heritage collections, provides assistance to community-based preservation and presentation projects, and provides protection for significant resources. The division administers the Provincial Centennial Program, and operates five branches: Historic Sites and Cultural Facilities, Heritage Resource Management, Provincial Archives of Alberta, Provincial Museum of Alberta, and Royal Tyrrell Museum of Palaeontology.

4. Parks and Protected Areas

The Parks and Protected Areas Division preserves, protects and presents Alberta's provincial parks and protected areas. The division is responsible for Alberta's 528 provincial parks and protected areas, including 68 provincial parks, 32 wildland provincial parks, one wilderness park, three wilderness areas, 16 ecological reserves, 152 natural areas and 256 recreation areas, protecting over 27,520 square kilometres of the province as a legacy for future generations. This network of parks and protected areas provides opportunities for outdoor recreation, heritage appreciation and heritage tourism. The division also maintains the Alberta Natural Heritage Information Centre (ANHIC), which is the province's biodiversity database, and coordinates Alberta's involvement in the Canadian Heritage Rivers program.

5. Ministry Support Services

Ministry Support Services includes the Minister's Office, Deputy Minister's Office and Communications. It also includes the Strategic Corporate Services Division, which encompasses Financial Services, Business Planning and Performance Measurement, Human Resources, Freedom of Information and Protection of Privacy and Records Management, and contracted Information Systems. These areas provide services to the entire ministry to optimize efficiency in the ministry's operations.

6. Francophone Secretariat

The Francophone Secretariat serves as a liaison between the Government of Alberta and Alberta's Francophone community. It facilitates access to various government departments and programs for Francophone groups and organizations involved in community development. The Secretariat also represents the province and the Francophone community at federal/provincial/territorial meetings on Francophone affairs.

Agencies, Commissions, Boards and Foundations

1. Alberta Foundation for the Arts

The Alberta Foundation for the Arts encourages and supports artist development and public access to the arts throughout Alberta. It provides recommendations to the Minister for grant assistance to individuals and arts organizations that assist Albertan artists in their development and that provide opportunities for public participation in, and enjoyment of, the arts.

2. Alberta Sport, Recreation, Parks and Wildlife Foundation

The Alberta Sport, Recreation, Parks and Wildlife Foundation supports the development of sport, recreation, parks and wildlife activities in the province by recommending, to the Minister of Community Development, grant assistance to provincial recreation and sport organizations. The foundation provides financial and consultative support for major games and the development of active lifestyles, and receives donations in support of land conservation and other programs.

3. Wild Rose Foundation

The Wild Rose Foundation recommends, to the Minister of Community Development, grant assistance to non-profit community service organizations in Alberta. The foundation promotes the use of volunteers and fosters charitable, philanthropic and humanitarian acts. It also provides international aid to developing countries in partnership with non-government organizations.

4. Alberta Human Rights and Citizenship Commission

The Human Rights and Citizenship Commission is an independent agency of the Government of Alberta reporting to the Minister of Community Development. The commission resolves human rights complaints in keeping with the provisions of the *Human Rights, Citizenship and Multiculturalism Act*. It also provides information and education about human rights in Alberta.

5. Human Rights, Citizenship and Multiculturalism Education Fund Advisory Committee

The advisory committee oversees and makes recommendations, to the Minister of Community Development, on the use of the Human Rights, Citizenship and Multiculturalism Education Fund. The fund provides financial support for educational initiatives in all aspects of human rights, citizenship and multiculturalism.

6. Persons with Developmental Disabilities Boards

Persons with Developmental Disabilities (PDD) boards provide a wide range of living and employment supports that enable adult Albertans with developmental disabilities to live, work and participate in their communities. The PDD Provincial Board is a crown corporation that derives its authority from Alberta's *Persons With Developmental Disabilities Community Governance Act*. PDD boards include the Michener Centre Facility Board and six regional Community Boards: Northwest, Northeast, Edmonton, Central, Calgary and South. The PDD Foundation was wound down in 2001-02, in accordance with recommendations in *Building Better Bridges*.

7. Premier's Council on the Status of Persons with Disabilities

The mission of the Premier's Council on the Status of Persons with Disabilities is to champion significant improvements in the status of Albertans with disabilities. The council's core business is focused on three main areas: policy development, systemic advocacy and evaluation. The council fulfills its mission by listening to the concerns of the disability community and communicating those concerns to the Government of Alberta.

8. Alberta Historical Resources Foundation

The Alberta Historical Resources Foundation recommends, to the Minister of Community Development, grant assistance for community-based heritage initiatives across the province. These initiatives include restoration of historical buildings and main street heritage districts as well as development of interpretive markers, publications and educational projects.

9. Government House Foundation

The Government House Foundation cares for and promotes the interests of Government House, the former home of the Lieutenant Governors of the Province of Alberta. The foundation advises the Minister of Community Development on the preservation of Government House as an historic site and building and enhances the physical attributes of Government House, including its works of art and furnishings.



**Report of the Auditor General on the Results of Applying
Specified Auditing Procedures to Key Performance Measures**

To the Members of the Legislative Assembly:

I have performed the following procedures in connection with the Ministry of Community Development's performance measures included in the *2001-2002 Annual Report of the Ministry of Community Development*:

1. Information obtained from an independent source, such as Statistics Canada, was agreed with the information supplied by the stated source. Information provided internally was agreed to the reports from the systems used to develop the information.
2. The calculations which converted source information into reported measures were tested.
3. The appropriateness of the description of each measure's methodology was assessed.

As a result of applying the above procedures, I found no exceptions. However, these procedures do not constitute an audit, and therefore I express no opinion on the key measures included in the *2001-2002 Annual Report of the Ministry of Community Development*.

Original Signed By Fred Dunn, CA
Auditor General

Edmonton, Alberta
August 16, 2002

RESULTS ANALYSIS

MISSION, CORE BUSINESSES AND GOALS

MISSION

Community Development's mission is to advance the quality of life for Albertans by providing leadership, support and opportunity so they may participate in the social, cultural and economic life of the province.

CORE BUSINESSES

The ministry is focused on achieving this mission through its five core businesses.

1. Promoting community development.
2. Protecting human rights and promoting fairness and access.
3. Ensuring inclusion and participation for Albertans with disabilities.
4. Preserving, protecting and presenting Alberta's history and culture.
5. Preserving, protecting and presenting Alberta's provincial parks and protected areas.

GOALS

Each of the ministry's core businesses is linked to a corresponding goal that reflects the range of programs and services delivered by the ministry.

1. To design and deliver programs and services that nurture and support, in partnership with geographic communities and communities of interest, a high quality of life in Alberta.
2. To design and deliver programs and services that increase understanding and awareness of diversity, foster equality and reduce discrimination so all Albertans have the opportunity to participate in the social, economic and cultural life of the province.
3. To design and deliver individual-based programs that ensure that Albertans who live with a disability have the opportunity to participate in the social, economic and cultural life of the province.
4. To design and deliver programs and services that preserve, protect, present and promote appreciation for Alberta's historical resources and culture, and provide significant educational, scientific and economic benefits.
5. To manage and maintain Alberta's provincial parks and protected areas to preserve the province's natural heritage and provide opportunities for heritage appreciation, outdoor recreation and heritage tourism.

CORPORATE INITIATIVES

Five success factors are identified as critical to achieving the ministry's goals and overall mission. They are:

1. Focus on those we serve;
2. Create beneficial opportunities;
3. Help each other to do our best;
4. Nurture effective alliances; and
5. Use resources wisely.

Key corporate initiatives pursued under each success factor cut across the core businesses and highlight the ministry's commitment to continuous improvement.

RESULTS ANALYSIS

FOCUS ON THOSE WE SERVE

In 2001-02, the ministry worked with Albertans to identify needs and an appropriate level of service within its legislated mandate and available resources.

CORPORATE INITIATIVE

Consult with ministry clients about their expectations and needs and seek the views and opinions of Albertans and the organizations that represent them on a variety of topics, including: experiences at museums, historic sites and interpretive centres; arts and culture; libraries; sport and recreation; human rights; persons with disabilities; provincial parks and protected areas; and community development issues.

The ministry continued to consult with Albertans regarding museums, historic sites and interpretive centres. A public Community Advisory Committee was established to assist the Provincial Museum of Alberta coordinate the curatorial work for the *Linda McCartney's Sixties – Portraits of an Era* exhibition.

Consultations continued with the Historical Society of Alberta, the Archaeological Society of Alberta, the Genealogical Society of Alberta, the Archives Society of Alberta and Museums Alberta to determine how best to meet their needs through facilitation and funding provided by the Alberta Historical Resources Foundation. Alberta's land development related industries were also consulted to determine their compliance with the *Historical Resources Act*.

The arts and culture development area relied on focus groups, interviews and questionnaires for input on programs managed by the Alberta Foundation for the Arts. Use of these tools led to the development of proposed programs that more effectively meet the needs of the ministry's arts clients.

The ministry consulted with The Alberta Library, the Alberta Library Trustees Association and the Library Association of Alberta in supporting public library development in the province. Three major initiatives were pursued in 2001-02: continued development of the Alberta Public Library Electronic Network with the Alberta Library; education and training of public library trustees in collaboration with the Alberta Library Trustees Association; and education of the broad library community during the Library Association of Alberta annual conference.

Consultations continued with the Alberta sport community regarding the development of an Alberta Sport Plan and a National Sport Policy and Action Plan. Data from the 2000 *Alberta Recreation Survey* were also analyzed in 2001-02, and compared with data from previous surveys to produce four “Look at Leisure” bulletins: *Favourite Activities, Desired Activities and Barriers to Participation, Volunteerism in the Recreation Sector and Regional Recreation Patterns*.

In 2001-02, the ministry facilitated four focus groups and surveyed over 560 employers to assess Albertans’ views on protecting human rights and promoting fairness and access within the workplace. The findings of this consultative process will assist the Alberta Human Rights and Citizenship Commission to better meet employer needs for information, resources and programs that increase their understanding of employer rights and responsibilities for protecting human rights in the workplace.

Persons with Developmental Disabilities Community Boards consulted formally and informally with communities about disability related issues.

A new provincial parks and protected areas visitor satisfaction survey program was developed and will be implemented in the upcoming year. Data on the geographic origin of campers and other market information will enable the ministry to better monitor visitor satisfaction and visitation trends over time. A Market Assessment and Visitor Projections study for Cypress Hills Provincial Park, Dinosaur Provincial Park and Writing-on-Stone Provincial Park was also initiated.

Consultation on community development issues continued, including the Volunteer Services Branch’s initiation of the Northern Region Community Assessment and the Central Region Follow-up Survey Pilot Project.

The ministry developed service excellence strategies to continuously improve client service. For example, the Royal Tyrrell Museum of Palaeontology developed museum-specific education and customer service training programs and implemented a new Visitor Assistance Program to focus on skill-enhancement in the areas of customer service, conflict management, team building and visitor safety and orientation.

In 2001-02, the Alberta Human Rights and Citizenship Commission opened 666 complaint files, with physical disability and gender being the two most common grounds for complaints. Many complaint files contain several grounds, and each ground is tallied separately. A total of 1,448 grounds were cited in the complaint files. Of the 616 files that were closed in 2001-02, nearly half were resolved through conciliation. Another 32 complaint files were closed through appointed human rights panels. Of these files, four were closed as merit decisions, nine were closed as no merit decisions, nine were resolved by the parties prior to the panel

CORPORATE INITIATIVE

Encourage use of the government’s Service Excellence Initiative *Making Service Stronger* guidebook in all areas of the ministry, including development of service excellence strategies to continuously improve client service.

CORPORATE INITIATIVE

Enable all Albertans to have the opportunity to participate in society through the protection of human rights and through education to eliminate discrimination and barriers to participation.

CORPORATE INITIATIVE

Consult with Francophone Albertans to develop an action plan based on their needs, to serve as the basis for negotiation of a federal/provincial cooperation agreement to support development of the community.

CORPORATE INITIATIVE

Consult with persons with disabilities to identify and eliminate barriers to their participation in the social, economic and cultural life of the province.

CORPORATE INITIATIVE

Facilitate the development of Alberta's Disability Strategy.

CORPORATE INITIATIVE

Implement "Alberta's Disability Lens" to evaluate the impact of provincial/departmental policies and programs on persons with disabilities.

CORPORATE INITIATIVE

Work towards development of an annual "report card" that will monitor improvements in the status of Albertans with disabilities, as determined by indicators such as workforce participation, education levels, accessible housing and transportation, home or attendant care.

hearing taking place, and seven complaint files were closed after the panel decided on the validity of severance agreements signed by the complainants. One was closed when the complainant abandoned the file and two other cases were closed when panels on preliminary matters were overturned by the court.

Human rights education programs focused on the area of employment where most complaints of discrimination were received. Educational videos on the protected areas and grounds of human rights were updated.

The ministry successfully consulted with Francophone Albertans to support development of their community. A three-year Federal-Provincial Cooperation Agreement with Canadian Heritage, covering the years 2001-04, was signed on March 7, 2002. A total of \$720,000 was secured from this agreement in 2001-02 to support the development of the Francophone community in Alberta.

The Premier's Council on the Status of Persons with Disabilities conducted several stakeholder focus groups. The information gathered about barriers to full citizenship was included in the interim report of the Alberta Disability Strategy.

The Premier's Council on the Status of Persons with Disabilities completed the interim report of the Alberta Disability Strategy. An accountability framework for the Alberta Disability Strategy is being developed and a final report will be completed in 2002-03. Of the four tools in the accountability framework, two have been developed and implemented: the Inventory of Programs and Services for Persons with Disabilities and the Cross Canada Scan of Disability Initiatives. The Disability Lens has been developed, while the fourth tool, the Status Tool, is still under development.

The Premier's Council on the Status of Persons with Disabilities circulated the Alberta Disability Lens to stakeholders. Feedback was provided on content and recommendations were made for implementation. A manual for using the Alberta Disability Lens was developed; however, full implementation has been delayed until the formal rollout of the Alberta Disability Strategy.

The Premier's Council on the Status of Persons with Disabilities has consulted with various contractors about the framework and scope of the research required to measure and evaluate the indicators related to the status of persons with disabilities in Alberta. A Status Tool is currently under development.

CORPORATE INITIATIVE

Implement directions from *Building Better Bridges - Final Report*, in cooperation with Persons with Developmental Disabilities (PDD) Boards and other ministries.

In June 2001, the follow-up report, *Building Better Bridges – Strategic Directions*, was approved by the government. This report noted progress made in meeting the recommendations contained in *Building Better Bridges – Final Report* and articulated the ministry's commitment to future action. Actions taken included the dissolution of the PDD Foundation and the establishment of new mechanisms, linked to the Provincial PDD Board, to support research and research-related projects. As well, PDD Boards and key stakeholders established a transition plan for the transfer of governance of Michener Facility Board services to the PDD Central Alberta Community Board.

The Alberta Brain Injury Initiative was also launched in 2001-02 after comprehensive community consultation. A province-wide network of support, coordination and outreach workers was established, which will provide the basis for a network of community supports for persons with an acquired brain injury. Work on the first phase of a multi-phased approach to dealing with adults with disabilities falling outside the mandate of current PDD services was also completed. Gaps in services were identified and defined, and concrete actions to address those gaps have been recommended.

CREATE BENEFICIAL OPPORTUNITIES

In 2001-02, the ministry developed policies and delivered programs to advance the quality of life for Albertans through innovation and continuous improvement.

CORPORATE INITIATIVE

Develop strategies, including greater use of information technology, to increase access to information and services of the ministry and related organizations.

The ministry developed the 2002 Information and Technology Management (ITM) Strategic Plan, Standards and Guidelines Manual, and Business Resumption Plan. Training was provided to ministry staff to facilitate the development of ITM applications through the Microsoft Solutions Framework. The ministry was also active in cross-government initiatives to develop standards for government-wide ITM strategies.

The ministry redeveloped, revised and launched Web sites to enhance public access to information. Clients seeking sport and recreation funding may now access applications online from the Alberta Sport, Recreation, Parks and Wildlife Foundation. Applications for the Quarterly Grant Program and the International Development Grant Program, administered by the Wild Rose Foundation, are also available online. The ministry also set up information and research links to a national recreation database within the Leisure Information Network Web site, and another link to the Alberta Centre for Active Living Web site.

The Alberta Human Rights and Citizenship Commission Web site was improved with the introduction of a new user feedback mechanism and improved search functions. The commission's printed newsletter, *The Citizen*, was also replaced with a regular electronic information service, providing more timely information at a significantly lower cost.

The Provincial Archives of Alberta developed the Schedule and Accession Number Database to ensure a more efficient and effective automated collection management system to serve the needs of archivists and the Archives' clientele.

The Royal Tyrrell Museum of Palaeontology, through its Museum Cooperating Society, also pursued Internet and Intranet Web site redevelopment projects. The museum conducted a two-week trial presentation of High Definition Cinema to evaluate the future application potential of High Definition theatre technology and programming.

A new Web site, *Your Gateway to Outdoor Adventure*, was launched to help Albertans, visitors to the province, and travel counsellors and tour operators plan successful trips to the province's parks and protected areas. Internet users can search this database-driven Web site by park and protected area site name, by geographic area they are planning to visit, and by outdoor activities they wish to pursue.

CORPORATE INITIATIVE

Participate in the cross ministry Alberta One-Window Initiative to promote one-window access to government information.

Community Development was an active participant in the Service Alberta-led Technical Committee for the implementation of the Alberta One-Window Initiative. The ministry Web site conforms to standards established through the Alberta One-Window Initiative.

CORPORATE INITIATIVE

Review ministry programs and services to identify opportunities for improving accessibility, effectiveness and efficiency.

Productivity gains and administrative savings have resulted from the increased use of the Grants Management Information System, which has been interfaced directly into the Imagis financial system. As well, the Electronic Payment system now receives vendor invoices for telecommunications and vehicle leases electronically via the Internet, and approval and payment are done electronically. During 2001-02, the system was reviewed and upgraded to add more vendors and improve administrative efficiency.

The Alberta Human Rights and Citizenship Commission spearheaded a national initiative to gather information about human rights awareness and educational initiatives undertaken by human rights commissions and fair practice offices across Canada. The initiative will gauge community feedback with respect to the commission's work, identify gaps in service provision, and identify potential future human rights commissions' activities.

The Alberta Human Rights and Citizenship Commission is also finalizing new public education programs that focus on those areas of employment where most complaints of discrimination are received.

After review, the Provincial Museum of Alberta's *Linda McCartney's Sixties – Portrait of an Era* exhibition was improved by increasing its scope from a photographic exhibition to a multi-stage, multi-media presentation tracing the history of the 1960s using objects, images, sound, and film. The exhibition had an extended run and was complemented by more than 40 special events. The presentation was one of the best-received exhibitions in the museum's history.

CORPORATE INITIATIVE:

Provide leadership, organizational assistance, consultation and facilitation services, educational programs and financial support to organizations, individuals and community-based organizations in arts, libraries, heritage preservation, sport and recreation.

The Royal Tyrrell Museum of Palaeontology now makes translated Audio Guides available in French, Spanish, Chinese, Japanese and German. The Museum Education Team delivered a variety of outreach and in-house programs to Aboriginal as well as special needs groups, incorporating different techniques such as group learning activities and storytelling to better meet various clients' learning preferences.

In 2000-01, approximately 12 million people attended events and exhibitions supported by the Alberta Foundation for the Arts. More than 530 arts organizations were provided with funding, supporting over 7,700 arts events and more than 1,500 art exhibitions. More than 63,000 volunteers contributed over 2.6 million hours to organizations funded by the Alberta Foundation for the Arts. Also, in 2001-02, 88 schools received support for artist residencies through the Artist in Schools program, and 33 performing arts applicants received Educational Touring grants that resulted in 1,532 performances.

The ministry maintains a legislative structure that establishes and guides the operation of public library services throughout the province. In 2001-02, the ministry supported 243 public library boards in the operation of 305 libraries.

The ministry offered a wide range of education programs related to the preservation, protection and presentation of Alberta's heritage, including community advisory and consultative services in exhibit planning and development, site operations, and interpretive training and development. The ministry provided consultation services to the Community Heritage Foundation regarding development of virtual exhibitions; to Museums Alberta regarding development of an Aboriginal Museum Grant program; and to Heritage Preservation Partnership Programs regarding historic resources. During 2001-02, the ministry provided assistance to various heritage preservation projects, and direct funding assistance worth \$1.2 million was approved by the Alberta Historical Resources Foundation for 129 projects. In addition, approximately \$2.5 million was provided to the Glenbow Alberta Institute, \$25,000 to the Government House Foundation, and more than \$1.3 million to five provincial heritage organizations.

In 2001-02, the Main Street Programme funded a number of preservation projects, including 15 building rehabilitation projects, 11 storefront sign projects, four storefront awnings, one mural and numerous planning and design initiatives, and special events and promotions. Additionally, the Main Street Programme received Centennial funding of \$400,000, enabling the addition of Red Deer to the program; the development of new community subsidies; and the development of conceptual planning and beautification initiatives.

The Alberta Sport, Recreation, Parks and Wildlife Foundation provided \$6.2 million in financial assistance to 96 provincial sport and recreation associations and \$1.1 million to 14 active living organizations. Approximately \$600,000 was provided to 251 local and regional projects in sport, recreation, parks and wildlife

CORPORATE INITIATIVE

Coordinate Alberta's 2005 Centennial program, which will provide opportunities for all Albertans to participate in the celebrations and leave a legacy for future generations, in partnership with other ministries, foundations, communities, non-profit organizations, municipalities and the federal government.

areas through the Development Initiatives Grant Program. The ministry's Municipal Recreation/Tourism Areas Grant program also provided funding for capital development and ongoing operation of recreation facilities throughout the province, which will encourage tourism, employment and active living in rural Alberta.

The Legacies Office manages the three major components of the Centennial Program: Government Capital Projects, Community Partnership Projects and the Legacies Grant Program.

On April 1, 2001, \$85.4 million was transferred from Community Development to Alberta Infrastructure to fund Centennial Government Capital Projects. Work was underway and proceeding well on six facilities, especially the Jubilee Auditoria and Provincial Archives. However, as a result of a downturn in provincial revenues, subsequent work was deferred on ten of the twelve approved projects.

Seven Centennial Community Partnership Projects proceeded in 2001-02, including the Official History of Alberta, Main Street Alberta, the Aboriginal Heritage Grant Program and the "Wild Alberta" Exhibition Gallery at the Provincial Museum of Alberta.

The Centennial Legacies Grant Program disbursed \$5.3 million to the Lindsay Park Sport Centre (recently renamed the Talisman Centre) in Calgary and \$5.0 million to the Tri-Municipal Community Recreational Facility, serving Stony Plain, Spruce Grove and the County of Parkland. Three projects were completed in 2001-02: the Glenbow Museum's Blackfoot Gallery in Calgary, the Mayerthorpe Grain Elevator, and the Lac La Biche Mission Historic Site.

There was a high level of demand for Centennial Legacies Grant Program funding, which far exceeded the ministry's financial capacity. In October 2001, the Legacies Grant Program was deferred, and no projects have been funded since then.

CORPORATE INITIATIVE

Improve public access to information through a strong public library network and library systems by increasing funding for costs associated with a growing population.

In 2001-02, an additional \$715,000 was provided to public libraries to address issues related to the growing Alberta population. The funds will be utilized for purchasing books, increasing the number of library workstations and training staff to address library users' questions more effectively.

CORPORATE INITIATIVE

Ensure the long-term sustainability of the Alberta Public Library Electronic Network, as an integral part of the government information distribution and learning network, through support for network expansion and coordination, training and province-wide databases.

In 2001-02, the Alberta Public Library Electronic Network received \$1.5 million for ongoing training and capacity-building at the local, regional and provincial levels. Ministry support included the coordination of training initiatives, participation in joint database licensing and development of search tools to facilitate access to all publicly funded libraries for all Albertans.

CORPORATE INITIATIVE

Continue the Alberta Film Development Program for another two years beyond its original three-year mandate and evaluate the impact of the program on Alberta's film industry.

A review of the Alberta Film Development Program was completed and indicated that the program improved the competitiveness of Alberta's film industry and increased opportunities for Alberta film artists and technicians. The total provincial economic impact of the program in 2000-01, including direct, indirect and induced impacts, was over \$74 million. Government investment in this program is expected to benefit Alberta's indigenous film industry by improving Alberta film producers' sales into foreign territories and in securing international co-production partners.

CORPORATE INITIATIVE

Contribute to the athletic achievement of Albertans through financial and consultative support to the sport system, including the Alberta Games, Alberta Seniors Games, Western Canada Summer Games, Canada Games, Arctic Winter Games, the 2005 Goodwill Games and the 2001 World Championships in Athletics.

The ministry supported coaching development through the coordination of theory courses for the National Coaching Certification Program. Over 180 courses were offered to over 3,000 participants. The ministry also hosted a coaches and officials development symposium in Edmonton for 160 Albertans.

In 2001-02, the ministry provided \$260,000 to Alberta communities hosting events. The ministry successfully coordinated the 2002 Alberta Winter Games in Medicine Hat, and planning is under way for the 2002 Alberta Summer Games in Camrose. The ministry also coordinated the 2001 Alberta Seniors Games in Lethbridge, and planning is under way for the 2003 Alberta Seniors Games in Fort McMurray. Planning is also under way for the 2003 Western Canada Summer Games to be held in Manitoba.

The ministry successfully coordinated the participation of 352 Alberta athletes in the 2001 Canada Summer Games held in London, Ontario, and preparations are underway for Team Alberta to compete in the 2003 Canada Winter Games in New Brunswick. The ministry also successfully coordinated the participation of 163 Alberta athletes in the 2002 Arctic Winter Games held in Iqaluit, Nunavut and Nuuk, Greenland. Preparations are under way for the hosting of the 2004 Arctic Winter Games, in the Regional Municipality of Wood Buffalo (Fort McMurray). The ministry's participation in all these events includes the provision of financial support to provincial sport associations, coordination of technical packages, and liaison with host societies regarding logistics, team care and comfort. Alberta will not participate in the 2005 Goodwill Games due to the cancellation of the games by Turner Sports.

The ministry also provided assistance towards the successful staging of the 8th *IAAF World Championships in Athletics, Edmonton 2001*. This was the first time "The Worlds" were held in North America, and approximately 401,000 people attended this event. During the 10 days of competition, 1,766 athletes and 1,413 officials from 206 competing federations participated in "The Worlds." Extensive renovations and upgrades at Commonwealth Stadium, Clarke Stadium, Rollie Miles Athletic Park and Foote Field at the University of Alberta were undertaken and will be left as legacies.

CORPORATE INITIATIVE

Implement provincial strategy for the 2001 International Year of Volunteers.

The ministry implemented a provincial program for the 2001 International Year of Volunteers under the slogan, *A Year for Everyone*. The program promoted awareness of the value of volunteerism through the multi-faceted distribution of

CORPORATE INITIATIVE

Facilitate development of public sector legislation, policies and outcomes that result in improvement in the status of persons with disabilities.

resource material. Vitalize 2001 was held in Edmonton in June 2001, attracting 1,660 delegates to a variety of educational and volunteer skills development sessions. Volunteerism was also supported by the Wild Rose Foundation, which distributed approximately \$3.9 million to 133 non-profit volunteer community human and social service organizations.

A Volunteer Wall of Fame in the pedway mall of the Alberta Legislature was unveiled in December 2001 as a legacy of the 2001 International Year of Volunteers. In 2001, 13 volunteers were inducted to the Volunteer Wall of Fame. For the next 10 years, recipients of the “Stars of the Millennium Volunteer Awards Program” will be inducted annually to the Volunteer Wall of Fame.

The Premier’s Council on the Status of Persons with Disabilities has been developing an Alberta Disability Strategy that includes recommendations for policy, program and legislative changes that would improve the status of persons with disabilities.

The Interim Advisory Council for the Alberta Brain Injury Initiative produced a response to the draft document *Strategic Response to Making Choices: An Action Plan for Persons with an Acquired Brain Injury*.

CORPORATE INITIATIVE

Develop a Community Employment Strategy for adults with developmental disabilities in partnership with Persons with Developmental Disabilities Boards and other groups and organizations.

Persons with Developmental Disabilities (PDD) Boards, both at the Provincial and Community levels, formed partnerships with the Alberta Association for Community Living and Rotary Clubs, to develop employment opportunities for adults with developmental disabilities in the business community. The PDD Provincial Board also began work on a strategic partnership with major Alberta hotels to expand employment opportunities in the hospitality industry. As well, the ministry participated in a Community Consultation Forum on Employment for Persons with Disabilities with the community service provider, *Employabilities*.

CORPORATE INITIATIVE

Maintain care for heritage collections by acquiring, preserving and making accessible the material culture, natural history and documentary heritage of the province.

The Provincial Archives of Alberta revised its government and private records processes and policies to develop and implement best practices relating to the acquisition, preservation and public accessibility of archival records. The Provincial Archives of Alberta also participated in the Canadian Archival Information Network initiative.

In 2001-02, The Provincial Museum of Alberta’s major exhibitions included the *SIXTIES; Edouard Cortès (1882-1969): Paris and the French Countryside Revealed*; and *Syria, Land of Civilization*. The ministry endeavoured to make exhibitions accessible to Alberta students by tying them to the Alberta Learning school curriculum. Forty-two public programs for the *SIXTIES* exhibition were developed in addition to a school program for grades 4-12.

Royal Tyrrell Museum of Palaeontology education staff delivered 777 presentations to approximately 22,000 students, and worked closely with Shell Canada to promote science education at the museum and in Alberta schools and communities. The Shell Discovery Centre in the museum provided a real hands-on experience to over 40,000 children and youth. The museum also took

CORPORATE INITIATIVE

Maintain care of our natural heritage by managing provincial parks and protected areas to sustain their ecological integrity.

CORPORATE INITIATIVE

Work with Alberta Infrastructure to: renovate a facility to accommodate a new home for the Provincial Archives of Alberta; improve access to the province's modern heritage facilities for persons with disabilities; develop appropriate storage solutions for the province's heritage collections; pursue capital reinvestment strategies at heritage and other government-owned facilities; and undertake capital projects that support the renewal and effective management of the infrastructure in provincial parks.

palaeontological programs "on the road" in the Shell Canada-sponsored Dinosaur Outreach Van, reaching over 4,500 students in 48 schools.

Several gallery video projects that explain the fossil heritage of Alberta and the processes by which these resources are protected and preserved became operational at the Royal Tyrrell Museum of Palaeontology. Three of these videos received top honours from Interpretation Canada in the Film/Production awards category and additional recognition at the Alberta Motion Picture Industry Awards.

Alberta's Special Places program officially concluded on July 24, 2001, with the designation of five new parks: Caribou Mountains Wildland Provincial Park, Peace River Wildland Provincial Park, Sheep River Provincial Park, Bluerock Wildland Provincial Park and Don Getty Wildland Provincial Park. These five parks added more than 697,000 hectares to Alberta's provincial parks and protected areas network.

Over 12 per cent of Alberta, or 82,030 square kilometres, is now protected in national parks and provincial parks and protected areas. The provincial parks and protected areas network, which excludes national parks, includes 528 sites and encompasses over 27,500 square kilometres. The program fulfills the Government of Alberta's commitment to national and international initiatives to preserve biodiversity, and sustains the ecological integrity of Alberta's six natural regions.

Following completion of the Special Places program, management plans were initiated and/or completed for several parks and protected areas. Ecological Land Classifications of parks and protected areas also continued. Biophysical studies were completed for two provincial parks, while biophysical inventories of several new wildland provincial parks were initiated.

The ministry worked with Alberta Infrastructure to develop a new facility for the Provincial Archives of Alberta, which will become operational in 2003.

Work on improving access for persons with developmental disabilities to the province's heritage facilities was deferred as a result of the downturn in provincial revenues.

The ministry continued to develop appropriate storage solutions for the Royal Tyrrell Museum of Palaeontology and to address the issues identified in the Museum Collection and Support Storage Review.

The Oil Sands Discovery Centre gallery redevelopment project is also well underway and is scheduled for public reopening in September 2002. Site stabilization and restoration activities at Turner Valley Gas Plant National/Provincial Historic Site were conducted as well. Other capital projects at government owned heritage facilities were deferred.

Capital projects at major provincial parks emphasized public safety. In 2001-02, significant projects included the resurfacing of roads, construction of a boardwalk, dock replacement, campground rehabilitation, a water system upgrade, trail upgrades and construction of viewpoint platforms. In addition, an agreement was reached in October 2001 to transfer responsibilities for maintaining and rehabilitating roads, parking areas and bridges within provincial parks from Community Development to Alberta Transportation.

New Canadian Standards Association standards for playgrounds were reviewed. The ministry developed a policy with strategies for identifying and correcting deficiencies to ensure safe playground equipment and play-spaces at provincial parks. A multi-year strategy for upgrading and replacement of play-spaces and playground equipment was initiated in 2001.

HELP EACH OTHER TO DO OUR BEST

In 2001-02, ministry staff worked together to facilitate success.

CORPORATE INITIATIVE

Further use of, and enhancements to, the ministry Intranet as an effective tool for sharing information on ministry and government-wide initiatives.

The ministry's Intranet was updated. Tools and training were provided to enable the ministry's divisions to directly create and maintain their own Web pages. These activities have supported the development of an information database and discussion tools to help ministry staff share their knowledge and expertise with one another.

CORPORATE INITIATIVE

Optimize employee access to information technology support, tools and training as an effective means to enable employees to do their best.

Employee access to information technology support was facilitated by Web browser upgrades and online training. The ministry's Human Resource Intranet Web site was updated to provide employees with direct access to the Alberta Corporate Service Centre training opportunities and to Agent, The Alberta Government Employee Net. These links provided information for employees to enhance their learning plans and directly access their personal employment information.

CORPORATE INITIATIVE

Update the ministry Human Resource Plan and continue implementation of the government's Corporate Human Resource Development Strategy, including professional development opportunities, succession planning, learning and professional development accounts, and strategies to recognize long service and to celebrate successes.

Community Development's Human Resource Plan was updated to reflect ministry restructuring, and was aligned with the cross ministry initiatives included in the Corporate Human Resource Development Strategy. Professional and leadership development strategies were created for key assistant deputy minister positions. The ministry also continued to support succession planning through extensive internship placements to help build a strong public service for the future.

A new learning account was established to expand developmental opportunities for staff, and employee recognition initiatives were reviewed.

CORPORATE INITIATIVE

Clarify responsibilities for ministry staff and the linkages with branch, division and overall ministry business plans by incorporating "role maps," developed for all levels of the organization, into the ministry performance management process.

Goals, strategies and action plans have been enacted to improve performance management processes and enhance leadership capacity. As part of the Human Resource Plan, a model of role maps has been developed to help ensure that the goals and behaviours of individual employees are aligned with branch and division goals as well as ministry and government business plans. This will provide the foundation for the ministry performance management system, inform employee training and development efforts, and direct employee recognition procedures.

CORPORATE INITIATIVE

Implement strategies to address issues identified through employee surveys and other employee feedback mechanisms.

The ministry's Community and Citizenship Services Division and Cultural Facilities and Historical Resources Division have developed employee satisfaction review committees to survey division staff, review issues identified and determine priorities and appropriate actions for improving staff satisfaction. Several priorities have already been acted upon, including providing tools to help employees develop their skills and knowledge through training about the Internet and by informing them about techniques for common applications software.

CORPORATE INITIATIVE

Implement a Human Resource Strategy to support and stabilize the community rehabilitation workforce working in the area of persons with developmental disabilities.

After extensive stakeholder consultation, a comprehensive long-term Human Resource Strategy was developed to help stabilize the community service provider workforce, which will be implemented in phases as resources permit. Key strategies address recruitment, retention and fair compensation. Funding was provided for wage increases for employees of PDD Community Service providers in April, 2001.

NURTURE EFFECTIVE ALLIANCES

In 2001-02, the ministry sought, created and maintained mutually beneficial relationships based upon shared goals.

CORPORATE INITIATIVE

Strengthen existing alliances with other government ministries, municipalities and other levels of government; post secondary institutions; and community, private sector and non-profit organizations.

Capacity-building workshops and consultations were provided to over 14,000 Albertans, including government ministries and community and private sector organizations. The ministry also supported the Board Development Program by delivering 95 workshops to non-profit boards, reaching over 1,100 board members.

The Alberta Human Rights and Citizenship Commission collaborated with the Canadian Human Rights Commission and the City of Edmonton to host a commemoration of International Human Rights Day on December 10, 2001, in Edmonton. A similar public event was held in partnership with the City of Calgary and other community partners.

Ministry staff supported the Minister, in his role as Minister responsible for Women's Issues, by working with status of women officials across Canada on joint initiatives. This year, the officials addressed issues associated with women's participation in the labour force, women's working conditions and indicators on

violence against women. The ministry also coordinated the granting of nine Person's Case Scholarships to support students who are studying in fields that are non-traditional for their gender or whose studies will contribute to equality.

The Royal Tyrrell Museum of Palaeontology strengthened its relationships with post secondary institutions. The Summer Faculty Research Institute, composed of academics from American universities, visited the museum and gathered information to expand programs in Canadian Studies at their universities.

Community Development cooperated with Alberta Environment on 43 projects requiring Environmental Impact Assessments to review heritage concerns. The ministry also worked with the federal Department of Canadian Heritage and other provincial heritage agencies to develop a National Register of Historic Places.

The Centennial Legacies Office provided advice and assistance to the City of Edmonton's 2004 Centennial Steering Committee. It also functioned as the primary liaison with the Province of Saskatchewan on issues related to that province's celebration activities for its Centennial in 2005. The Centennial Legacies Office also commenced work on strengthening federal-provincial relations with Canadian Heritage and Western Economic Diversification.

Community Development assumed responsibility for the *Queen Elizabeth II Golden Jubilee Recognition Act* in March 2002. Three award and scholarship programs have been established in recognition of Queen Elizabeth II's 50 years of service: the *Premier's Citizenship Award in Recognition of the Queen's Golden Jubilee*; the *Queen's Golden Jubilee Performing Arts and Visual Arts Scholarship*; and the *Queen Elizabeth II Golden Jubilee Citizenship Medal*. Working cooperatively with Alberta Learning, the ministry has begun preparations for the inaugural presentation of the awards and scholarships in 2002-03.

The ministry worked with the University of Calgary and community partners to refurbish the Fish Creek Provincial Park Archaeological Interpretive Centre. Fish Creek Provincial Park will be further enhanced through the addition of a wetland complex adjacent to the Bow River as a result of the acquisition of 60 hectares of land from Lafarge Canada.

The ministry is participating in the Beaverhills Sustainable Community Initiative, along with Elk Island National Park, five counties, and individual landowners and stakeholder groups, to help conserve the Beaverhills ecosystem. The ministry also reached a five-year agreement with Weldwood Canada to operate and maintain ten recreation areas located within the boundary of Weldwood's Forest Management Agreement.

In 2001-02, the ministry reviewed its Active Living strategy to identify successes and priorities for future action. The ministry established partnerships with other government ministries and stakeholders to implement the Ever Active Schools Program to deliver active living training to staff in seniors' lodges, and to develop program standards and tools to encourage active living in the workplace.

CORPORATE INITIATIVE

Identify and develop new partnerships with other government ministries, municipalities and other levels of government; post secondary institutions; and community, private sector and non-profit organizations.

CORPORATE INITIATIVE

Contribute to the national goal of reducing physical inactivity through promotion of the Active Living strategy in collaboration with other ministries and agencies.

CORPORATE INITIATIVE

Support the cross ministry Aboriginal Policy Initiative, in collaboration with Aboriginal communities and other ministries, through such actions as facilitation of capacity-building initiatives, funding support for the 2002 North American Indigenous Games, implementation of provincial policy concerning traditional ceremonial materials, and planning for the establishment of the First Nations Development Fund.

The Alberta's Future Leaders Program and Arts Camps for Aboriginal youth used recreation and arts activities as the primary tools for developing youth leadership in 14 Aboriginal communities. This partnership among the ministry, Aboriginal communities, other levels of government and private sector sponsors resulted in over 84,000 hours of participant service.

The Ministry continued to involve Aboriginal people in decisions leading to designation of new parks and protected areas established through the Special Places program. The ministry also participated in the Métis Heritage Alliance initiative to develop partnerships and identify opportunities for cooperation in areas such as training and tourism opportunities at various historic sites.

The Human Rights, Citizenship and Multiculturalism Education Fund provided grants in excess of \$64,000 to community organizations that supported the goals of the Aboriginal Policy Initiative. The Alberta Sport, Recreation, Parks and Wildlife Foundation approved a \$95,000 grant for the Indigenous Sport Council of Alberta to support Aboriginal athletes' preparation for the 2002 North American Indigenous Games.

The ministry took a leadership role in developing regulations associated with the *First Nations Sacred Ceremonial Objects Repatriation Act*; developing procedures for attending to the sensitive and respectful treatment of all human remains interred in abandoned, unregistered or isolated burial plots; and evaluating how Traditional Use studies can assist the consultation process for regulatory work and resource development issues. The ministry also played a lead role in managing the City of Edmonton's concerns with the historic cemetery on the Rosedale Flats and assisted in resolving the Dunbow Cemetery situation through consultations and a re-interment process.

The Provincial Museum of Alberta continued to provide long-term loans to Alberta First Nations pending completion of regulations for administering the *First Nations Sacred Ceremonial Objects Repatriation Act*. In the meantime, the ministry has worked to ensure that Alberta First Nations have access to ceremonial materials in the museum collections. Negotiations to return the Iron Creek meteorite from the University of Toronto to Government of Alberta ownership were concluded successfully.

Work continued on the establishment of the First Nations Development Fund to facilitate economic and community development, addictions programs, and education, health and infrastructure projects.

CORPORATE INITIATIVE

Support the cross ministry Economic Development Strategy by operating provincial heritage and cultural facilities; preserving a network of provincial parks and protected areas that provide natural

Provincial heritage and cultural facilities attracted over one million visitors in 2001-02, which supported tourism and regional service sector development throughout Alberta. Visitation at provincial parks and protected areas was over eight million. Preservation of the provincial parks and protected areas network enhanced natural and heritage-based tourism opportunities in Alberta.

heritage-based tourism opportunities; partnering with the tourism industry to market tourism opportunities; and delivering education programs that provide opportunities in the arts, sport and recreation, volunteer, human rights and library sectors.

CORPORATE INITIATIVE

Support the cross ministry Children and Youth Services Initiative through provision of curriculum-based and family-oriented learning opportunities at the ministry's historic sites, museums, interpretive centres and major provincial parks; youth and community environmental education programs to increase environmental understanding and stewardship; and continuation of the Custody to Community Transition Program for young offenders, and the Alberta's Future Leaders Program and Arts Camps for Aboriginal youth.

CORPORATE INITIATIVE

Work in partnership with Persons with Developmental Disabilities Boards, financial institutions and government to initiate a strategy for appropriate housing options, including home ownership, for adults with developmental disabilities.

The Provincial Museum of Alberta entered into partnerships with hotels in the Edmonton area for each major exhibition and also partnered with Travel Alberta and Edmonton Tourism for marketing of the *SIXTIES* exhibit.

The ministry, through its regional offices, delivered workshops and education programs to over 14,000 Albertans that will enhance opportunities in the arts, sport and recreation, volunteering, human rights and library sectors.

The ministry collaborated with Alberta Tourism and Alberta Economic Development to increase awareness of the positive benefits of arts festivals and arts activities, as they relate to tourism, economic activity and attraction of new business.

Alberta children and youth comprise approximately 35 per cent of visitors at provincial historic sites, museums and interpretive centres. Educational and curriculum-based programming was a priority at these facilities. In 2001-02, the education team at Royal Tyrrell Museum of Palaeontology continued to work with Alberta Learning regarding applicable Alberta curriculum and developed three new curriculum-based school programs.

Environmental education programs in major provincial parks supported the provision of curriculum-based learning opportunities for Alberta students. The parks' interpretive programs provided opportunities for family-oriented learning and enabled Albertans and visitors to the province to develop an understanding and appreciation of Alberta's unique natural heritage. Fish Creek Provincial Park's Environmental Learning Centre received the City of Calgary's "Mayor's Environmental Achievement Award" for educational institutions. Kananaskis Country Provincial Recreation Areas and Beauvais Lake Provincial Park received several awards from Interpretation Canada, including the National Gold Award for Personal Interpretation, for *Buck! Lord of the Beavers!* and the National Silver Award for Personal Interpretation for *From Ragweed to Riches*.

The ministry completed the Custody to Community Transition Program for young offenders. The two-year pilot project, in collaboration with Alberta Justice, will assist young offenders to make successful transitions from custody to the community through recreational, educational and volunteer opportunities. The Alberta's Future Leaders Program and Arts Camps for Aboriginal youth continued.

In January 2002, the Persons with Developmental Disabilities Provincial Board released the report, *Housing Issues for Albertans with Developmental Disabilities*. The report identified the housing issues and barriers to home ownership that persons with developmental disabilities face and identified strategies to address those barriers, since an essential aspect of community inclusion is being able to live in the community of one's choice in accessible, affordable homes.

CORPORATE INITIATIVE

Participate in the development of Alberta's tourism policy and programs through the Strategic Tourism Marketing Council.

The ministry maintained its active participation in the Strategic Tourism Marketing Council and participated in developing Alberta's tourism policy and programs. The ministry consulted with Alberta Economic Development to enhance the future role of Alberta's parks and protected areas as tourism attractions.

USE RESOURCES WISELY

In 2001-02, the ministry balanced its resources, and maintained government-wide priorities and accountability requirements.

CORPORATE INITIATIVE

Maximize the efficiency of ministry operations and the effectiveness of ministry services through optimal use of information technology and information management including: planning for the provision of electronic access to the government's heritage collections; improving Internet services to augment electronic access to ministry services and information; and optimizing the provision of planning and technical support to ministry users and for mission critical systems.

The ministry made a significant investment in developing a comprehensive Collections Management System to provide a cross-departmental database on museum and archival collections and exhibits. The Provincial Museum of Alberta and the Royal Tyrrell Museum of Palaeontology also pursued information technology initiatives to increase electronic access to their heritage collections.

The ministry's Web site was significantly improved in terms of format, content, and navigation. The ministry's community development programs were promoted through the Internet. The ministry's Parks and Protected Area Division and the Alberta Human Rights and Citizenship Commission also improved Internet access to their services and information.

An Information Management Plan was developed. The plan is consistent with the Corporate Information Management Framework and optimizes the delivery of electronic service to support mission critical systems.

CORPORATE INITIATIVE

Participate in the government's Alberta Corporate Service Centre Initiative and the cross ministry Corporate Information Management/Information Technology Strategy.

Throughout the year, the ministry worked cooperatively with the Alberta Corporate Service Centre to clarify their roles and responsibilities, which will improve efficiency and eliminate possible duplication of activities.

The ministry maintained its active involvement in cross ministry activities related to the Corporate Information Management/Information Technology Strategy, including participation in many supporting committees and working groups and implementation of its Information Management Plan.

CORPORATE INITIATIVE

Cooperate in the advancement of the government-wide capital planning initiative, including the Corporate Capital Overview, to facilitate planning and priority setting for the ministry's physical infrastructure programs, such as heritage buildings, lands, exhibits and collections, and facilities in parks and protected areas, within a government-wide framework.

The ministry continued to cooperate in the advancement of the government-wide Corporate Capital Plan, especially in developing the Infrastructure Management System to provide a long-term strategy for heritage facilities, and parks and protected areas infrastructure renewal. The ministry also provided input to the Corporate Capital Overview regarding the optimal funding requirements to maintain the associated facilities and infrastructure.

The ministry will continue to improve information on physical infrastructure programs and will develop integrated data repositories as part of the Infrastructure Management System.

CORPORATE INITIATIVE

Cooperate with provincial and municipal organizations to pilot a model for evaluating sport and recreation infrastructure needs.

The ministry collaborated with the Alberta Recreation and Parks Association, Alberta Infrastructure, and Alberta Gaming to assess the status of Alberta’s sport and recreation infrastructure, including ice arenas, swimming pools and curling rinks. An assessment tool designed with Alberta Infrastructure was used to assess 39 facilities, and a final evaluation report is forthcoming in 2002-03.

CORPORATE INITIATIVE

Develop an effective means of identifying the capital and operational requirements of the ministry’s heritage and cultural facilities, provincial parks and protected areas, and other areas of the ministry’s infrastructure.

The ministry identified its short- and long-term capital and operational requirements for its heritage and cultural facilities. Additional operational funding sources were identified and revenue generation initiatives were explored.

The identification of operational requirements was facilitated by the acquisition of software that will allow for the integration of the ministry’s collections management data into one system. This will replace the current system where information is housed within more than 30 separate systems. The ministry also assessed its infrastructure and capital requirements for parks and protected areas and developed a reinvestment strategy.

CORPORATE INITIATIVE

Ensure appropriate controls and systems are in place to meet the ministry’s accountability obligations, including performance reporting systems for the ministry’s lottery-funded foundations.

In 2001-02, the ministry initiated a review of the performance measurement systems for lottery-funded agencies and grant recipients. All divisions within the ministry also reviewed their existing performance measures control systems. The ministry prepared a risk-based comprehensive internal audit plan. Independent reviews were carried out under the plan to provide assurance to senior management that systems and controls were operating as intended; transactions were in compliance with legislation; the government accountability framework for contracts and grants was adhered to; and performance reporting was accurate and appropriate. No significant concerns with the ministry’s performance reporting systems or accountability obligations were identified.

CORPORATE INITIATIVE

Complete the development and implementation of a new integrated case management system for human rights.

The Consolidated Human Rights Information System (CHRIS) was created for the Alberta Human Rights and Citizenship Commission and was launched in 2001-02. CHRIS will facilitate the management and tracking of inquiries and any resulting complaints, and includes features that greatly increase staff efficiency. CHRIS took top honours in the Best Productivity Solution category at the Microsoft Exchange Conference Awards 2001 in Orlando, Florida.

CORPORATE INITIATIVE

Complete the development of new provincial parks and protected areas legislation to consolidate and streamline existing legislation and provide a sound basis for the management and protection of Alberta’s network of provincial parks and protected areas.

The ministry worked with Alberta Sustainable Resource Development to complete planning and policy development in support of the *Wilderness Areas, Ecological Reserves, and Natural Areas Amendment Act*. The proposed amendment will establish the new “heritage rangeland” class of protected area in legislation.

CROSS MINISTRY INITIATIVES

RESULTS ANALYSIS

CHILDREN AND YOUTH SERVICES INITIATIVE

ABORIGINAL POLICY INITIATIVE

ECONOMIC DEVELOPMENT STRATEGY

SENIORS POLICY INITIATIVE

CROSS MINISTRY POLICY INITIATIVES

The ministry provided leadership and support, and participated in Government of Alberta cross ministry policy initiatives.

The ministry maintained its active involvement in cross ministry activities related to the Children and Youth Services Initiative. The Human Rights, Citizenship and Multiculturalism Education Fund provided eleven grants totalling over \$250,000 that supported the goals of the Children and Youth Services Initiative. The Premier's Council on the Status of Persons with Disabilities and the Persons with Developmental Disabilities Provincial Board participated in the Alberta Partnership on Fetal Alcohol Syndrome.

The ministry, through its various divisions, maintained its active support of the cross ministry Aboriginal Policy Initiative. The ministry assumed various leadership and participant roles in the Interdepartmental Steering Committee; the Consultation Working Group; the Socio-economic Working Group; Aboriginal Capacity-Building Strategy; the Native Education Policy Review; the Urban Aboriginal Initiative; the Traditional Use Guidelines Committee; and developing regulations associated with the *First Nations Sacred Ceremonial Objects Repatriation Act*.

The ministry maintained its active involvement in cross ministry activities related to the Economic Development Strategy and actively participated in the Strategic Tourism Marketing Council. Ministry supported arts festivals and activities, and ministry historic sites, museums, interpretive centres and provincial parks played major roles in developing and enhancing tourism opportunities as well as supporting economic development.

Direct economic development was supported by the two-year extension, to 2005-06, of the Alberta Film Development Program. The ministry also supported the inclusion and participation of persons with disabilities in the Alberta economy.

The ministry maintained its active involvement in cross ministry activities related to the Seniors Policy Initiative, particularly in the areas of policy development related to the issues of seniors' health, supportive communities, and inclusion.

CROSS MINISTRY KEY ADMINISTRATIVE INITIATIVES

The ministry provided leadership and support, and participated in Government of Alberta cross ministry key administrative initiatives.

CORPORATE HUMAN RESOURCE DEVELOPMENT STRATEGY

Community Development maintained its active involvement in cross ministry activities related to the Corporate Human Resource Development Strategy. The ministry has incorporated strategy initiatives directly into its Human Resource Plan. The ministry is committed to ensuring all staff have the current skills and the knowledge to fulfill complex and diverse responsibilities that the ministry undertakes. Opportunities for training, individual learning opportunities, secondments, acting assignments and other developmental opportunities were provided for ministry staff.

ALBERTA CORPORATE SERVICE CENTRE INITIATIVE

Throughout the year, the ministry worked cooperatively with the Alberta Corporate Service Centre to clarify their roles and responsibilities, which will improve efficiency and eliminate possible duplication of activities.

CORPORATE INFORMATION MANAGEMENT/ INFORMATION TECHNOLOGY STRATEGY

In support of the Corporate Information Management/Information Technology Strategy, the ministry implemented an Information Management Plan. The ministry has taken a leadership role in cross ministry information technology initiatives related to Microsoft Active Directory and Exchange 2000. The ministry is also designing a new information system for the Alberta Brain Injury Initiative for e-business applications that will incorporate all corporate information management strategies.

ALBERTA ONE-WINDOW INITIATIVE

The ministry supported the Alberta One-Window Initiative Technical Team and provided direct assistance in the categorization and bundling of navigation aids for the Web site. The ministry also committed to developing its Web site content and layout to conform to the One-Window access objectives and standards.

PERFORMANCE MEASURES

The ministry assesses its success in achieving the goals of each core business through a range of key performance measures.

The results obtained for key performance measures are presented along with an explanation of the factors affecting performance. Targets and past results are included where available. In some areas, other relevant performance information is also included. All measures identify the source of the methods used to determine the results. A detailed description of the methods is provided in Appendix A, including changes that may have affected results.

A chart showing how each of the ministry's key performance measures is linked to the ministry's core businesses and success factors is provided in Appendix B. Key performance measures have been grouped under four overall measure categories: Participation, Satisfaction, Quality of Life, and Economic Impact.

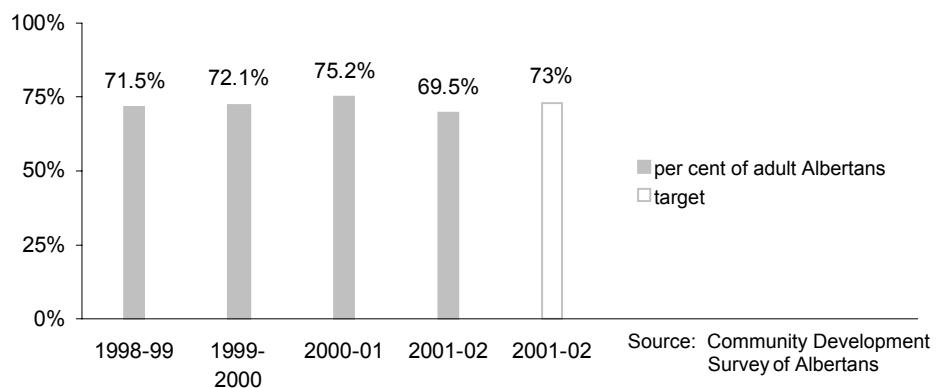
RESULTS ANALYSIS

PARTICIPATION

Level of community volunteerism

OVERALL MEASURE: PARTICIPATION

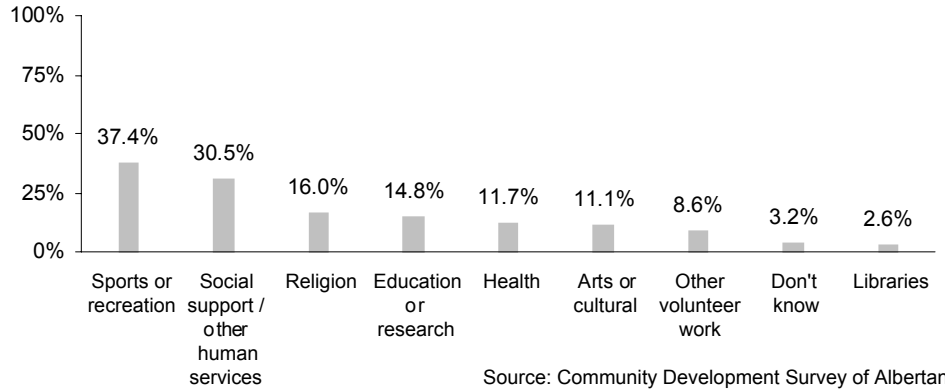
Percentage of adult Albertans who volunteer



The percentage of adult Albertans who volunteer indicates the level of community volunteerism (defined as the unpaid contribution of time, energy and/or talents that individuals provide to organizations, causes, and development activities). In the 2002-05 business plan, the ministry's target was increased to 75 per cent to meet the best performance achieved in prior years for this measure. The ministry is also interested in identifying the various areas in which Albertans volunteer. Respondents who had participated in at least one type of volunteer work over the past twelve months were asked to identify the area in which they volunteered the most over the last year.

Supplemental information

Volunteer activities of adult Albertans who performed at least one type of volunteer work

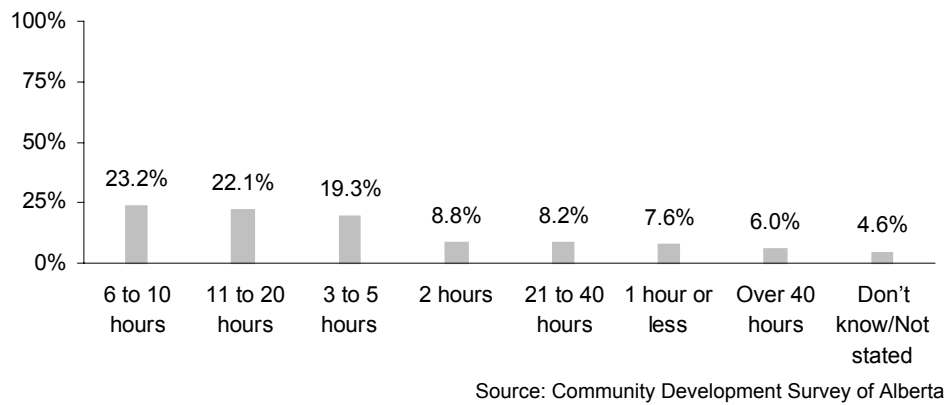


Note: Results add up to more than 100% due to multiple responses

In 2001-02, the two most frequent volunteer activities were in sport or recreation, and social support services or other human services. Respondents who identified themselves as volunteers were also asked how many hours they had spent per month, on average, performing volunteer work in the past 12 months.

Supplemental information

Hours worked per month by adult volunteers



Note: Results do not equal 100% due to rounding

In 2001-02, adult Albertans who volunteered spent an average of 15 hours per month on volunteer work, compared to 11 hours per month in 2000-01. While the percentage of adult Albertans who volunteered decreased by 5.7 per cent from 2000-01, the average number of hours volunteered per month increased by 36.7 per cent in 2001-02.

The availability of people's time for volunteering is affected by numerous factors beyond the ministry's control, but it influences the ministry's achievement of desired results. For example, as the economy improves and unemployment declines, individuals typically have less time available to volunteer. Social and demographic trends also have a direct relation to how much disposable time individuals have to spend volunteering.

PARTICIPATION

Percentage of adult Albertans participating in sport and recreational activities

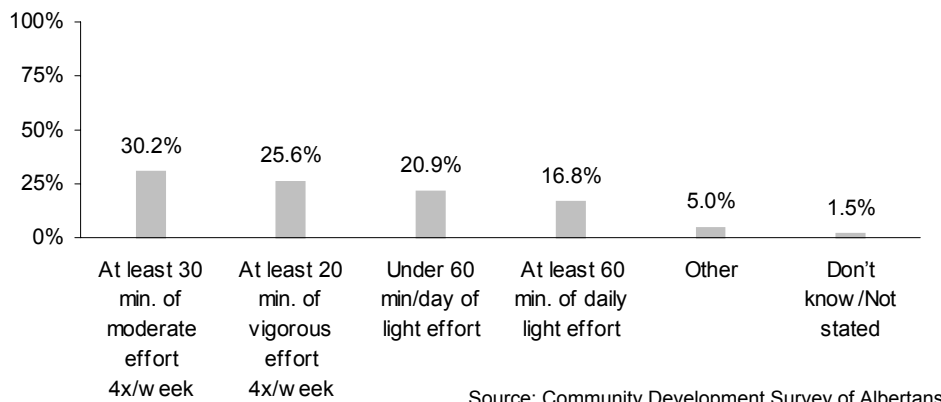
Percentage of adult Albertans who participate in sport and recreational activities



This measure provides a general indication of participation in sport and recreational activities by adult Albertans. Respondents were asked if they had participated in a sport and recreational activity, such as walking, bicycling, skiing, golfing, skating, swimming and amateur sports, in the past year.

Supplemental information

Surveyed adult Albertans' physical activity level



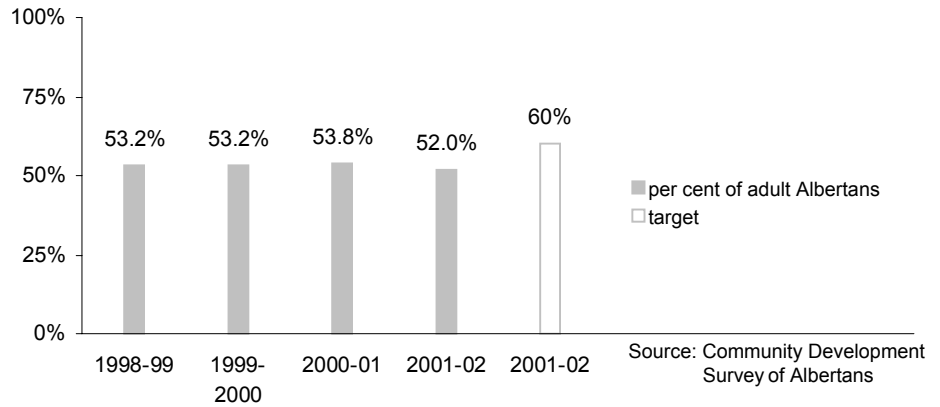
All respondents were read a list of statements that described various levels of physical activity and asked to indicate which one best described their level of physical activity. A total of 55.8 per cent of adult Albertans indicated that their physical activity was best described as “moderate” or “vigorous” at least four times per week. Examples of “vigorous” effort include aerobics, jogging, hockey, basketball and fast swimming. Brisk walking, biking, raking leaves, swimming and dancing would be considered “moderate” effort activities. Examples of “light” effort would include light walking, easy gardening and stretching.

There are many external influences on achievement of desired results, including the disposable income citizens have to spend on sport and recreational activities, admission fees to municipal facilities, user fees for recreational areas, and demographic changes like the aging population.

PARTICIPATION

Percentage of adult Albertans using public library services

Percentage of adult Albertans who use public library services

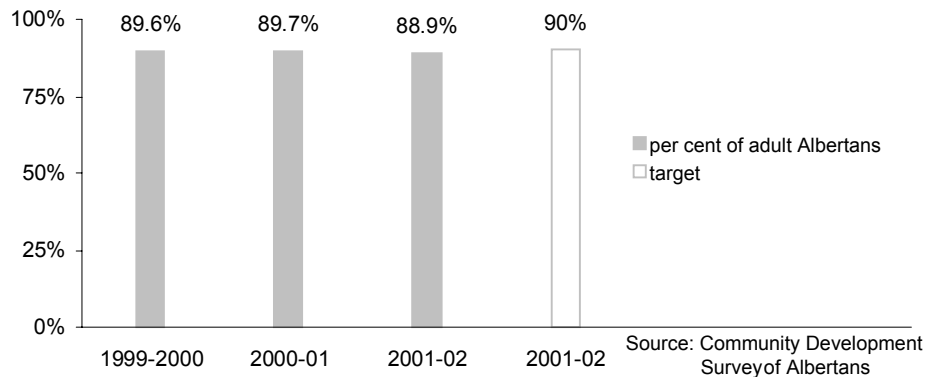


This measure, on the percentage of adult Albertans who have used public library services in the past year, is an indicator of the value Albertans place on public library services. It is also an indicator of the quality of public library services and whether Albertans have equitable access to public library services. Based on results from the previous three years, the target was reduced to 54 per cent in the 2002-05 business plan from 60 per cent in 2001-02. There are many possible influences on achievement of results. Library card fees, which are permitted by provincial legislation, may be a possible deterrent to public library usage. The public's increasing use of electronic sources of information, such as the Internet, may also have a negative impact on the public's use of public library services.

PARTICIPATION

Percentage of adult Albertans participating in arts and cultural activities

Percentage of adult Albertans who participate in arts and cultural activities



This measure provides a general indicator of participation in arts and cultural activities by adult Albertans. Respondents were asked if they had personally attended or participated in arts activities in the past year, such as: playing a musical instrument; taking part in a community or school arts activity; attending a festival; visiting an arts exhibition or gallery; purchasing an art product; or taking part in any other arts activity.

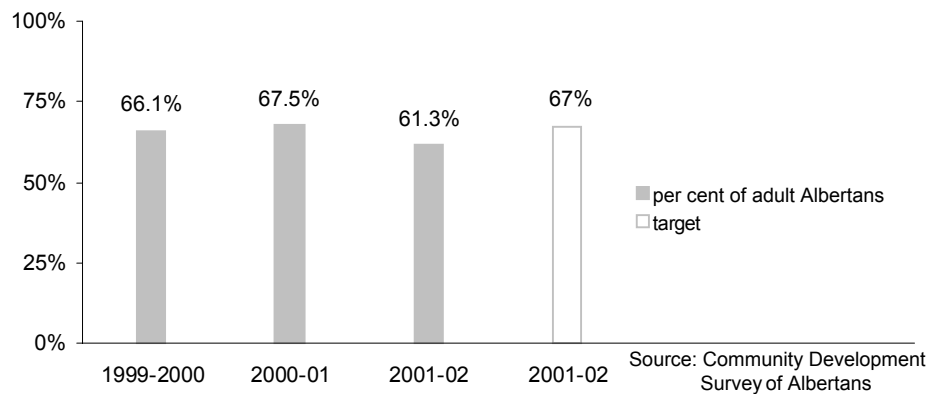
Results were previously determined through a single survey question that measured attendance and participation, while 2001-02 results were determined on the basis of two questions. A distinction was made between adult Albertans who personally attended or personally performed/participated in arts activities or events. Comparability to previous years' results is not significantly affected since the question's intent has not changed.

Factors outside the ministry's control that may affect participation in arts and cultural activities include: disposable personal income; increased use of sophisticated home-based entertainment equipment; an aging population; the cost of producing arts events in rural communities; and time issues and pressures facing families.

PARTICIPATION

Percentage of adult Albertans who have visited an Alberta museum, historic site or interpretive centre

Percentage of adult Albertans who have visited an Alberta museum, historic site or interpretive centre



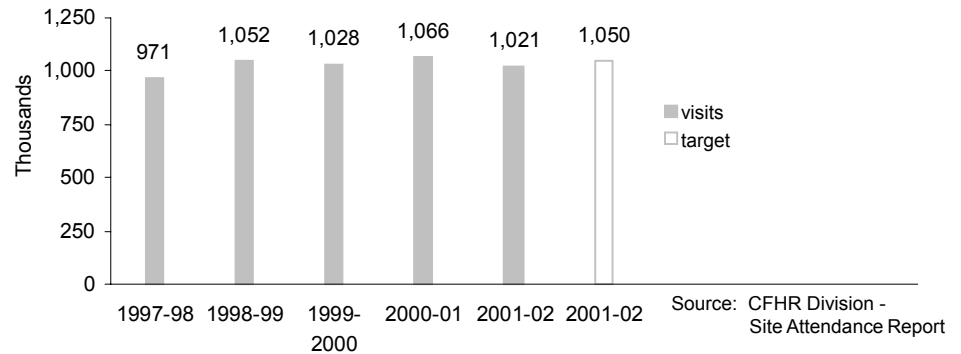
This measure provides a general indicator of the percentage of adult Albertans who visited an Alberta museum, historic site or interpretive centre within the previous year, including both private and government operated facilities. While the results for 2001-02 are lower than the target of 67 per cent, the ministry's target was increased to 68 per cent in the 2002-05 business plan to reflect the best performance achieved in prior years for this measure.

Of those respondents who had not visited an Alberta museum, historic site or interpretive centre in 2001-02, the most frequent explanations were "no time/too busy," at 45 per cent, and "not interested," at 24 per cent. Results for this measure, as well as the following measure on visitation at 18 provincially-owned historic sites, museums and interpretive centres, are affected by many factors beyond the ministry's control, such as exchange rates; global tourism; economic trends; weather patterns; the condition of the exhibits and facilities; competing and complementary educational and entertainment opportunities for the potential visitor; and provincial tourism policy and promotions. For 2001-02, it is likely that the decline in visitation is in part attributable to repercussions from the events of September 11, 2001, which had an impact on tourism and travel across North America.

PARTICIPATION

Visitation at 18 provincially-owned historic sites, museums and interpretive centres

Visitation at 18 provincially-owned historic sites, museums and interpretive centres

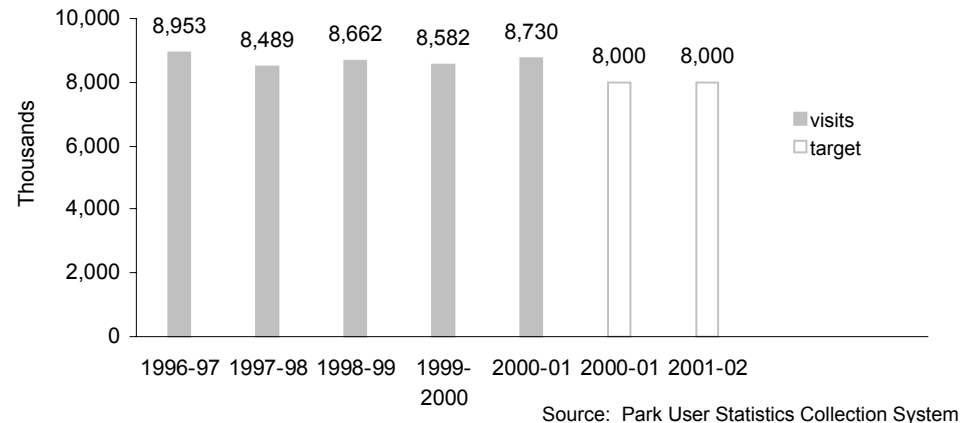


This measure reports the interest Albertans and visitors to the province have in the preservation and presentation of Alberta’s historical resources, as reflected in their choice to visit at least one of the ministry’s 18 provincial historic sites, museums and interpretive centres.

PARTICIPATION

Visitation at provincial parks and provincial recreation areas

Visitation at provincial parks and provincial recreation areas



Visitation at provincial parks and provincial recreation areas provides an indication of how well the ministry is managing provincial parks and provincial recreation areas for the use and enjoyment of Albertans and visitors to the province. Results lag one year behind the reporting year.

Visitation at Alberta provincial parks and recreation areas is affected by a number of factors such as weather patterns, forest fire hazards and fire bans, closures due to wildlife, construction, off-season closures, visitor satisfaction, public awareness of facilities and services, and competing and complementary opportunities provided by the private sector and Parks Canada. A measure has been added to the 2002-05 business plan to report on visitors’ satisfaction with experiences at provincial parks and recreation areas.

SATISFACTION

Customer satisfaction with community development assistance provided

OVERALL MEASURE: SATISFACTION

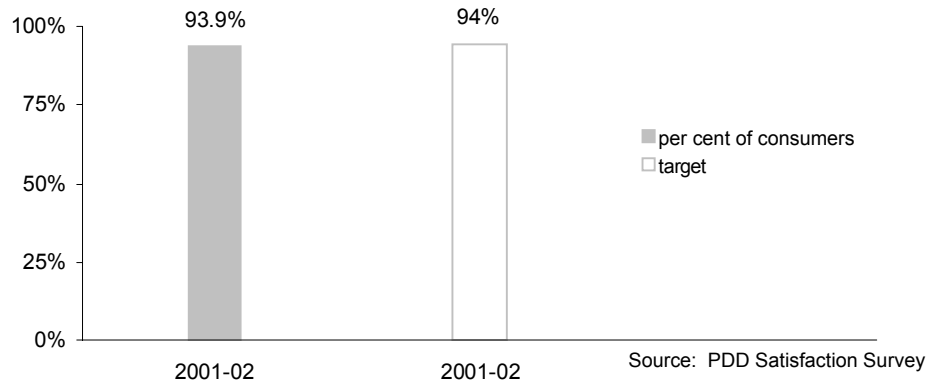
This measure assesses the overall satisfaction with Community Development’s facilitation services performed by the Volunteer Services Branch in communities across the province. The results collected through the Client Service Reporting System indicate a high level of satisfaction, with 98.5 per cent of respondents indicating that they were satisfied with community development assistance provided. Due to the change in methodology, no target was set for 2001-02 nor are the results from 2001-02 comparable to the results from previous years.

The results for this measure are influenced by the shifting needs of clients that can affect requirements for new workshops and forums facilitated by the ministry. Changes to delivery mechanisms, approaches and presentation can also influence client satisfaction.

SATISFACTION

Percentage of people receiving Persons with Developmental Disabilities services who report satisfaction with services provided

Percentage of people receiving PDD services who report satisfaction with services provided



This measure provides a general indication of how successful the ministry has been in responding to individuals’ needs, contributing to their quality of life, and helping them fully participate in community life. This measure’s target was revised to 90 per cent or more in the 2002-05 business plan. Due to changes in methodology, the results of this survey are not comparable to previous years’ survey results.

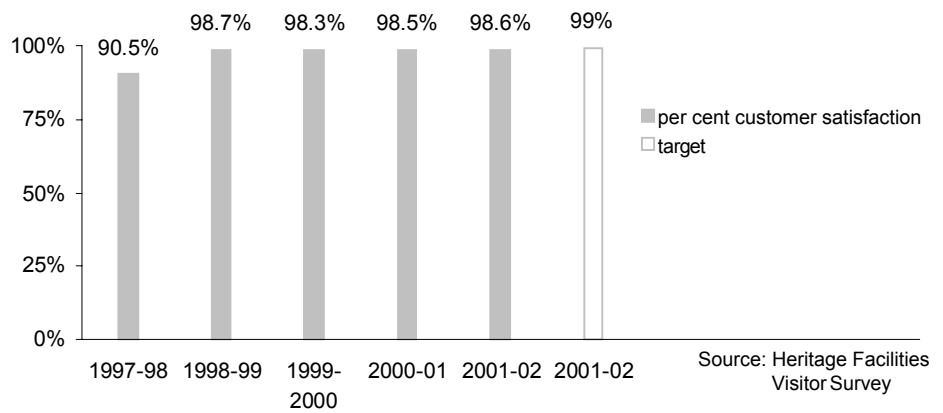
Many of the basic needs of persons with developmental disabilities, such as health-care, are addressed by other ministries. Changes to government programs and increasing costs of living can have a significant impact on persons with developmental disabilities’ satisfaction. The 2002-05 business plan includes a key performance measure that reports on the percentage of individuals with developmental disabilities who report overall satisfaction with PDD-funded services and a key performance measure that reports overall satisfaction of families/guardians with PDD-funded services.

PERFORMANCE MEASURES **Satisfaction/Quality of life**

SATISFACTION

Satisfaction of visitors with experiences at provincial historic sites, museums and interpretive centres

Customer satisfaction with visit experience



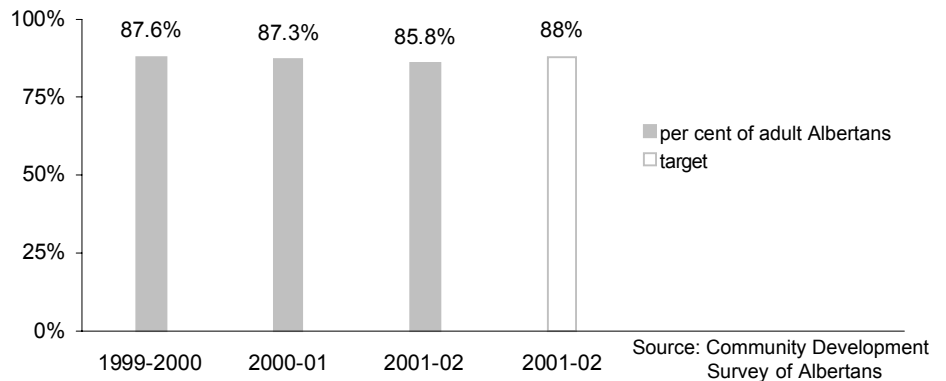
This measure assesses visitors' level of satisfaction with the overall quality of their experiences at provincial historic sites, museums and interpretive centres. This assists in developing the ministry's marketing strategy and ensures that the ministry continues to focus on visitor satisfaction. The overall satisfaction of visitors may be influenced by the storyline of the exhibits; age and relevance of exhibits; cleanliness and nature of the physical facilities; programs offered during their visit; and quality of service provided by staff.

OVERALL MEASURE: QUALITY OF LIFE

QUALITY OF LIFE

Percentage of adult Albertans who consider the following as important in contributing to their quality of life:
a) Arts and culture

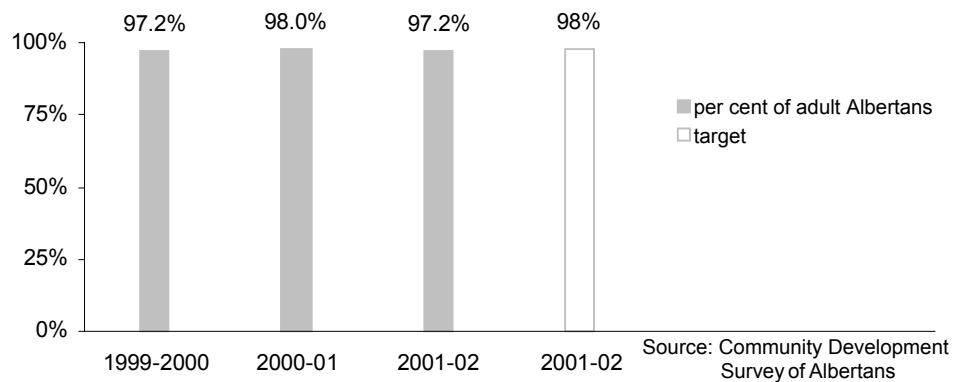
Percentage of adult Albertans who consider arts and culture important in contributing to their quality of life



QUALITY OF LIFE

Percentage of adult Albertans who consider the following as important in contributing to their quality of life:
b) Sport and recreational activities

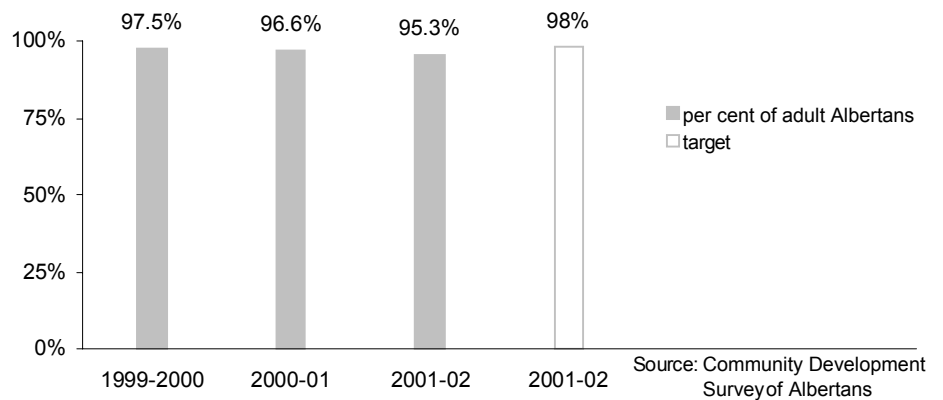
Percentage of adult Albertans who consider sport and recreational activities important in contributing to their quality of life



QUALITY OF LIFE

Percentage of adult Albertans who consider the following as important in contributing to their quality of life:
c) Public libraries

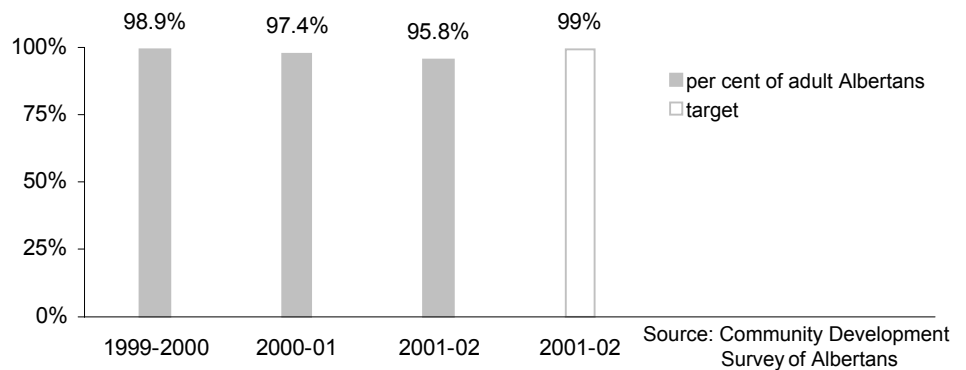
Percentage of adult Albertans who consider public libraries important in contributing to their quality of life



QUALITY OF LIFE

Percentage of adult Albertans who consider the following as important in contributing to their quality of life:
d) Volunteer activities

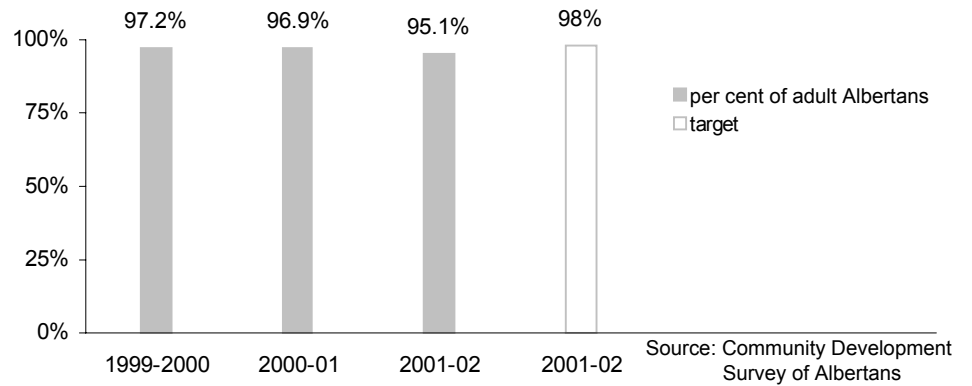
Percentage of adult Albertans who consider volunteer activities important in contributing to their quality of life



QUALITY OF LIFE

Percentage of adult Albertans who consider the following as important in contributing to their quality of life:
e) Environment free of discrimination

Percentage of adult Albertans who consider an environment free of discrimination important in contributing to their quality of life



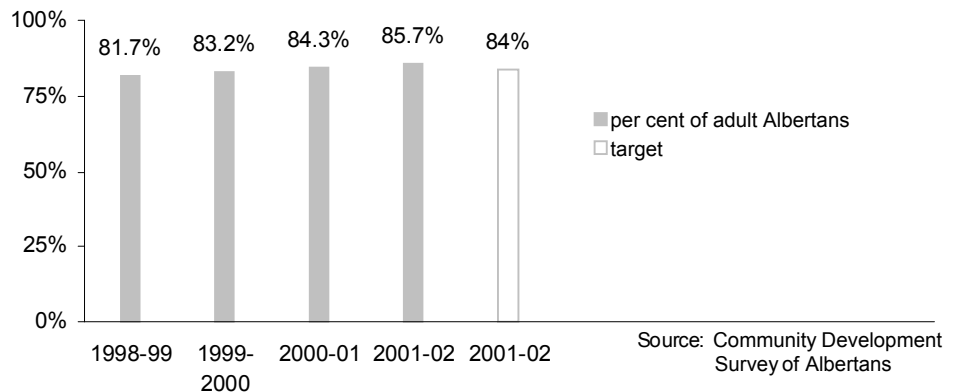
The intent of these measures is to assess the importance Albertans place on arts and culture, sport and recreational activities, public libraries, volunteer activities, and an environment free of discrimination in contributing to their quality of life. Results are based on the combined categories of “very important” or “somewhat important” when respondents considered the importance of each of those factors.

These measures are about public perceptions and are affected by factors beyond the ministry’s influence. Results may be influenced by the respondents’ level of access to facilities and services, and by media coverage of the issues. A measure on the percentage of adult Albertans who consider historical resources important in contributing to overall quality of life was added in the 2002-05 business plan, and will be reported with four years of data in next year’s annual report.

QUALITY OF LIFE

Percentage of adult Albertans who believe human rights are fairly well or very well protected in Alberta

Percentage of adult Albertans who believe human rights are well protected in Alberta



This measure provides a general indicator of adult Albertans’ views on how well human rights are protected in the province. Results are based on the combined total of adult Albertans who indicated human rights were “fairly well” or “very well” protected in Alberta. In the 2002-05 business plan, the target was increased to 85 per cent to meet or exceed the best performance achieved in prior years for

this measure.

The ministry’s education activities, such as its program to recognize Human Rights Day, may influence Albertans’ perceptions about the protection of human rights. This is a measure of public perception and the results are affected by factors beyond the ministry’s influence. Media coverage of human rights, particularly legislative and judicial matters, can have an impact. The media’s presentation of human rights issues that are unrelated to the commission or occur in other jurisdictions may also be an influence.

QUALITY OF LIFE

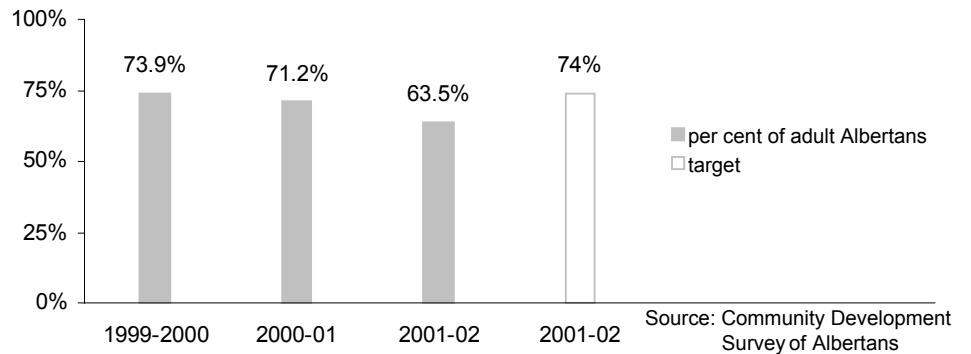
Percentage of persons with developmental disabilities experiencing an enhanced quality of life

The Creating Excellence Together quality of life standards provide the basis to determine the percentage of persons with developmental disabilities experiencing an enhanced quality of life. In 2001-02, 93.2 per cent of the total quality of life standards were met. Notwithstanding these results, no conclusions can be presented at this time regarding the “percentage of persons with developmental disabilities experiencing an enhanced quality of life.” This measure was discontinued in the 2002-05 business plan.

QUALITY OF LIFE

Percentage of adult Albertans who believe that, overall, historical resources are being adequately protected and preserved in Alberta communities

Percentage of adult Albertans who believe that, overall, historical resources are being adequately protected and preserved in Alberta communities



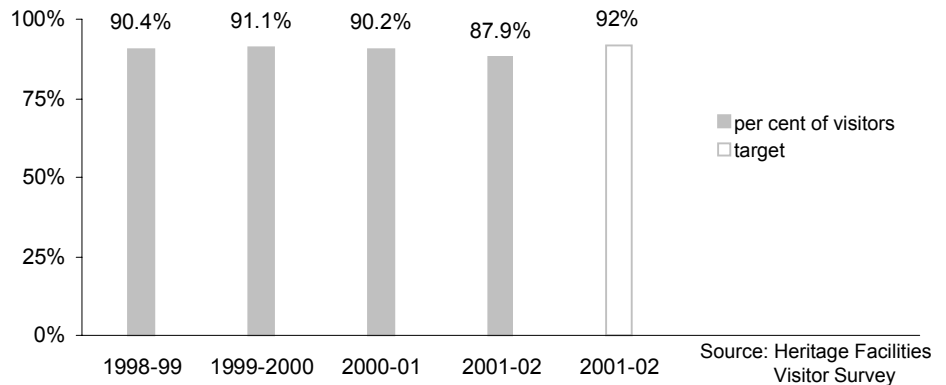
This measure reports on the percentage of adult Albertans who “strongly agree” or “somewhat agree” that, overall, historical resources are being adequately protected and preserved in Alberta communities.

There are numerous influences outside the ministry’s control that may affect the results. Media coverage on historical resources issues may have an impact, as may a lack of awareness or understanding of what constitutes a historical resource, or of what may be considered appropriate protection and preservation activities.

QUALITY OF LIFE

Knowledge-gained assessment [of Alberta history] by visitors to provincial historic sites, museums and interpretive centres

Perception of knowledge gained of Alberta history by visitors to heritage facilities



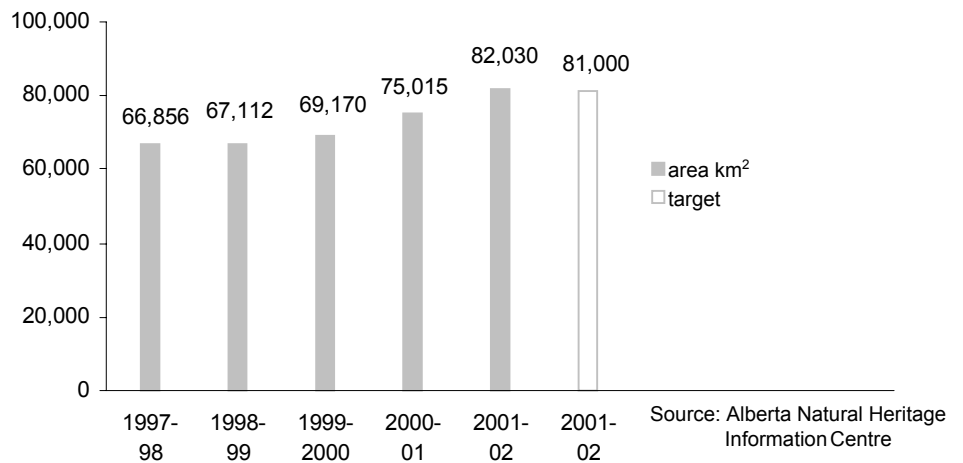
This measure assesses visitors’ perceptions of knowledge gained about Alberta history during their visits to provincial historic sites, museums and interpretive centres. Appreciation of heritage resources can be determined by assessing the educational value of their presentation. This assists in developing the ministry’s marketing strategy and ensures that Alberta’s provincial historic sites, museums and interpretive centres continue to focus on Alberta history.

The decline in results for 2001-02 was almost entirely attributable to a decrease at the Provincial Museum of Alberta, which dropped from 85 per cent last year to 67 per cent this year. This was due to the influence of the *Anno Domini: Jesus Through the Centuries* exhibit, which did not have an Alberta history focus. Results also may have been affected by aging heritage exhibits and feature presentations at provincial historic sites, museums and interpretive centres.

QUALITY OF LIFE

Total area of parks and protected areas in Alberta

Total area of parks and protected areas in Alberta



The area of designated parks and protected areas in Alberta (in square kilometres – km²) is based on the combined area for national parks, national wildlife areas, provincial parks, wildland provincial parks, wilderness areas, wilderness parks, ecological reserves, natural areas and provincial recreation areas. The measure

includes over 54,000 km² of national parks and national wildlife areas in Alberta.

With the completion of Special Places designations, the total area of parks and protected areas figure should remain relatively stable into the future. Emphasis will shift from establishing new parks and protected areas to ensuring the long-term protection of these areas.

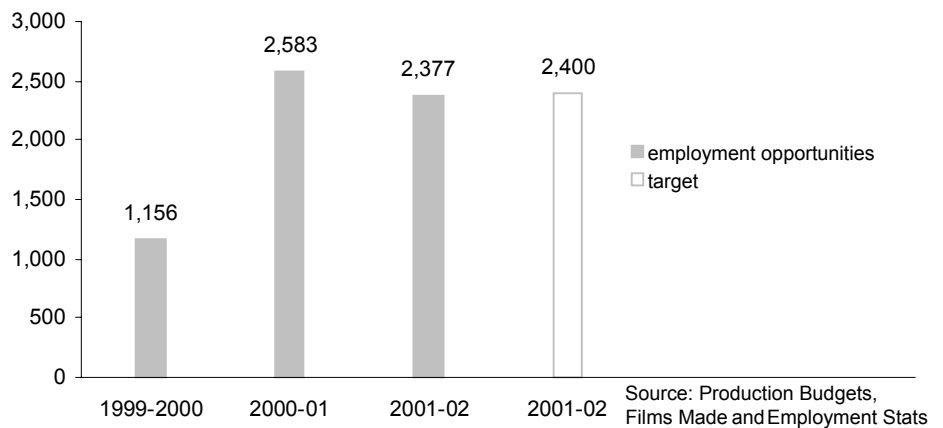
OVERALL MEASURE: ECONOMIC IMPACT

ECONOMIC IMPACT

Impact of the support provided by the Alberta Film Development Program:

a) Number of film production employment opportunities for Albertans

Film production employment opportunities for Albertans

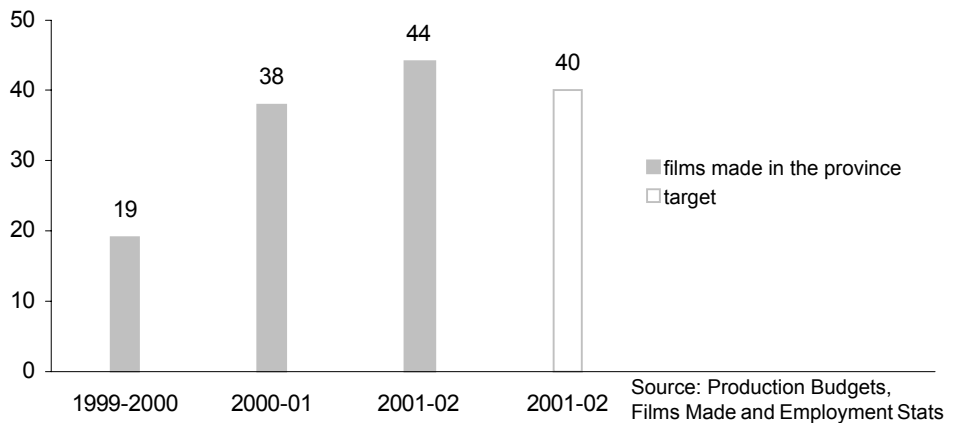


ECONOMIC IMPACT

Impact of the support provided by the Alberta Film Development Program:

b) Number of productions made each year in Alberta

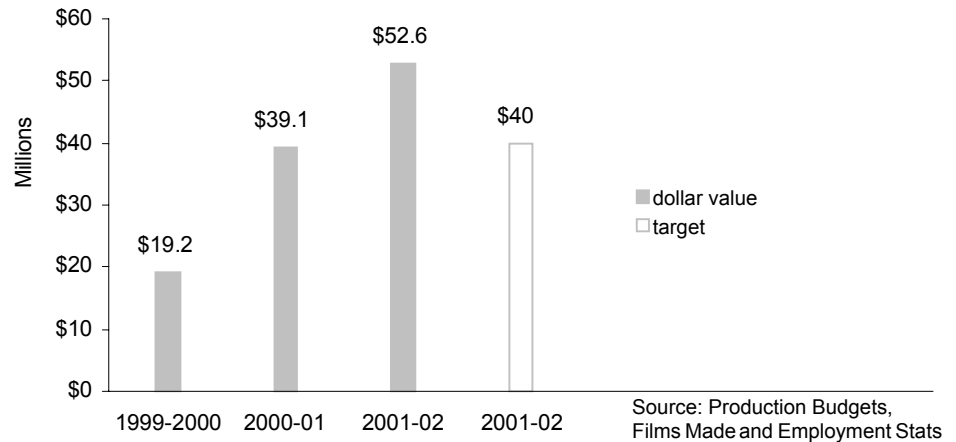
Number of productions made each year in Alberta



ECONOMIC IMPACT

Impact of the support provided by the Alberta Film Development Program:
 c) Dollar value of film production by Albertans in Alberta

Dollar value of film production by Albertans in Alberta



The Alberta Film Development Program (AFDP) provides financial support for filmmaking in Alberta. There are three desired outcomes for the AFDP: an increase in Alberta-driven film and video production; an increase in the number of Albertans working in all aspects of film production; and continued increase over the life of the program in the total dollar value of production in the province by Alberta owned and operated production companies.

The film production employment opportunities indicator’s target has been increased to 2,600 employment opportunities in the 2002-05 business plan. Results can be influenced from year to year by access to funding from other levels of government or the private sector and by demand for funding that could exceed the budget for the program.

ECONOMIC IMPACT

Economic impact of provincial historic sites, museums and interpretive centres:
 a) Value-added impact

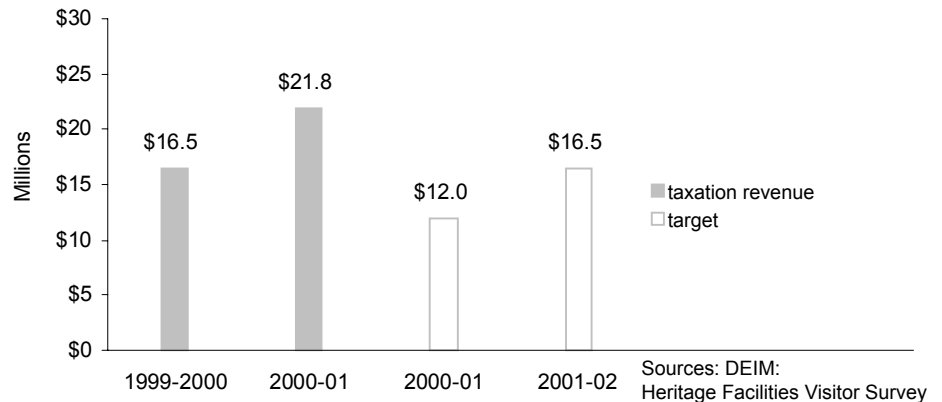
Value-added economic impact of provincial historic sites, museums and interpretive centres



ECONOMIC IMPACT

Economic impact of provincial historic sites, museums and interpretive centres:
 b) Taxation revenue returned to three levels of government

Taxation revenue from provincial historic sites, museums and interpretive centres



These measures indicate the level of economic activity created by the operation of the ministry’s provincial historic sites, museums and interpretive centres. With the extensive research and analysis process involved in developing these measures, the results continue to lag one year behind the reporting year.

Results for these measures are affected by such factors as global, national and provincial tourism trends; economic trends; the attractiveness and relative competitive nature of the heritage facilities; and level of visitation. Visitation at the facilities will also have a direct impact on results achieved. In the 2002-05 business plan, the value-added impact target was increased to \$55 million and the taxation revenue target was increased to \$22 million.

SUMMARY OF KEY ACTIVITIES AND FUTURE CHALLENGES

RESULTS ANALYSIS

PROMOTING COMMUNITY DEVELOPMENT

The ministry focused on realizing improvements and achieving results in each of its five core business areas. Partnerships with communities, other ministries, not-for-profit organizations and the private sector will continue to be increasingly important.

The ministry was successful in promoting community development. The Alberta Foundation for the Arts distributed \$15.4 million to individual artists and arts organizations and expended approximately \$5.5 million on the Alberta Film Development Program. The arts development area of the ministry gathered client input regarding Alberta Foundation for the Arts programming to more effectively meet the needs of the ministry's arts and culture clients.

The ministry's film classification services worked collaboratively with Alberta Justice to view and investigate controversial films and games that potentially contravened federal obscenity laws. The ministry also committed to developing a 24-hour Internet-based film classification service to provide information to distributors, exhibitors and the public on all current films.

In 2001-02, the Alberta Public Library Electronic Network (APLEN) evolved from a pilot project to a permanent program with an annual budget of \$ 1.5 million. APLEN connects 291 public libraries through the Internet to other libraries and online resources, and greatly improves libraries' ability to provide up-to-date, accurate information services to Albertans.

The highlight of the ministry's success in the area of sport and recreation was its involvement in the successful staging of the *8th IAAF World Championships in Athletics, Edmonton 2001*, the first-ever World Championships in Athletics to be held in North America. Over 1,700 athletes from 206 federations participated in ten days of competition that brought world attention to Alberta.

A Volunteer Wall of Fame was unveiled as a legacy of the 2001 International Year of Volunteers. The Wall of Fame recognizes and honours volunteers who make a difference in Albertans' lives and showcases Alberta's strong volunteer sector.

Future challenges focus on meeting increasing demands generated by the arts and culture, libraries, sport and recreation, and volunteer sectors.

PROTECTING HUMAN RIGHTS AND PROMOTING FAIRNESS AND ACCESS

The ministry was successful in its efforts to support the protection of human rights and promotion of fairness and access. Support provided through the Human Rights, Citizenship and Multiculturalism Education Fund helped the Alberta

SUMMARY OF KEY ACTIVITIES AND FUTURE CHALLENGES

ENSURING INCLUSION AND PARTICIPATION FOR ALBERTANS WITH DISABILITIES

Human Rights and Citizenship Commission and community organizations undertake human rights and diversity education initiatives. Partnerships with other organizations helped promote greater understanding of cultural diversity among the corporate, not-for-profit and educational sectors. The ministry also coordinated a legislative review of the *Blind Persons' Rights Act* and *Guide Dogs Qualifications Regulations*.

The Consolidated Human Rights Information System (CHRIS) was implemented in 2001-02 to facilitate the management and tracking of inquiries, as well as any resulting complaints. CHRIS took top honours in the Best Productivity Solution category at the Microsoft Exchange Conference Awards 2001.

Future challenges include continuing to improve the complaint resolution process under the *Human Rights, Citizenship and Multiculturalism Act*; providing educational programs and resources to address the needs and issues of key audiences; and ensuring the Human Rights, Citizenship and Multiculturalism Education Fund continues to meet community needs.

The ministry was successful in ensuring inclusion and participation for Albertans with disabilities. The Alberta Brain Injury Initiative was launched in 2001-02 after comprehensive community consultation. The ministry also made progress in implementing recommendations from the *Building Better Bridges – Final Report*.

The Premier's Council on the Status of Persons with Disabilities developed an Inventory of Programs and Services for Persons with Disabilities, the Cross Canada Scan of Disability Initiatives, and the Alberta Disability Lens.

Future challenges will be to ensure that program frameworks are current, effective, and responsive to program reviews. Additional challenges will arise due to the impact of demographics, as both individuals with developmental disabilities and their parents/guardians enter middle- and old-age. Ongoing pressure for increased services and associated increases in support and health costs will have to be balanced against ministry resources.

PRESERVING, PROTECTING AND PRESENTING ALBERTA'S HISTORY AND CULTURE

The ministry was successful in preserving, protecting and presenting Alberta's history and culture. Visitation at provincial historic sites, museums and interpretive centres was maintained at over one million, and surveys of visitors indicated 98.6 per cent were satisfied with their experiences. The economic impact of Alberta's heritage facilities continues to grow in significance. In 2000-01, the economic value-added impact was \$54.5 million, and taxation revenue returned to three levels of government was \$21.8 million.

The ministry's impact on tourism was also recognized. The Provincial Museum of Alberta was awarded Edmonton Tourism's *You're Welcome Award of the Year* for customer service excellence, and the Oil Sands Discovery Centre and its industry partners were awarded the ALTO (Alberta Tourism) award for tourism excellence.

SUMMARY OF KEY ACTIVITIES AND FUTURE CHALLENGES

PRESERVING, PROTECTING AND PRESENTING ALBERTA'S PROVINCIAL PARKS AND PROTECTED AREAS

The Provincial Archives of Alberta continued to work with Alberta Infrastructure on the development of a new facility. A key challenge for the ministry will be to upgrade and renew other infrastructure at provincially-owned historic sites, museums and interpretive centres. The continuing integration of new research and communication technology in various heritage and cultural facilities will also be key in preserving, protecting and presenting Alberta's history and culture. To that end, the ministry will pursue strategic partnerships with government, corporate, and community partners, as well as explore opportunities for entrepreneurial flexibility in order to meet these challenges.

Another key challenge will be to continue a leadership role in support of the Aboriginal Policy Initiative. This includes developing regulations associated with the *First Nations Sacred Ceremonial Objects Repatriation Act*.

The ministry was successful in preserving, protecting and presenting Alberta's provincial parks and protected areas. The conclusion of the Special Places program in 2001-02 was a significant milestone in completing Alberta's network of parks and protected areas, and was one of the most successful programs of its kind in Canada. Alberta's parks and protected areas represent the diversity of Alberta's six natural regions and fulfill the Government of Alberta's commitment to national and international initiatives to preserve biodiversity. Emphasis will now shift to the completion of biophysical inventories and management plans for new and existing parks and protected areas. This will ensure that these areas can be effectively managed and protected as a legacy for future generations.

The Special Places program resulted in the creation of 81 new parks and protected areas and the expansion of 13 other parks and protected areas in Alberta. In 2001-02 alone, the total area of provincial parks and protected areas increased by over 7,000 square kilometres. With this increase in the overall number as well as the total area of parks and protected areas, the ministry will be challenged to maintain its current level of effective management, protection and monitoring of Alberta's parks and protected areas.

The ministry will continue to make extensive use of the private sector to operate facilities and provide services in provincial parks and recreation areas. Partnerships and volunteer programs such as the Volunteer Steward Program will also continue to support the ongoing management and monitoring of parks and protected areas.

The ministry has assessed its infrastructure and capital requirements for parks and protected areas and developed a reinvestment strategy. Securing adequate funding to implement the reinvestment strategy will be a key challenge over the coming years.

SUMMARY OF KEY ACTIVITIES AND FUTURE CHALLENGES

FINANCIAL PERFORMANCE HIGHLIGHTS

The consolidated financial results of the ministry for the year ended March 31, 2002, demonstrate the ministry's effective stewardship of its resources.

FINANCIAL PERFORMANCE HIGHLIGHTS

	(in millions)		
	2002		2001
	Authorized Budget	Actual	Actual
Revenues:			
Internal government transfers	\$ 108.5	\$ 100.7	\$ 61.1
Transfers from the Government of Canada	15.4	16.3	18.4
Investment income	1.5	1.4	1.8
Fees, permits and licences	8.9	7.7	6.3
Other revenue	10.6	11.4	8.4
	<u>144.9</u>	<u>137.5</u>	<u>96.0</u>
Expenses - Directly Incurred:			
Promoting community development	91.3	80.8	99.2
Protecting human rights and promoting fairness and access	4.6	5.8	4.2
Ensuring inclusion and participation for Albertans with disabilities	383.6	380.1	340.0
Preserving, protecting and presenting Alberta's history and culture	74.8	44.8	64.3
Preserving, protecting and presenting Alberta's provincial parks and protected areas	41.9	39.8	39.0
Ministry support services	6.9	5.8	6.6
Valuation adjustments	.8	.1	.6
Dedicated revenue shortfall	(1.1)	-	-
	<u>602.8</u>	<u>557.2</u>	<u>553.9</u>
(Gain) loss on disposal of capital assets	<u>(2.3)</u>	<u>.1</u>	<u>.3</u>
Net operating results	<u>\$ (455.6)</u>	<u>\$ (419.8)</u>	<u>\$ (458.2)</u>

Source: Ministry of Community Development Financial Statements, Year Ended March 31, 2002

The single largest source of revenue was \$100.7 million (73.2%) from the Lottery Fund. Revenue from the Government of Canada of \$16.3 million (11.9%) included \$15.9 million from Canada Health and Social Transfers relating to the provision of services to adults with developmental disabilities. Of the remaining \$20.5 million in ministry revenue, \$7.7 million (5.6%) was from fees, permits and licenses, \$1.4 million (1.0%) from investment income, and \$11.4 million (8.3%) in other revenue, including \$2.3 million from donations, \$2.4 million from refund of grant expenditures resulting from the cancellation of the 2005 Goodwill Games by the sponsor, and \$6.7 million from various other sources.

Additional funding received for the Centennial Legacy grant program resulted in the significant net increase of \$39.6 million in Internal Government transfers between 2000-01 and 2001-02.

The consolidated financial results for 2001-02 show the ministry spent \$557.2 million against an authorized budget of \$602.8 million. In promoting community development, the ministry provided financial and technical support to the arts and culture, sport and recreation, parks and wildlife ventures, and library and volunteer sectors of the province. Within this core business, \$34.3 million was spent by the department; \$16.9 million by the Alberta Sport, Recreation, Parks

SUMMARY OF KEY ACTIVITIES AND FUTURE CHALLENGES

and Wildlife Foundation; \$22.4 million by the Alberta Foundation for the Arts; and \$7.2 million by the Wild Rose Foundation.

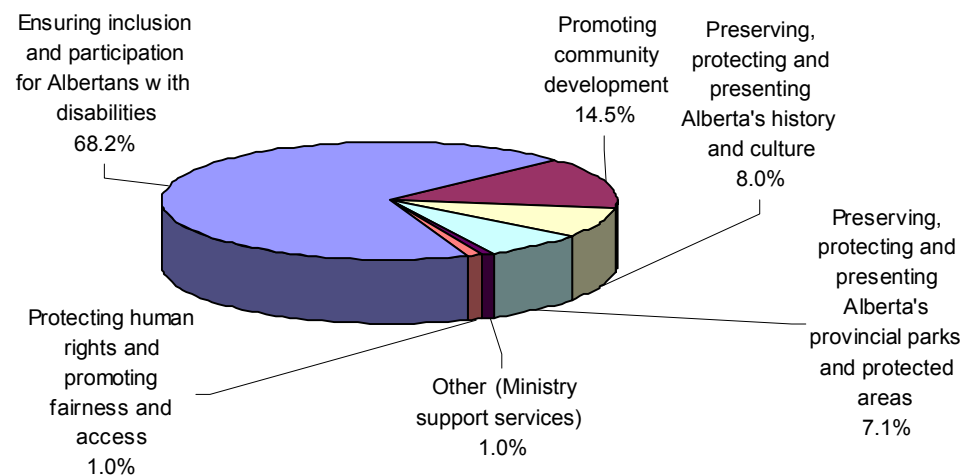
The ministry spent \$5.8 million on protecting human rights and promoting fairness and access. This represents expenditures of both the department and the Human Rights, Citizenship and Multiculturalism Education Fund, and includes \$1.3 million in one-time funding for establishing the *Premier's Citizenship Award in Recognition of the Queen's Golden Jubilee* and the *Queen Elizabeth II Golden Jubilee Citizenship Medal* in keeping with the provisions of the *Queen Elizabeth II Golden Jubilee Recognition Act*.

The ministry's largest expense was \$380.1 million to support services, programs and policy development to foster community inclusion for Albertans living with disabilities and for the protection of vulnerable Albertans in care. Programs and services were delivered through the Persons with Developmental Disabilities Provincial Board, the Michener Centre Facility Board and six regional Community Boards. Within this core business, \$292.9 million was paid to service organizations to provide programs and services to support adults with developmental disabilities and their families/guardians.

The ministry spent \$44.8 million on preserving, protecting and presenting Alberta's history and culture, including \$31.6 million by the department, \$6.7 million by the Historic Resources Fund, and \$6.5 million by the Alberta Historical Resources Foundation.

The ministry spent \$39.8 million on preserving, protecting and presenting Alberta's provincial parks and protected areas to provide opportunities for heritage appreciation, outdoor recreation and heritage tourism. The remaining ministry expenses included \$5.8 million for ministry support services and \$0.1 million on valuation adjustments.

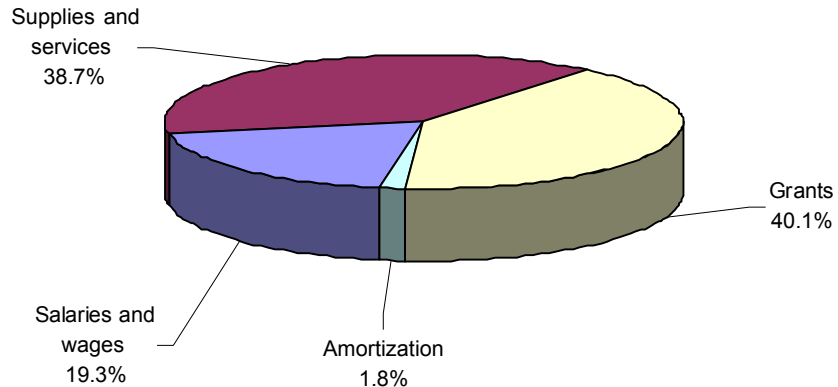
Expenses by Core Business - \$557.2 million



Source: Strategic Corporate Services Division
 Note: Results do not equal 100% due to rounding

SUMMARY OF KEY ACTIVITIES AND FUTURE CHALLENGES

Expenses by Object - \$557.2 million



Source: Strategic Corporate Services Division

Note: Results do not equal 100% due to rounding

There was a decrease of \$10.5 million between the 2001-02 authorized budget and actual results in the core business of promoting community development. A decrease in grants provided under the Centennial Legacy grant program led to a significant decrease of \$30.0 million between the 2001-02 authorized budget and actual results in the core business of preserving, protecting and presenting Alberta's history and culture.

A significant decrease of \$18.4 million from 2000-01 to 2001-02 actual results occurred in the core business of promoting community development. Another significant decrease of \$19.5 million from 2000-01 to 2001-02 actual results occurred in the core business of preserving, protecting and presenting Alberta's history and culture. These decreases were primarily due to the deferral, in October 2001, of funding provided for the Centennial Legacy grant program.

The significant increase of \$40.1 million from 2000-01 to 2001-02 actual results occurred in the core business of ensuring inclusion and participation for Albertans with disabilities. This increase was due to additional funding provided to contracted agencies to address increasing caseloads and rising operating costs.

CONCLUDING STATEMENT

The mandate of the ministry covers areas of importance to all Albertans. In 2001-02, the quality of programs and activities undertaken by the ministry, and the dedication of individuals who worked collaboratively with communities across Alberta, continued to support the vision of creating a vibrant province where Albertans experience fair opportunity and the quality of life to which they aspire.

Appendix A

Key Performance Measures Methodology

Community Development Survey of Albertans

This annual province-wide telephone survey of 1,000 adult Albertans was conducted by the following private research firms: Research Innovations (known as The Advisory Group in 1999) and the Angus Reid Group (for part of the 1999 survey). The survey used a random stratified sample (by age group, gender, and geographic location) to be representative of Alberta's population. A pilot of the survey interview questionnaire was performed, and all interviews were conducted in January and February of 2002 by trained and experienced interviewers. Interviews were monitored while in progress, and 10 per cent of each interviewer's work was directly monitored. The response rate was 38 per cent. The margin of error for the data is +/- 3.2 per cent at the 95 per cent confidence level.

CFHR Division – Site Attendance Report

Data for this measure are collected by Cultural Facilities and Historical Resources (CFHR) Division staff at 18 provincial historic sites, museums and interpretive centres. The information is gathered daily and is compiled on monthly and annual bases. The total visitation at provincial historic sites, museums and interpretive centres is an overall estimation taking into account the unique circumstances of each facility, such as differences in site designs; availability of up-to-date technological equipment to facilitate data collection; and availability of staffing resources.

This measure includes 19 sites in the 2002-05 business plan due to the addition of the Turner Valley Gas Plant. Impact on the measure's results will be minimal since visitation to the Turner Valley Gas Plant is not expected to exceed a few thousand visits. Procedures for collecting site attendance statistics as well as the definition of "visitor" will be reviewed and more consistent procedures will be implemented in 2002-03.

Park User Statistics Collection System

Visitation statistics are compiled and reported only for provincial parks and major recreation areas that are accessible by automobile. The ministry obtains data through camping permit sales, automatic traffic counter readings, periodic surveys of visitors and historic data. Data are collected and recorded on data collection forms and Automatic Traffic Counter sheets by facility operations contractors and/or park staff and submitted to Parks and Protected Areas Division Head Office on a monthly basis. This information is used to provide the estimates of annual visitation that are reported in this measure. Due to the volume and complexity of data collection, availability of final results for the current reporting year are not available until the following year.

Client Service Reporting System

The Volunteer Services Branch provides services to communities across the province. Clients included community organizations, municipalities, and other Government of Alberta ministries. Over 2,300 evaluation forms were collected from participants in ministry-sponsored workshops and forums that were conducted either by the ministry or on the ministry's behalf.

Satisfaction is based on the combined results of respondents who indicated that they were "Very Satisfied" or "Satisfied" with community development assistance provided. The rating scale for this measure was revised in 2001-02 from a five-point satisfaction scale to a six-point satisfaction scale, which includes the following response choices: Very Satisfied, Satisfied, Slightly Satisfied, Slightly Dissatisfied, Dissatisfied, and Very Dissatisfied. Due to the change in the rating scale, no target was set for 2001-02, nor are the results from 2001-02 comparable to the results from previous years.

PDD Satisfaction Survey

The Persons with Developmental Disabilities (PDD) Satisfaction Survey was administered by an independent consultant, the Vocational and Rehabilitation Research Institute. A large sample of persons with developmental disabilities receiving services from the ministry was surveyed. A total of 1,195 out of 5,928 consumer surveys were returned for a response rate of 20 per cent. The surveys were completed through a variety of processes: by consumers with help; by consumers on their own; completed on behalf of consumers; and by other unknown means. The margin of error for these data is +/- 2.8 per cent at the 95 per cent confidence level.

The measure of satisfaction is based on responses to questions about consumers' beliefs that they could get PDD services that met their needs; that PDD services, overall, enhanced their quality of life; and that services, overall, helped people be part of the community as much as possible or desired. Due to changes in methodology, the results of this survey are not comparable to previous survey results. Changes include revisions to the rating scale and wording changes to several of the questions.

Heritage Facilities Visitor Survey

Surveys were conducted with "independent visitors" to provincial historic sites, museums and interpretive centres. Independent visitors do not include after-hours visitors or visitors in group tours, such as school groups, seniors groups and tour groups. Trained ministry field staff conducted the survey, and results were analyzed by a private research firm (Infact Research and Consulting) according to a set of standard procedures. The methods used in this survey have remained substantially the same since 1998.

The survey period extended from September 2000 to September 2001, which covered two seasons. Winter data were collected from September 2000 to May 2001 and summer data from May 2001 to September 2001. The sample size was over 3,800 in the summer season and approximately 1,800 in the winter season, for a total of over 5,600 interviews. Overall results for measures were determined based on the combined response categories of "Excellent" and "Good." Based on the total sample size, the overall margin of error is +/- 1.3 per cent at the 95 per cent confidence level.

Creating Excellence Together Standards

The 12 Creating Excellence Together quality of life standards provide the basis to determine the percentage of persons with developmental disabilities experiencing an enhanced quality of life. These composite standards measure the dimensions that individuals with developmental disabilities and their families have defined as important to quality of life and were developed by the Alberta Association of Rehabilitation Centres (AARC) in partnership with the Persons with Developmental Disabilities Provincial Board. Creating Excellence Together quality of life standards address eight dimensions of quality of life, including: choices and decision-making, relationships, rights, personal control, community inclusion, work and inclusion options, leisure, and health and safety. Fulfilment of these standards leads to an enhanced quality of life. However, benchmarks to determine when a person with developmental disabilities is "experiencing an enhanced quality of life" based on the fulfilment of the quality of life standards have not been defined and results for the key performance measure cannot be presented at this time.

For the evaluation of quality of life, a random representative sample of five individuals or five per cent of individuals receiving service from a given service provider, whichever was greater, was selected. AARC interviewed persons with developmental disabilities, as well as their support network of family and friends, to assess the quality of life of individuals, as measured by the standards. The methodology for this measure is still being refined and a number of possible validity issues are being addressed.

Alberta Natural Heritage Information Centre

The area (square kilometres – km²) of designated parks and protected areas is maintained on a database and reports can be generated for the “area of individual parks and protected areas,” “classes of parks and protected areas” and “total area.” The size of an individual park or protected area is automatically generated by Microstation mapping software, based on boundaries that are registered/digitized to the 1:20,000 Provincial Digital Base Map series. Results reflect updated total areas for all years based on the removal of the First Land Use Zones from the parks and protected areas database. The overall accuracy of the provincial total is estimated to be +/- 1 square kilometres.

DEIM

The Demand Economic Impact Model (DEIM) provides an estimate of the economic impact of tourism expenditures. Econometric Research was contracted to apply this model to assess the level of economic activity created by the operation of the ministry’s provincial historic sites, museums and interpretive centres. Economic activity includes the direct operational expenditures, incremental visitor expenditures (based on information from the Heritage Facilities Visitor Survey), and the significant indirect benefits for the local and provincial economies. Results for 2000-01 include admission fee references as part of the DEIM model; results for 1999-2000 do not. The value added impact and taxation returned to three levels of government – municipal, provincial and federal – are measured separately to assist in evaluating associated economic benefits.

Production Budgets, Films Made and Employment Stats

Film production companies eligible for funding under the Alberta Film Development Program submit film production project reports to the ministry. The data are entered into an internal database/spreadsheet by staff from the Alberta Foundation for the Arts. Data for a production are included in the fiscal year that the grant was paid or accrued. The data sources used to determine the results for this measure are the original applications and the final reports provided by film production companies. They contain information regarding the type of production, list of cast and crew, and film production employment opportunities.

Appendix B

Key Performance Measures: Linkages

	Core Business	Success Factor
OVERALL MEASURE: PARTICIPATION		
Level of community volunteerism	1	2
Percentage of adult Albertans participating in sport and recreational activities	1	2
Percentage of adult Albertans using public library services	1	2
Percentage of adult Albertans participating in arts and cultural activities	1	2
Percentage of adult Albertans who have visited an Alberta museum, historic site or interpretive centre	4	2
Visitation at 18 provincially-owned historic sites, museums and interpretive centres	4	2
Visitation at provincial parks and provincial recreation areas	5	2
OVERALL MEASURE: SATISFACTION		
Customer satisfaction with community development assistance provided	1	1
Percentage of people receiving Persons with Developmental Disabilities services who report satisfaction with services provided	3	1
Satisfaction of visitors with experiences at provincial historic sites, museums and interpretive centres	4	1
OVERALL MEASURE: QUALITY OF LIFE		
Percentage of adult Albertans who consider the following as important in contributing their quality of life: a) Arts and culture b) Sport and recreational activities c) Public libraries d) Volunteer activities e) Environment free of discrimination	1 & 2	2
Percentage of adult Albertans who believe human rights are fairly well or very well protected in Alberta	2	1
Percentage of persons with developmental disabilities experiencing an enhanced quality of life	3	2 & 3
Percentage of adult Albertans who believe that, overall, historical resources are being adequately protected and preserved in Alberta communities	4	2
Knowledge-gained assessment (<i>of Alberta history</i>) by visitors to provincial historic sites, museums and interpretive centres	4	2
Total area of parks and protected areas in Alberta	5	2 & 5
OVERALL MEASURE: ECONOMIC IMPACT		
Impact of the support provided by the Alberta Film Development Program: a) Number of film production employment opportunities for Albertans b) Number of productions made each year in Alberta c) Dollar value of film production by Albertans in Alberta	1	2 & 5
Economic impact of provincial historic sites, museums and interpretive centres: a) Value-added impact b) Taxation revenue returned to three levels of government	4	2 & 5