

# Service Alberta

**Annual Report**  
2007-2008

Alberta



# Service Alberta

## Annual Report

2007-2008

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# Preface

On March 12, 2008, the government announced new ministry structures. Since the 2007-08 fiscal year was substantially completed prior to this announcement, ministry annual reports and financial statements have been prepared as if the restructuring took place on April 1, 2008, to provide proper accountability for the 2007-08 fiscal year against the original business plan.

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 20 ministries.

The annual report of the Government of Alberta released June 24, 2008 contains Ministers' accountability statements, the consolidated financial statements of the province and the *Measuring Up* report, which compares actual performance results to desired results set out in the government's business plan.

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

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

# Minister's Accountability Statement

The ministry's annual report for the year ended March 31, 2008, was prepared under my direction in accordance with the *Government Accountability Act* and the government's accounting policies. All of the government's policy decisions as at Sept. 12, 2008 with material economic or fiscal implications of which I am aware have been considered in the preparation of this report.

*(Original signed by)*

*Heather Klimchuk  
Minister of Service Alberta  
September 12, 2008*



## Message from the Minister

It is my privilege to present the 2007-08 annual report of the Ministry of Service Alberta.

When sworn in as minister earlier this year, I quickly discovered what a diverse scope of responsibilities and functions reside within Service Alberta.

The keystone of Service Alberta is providing service, products and information to Albertans and to provincial employees. The foundation for this ministry's success rests upon its 1,775 employees, each of whom plays a key role in delivering the broad range of those services, products and information to Albertans every day.

As a ministry, we share the common visions and values of the Government of Alberta—respect, accountability, integrity and excellence. These principles underscore the efforts of committed Service Alberta staff who work hard to ensure the needs of Albertans and provincial employees are met. Whether it's a business owner seeking information on permits and licences, a driver registering a vehicle, a young adult renting a first apartment or another government ministry requesting IT support, Service Alberta opens the door to service, products and information.

This annual report is a window on Service Alberta's outstanding achievements over the past year and reflects this ministry's drive for excellence in service delivery. Behind the performance measures, comparisons, figures, graphs and tables, lay the goals and objectives Service Alberta staff strive to meet throughout the year. These goals and objectives are what we will build on as we look toward future success and continue to strive to exceed the expectations of our stakeholders.

Service Alberta's achievements over the past year have been significant. These achievements are founded on the shared commitment to excellence demonstrated by ministry staff to deliver and provide service, products and information fulfilling the needs of Albertans and the Alberta government.

I am honoured to present the 2007-08 annual report of the Ministry of Service Alberta.

*(Original signed by)*

*Heather Klimchuk  
Minister of Service Alberta  
September 12, 2008*

# Management's Responsibility for Reporting

The Ministry of Service Alberta includes:

- The executives of the individual entities within the ministry have the primary responsibility and accountability for the respective entities. Collectively, the executives ensure the ministry complies with all relevant legislation, regulations and policies.
- Ministry business plans, annual reports, performance results and the supporting management information are integral to the government's fiscal and business plans, annual report, quarterly reports and other financial and performance reporting.
- Responsibility for the integrity and objectivity of the financial statements and performance results for the ministry rests with the Minister of Service Alberta. Under the direction of the minister, I oversee the preparation of the ministry's annual report, including financial statements and performance results. The financial statements and the performance results, of necessity, include amounts that are based on estimates and judgments. The financial statements are prepared in accordance with 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 Service Alberta 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)*

*Paul Pellis, Deputy Minister  
September 12, 2008*





# Overview

# Overview

## Ministry Entities

### Service Alberta

[www.servicealberta.ca](http://www.servicealberta.ca)

### Business Services Division

- Supports a fair and effective marketplace for consumers and businesses by administering and enforcing consumer-related legislation and making the public aware of their rights and responsibilities in residential tenancies, purchase decisions and identity protection.
- Through the Utilities Consumer Advocate, represents and protects Albertans' interests in the regulatory proceedings of the Alberta Utilities Commission and ensures Albertans' questions and concerns about the restructured electricity and natural gas markets are addressed.
- Serves ministry and other government customers by procuring the goods and selected services necessary to fulfil their business needs including purchase and/or contracting for supplies, transport, warehousing, asset tracking, management and surplus disposal.
- Provides a range of services to government in the areas of print, mail, inter-department courier, telecommunications, office equipment, security access and furniture.
- Operates eight libraries and the Queen's Printer.

### Enterprise Services Division

- Leads the cross-government strategic approach to service delivery of information and communication infrastructure services to all Alberta government departments and some agencies, boards and commissions.
- Responsible for:
  - The strategy and implementation of the Citizen Services Initiative which will enhance access to government information and services for Albertans and improved efficiencies for government as a whole.
  - The Information and Communication Technology Service Co-ordination Initiative, which will result in cost savings by co-ordinating the management and common delivery for significant projects.
  - The GoA Domain Initiative, which includes messaging services, distributed file and print services, customer support services and infrastructure management is a cross-ministry approach to establish standardized delivery of Information and Communication Technology services to ministries.
  - IMAGIS (Integrated Management Information System for the Alberta Government), the corporate Financials and Human Resource information management and business transaction system.
- Conducts opportunity assessments for cross-ministry initiatives, brings government representatives together to create common business cases that will increase cross-government effectiveness and efficiency while better serving the needs of Alberta's citizens.
- Provides access to Architecture and Standards information, educational services and expertise to government and interested stakeholders.

## Financial Services Division

- Provides centralized shared services to the GoA in accounts payable and receivable.
- Takes a lead role for the ministry in the areas of planning and performance measurement, budgeting and forecasting and financial reporting for Service Alberta and Corporate Human Resources.
- Delivers safe, reliable and cost-effective air and vehicle transportation services to government.

## Information Services Division

- Facilitates the advancement of the Information Management Framework across government and provides records management services to all ministries.
- Provides advice and assistance to public bodies on access to information and protection of privacy matters and ensures that personal information of Albertans held by the ministry is appropriately secured.
- Manages the legislative agenda for the ministry and co-ordinates regulatory reform for the government.
- Conducts compliance reviews of registry agents in Alberta, inspections under the *Access to Motor Vehicle Information Regulation* and inspections of other regulated industries such as landlords, auctions, collection agencies and charitable organizations.
- Provides registry-related oversight and investigative services through the Special Investigations Unit including facial recognition analysis and investigation, court certificates, covert programs as well as investigative and forensic support to Infrastructure and Transportation.
- Leads strategic projects designed to improve or expand registry service delivery and develops and maintains policy guidelines for Motor Vehicles, Vital Statistics, Corporate Registry and the registry agents.

## Registries Division

- Provides land title services under the Torrens system of land registration.
- Facilitates the delivery and accessibility of land titles, motor vehicles, personal property, vital statistics and corporate registry and licencing services for Albertans to obtain government information and services using their choice of delivery channels.
- Develops and supports the delivery of registry services through the registry agent network.

## Technology Services Division

- Supports a one-government approach with ministries in delivery of programs and service to Albertans through innovation and efficiency in providing common infrastructure.
- Develops and maintains a responsive, reliable voice, data and video information and communication environment to ensure sustainability and to realize the maximum value for ministries to deliver programs and services and access to Albertans (e.g., SuperNet).

## Communications

- Provides communications consultation, support and services to the ministry and minister's office.

## Human Resource Services

- Develops and implements human resource planning initiatives, policies and programs.
- Services include employee attraction and retention, occupational health and safety, employee learning and development, workplace wellness and recognition.

## Operational Overview

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

## Support for Government of Alberta Goals

Through its core businesses and associated ministry programs, Service Alberta plays a key role in supporting the following 2007-08 Government of Alberta goals:

### Goal 1: Alberta will have a prosperous economy

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

- facilitating over 18 million common business transactions for Albertans; and
- promoting consumer confidence by reviewing and enforcing consumer protection legislation to ensure it remains current and responsive.

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

The ministry supports this Government of Alberta goal by

- developing a corporate government-wide approach to information management and information technology
- assessing and prioritizing opportunities to streamline and gain efficiencies for the business of government
- providing the shared business, financial and technology services that all government ministries require, enabling them to focus on the delivery of programs and services to Albertans
- maintaining an effective personnel administration office and providing strategic human resource management support services for all ministries; and managing information and records based on the Government of Alberta Information Management Framework.

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

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

## Summary of Key Activities

Obtaining a birth certificate, buying a home, registering a car, starting a business, obtaining an operator's licence, or getting information about Alberta's consumer protection legislation—Service Alberta plays a part in the lives of Albertans every day.

### Service. Products. Information.

Business, financial and technology services to government ministries—Service Alberta applies a co-ordinated, integrated approach to service delivery which results in easy access to programs and services for other ministries and Albertans.

Changes to the *Residential and Mobile Home Sites Tenancies Acts* limited rent increases to once a year and required landlords to give a year's notice to end tenancies for condominium conversions or major renovations. This required co-ordination among several ministries to provide information to the public on the amendments and the Homeless and Eviction Prevention Fund.

More than 18 million common business transactions were facilitated through registry services in 2007-08: 7.7 million through Motor Vehicles, 7 million through Land Titles, 1.8 million through Personal Property Registry, 1.4 million through the Corporate Registry, and just over 400,000 through the Vital Statistics Registry. A continued focus on process improvement and increased staffing levels led to a significant reduction of document registration turnaround time in Land Titles. By the end of March 2008, document turnaround time had decreased to one day and client satisfaction levels, measured through an independent survey, increased by 23 per cent over the previous year.

Quote from survey respondent regarding satisfaction with registry agent service:

**“Lines were short. Staff were friendly and polite. Lines moved quickly. Really good service. Very helpful staff.”**

Service Alberta hosted the second annual Alberta Consumer Champion Awards honouring individuals, organizations, businesses and media who make consumer education and protection a priority. The Crime Free Multi-Housing Program and the [www.landlordandtenant.org](http://www.landlordandtenant.org) website were recognized.

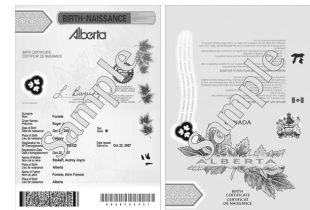
The Contact Centre helped Albertans become better informed—dealing with over 220,000 enquiries.

A quote from a survey respondent:

**“I got all the information I needed, they were very helpful and understanding and told me everything I needed to know.”**



A public consultation on Alberta's licence plate was launched in November 2007 to get input from Albertans about a new licence plate for the province. More than 33,000 Albertans took part in the consultation.



A new, more secure Alberta birth certificate was introduced Feb. 1, 2008.



The DVD *Changing Faces* was produced in partnership with the Government of Alberta and the Edmonton Police Service to help Albertans combat identity theft. *Changing Faces* won an Alberta Motion Picture Industries Association award and received an Achievement in Consumer Education award in June 2008 at the National Association of Consumer Agency Administrators conference in Dallas, TX.

In 2007-08, Service Alberta partnered with the federal government, the City of Edmonton, and 17 Alberta government ministries to launch BizPaL.

BizPaL is an online business permit and licence service that provides local businesses with online information about the permits and licences they need to start and run their businesses.



*BizPaL supports small business development in Alberta.*



*The Alberta SuperNet received a 2007 Gold Premier's Award of Excellence.*



*The GoA Integration Project and ICT Service Co-ordination Initiative each received a 2007 Silver Premier's Award of Excellence.*

On June 1, 2007, Residential Tenancy Dispute Resolution Services (RTDRS) went from a pilot program to a permanent program. A total of 4,318 hearings were conducted in 2007-08 removing a significant workload from the provincial court system. On Jan. 30, 2008 RTDRS expanded to communities in northern Alberta.

The Utilities Consumer Advocate (UCA) responded to 32,824 telephone inquiries—an increase of almost 15 per cent over the number of calls received last year. Of these calls, the UCA mediated the resolution of 3,627 disputes between consumers and their utility providers.

Many of these mediations resulted in consumers receiving credits on their utility bills. The largest single refund that the UCA has secured was \$115,829 for a condominium association.

Quotes from survey respondents regarding satisfaction with the UCA Call Centre/services provided by UCA:

*“..when I e-mailed, someone responded immediately and there was a good follow-up.”*

*“Followed up with everything until things went right and they were also very helpful.”*

The SuperNet Videoconferencing Service completed its pilot phase in 2007-08 and has successfully demonstrated the need for cross-sector videoconferencing across the province. Plans to move this service to full production and availability across government are now being prepared.

The Alberta SuperNet Project received a 2007 Gold Premier's Award of Excellence.

The GoA Integration Project garnered a 2007 Silver Premier's Award of Excellence. Service Alberta and Corporate Human Resources (CHR) collaborated on the initiative; developed to meet Service Alberta's and CHR's information technology and business needs through a shared information technology service environment.

Service Alberta, Alberta Children's Services, Alberta Employment, Immigration and Industry, Alberta Finance, Alberta Health and Wellness, Alberta Infrastructure and Transportation, and Alberta Municipal Affairs and Housing received a 2007 Silver Premier's Award of Excellence for the ICT Service Coordination Initiative. This project is aimed at creating a strategic approach to secure and efficient delivery of information and communication technology services to all GoA ministries.

Provided guidance to public bodies under the *Freedom of Information and Protection of Privacy Act* related to protecting personal information when developing contracts, and on releasing travel expense claim records.

Service Alberta launched an online privacy course in February 2008. Public body employees across the province can now learn the basics of privacy protection without leaving the office.

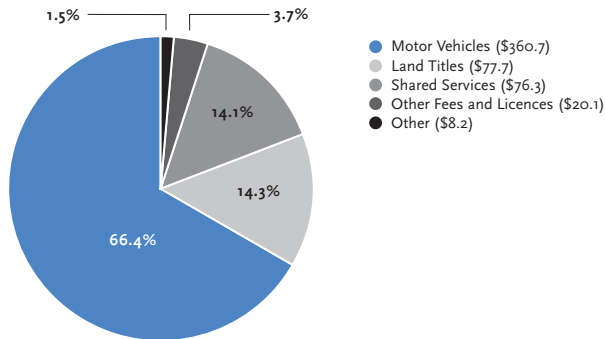
Provided research and policy support to the Select Special Personal Information Protection Act Review Committee as the committee completed the first review of that Act.

During 2007-08, significant progress was made in redefining the relationship between government and registry agents to ensure strong accountabilities and safeguards are in place to protect Albertans' personal and private information. These safeguards will ensure that Albertans' rising expectations are being met today and will continue to be met into the future.

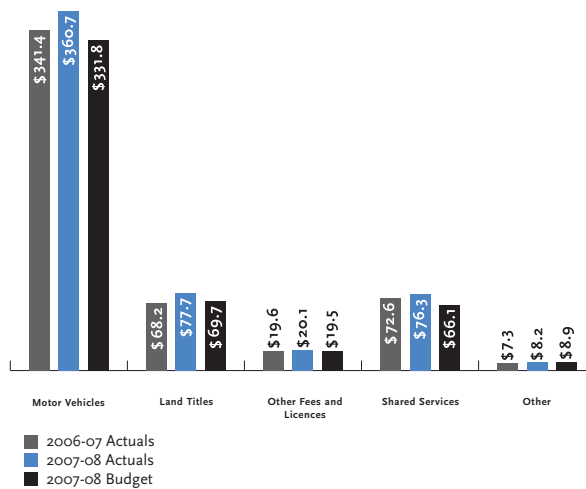
# Financial Highlights

## Revenues

Sources of 2007-08 Revenue  
(millions of dollars)



Comparison of 2007-08 Revenue to 2006-07 Revenue  
(millions of dollars)



The majority of the ministry's fees and licences revenue are generated through registration transactions, licencing and search services associated with the Motor Vehicle Registry, which is the largest of the five registries. Services are delivered through over 200 neighbourhood registry offices across the province. As well, some services are now offered online.

The revenues from fees and licences are based on a fee per transaction as well as the related volume of transactions. In addition, revenue collected is dependent upon factors such as the economic health of the province and changes in population. These factors impact the volume of sales and in some cases the amount of the fee charged. Land Titles transaction fees are fixed; however, the Assurance Fund portion of the fees for registration is based on the value of the real estate or mortgage. Higher real estate values directly impact revenues in Land Titles.



Total revenue is \$46.9 million higher than budget due to higher transaction volumes in all registries. Total revenue is \$33.8 million higher in comparison to 2006-07. The increase in revenue is particularly prevalent in Motor Vehicles and Land Titles.

Motor vehicle-related revenues increased to \$360.7 million over prior year resulting from the province's robust economic growth and the influx of new Albertans. The increase of \$19.3 million over 2006-07 is primarily a result of increases in transaction volumes for commercial vehicle registrations (95,000), passenger vehicle registrations (119,000) and operator licences (22,000).

Land Titles registration and search services generated \$77.7 million of revenue. Government offices in Edmonton and Calgary provide examination and registration-related services while registry agents provide land title searches, historical searches and certified copies of land titles. In addition, the Spatial Information System (SPIN II) provides businesses with an opportunity to obtain online searches of Land Titles data products, including titles, plans and documents. As well, it allows the online submission of survey plans for registration and the acquisitions of land information through a subscription service.

Land Title revenues increased by \$9.5 million over 2006-07. This was attributable to escalated property values combined with increased land-related transaction volumes reflective of Alberta's strong economy and confidence in real estate markets. Specifically, total registration activity included 183,000 more registrations and 165,000 more searches than in the prior year.

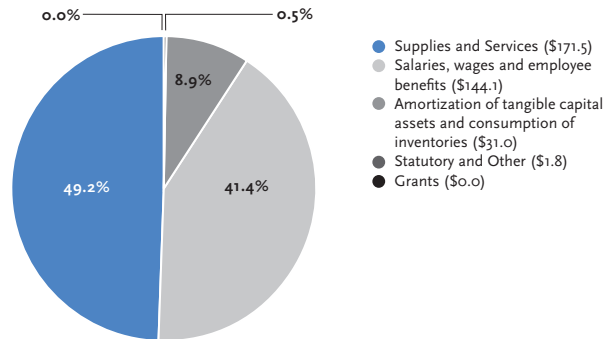
Revenue from other fees and licences totalled \$20.1 million. This includes personal property registry, corporate registry, business licences, marriage licences, certificates for key events such as births, deaths, adoptions and name changes and registration of those certificates. The \$0.5 million increase in revenue is reflective of the province's continuing robust growth and expanding economy.

Shared services revenue increased by \$3.7 million due to increases in the number of transactions for volume-driven business services (i.e. mail, print, imaging and form services).

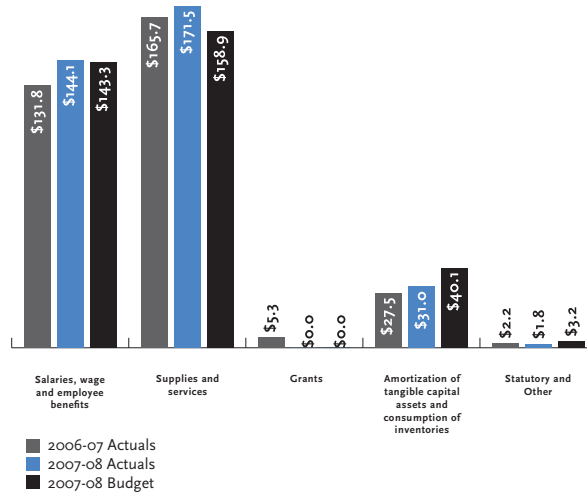
Of the \$8.2 million in other revenue, \$5.1 million was reported by the Utilities Consumer Advocate (UCA) in 2007-08, up by \$1.4 million from the previous year primarily due to increased costs in contracted services. The UCA operates on a cost-recovery basis and through industry contributions.

# Expenses

2007-08 Expenses by Category  
(millions of dollars)



Comparison of 2007-08 Expenses to 2006-07 Expenses  
(millions of dollars)



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

Employing an extensive information and communication technology network, the ministry processes more than 18 million transactions annually on behalf of Alberta consumers and businesses and millions more for law enforcement agencies. Central to this network are the ministry's five registry systems (i.e., Personal Property, Land Titles, Motor Vehicles, Vital Statistics and Corporate Registries). The ministry continues to improve service delivery to Albertans through a variety of mechanisms.

The ministry spent \$65.1 million, or 18.7 per cent of its operating resources on services to Albertans. Resources were provided to address the growing demand for these services, particularly within the Motor Vehicles and Land Titles programs, which have seen dramatic transaction volume increases over the years.

Services to government include an assortment of programs: procurement, administrative, finance, employee, air transportation, vehicle and a vast array of information technology services. The ministry's information technology programs include services ranging from network services to enterprise resource planning to business transformation and strategic information technology services.

The program works to achieve the implementation of a corporate approach to information management and information technology.

The ministry continues to provide leadership in developing strategies and policies to optimize and standardize the use of information and communications technology, including the SuperNet.

Services to government accounted for the largest component of the ministry's expenses at \$263.4 million, or 75.6 per cent.

Corporate Human Resources (CHR) provides strategic leadership in human resource management for the Alberta public service. It works to develop human resource strategies and policy framework in the areas of compensation, benefits, labour relations, workforce development, staffing and employee engagement. CHR administers the Alberta Public Service Human Resources Plan, which delivers the Corporate Executive and Senior Manager Mobility Programs.

CHR services accounted for \$19.9 million or 5.7 per cent of the ministry's expenses.

## Expenses by Function

Ministries are required to identify, within a common framework, the government functions they support. This information is based on national standards to allow for interprovincial comparisons and for determining federal funding eligibility. For 2007-08, the ministry identified three functions to which its expenditures could be attributed: protection of persons and property; agriculture, resource management and economic development; and general government.

Expenses by Function (millions of dollars)

	2007-08 Authorized Budget	2007-08 Actuals	2006-07 Actuals
Protection of Persons and Property	\$ 96.8	\$ 88.1	\$ 83.5
Agriculture, Resource Management and Economic Development	2.9	3.0	2.5
General Government	245.7	257.3	246.5
Total Expenses by Function	<u>\$ 345.4</u>	<u>\$ 348.4</u>	<u>\$ 332.5</u>



## Deputy Minister's Message

The ministry of Service Alberta processes thousands of transactions every day – in person, by mail or through web-based technology.

Service Alberta revolves around the delivery of service, products and information to Albertans, to government employees and other government ministries. However, there is more behind the day-to-day operations of this ministry than numbers. Behind the numbers is the hard-working staff of Service Alberta. Working in locations throughout the province, our staff use their expertise and knowledge to meet the needs of clients and stakeholders every day.

Every Service Alberta employee shares in this ministry's 2007-08 achievements, which included:

- Completing SuperNet Videoconferencing Service—demonstrating the need for cross-sector videoconferencing across the province.
- Staff in the Office of the Utilities Consumer Advocate responded to more than 32,820 inquiries on the UCA's main consumer information telephone line and mediated the resolution of 3,627 disputes between consumers and their utility providers.
- The Queen's Printer processed more than 24,750 orders and distributed an estimated 98,000 pieces of legislation and government publications.
- The Contact Centre dealt with more than 220,000 inquiries—helping Albertans become better informed.
- On June 1, 2007, the Residential Tenancy Dispute Resolution Service (RTDRS) evolved from a pilot project to a permanent program. In 2007-08, 4,318 hearings were conducted and these disputes were settled outside of the provincial court system. On Jan. 30, 2008, RTDRS expanded to provide service to communities in northern Alberta.
- Service Alberta partnered with the federal government, the City of Edmonton, and 17 provincial ministries to launch BizPaL, an online business permit and licence service. BizPaL provides local businesses with online information about the permits and licences needed to begin and run businesses in their area.

These are simply a few highlights of Service Alberta's accomplishments this past year.

I share a strong sense of pride with the people who helped make these and many other projects and initiatives a success.

I am confident Service Alberta will continue to build on its success, continue to serve Albertans and provincial government employees well and continue to make a positive contribution to the lives of Albertans every day.

*(Original signed by)*

*Paul Pellis, Deputy Minister  
September 12, 2008*

# Report of the Auditor General on the Results of Applying Specified Auditing Procedures to Performance Information



To the Members of the Legislative Assembly

Management is responsible for the integrity and objectivity of the performance results for the Department of Service Alberta and Corporate Human Resources included in the *Ministry of Service Alberta's 2007-08 Annual Report*. My responsibility is to carry out the following specified auditing procedures on performance information in the annual report. I verified:

## Performance Measures

### Completeness

1. Performance measures and targets matched those included in Budget 2007. Actual results are presented for all performance measure.

### Reliability

2. Information in reports from external organizations, such as Statistics Canada, matched information that the Ministry used to calculate the actual results.
3. Information in reports that originated in the Ministry matched information that the Ministry used to calculate the actual results. In addition, I tested the processes the Ministry used to compile the results.

### Comparability and Understandability

4. Actual results are presented clearly and consistently with the stated methodology and are presented on the same basis as targets and prior years' information.

## Supplemental Information

5. Information in reports matched information that the Ministry used to calculate the actual results.

I found no exceptions when I performed these procedures.

As my examination was limited to these procedures, I do not express an opinion on whether the set of performance measures is relevant and sufficient to assess the performance of the Ministry in achieving its goals.

*(Original Signed by Fred J. Dunn, FCA)*

FCA  
Auditor General

Edmonton, Alberta  
August 22, 2008

The official version of this Report of the Auditor General, and the information the Report covers, is in printed form.



# Results Analysis

# Results Analysis

## CORE BUSINESS ONE: Services to Albertans

### GOAL 1: Convenient and efficient services

#### Overview

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

#### Performance Measures

1.A Percentage of clients surveyed who are “satisfied overall” with the quality of service received through: ministry contact centre (registry-related) and registry agents.

##### Description

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

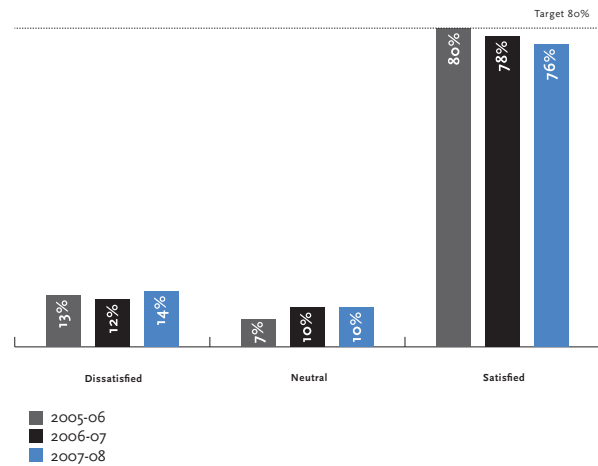
##### Results

Results for this measure are:

- Ministry Contact Centre (registry-related): 76 per cent satisfaction with the service provided.
- Registry Agents: 87 per cent satisfaction with the service provided.

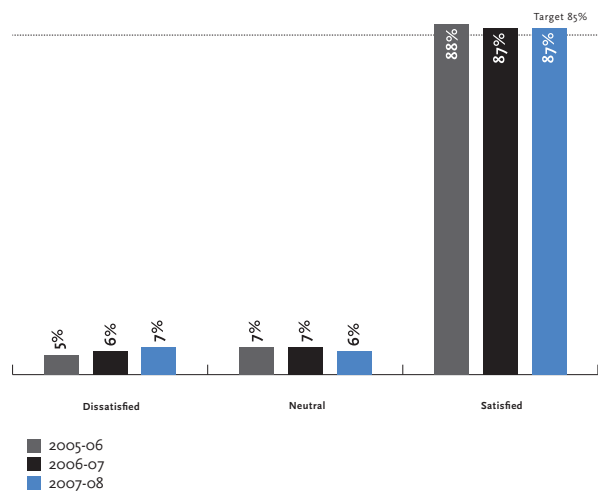
Client satisfaction with services provided by the contact centre (registry-related) almost met the target of 80 per cent while at 87 per cent, satisfaction with registry agents met the 85 per cent target.

Registry Contact Centre Satisfaction (per cent)



Source: 2005-06 and 2006-07 Synovate Research; 2007-08 Leger Marketing

Registry Agents (per cent)



Source: 2005-06 and 2006-07 Synovate Research; 2007-08 Leger Marketing

#### Analysis

Although results declined slightly in comparison to the previous year, client satisfaction with the contact centre (registry-related) remains high at 76 per cent which almost meets the ministry’s target of 80 per cent.

In spite of high demand, client satisfaction with registry agents remained strong, exceeding the 85 per cent target. Various agent accreditation and



training programs continue to be developed as the ministry works with the agent network to maintain high satisfaction ratings.

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

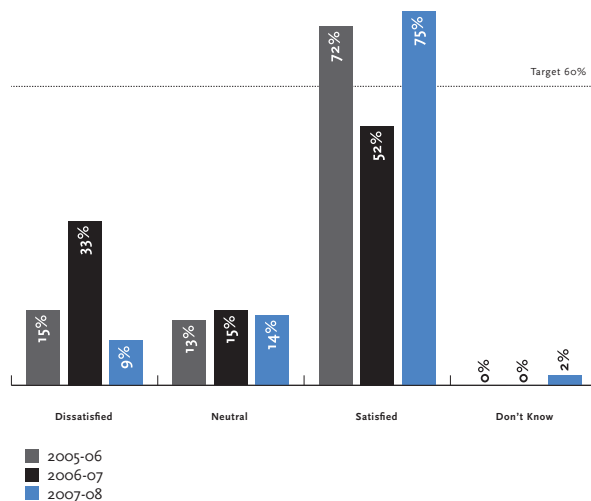
#### Description

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

#### Results

At 75 per cent satisfaction with the Land Titles Office, the target of 60 per cent was exceeded.

Land Titles Offices (per cent)



Source: 2005-06 and 2006-07 Synovate Research; 2007-08 Leger Marketing

#### Analysis

Through streamlining work processes and hard work by Land Titles staff, satisfaction with land title services increased from the previous year and exceeded the 60 per cent target. Despite high demand for land title services, results remain high, which demonstrates the ministry’s commitment to providing high quality government services. The ministry will continue to look for ways to enhance service quality in order to maintain acceptable levels of client satisfaction.

### 1.C.1 Comparison of Alberta’s fees to other jurisdictions to:

- Renew registration on a Dodge Caravan.
- Renew a driver’s licence.

#### Description

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

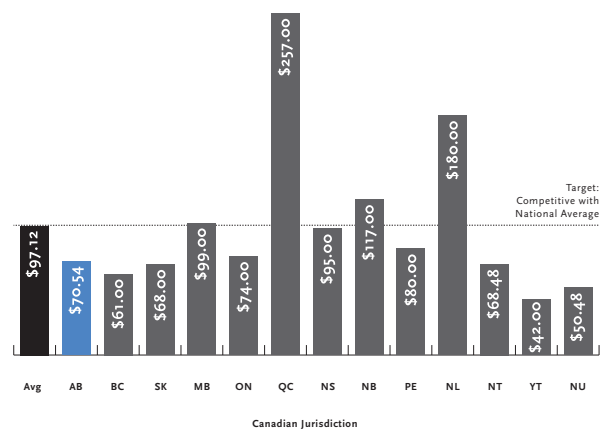
\* Please note that “fees” in this analysis represents all associated charges that must be paid by the consumer to acquire the service. This includes all provincial/territorial government fees, taxes and service charges.

#### Results

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

- The vehicle registration fee for a Dodge Caravan: 27 per cent below the national average. The fee was 26 per cent below in 2006-07.
- The driver’s licence renewal fee: 33 per cent below the national average. The fee was 29 per cent below in 2006-07.

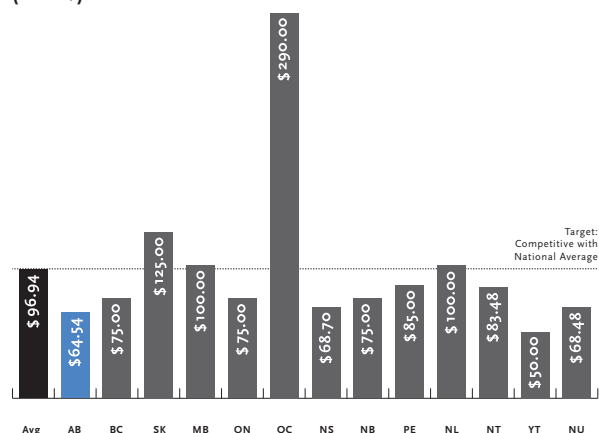
Vehicle Registration Comparison — Dodge Caravan\* (Fees \$)



Source: Service Alberta Cross-Jurisdictional Fee Comparisons

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

### Driver's Licence Comparison\* (Fees \$)



Source: Service Alberta Cross-Jurisdictional Fee Comparison

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

### Analysis

Alberta's fees for motor vehicle licensing and registration remain competitive in comparison to other Canadian jurisdictions.

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

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

### Description

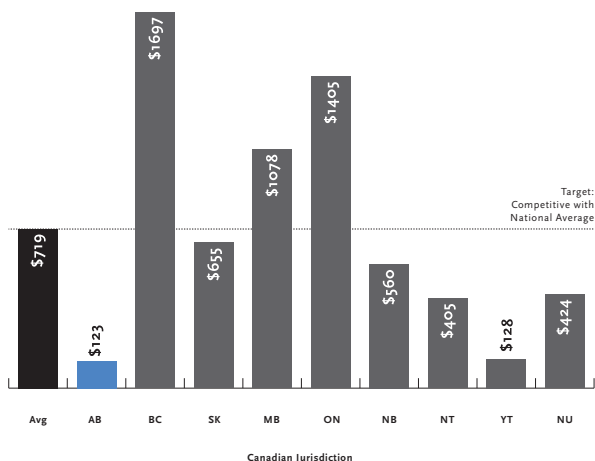
The ministry contributes to Alberta's healthy real estate market by ensuring that land titles products are priced competitively with other jurisdictions. While each jurisdiction incorporates different requirements and products in their land registration process, a standardized approach has been developed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

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

### Results

The cost in Alberta for this service (sum of all three products) is \$123. At 83 per cent below the national average, the target has been met.

### Land Title Fee Comparison\* (Fees \$)



Source: Canadian Conference of Land Titles Officials Jurisdiction Update

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

### Analysis

Compared to other jurisdictions, Alberta continues to have the lowest overall land title fees, which further promotes a prosperous Alberta economy.

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

- Collection Agency Licence
- Direct Selling Licence.

#### Description

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

- Collection Agency Licence
- Direct Selling Licence

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

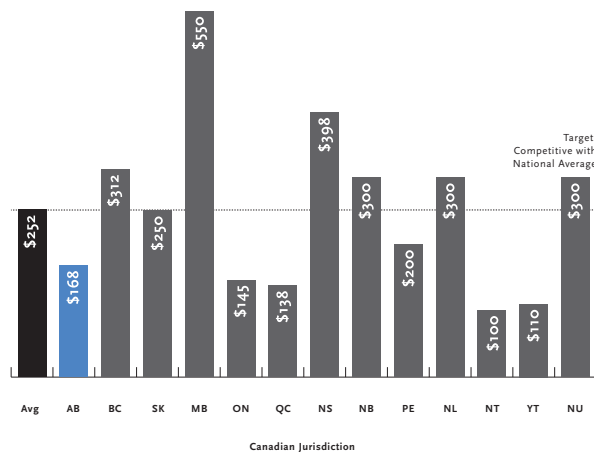
\*Please note that "fees" in this analysis represents all associated charges that must be paid by the consumer to acquire the service. This includes all provincial/territorial government fees, taxes and service charges.

#### Results

- The Collection Agency Licence fee in Alberta is 33 per cent below the national average. The fee was 33 per cent below in 2006-07.
- The Direct Selling Licence fee in Alberta is 19 per cent below the national average. The fee was 15 per cent below in 2006-07.

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

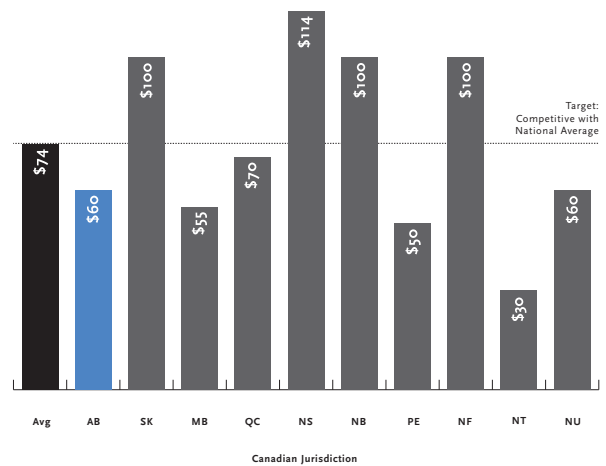
**Collection Agency Licence Fee\***  
(Fees \$)



Source: Service Alberta Cross-Jurisdictional Fee Comparison

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

**Direct Selling Licence Fee\***  
(Fees \$)



Source: Service Alberta Cross-Jurisdictional Fee Comparison

\*The minimum annual fee for a Direct Selling Licence charged to sole proprietors, partnerships, or corporations, as compared across jurisdictions. To ensure comparability, only those jurisdictions who provide a comparable Direct Selling Business Licence are included.

#### Analysis

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

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

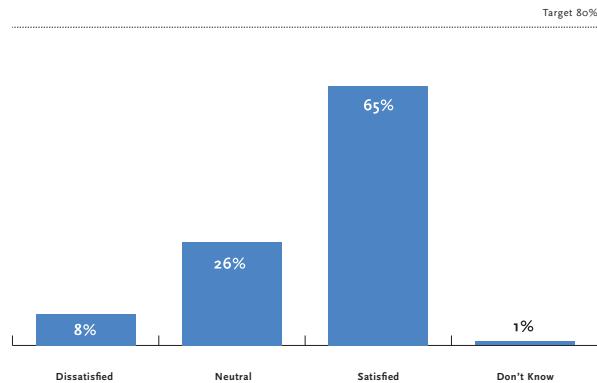
#### Description

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

#### Results

The majority or 65 per cent of respondents indicated satisfaction with access to Government of Alberta services and information. The 2007-08 target was 80 per cent.

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



Source: 2007-08 Ipsos Reid

\*Due to a change in survey methodology, the 2007-08 result is not comparable to results in prior years.

**Analysis**

With 65 per cent of respondents indicating they are satisfied with their ability to access Government of Alberta services and information, the majority of Albertans are satisfied. Fewer than 10 per cent cited dissatisfaction with their ability to access services and information. While the 80 per cent target was not met, the ministry remains committed to ensuring Albertans have convenient access to government services and information. Collaboration with other ministries continues in order to develop a business and service delivery model that will position Service Alberta to deliver more services on behalf of government. The co-ordination of service channels will be a key focus to ensure Alberta has the best service delivery model to benefit citizens. Service Alberta will continue to focus internally on the ministry and work with other Government of Alberta ministries to enhance service content and functionality through channels such as the Internet and Service Alberta Call Centres to ensure Albertans' needs are met.

In order to increase accuracy of the data, the survey methodology was changed. Consequently, the 2007-08 result is not comparable to historical results.

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

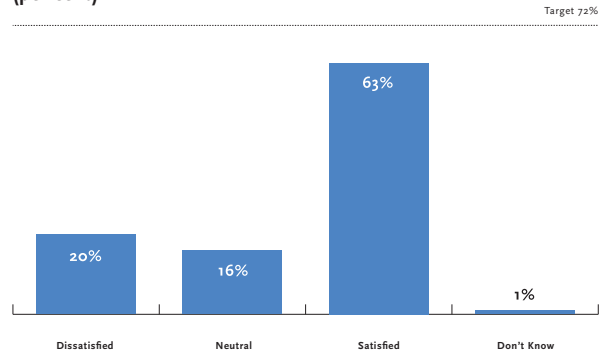
**Description**

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

**Results**

The majority or 63 per cent of respondents indicated satisfaction with the timeliness of Government of Alberta services and information. The 2007-08 target was 72 per cent.

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



Source: 2007-08 Ipsos Reid

\*Due to a change in survey methodology, the 2007-08 result is not comparable to results in prior years.

**Analysis**

At 63 per cent satisfaction, the majority of respondents are satisfied with the timeliness of information and services provided by the Government of Alberta. Meeting expectations of rapid service delivery is an ongoing challenge, especially given the number of new citizens in the province requiring immediate assistance from the government in order to establish their lives in Alberta. Service Alberta will continue to focus internally on the ministry as well as work with other Government of Alberta ministries to

continuously improve the efficient and timely delivery of Government of Alberta information and services to ensure Albertans' needs are met.

Due to a change in methodology, the 2007-08 result is not comparable to historical results.

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

### 2.A Percentage of ministry contact centre clients surveyed (consumer-related) who are "satisfied overall" with the quality of service received.

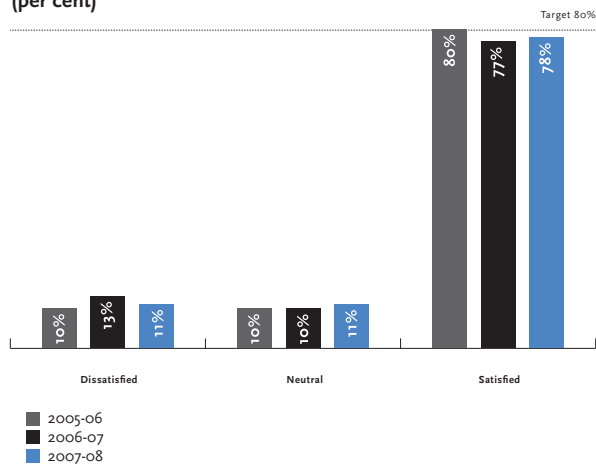
#### Description

The contact centre responds to inquiries on both registries and consumer-related issues. Client satisfaction with calls related to consumer inquiries and consumer protection concerns ranging from residential tenancies to fair trading issues are included in this measure. However, this measure does not include calls directed to the Utilities Consumer Advocate.

#### Results

The majority or 78 per cent of those people surveyed expressed satisfaction with the consumer-related services provided which almost meets the target of 80 per cent. The result was 77 per cent in 2006-07.

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



Source: 2005-06 and 2006-07 Synovate Research; 2007-08 Leger Marketing

## Analysis

Client satisfaction with the services provided by the contact centre (consumer-related) almost met the 80 per cent target. This result is similar to the prior year, which demonstrates the ministry's commitment to providing high quality government services. As well, difficulty in meeting the target may be partly attributable to the extremely high number of calls regarding affordable housing issues in spring 2007. The ministry will continue to look for ways to improve service quality in order to maintain acceptable levels of client satisfaction.

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

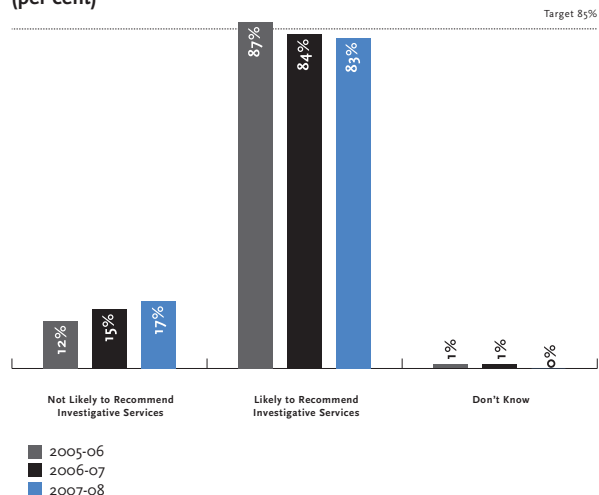
#### Description

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

#### Results

Results indicate that 83 per cent of respondents were likely to recommend investigative services to a friend, which is slightly below the target of 85 per cent.

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



Source: 2005-06 and 2006-07 Synovate Research; 2007-08 Leger Marketing

## Analysis

At 83 per cent, the vast majority of respondents were likely to recommend investigative services to a friend, which almost meets the target of 85 per cent. The ministry will continue to look for ways to enhance investigative services and increase satisfaction.

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

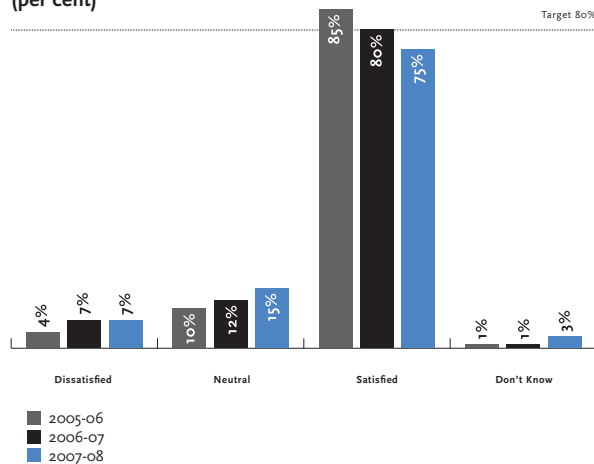
#### Description

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

#### Results

The majority or 75 per cent of clients were satisfied with tipsheets, which almost met the target of 80 per cent.

**Satisfaction with Tipsheets**  
(per cent)



Source: 2005-06 and 2006-07 Synovate Research; 2007-08 Leger Marketing

## Analysis

Client satisfaction with Consumer Services tipsheets is comparable to the prior year and almost met the target of 80 per cent. In addition, 49 per cent of satisfied recipients reported that the tipsheet answered all their questions and helped them resolve their problems.

The ministry will continue to look for ways to enhance tipsheet content and ensure it continues to meet the needs of Albertans.

### CORE BUSINESS TWO: Services to Government

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

##### 3.A Number of computer applications that use the Alberta Secure Access Service.

#### Description

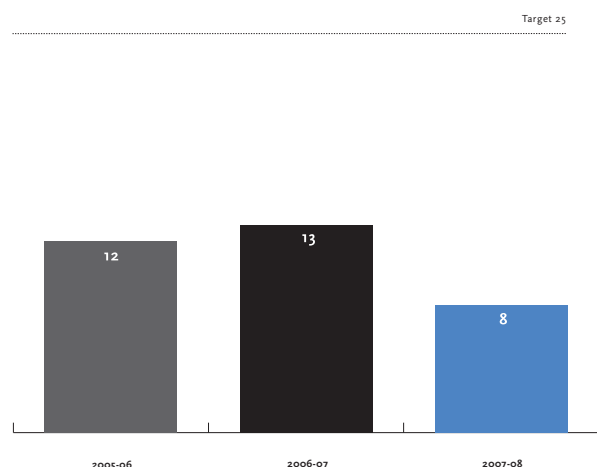
This measure focuses on the number of computer applications requiring authentication or access controls to ensure sensitive information entrusted to government is protected. Authentication through the Alberta Secure Access Service (ASAS) is a critical enabler for the delivery of electronic services both internally and externally.

As government looks at new ways of delivering programs and services to Albertans, there is a need to develop sufficient and consistent standards to protect the information that is co-ordinated across government. This cross-government framework enhances and improves service delivery to Albertans by providing a standardized computer network infrastructure to protect information collected by the Government of Alberta.

## Results

In total, eight applications were using the Alberta Secure Access Service in 2007-08, which was below the target of 25 applications.

**Applications Using the Alberta Secure Access Service (number of applications)**



Source: Service Alberta, Enterprise Services Division

## Analysis

ASAS enjoys broad support from the ministry as well as from existing client ministries. As a result, the ministry will continue to look for ways to strengthen and improve the operation of ASAS.

The ministry is committed to continue to work with ministries through CIO Council to meet authentication needs for the Government of Alberta and its ministries.

In 2008-09, this measure will be removed in order to develop a possible new measure that will encourage service improvements.

## 3.B Percentage of government employees that use the GoA Domain.

### Description

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

Service Alberta is committed to providing integrated and shared IT solutions to improve the effectiveness and efficiency of business operations in government. This measure is a key indicator of Service Alberta's ability to deliver common shared infrastructure services that meet department requirements.

### Results

In 2007-08, 61 per cent of government employees were using the GoA Domain, which is below the target of 75 per cent.

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

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

Source: Service Alberta, Technology Services Division

## Analysis

While the percentage of government employees using the GoA Domain was greater than the previous year's results, the 75 per cent target was not met. In addition to several projects deferred to 2008-09, results on an employee basis were lower than anticipated. However, the ministry has made significant progress in building foundations with ministry partners, is continuing to implement a corporate approach to information technology and will continue to look for opportunities to expand the GoA Domain across the Government of Alberta.

### 3.C Number of organizations that use SuperNet for IP videoconferencing.

#### Description

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

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

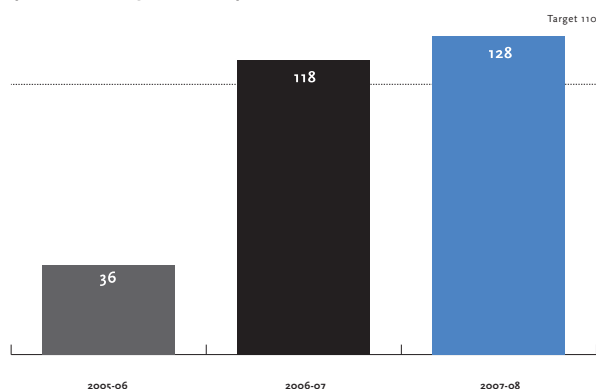
#### Results

In 2007-08, 128 organizations used the SuperNet for IP videoconferencing. The target of 110 organizations was exceeded.

Organizations utilizing IP videoconferencing include:

- 18 government organizations
- 8 health organizations
- 86 learning organizations
- 16 library organizations

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



Source: Service Alberta, Technology Services Division

#### Analysis

With 128 organizations using SuperNet for IP videoconferencing, the target of 110 was exceeded.

The service is now being positioned for cross-government delivery. Proactive marketing of the service and growth in organizations will accompany this rollout.

Additional ministry requests and organization interest continues to be received. As Service Alberta operationalizes this service and connects additional organizations to the core IP videoconferencing infrastructure, it is expected that a continued high level of interest in using SuperNet for videoconferencing will be demonstrated.

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

#### Description

This measure is an indicator of progress in moving ministries to the standard shared environment. As ministries move from their ministry-specific technical environments to the ICT Services standardized Government of Alberta environment, they are moving towards a one-government approach to IT service provision. Service Alberta currently delivers distributed computing and other services to multiple ministries based on Government of Alberta standards.

#### Results

In 2007-08, no ICT service bundles were adopted, which falls below the target of 13.

**Number of adoptions by ministries of service bundles established by the ICT Service Coordination Initiative (13 Adoptions Target)**

Year	2006-07	2007-08
Number of Adoptions	0	0

Source: Service Alberta, Technology Services Division



## Analysis

Due to complexities in timing caused by the dependency of this initiative on other related initiatives, the target was not met. However, significant progress was made in working with ministries and ICT suppliers to establish the foundation for service bundles adoptions. Several service bundle adoptions are expected in 2008-09. The ministry will continue to work toward a strategic, enterprise-wide approach to managing information technology and information assets, thereby increasing the efficiency and effectiveness of service delivery to Albertans.

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

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

##### Description

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

##### Results

At 95 per cent, the vast majority of FOIP requests were completed within 60 days (96 per cent in 2006-07).

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

Year	2005-06	2006-07	2007-08
Percentage of Requests Handled Within 60 Days	94%	96%	95%

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

## Analysis

With 95 per cent of requests being handled within 60 days, the target of over 90 per cent was met. This result confirms that Albertans have effective access to information and demonstrates that the government is complying with the *Freedom of Information and Protection of Privacy Act*. Since the complexity and number of requests received by government continue to increase annually, this result represents a significant achievement.

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

##### Description

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

##### Results

Most (96 per cent) FOIP requests received were handled without complaint. The result was 99 per cent in 2006-07.

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

Year	2005-06	2006-07	2007-08
Percentage of Requests Handled Without Complaint	98%	99%	96%

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

## Analysis

Based on the 2007-08 results, client satisfaction with the request process and outcomes remains extremely high. The ministry's efforts to support FOIP staff throughout government has been successful as evidenced by the low number of complaints (four per cent of 2,764 FOIP requests). These results highlight the level of openness and transparency that Albertans can expect from their government.

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

### 5. Percentage of invoices paid electronically.

#### Description

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

#### Results

In 2007-08, 72 per cent of invoices were paid electronically.

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

Year	2005-06	2006-07	2007-08
Percentage of Invoices	66%	69%	72%

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

#### Analysis

At 72 per cent, the percentage of invoices paid electronically increased over the previous year and almost met the target of 75 per cent. Further progress is expected for 2008-09, as the ministry continues to increase using electronic payments.

# Performance Measures

## – Source and Methodology

### 1.A Percentage of clients surveyed who are “satisfied overall” with the quality of service received through: ministry contact centre (registry-related) and registry agents.

A comprehensive satisfaction survey of clients who accessed registration and licensing products and those who contacted the contact centre (registry-related) was conducted. Leger Marketing was commissioned in 2007-08 to complete satisfaction research, which builds on results from prior years.

Each measure has its own survey instrument and methodology. The contact centre (registry-related) surveying was performed in June and November 2007. Total annual sample for the survey was 267 interviews, providing results that are accurate to within  $\pm 6.0$  per cent, at the 95 per cent confidence level.

The surveying concerning registry agents was conducted in June, October and November 2007 and February 2008. Total annual sample for the survey was 600 interviews with results being accurate to within  $\pm 4.0$  per cent, at the 95 per cent confidence interval.

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

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

A telephone survey of businesses that have an account with the Land Titles Office was conducted by Leger Marketing. The survey was conducted by telephone in June, September and November 2007 and February 2008. Total annual sample for the survey was 482 interviews with results being accurate to within  $\pm 4.5$  per cent, at the 95 per cent confidence interval.

Satisfaction is measured using a seven-point scale, where one is extremely dissatisfied, four is neutral and seven is extremely satisfied. A satisfied respondent is defined as providing a five, six or seven on the seven-point scale, while dissatisfied is one, two or three.

### 1.C Comparison of Alberta’s fees to other jurisdictions to:

- Renew registration on a Dodge Caravan.
- Renew a driver’s licence.

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

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

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

### Comparison of Alberta’s fees to other jurisdictions to:

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

A representative from the ministry attended the Canadian Conference of Land Titles Officials, where land title fees from each province were discussed. The conference produced a document which compares the land titles fees of each province.

All fees were derived from this document unless otherwise noted.

Alberta uses the Torrens system to define land ownership. Under the Torrens system, an interest in land must be duly registered with a central registry maintained by a provincial government and all registrations in the land registry are backed by the provincial government. In order to maintain consistency and comparability, Alberta's land title fees were only compared to other provincial/territorial government agencies that use the Torrens system. In addition to Alberta, eight other provinces or territories use this system: British Columbia, Saskatchewan, Manitoba, Ontario, New Brunswick, Northwest Territories, Yukon and Nunavut.

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

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

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

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

#### Comparison of Alberta's fees to other jurisdictions to:

- Collection Agency Licence
- Direct Selling Licence.

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

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

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

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

In order to increase the accuracy and size of the sample, the survey methodology changed in 2007-08. Respondents were prompted with a list of services and information provided by the Government of Alberta before being asked if they had accessed or tried to access Government of Alberta services in the last six months. In the past, prompting respondents with a list of services and information was not part of the methodology. Due to the methodology change, comparisons to prior years are not possible.

Ipsos Reid, an independent research contractor, conducted a random telephone survey of Albertans in March 2008. Total annual sample for the survey was 1024 interviews with results being accurate to within  $\pm 3.1$  per cent, at the 95 per cent confidence interval.

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

Respondents were presented with a list of actual Government of Alberta services or information and asked which they had accessed or tried to access in the past six months. Those who accessed one or more services or information on the list in person, by telephone, on the Internet

or by mail/fax were asked to rate their satisfaction with their current ability to access Government of Alberta services and information overall, regardless of means.

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

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

In order to increase the accuracy and size of the sample, the survey methodology changed in 2007-08. Respondents were prompted with a list of services and information provided by the Government of Alberta before being asked if they had accessed or tried to access Government of Alberta services in the last six months. In the past, prompting respondents with a list of services and information was not part of the methodology. Due to the methodology change, comparisons to prior years are not possible.

Ipsos Reid, an independent research contractor, conducted a random telephone survey of Albertans in March 2008. Total annual sample for the survey was 576 interviews with results being accurate to within  $\pm 4.1$  per cent, at the 95 per cent confidence interval.

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

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

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

### 2.A Percentage of ministry contact centre clients surveyed (consumer-related) who are "satisfied overall" with the quality of service received.

Leger Marketing conducted a survey of those who contacted the contact centre (consumer-related) from June to August and November to December 2007. Service Alberta provides Leger Marketing with the population of callers from which to randomly sample the respondents. Total annual sample for the survey was 293 interviews with results being accurate to within  $\pm 5.7$  per cent, at the 95 per cent confidence interval.

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

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

A telephone survey was conducted with clients of the Consumers Investigations unit. Leger Marketing was commissioned to conduct 2007-08 satisfaction research. Four rounds of research were conducted as follows:

- 1) Between June 13 and July 2, 2007
- 2) Between Sept. 20 and Oct. 13, 2007
- 3) Between Nov. 22, 2007 and Jan. 8, 2008
- 4) Between Feb. 28 to March 16, 2008

Consumer Services provides the sample for this study on a monthly basis as investigation files are closed. Total annual sample for the survey was 251 interviews with results being accurate to within  $\pm 6.2$  per cent, at the 95 per cent confidence interval.

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

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

A telephone survey was conducted with callers who contacted the ministry contact centre and received a consumer tipsheet. Leger Marketing was commissioned to conduct 2007-08 satisfaction research. The ministry provides Leger Marketing with the population of callers from which to randomly sample the respondents. Three rounds of research were conducted as follows:

- 1) Between Aug. 22 and Sept. 16, 2007
- 2) Between Dec. 11, 2007 and Feb. 24, 2008
- 3) Between Feb. 25 and March 16, 2008

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

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

### 3.A Number of computer applications that use the Alberta Secure Access Service.

The measure established is a record of the number of applications using the services provided by the Alberta Secure Access Service or that plan to use the service to enable authentication of the users of the designated application. The number of applications using or committing to use the service is calculated by the actual number of applications placed into the production service plus the number of applications that have committed to the Alberta Secure Access Service integration process, for which an assessment report or status report has been prepared.

The number of computer applications that implement relevant authentication protocols or access controls was monitored and supported by technical documents including status reports and production contracts.

Various data sources are used to compile relevant information including application integration initiatives status report, production contracts and project documentation, which includes individual project status reports, assessment reports and delivery schedules.

### 3.B Percentage of government employees that use the GoA Domain.

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

- Government includes departments, Executive Council, Corporate Human Resources (formerly known as the Personal Administration Office) and the Public Affairs Bureau. This excludes most boards and agencies to which Service Alberta provides only limited services.
- Employees are all users in the government who have an @gov.ab.ca e-mail address. This covers users of information and communication technology services within the government environment including full-time, part-time and wage staff and most contractors resident on government premises.

- All or some GoA Domain services have been limited to two services: exchange e-mail and Government of Alberta managed workstations. Integration of a department into the domain will typically start with one or both of these services.

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

### 3.C Number of organizations that use SuperNet for IP videoconferencing.

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

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

The following are the data sources for this measure:

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

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

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

Service bundles include:

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

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

Data for this measure is based on the Information Technology Service Management tool. The tool documents individuals within the GoA and which ministry they belong to, and which of them are and are not receiving services from the selected service providers.

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

All public bodies, including ministries, Executive Council, the Legislative Assembly Office, Office of the Auditor General, the Ombudsman, the Chief Electoral Officer, the Ethics Commissioner, the Information and Privacy Commissioner and agencies, boards and commissions designated in the *Freedom of Information and Protection of Privacy Regulation* submitted quarterly statistical reports of their FOIP requests for 2007-08.

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

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

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

#### 5. Percentage of invoices paid electronically.

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

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

##### Electronic Payment System

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

##### ExClaim

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

##### Procurement Card

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

##### IMAGIS Recurring Vouchers

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

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



# Achievements/Highlights — Corporate Human Resources

- Over 3,800 employees participated in eight sessions that occurred across the province in September and October 2007 on the theme: Proudly Working Together.
- Thirteen departments implemented Common Performance Assessment for Management and Opted Out and Excluded staff in 2007-08. There were over 45 Common Performance Assessment orientation sessions held from June 2007 to March 2008 with over 1,000 participants, approximately one-third of all managers and opted out and excluded employees.
- A Service Excellence event took place on Nov. 13, 2007 with three teams being recognized. Thirteen teams have been recognized since this program was initiated in 2003.
- For 2007, there were 59 Premier's Award of Excellence submissions resulting in 30 awards. Five of the award recipients received Canada Awards for Excellence from the National Quality Institute.
- The Partnerships in Health and Safety program audit of CHR as the Certifying Partner for the Government of Alberta, was undertaken as part of the Partnerships Program review. Recommendations from the audit were implemented and program update is completed.
- A one-day training session for Human Resource Consultants was developed and delivered throughout the Government of Alberta to enhance the capacity of the Human Resource community to better understand their role in occupational health and safety.
- Training sessions throughout the province on return-to-work guidelines were delivered to front line supervisors and the human resource community to assist them in providing for a safe and positive return to work for employees returning from injury or illness.
- An enhanced Employee Family and Assistance Program (EFAP) came into effect July 1, 2007.

This enhanced program is a prevention-focused program that provides voluntary confidential counselling and Work Life Solution services to employees and their immediate family members. The key goal of the EFAP is to connect Government of Alberta employees to counselling or the support resources they need to help them address personal problems.

- A three-year collective agreement covering the period Sept. 1, 2007 to Aug. 31, 2010 was reached with the Alberta Union of Provincial Employees and ratified by its membership.
- A retention bonus pilot program providing an annual bonus of \$6,000 to each eligible employee working and residing in a location between the 55th and 57th parallels was implemented. A payment of \$3,000 will be made to eligible employees every six months. The pilot expires June 2009. The expiry dates of three other northern Alberta pilot programs were extended to June 2009 (Attraction Bonus Program; Northern Leave program; Trips Out Program).
- A joint pension initiative with Alberta Finance and the Alberta Pensions Administration Corp. resulted in the Government of Alberta successfully concluding arrangements with the Government of Canada and eight provinces on reciprocal transfer agreements with the Alberta family of pension plans. The agreements became effective January 2008.
- Significant work occurred on the development of a post-employment retiree benefit program for employees participating in the Public Service Pension Plan and Management Employees Pension Plan, in partnership with the Alberta Retired Teachers Association (ARTA).
- The Government of Alberta and the Alberta Union of Provincial Employees successfully negotiated a new group benefit program, MyCHOICE benefits, for bargaining unit employees, effective July 1, 2008.
- Effective Oct. 1, 2007, the Government of Alberta implemented common pay zones within the broad pay bands for the manager and senior manager classes.

- A review of all executive manager positions was initiated and advanced job evaluation training was provided to the human resource community.
- A new Sheriff, Security and Transport job classification stream to encompass the new work of the Sheriff program was designed and encompasses the work that was previously part of the Security Services and Transport Officer streams.
- The Orientation to Government Program continued with five sessions held in Edmonton. A total of 1,405 new employees attended and 80 per cent found it to be of value.
- Eight Common Orientation Elements, focused on the fundamental information and processes new employees need to know within their first months of work, were developed and are being incorporated into orientation practices.
- The renamed Leading in Learning Series was launched, providing three theme-based learning opportunities per learning year (September-June). The theme for 2007-08 was Leadership and 341 people attended the first event held on Feb. 15. The event featured Dr. Marshall Goldsmith and 100 per cent of attendees found the session was valuable to attend.
- In 2007-08 the Employee Development Learning Centre managed over 23,000 registrations and the delivery of over 970 learning sessions.
- The Executive and Senior Manager Mobility Program, which includes knowledge transfers, currently has 63 current or past executive and senior manager mobility participants.
- The Corporate Management Development programs continue to run at capacity with 1,882 participants attending the Management Development Program (MDP); 776 attending the Senior and Executive Managers' Development Program (SEMDP) and 77 attending the Corporate Executive Development Competency Sessions.
- The Supervisor's Certificate Program, launched in September 2007, has 652 employees enrolled in the program.
- The Government of Alberta Jobs website was refreshed to create a more interactive, user-friendly and informative job search experience. The site won an Employer of Choice Marketing Award in the Advertising Online category.
- Two videos were developed to promote the Alberta government as a positive career choice and aired on local television stations.
- Over 30 corporately co-ordinated and numerous ministry co-ordinated events were attended by Ambassadors across the province. A new visual identity and accompanying promotional material were developed for the program and distributed to employees, Human Resource offices, Alberta Career Service Centres, high schools and post-secondary institutions.
- The Student Summer Employment Registration Service continues to provide students with an online forum to submit their resumes in order to be considered for summer employment opportunities.
- The Internship Program continues to provide recent post-secondary graduates with valuable work experience and introduces people to what the Alberta government offers in terms of careers and work environment. This year, 264 interns were hired throughout Government.
- Executive Search provided services to attract and recruit candidates and manage appointment processes for executive managers, senior officials and board members for the Alberta government departments, agencies, boards and commissions.

# Results Analysis

## **CORE BUSINESS 3: Human Resource Management: Providing strategic leadership of human resource management in the Alberta public service**

### **GOAL 1: An integrated, effective and enabling human resource management framework in the Alberta Public Service**

## Performance Measures

### 1.A Client satisfaction with human resource strategies and policy frameworks.

#### Description

Human resource strategies and policy frameworks are crucial parts of an integrated, effective and enabling HR management framework. This measure surveys CHR stakeholders to determine their satisfaction with established strategies and policy frameworks. Measurement data is collected through a client satisfaction survey conducted every two years.

#### Results

Sixty-nine per cent satisfaction with the HR strategies and policy frameworks provided which is less than the target of 82 per cent and is a 10 percentage point decrease from the previous survey's results (79 per cent in 2004-05).

#### Analysis

The biggest increase was in the neutral or don't know category. This category increased by almost the same amount that the satisfied category decreased (nine and 10 percentage points respectively) while the percentage of clients who were dissatisfied increased slightly by one percentage point.

#### Source and Methodology

An independent survey organization, Research Innovations Inc., conducted a census survey of CHR's clients using a combination of telephone interviews and web/e-mail based data collection.

The clients surveyed are deputy ministers and their executive committees, HR directors and HR professionals in government ministries. Of the 410 clients eligible to participate in the survey, 330 clients participated. Results were averaged to give each group equal weight.

New performance measures are under development for 2008-09.

### 1.B Stakeholder satisfaction with working relationships with the Corporate Human Resources.

#### Description

Working relationships between CHR and its clients are key to achieving this goal. This measure surveys stakeholders' overall satisfaction with working relationships with CHR. Measurement data is collected through the CHR Client Satisfaction Survey, conducted every two years.

#### Results

Eighty-four per cent satisfaction with working relationships, which is less than the target of 93 per cent and a decrease of eight percentage points from the previous survey's results (92 per cent in 2004-05).

#### Analysis

The results confirm that the majority of clients remain satisfied with their working relationships with CHR. The category that experienced the biggest increase (five percentage points) was neutral or don't know.

#### Source and Methodology

An independent survey organization, Research Innovations Inc., conducted a census survey of CHR's clients using a combination of telephone interviews and web/e-mail based data collection.

The clients surveyed are deputy ministers and their executive committees, HR directors and HR professionals in government ministries. Of the 410 clients eligible to participate in the survey, 330 clients participated. Results were averaged to give each group equal weight.

New performance measures are under development for 2008-09.

## GOAL 2: An engaged and healthy public service that is positioned to meet emerging and diverse government goals

### 2.A Percentage of employees who agree they are satisfied with their work as a Government of Alberta employee.

#### Description

This measure looks at overall satisfaction with employment in the Alberta Public Service. Data for this measure is collected through the annual Corporate Employee Survey.

#### Results

The 2007 result to the question “To what extent do you agree or disagree that, overall, you are satisfied in your work as a Government of Alberta employee?” is 77 per cent.

#### Analysis

Seventy-seven per cent of employees surveyed agreed that, overall, they were satisfied in their work as a GOA employee, a decrease of one percentage point from 2006. The three priorities identified in the 2008-11 APS Workforce Plan drive initiatives that may positively influence employee engagement.

#### Source and Methodology

Measures of employee satisfaction have been established and annual surveys have been conducted since 1996. The 2007 Corporate Employee Survey was conducted by Research Innovations Inc., from Sept. 24 to Nov. 28, 2007. A total of 14,955 Government of Alberta employees were surveyed, using a combination of online, telephone and mail surveying. The margin of error was no greater than  $\pm 1$  per cent at the 95 per cent confidence level.

New performance measures are under development for 2008-09.

### 2.B Percentage of employees who agree that their organization supports their work related learning and development.

#### Description

This measure examines employees' satisfaction with the support that the Government of Alberta demonstrates towards their work-related learning and development. Data for this measure is collected through the annual Corporate Employee Survey.

#### Results

The 2007 result for the question “to what extent do you agree or disagree that your organization supports your work-related learning and development?” is 77 per cent.

#### Analysis

The result for this question has increased by one per cent since 2006 and six per cent since 2005. The substantial increase indicates that there has been greater support for employees' work-related learning and development over the past two years. This area will continue to be a priority in the 2008-11 APS Workforce Plan.

#### Source and Methodology

Measures of employee satisfaction have been established and annual surveys have been conducted since 1996. The 2007 Corporate Employee Survey was conducted by Research Innovations Inc., from Sept. 24 to Nov. 28, 2007. A total of 14,955 Government of Alberta employees were surveyed, using a combination of online, telephone and mail surveying. The margin of error was no greater than  $\pm 1$  per cent at the 95 per cent confidence level.

New performance measures are under development for 2008-09.

## 2.C Alberta Public Service Lost-Time Claims Rate (per 100 person-years worked).

### Description

This measure rates the well-being of employees in the APS. Lost Times Claims is a frequency rate which measures the time lost due to incidents/injury in the Alberta Public Service.

### Results

Well-being Performance Measure	2007 Actual	2007 Target
Frequency of incidents/injuries (Lost time claims per 100 person years worked)	1.43	1.5

### Analysis

The Lost Time Claim Rate of 1.43 for 2007 is lower than the 2006 rate of 1.61. The lost-time claims rate has continued the historical trend of being lower than the combined workplace lost-time claim rate as reported by Employment, Immigration and Industry for employers in Alberta, which is 2.12 for 2007, according to the Government of Alberta annual report. (The rate for 2006 was 2.35.)

### Source and Methodology

The frequency of incidents/injuries is based on a standard formula that calculates the number of lost-time claims per 100 person-years worked. Data is pulled from the IMAGIS Occupational Health and Safety Database. (IMAGIS is the integrated management information system for human resources in the Government of Alberta.) This performance measure is based on the calendar year.

New performance measures are under development for 2008-09.

# Supplemental Information

## Executive Search

### New Competitions Initiated by Fiscal Year

The following table reflects only new competitions initiated in the fiscal year.

	2005-2006	2006-2007	2007-2008
<b>Number and scope of Competitions</b>			
Open	70	54	66
Limited	29	18	27
<b>Total</b>	<b>99</b>	<b>72</b>	<b>93</b>
<b>Number of Competitions by Classification</b>			
Senior Official/ Deputy Minister	6	6	11
Executive Manager II	17	16	27
Executive Manager I	60	42	40
Other Levels	8	5	7
Other*	8	3	8
<b>Total Initiated</b>	<b>99</b>	<b>72</b>	<b>93</b>

Source: Corporate Human Resources

\*Includes agencies, boards and commissions and Legislative Assembly Offices.

The 93 new competitions, combined with 17 competitions in progress at the end of fiscal year 2006-07, resulted in 74 appointments effective in 2007-08.

Executive Search also worked on 14 exemptions from competition and three interchange assignments in 2007-08.

At 2007-08 year-end, 32 competitions were in progress.

## Profile of the Alberta Public Service

As of July 31, 2008, there were 26,661 employees in the Alberta Public Service, an increase over March 31, 2007 when there were 24,897 employees.

Salaried staff includes permanent, temporary and long-term wage employees.

Ministry	Employees	Percentage of Public Service
Aboriginal Relations	89	0.33%
Advanced Education and Technology	650	2.44%
Agriculture and Rural Development	1,057	3.96%
Auditor General	137	0.51%
Chief Electoral Office	12	0.05%
Children and Youth Services	3,126	11.72%
Corporate Human Resources	127	0.48%
Culture and Community Spirit	512	1.92%
Education	741	2.78%
Employment and Immigration	2,249	8.44%
Energy	637	2.39%
Environment	954	3.58%
Executive Council	64	0.24%
Finance and Enterprise	698	2.62%
Health and Wellness	934	3.50%
Housing & Urban Affairs	137	0.51%
Infrastructure	875	3.28%
International and Intergovernmental Relations	154	0.58%
Justice and Attorney General	2,923	10.96%
Legislative Assembly Office	96	0.36%
Municipal Affairs	425	1.59%
Office of the Ethics Commissioner	4	0.02%
Office of the Information and Privacy Commissioner	38	0.14%
Ombudsman	24	0.09%
Public Affairs Bureau	168	0.63%
Seniors and Community Supports	1,938	7.27%
Service Alberta	1,776	6.66%
Solicitor General and Public Security	2,848	10.68%
Sustainable Resource Development	1,813	6.80%
Tourism, Parks and Recreation	465	1.74%
Transportation	856	3.21%
Treasury Board	134	0.50%
<b>Total</b>	<b>26,661</b>	<b>100.00%</b>

Source: IMAGIS database as of July 31, 2008 (date change due to Government re-organization); Legislative Assembly Office; Office of the Ethics Commissioner; Office of the Information and Privacy Commissioner.

## Employee Distribution (age, salary and location)

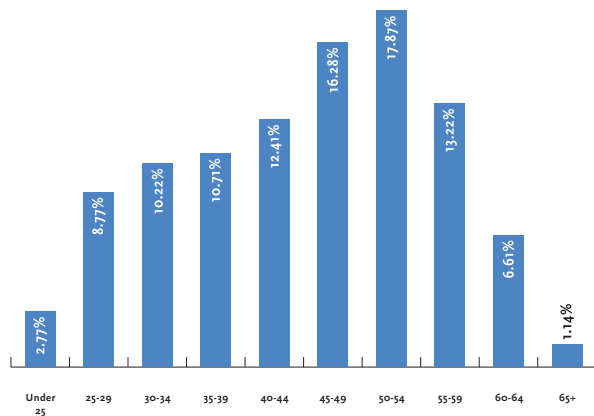
The following charts include permanent, temporary, and long-term wage employees.

Data is obtained from IMAGIS, the government's human resource information system.

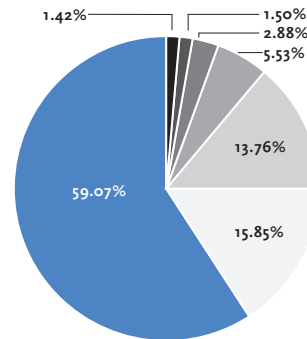
### Age Distribution

(per cent)

The average age of Alberta public service employees is 45 in 2007-08.



### Work Location of APS Employees (per cent)

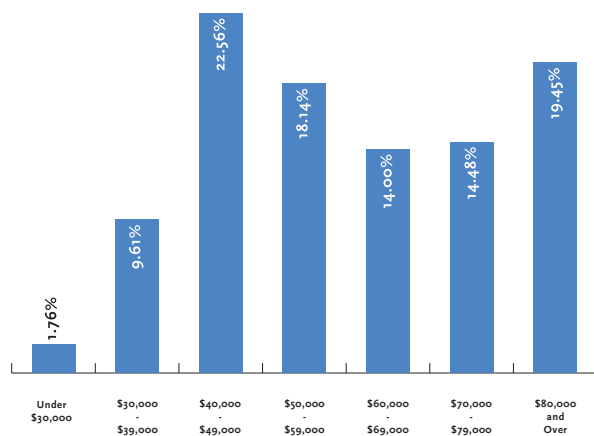


- Edmonton
- Calgary
- Red Deer
- Lethbridge
- Grand Prairie
- Peace River
- Other

### Salary Distribution

(per cent)

The average annual salary of Alberta public service employees in 2007-08 was \$64,200.





## Benefit Plans

The following tables provide statistics on the benefits paid to employees and usage of the employee benefit plans. A description of the plans appears below each table.

Plan	Benefits Paid (\$ thousands)		
	2005–2006	2006–2007	2007–2008
<b>Basic Group Life Insurance</b>			
Deaths	47	45	44
Total Benefits Paid	\$4,982	\$5,216	\$5,470
<b>Accidental Death &amp; Dismemberment Insurance</b>			
Deaths	0	3	3
Total Benefits Paid	\$0	\$188	\$645
<b>Dependents' Life Insurance</b>			
Deaths	37	25	31
Total Benefits Paid	\$271	\$194	\$262
<b>Enhanced Life Insurance</b>			
Deaths	3	5	9
Total Benefits Paid	\$715	\$879	\$2,360
<b>Retiree Life Insurance</b>			
Deaths	220	243	228
Total Benefits Paid	\$680	\$745	\$713

Source: Corporate Human Resources, Great-West Life Assurance Company

### About the Plans

#### Basic Group Life Insurance

A lump sum is paid to the beneficiary on the employee's death. A partial advance payment of the total coverage may be paid to a terminally ill employee. The employer pays two-thirds and the employee pays one-third of the premium.

#### Accidental Death and Dismemberment Insurance

This policy provides additional benefits if death was accidental or if an accident causes loss of use of limbs. The employer pays two-thirds and the employee one-third of the premium.

#### Dependents' Life Insurance

Employee-funded, this benefit is paid to the employee on the death of an insured spouse or child.

#### Enhanced Life Insurance

Employee-funded, this additional optional coverage is based on a multiple of annual salary and is available to management and non-union employees.

#### Retiree Life Insurance

Beneficiaries receive a benefit on the death of an insured retired employee. The benefit for employees who were in the bargaining unit is \$4,000. The management and non-union plan provides a \$4,000 benefit if the employee retired or is still employed past age 70 with less than 10 years of service, \$5,000 if the employee retired, terminated or is still employed past age 70 with

10 to 20 years of service and \$7,000 if the employee retired, terminated or is still employed past age 70 with 20 years or more service.

## Benefit Plans

Plan	Benefits Paid (\$ thousands)		
	2005-2006	2006-2007	2007-2008
<b>Extended Medical Benefits* and Prescription Drug Plans*</b>			
Extended Medical Benefits Paid	\$4,589	\$4,962	\$6,939
Prescription Drug Benefits Paid	\$17,354	\$19,943	\$19,769
<b>Travel-Occupational Accident Insurance</b>			
Deaths	0	0	1
Benefits Paid	\$0	\$0	\$129
<b>Dental Plans</b>			
Benefits Paid	\$16,846	\$17,905	\$19,051
<b>Long-Term Disability Income Continuance Plan</b>			
Benefits Paid	\$24,746	\$28,496	\$29,146
Number of employees receiving benefits	1,149	1,180	1,153
Number of new claims during the year	298	310	329

Source: Corporate Human Resources; Great-West Life Assurance Company

\* Note: Due to a past error, 2005-06 and 2006-07 figures have been updated.

### About the Plans

#### Extended Medical Benefits and Prescription Drug Plans

These plans provide coverage for prescription drugs and other medical services. Employees and the employer share the premiums associated with participating in the plans.

#### Travel-Occupational Accident Insurance

This plan covers wage and a small number of other employees who are not covered under the life insurance plan. The plan is employer-funded and is for accidents causing death or dismemberment which occur at work or when travelling on government business.

#### Dental Plans

The dental plans provide coverage for basic, major services and orthodontic services (within annual limits). The employer funds the core plan and an enhanced employee-paid plan for management and non-union employees provides a higher reimbursement level.

#### Long-Term Disability Income Continuance Plan

Employees unable to perform at least 60 per cent of their job duties or undertake employment due to their medical condition are provided with benefits up to 70 per cent of their pre-disability salary. Employees capable of returning to work receive rehabilitation and re-employment assistance. The employer and employees each pay 50 per cent of the premiums for the bargaining unit plan.

## Employee Funded Leave Program

Employees may regularly set aside a portion of their salaries with the trustee for this program. They receive the deferred salary back at a later date, while on a leave of absence ranging from three to twelve months in length. In 2007-08, 48 employees participated, with the value of the program fund at \$677,811 as of March 31, 2008.



# Financial Information

# Service Alberta Financial Statements

**MARCH 31, 2008**

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# Auditor's Report



To the Members of the Legislative Assembly

I have audited the statement of financial position of the Ministry of Service Alberta as at March 31, 2008 and the statements of operations and cash flows for the year then ended. These financial statements are the responsibility of the ministry's management. My responsibility is to express an opinion on these financial statements based on my audit.

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

In my opinion, these financial statements present fairly, in all material respects, the financial position of the ministry as at March 31, 2008 and the results of its operations and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.

*(Original Signed by Fred J. Dunn, FCA)*

FCA  
Auditor General

Edmonton, Alberta  
May 16, 2008

The official version of this Report of the Auditor General, and the information the Report covers, is in printed form.

# Statement of Operations

Year Ended March 31, 2008  
(in thousands)

	2008		2007
	Budget (Schedule 4)	Actual	Actual
<b>Revenues (Note 2b and Schedule 1)</b>			
Fees and licences	\$ 420,961	\$ 458,416	\$ 429,189
Other revenue	75,048	84,470	79,962
	496,009	542,886	509,151
<b>Expenses- directly incurred (Note 2b and Schedules 3, 4 and 5)</b>			
Voted operating expenses			
Ministry Support Services	13,762	13,239	14,240
Services to Albertans	63,580	61,621	55,627
Services to Government	244,854	252,350	236,758
Corporate Human Resources	20,140	19,545	23,827
	342,336	346,755	330,452
Statutory expenses (Note 6)	3,089	1,652	2,102
	345,425	348,407	332,554
Loss on disposal of tangible capital assets	-	270	485
<b>Net operating results</b>	<b>\$ 150,584</b>	<b>\$ 194,209</b>	<b>\$ 176,112</b>

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



## Statement of Financial Position

As at March 31, 2008  
(in thousands)

	2008	2007
		Actual
<b>Assets</b>		
Cash and cash equivalents	\$ 91,067	\$ 88,139
Accounts receivable (Note 4)	14,860	19,260
Inventories (Note 5)	1,891	1,932
Tangible capital assets (Note 7)	238,424	227,419
	<u>\$ 346,242</u>	<u>\$ 336,750</u>
<b>Liabilities</b>		
Accounts payable and accrued liabilities (Note 8)	\$ 90,339	\$ 91,430
Unearned revenue (Note 9)	213,317	203,396
	<u>303,656</u>	<u>294,826</u>
<b>Net assets</b>		
Net assets, beginning of year	41,924	66,813
Net operating result	194,209	176,112
Net financing provided for General Revenues	(193,547)	(201,001)
Net assets, end of year	<u>42,586</u>	<u>41,924</u>
	<u>\$ 346,242</u>	<u>\$ 336,750</u>

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

# Statement of Cash Flows

Year Ended March 31, 2008  
(in thousands)

	2008	2007
<b>Operating transactions</b>		
Net operating result	\$ 194,209	\$ 176,112
Non-cash items included in net operating results		
Amortization of tangible capital assets and consumption of inventories	31,041	27,514
Loss on disposal of tangible capital assets	270	485
Provision for vacation pay	709	1,242
Provision for doubtful accounts	29	57
Provision for the Government of Alberta's share of the Long-Term Disability Continuance Plan liability	222	663
	<u>226,480</u>	<u>206,073</u>
Decrease (increase) in accounts receivable	4,371	(7,802)
(Increase) in inventories held for resale	(34)	(23)
Increase (decrease) in accounts payable and accrued liabilities	(2,022)	13,701
Increase in unearned revenue	9,921	18,673
<b>Cash provided by operating transactions</b>	<u>238,716</u>	<u>230,622</u>
<b>Capital transactions</b>		
Acquisition of tangible capital assets and inventories held for internal use	(40,098)	(26,764)
Adjustment to tangible capital assets	(13)	28
Net transfer of tangible capital assets to (from) other ministries	(2,717)	810
Disposal of tangible capital assets	587	1,756
<b>Cash applied to capital transactions</b>	<u>(42,241)</u>	<u>(24,170)</u>
<b>Financing transactions</b>		
Net financing provided for general revenues	(193,547)	(201,001)
<b>Cash applied to financing transactions</b>	<u>(193,547)</u>	<u>(201,001)</u>
<b>Increase in cash and cash equivalents</b>	<u>2,928</u>	<u>5,451</u>
<b>Cash and cash equivalents, beginning of year</b>	<u>88,139</u>	<u>82,688</u>
<b>Cash and cash equivalents, end of year</b>	<u>\$ 91,067</u>	<u>\$ 88,139</u>

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

# Notes to the Financial Statements

Year Ended March 31, 2008

## Note 1

### Authority and Purpose

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

The ministry provides responsive, standardized and efficient shared services across government while delivering convenient, secure and timely access to programs and services for all Albertans. The ministry supports a fair and effective marketplace in Alberta by providing licensing and registry services and promoting consumer protection. Corporate Human Resources, as part of the ministry, leads and collaborates with ministries to develop innovative human resource management policies and practices to attract, engage and develop employees to achieve government goals and objectives.

## Note 2

### Summary of Significant Accounting Policies and Reporting Practices

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

### (a) Reporting Entity

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

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

### (b) Basis of Financial Reporting

#### Revenues

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

#### Internal Government Transfers

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

#### Dedicated Revenue

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

#### Expenses

##### *Directly Incurred*

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

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

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

#### *Incurred by Others*

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

### Assets

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

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

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

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

### Liabilities

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

### Net Assets

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

### Measurement Uncertainty

(in thousands)

Measurement uncertainty exists when there is a variance between the recognized or disclosed amount and another reasonably possible amount. Accounts payable and accrued liabilities includes the accrued benefit liability for the two multi-employer Long-Term Disability Income continuance plans of \$11,067 (2007 - \$10,845), which is subject to measurement uncertainty.

### Valuation of Financial Assets and Liabilities

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

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

## Note 3

### Government Reorganization and Program Transfers

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

- a) Corporate Human Resources and the administration of Air Transportation Services to Treasury Board.
- b) Regulatory Review Secretariat to the Ministry of Finance and Enterprise.

As the fiscal year was substantially completed and to report on accountability against 2007-08 business plans, the financial statements are prepared based on the assumption that the restructuring took place on April 1, 2008. Financial statements for the year ended March 31, 2009 will be based on the new structure and the financial statements of prior years would be restated for comparability.

## Note 4

### Accounts Receivable

(in thousands)

	2008			2007
	Gross Amount	Allowance for Doubtful Accounts	Net Realizable Value	Net Realizable Value
Accounts Receivable	\$ 14,993	\$ 261	\$ 14,732	\$ 19,133
Refunds from suppliers	128	-	128	127
	<u>\$ 15,121</u>	<u>\$ 261</u>	<u>\$ 14,860</u>	<u>\$ 19,260</u>

Accounts receivable are unsecured and non-interest bearing. The accounts receivable amount includes \$323 (2007 - \$269) to be received from other government ministries.

## Note 5

### Inventories

(in thousands)

Inventories consist of the following:

	2008	2007
Consumable aircraft parts and supplies	\$ 1,529	\$ 1,604
Queen's Printer publications for resale	362	328
	<u>\$ 1,891</u>	<u>\$ 1,932</u>

## Note 6

### Statutory Expenses

(in thousands)

	2008	2007
Valuation adjustments		
Provision for vacation pay	\$ 709	\$ 1,242
Provision for the Government of Alberta's share of the Long-Term Disability Income Continuance Plan liability (a)	222	663
Provision for doubtful accounts	29	57
Land Titles Registrar's assurance liabilities	692	140
	<u>\$ 1,652</u>	<u>\$ 2,102</u>

a) The provision represents the change in liabilities in the year in the amount of \$222 (2007 - \$663). The accrued benefit liability for the two multi-employer Long-Term Disability Income Continuance Plans at March 31, 2008 amounted to \$11,067 (2007 - \$10,845) and is included in accounts payable and accrued liabilities (Note 8).

## Note 7

### Tangible Capital Assets (in thousands)

	Equipment <sup>(1)</sup>	Computer hardware and software <sup>(2)</sup>	Other <sup>(3)</sup>	2008 Total	2007 Total
<b>Estimated Useful Life</b>	3 – 20 years	3 – 10 years	5 – 24 years		
<b>Historical Cost<sup>(4)</sup></b>					
Beginning of year	\$ 220,361	\$ 120,784	\$ 29,013	\$ 370,158	\$ 366,220
Additions, including transfers	29,865	12,922	357	43,144	28,411
Disposals, including transfers	(2,459)	(457)	(340)	(3,256)	(24,473)
	\$ 247,767	\$ 133,249	\$ 29,030	\$ 410,046	\$ 370,158
<b>Accumulated Amortization</b>					
Beginning of year	\$ 42,453	\$ 92,753	\$ 7,533	\$ 142,739	\$ 134,965
Amortization expense	22,903	7,512	372	30,787	26,762
Effect of disposals and transfers	(1,118)	(457)	(329)	(1,904)	(18,988)
	\$ 64,238	\$ 99,808	\$ 7,576	\$ 171,622	\$ 142,739
<b>Net Book Value at March 31, 2008</b>	\$ 183,529	\$ 33,441	\$ 21,454	\$ 238,424	
<b>Net Book Value at March 31, 2007</b>	\$ 177,908	\$ 28,031	\$ 21,480		\$ 227,419

1. Equipment includes SuperNet, furniture, fixtures and vehicles. SuperNet includes the following components:

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

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

2. Computer hardware and software includes all development costs incurred by the ministry in the implementation of the Alberta Government Integrated Management Information System (IMAGIS). The cost of each module is amortized over a 10-year useful life. Upgrades to newer versions of PeopleSoft, the IMAGIS software platform, are expensed in the year incurred.

3. Other consists of aircraft, spare aircraft engines and parts.

4. Historical cost includes work-in-progress at March 31, 2008 totalling \$16,732 comprised of: equipment \$5,057 (2007 – \$1,313); and computer hardware and software \$11,675 (2007 – \$16,387).

During the year, transfer of tangible capital assets from other ministries amounted to \$2,717 (2007 – \$2,434), and there were no transfers of tangible capital assets to other ministries (2007 – \$3,244).

## Note 8

### Accounts Payable and Accrued Liabilities

(in thousands)

The ministry has an obligation to pay for goods and services acquired by its program areas, and to recognize the Government of Alberta's share in the liability for the Long-Term Disability Income Continuance Plan. It must also remit funds collected on behalf of the Department of Justice.

	2008	2007
Other Payables	\$ 70,870	\$ 73,081
Government of Alberta's share of the Long-Term Disability Income Continuance Plan liability	11,067	10,845
Payable to Department of Justice	8,402	7,504
	<u>\$ 90,339</u>	<u>\$ 91,430</u>

## Note 9

### Unearned Revenue

(in thousands)

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

	2008	2007
Fees and licences	\$ 211,408	\$ 198,485
Motor Vehicles	1,358	1,675
Land Titles	496	440
Other	-	-
Other revenue		
Utilities Consumer Advocate	-	2,736
Other	55	60
	<u>\$ 213,317</u>	<u>\$ 203,396</u>

## Note 10

### Contractual Obligations

(in thousands)

	2008	2007
Telecommunications		
Service contracts <sup>(1)</sup>	\$ 24,618	\$ 53,906
General Service Contracts <sup>(2)</sup>	229,516	177,175
Long-Term Leases	2,423	1,468
	<u>\$ 256,557</u>	<u>\$ 232,549</u>

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

Year	Service Contracts	Long-Term Leases	Total
2009	\$ 118,730	\$ 1,551	\$ 120,281
2010	59,028	633	59,661
2011	21,377	239	21,616
2012	14,665	-	14,665
2013	40,334	-	40,334
	<u>\$ 254,134</u>	<u>\$ 2,423</u>	<u>\$ 256,557</u>

1. Represents Government of Alberta's commitment to Bell Canada for telecommunication services. The remaining term of the agreement is two years.

2. General Service contracts include the Government of Alberta's commitment to IBM for the Alberta Government Integrated Management Information System of \$29,682 (2007 - \$43,697). The remaining term of the agreement is one year and nine months.

The threshold for disclosing contractual obligations is \$25.

## Note 11

### Contingent Liabilities

(in thousands)

At March 31, 2008, the ministry is a defendant in 14 legal claims (2007 - 14 legal claims). Twelve of these claims have specified amounts totalling \$2,339 and the remaining two claims have no specified amount (2007 - eight claims with a specified amount of \$1,231 and six with no specified amount). Included in the total legal claims is one claim with no specified amount (2007 - one claim with no specified amount) in which the ministry has been jointly named with another entity. Three claims (2007 - three claims) are covered or partially covered by Alberta Risk Management Fund, with coverage amounting to \$268 (2007 - \$468).

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



## Note 12

### Funds Under Administration

(in thousands)

The ministry administers funds which are managed for the purpose of various trusts and employee benefit plans, over which the Legislature has no power of appropriation. Because the province has no equity in the funds, these amounts are not included in the ministry's financial statements. As at March 31, 2008 funds under administration were as follows:

	2008			2007
	Total Assets	Total Liabilities	Net Assets (Liabilities)	Net Assets (Liabilities)
Long-Term Disability Income Continuance Plans:				
Bargaining Unit <sup>(1)</sup>	\$ 124,604	\$ 130,923	\$ (6,319)	\$ 153
Management, Opted out and Excluded <sup>(1)</sup>	42,441	34,567	7,874	10,148
Group Life Insurance Plans:				
Bargaining Unit <sup>(2)</sup>	45,765	25,974	19,791	19,675
Management, Opted out and Excluded <sup>(2)</sup>	15,657	14,413	1,244	3,584
Government of Alberta Dental Plan Trust <sup>(3)</sup>	6,228	1,817	4,411	4,563
Government Employees' Group Extended Medical Benefits Plan Trust <sup>(3)</sup>	5,532	3,580	1,952	(457)
Business licencing security	977	-	977	734
Miscellaneous trust funds	204	-	204	242
	<u>\$ 241,408</u>	<u>\$ 211,274</u>	<u>\$ 30,134</u>	<u>\$ 38,642</u>

(1) Financial statements of these funds can be found in the supplementary ministry Financial Information section of the Ministry of Service Alberta 2007-08 annual report.

(2) This Group Life Insurance Plan is inclusive of Basic Group Life, Accidental Death and Dismemberment, Dependent Life, Enhanced Life, and Retiree Life Insurance coverage.

(3) Trusts have a year ending Dec. 31st.

## Note 13

### Payment Under Agreement

(in thousands)

The ministry has entered into an agreement with Statistics Canada to explore the feasibility of establishing a secure network for sharing vital event data between federal and provincial organizations. The National Routing System pilot project is fully funded by Statistics Canada. Costs incurred under this agreement are made by the ministry under authority of the *Financial Administration Act*, Section 25. Accounts payable include \$172 (2007 - \$174) relating to the payment under agreement. Amount paid under the agreement with Statistics Canada is \$229 (2007 - \$222).

## Note 14

### Defined Benefit Plans

(in thousands)

#### Multi-Employer Pension Plans

The ministry participates in the multi-employer pension plans, Management Employees Pension Plan and Public Service Pension Plan. The ministry also participates in the multi-employer Supplementary Retirement Plan for Public Service Managers. The expense for these pension plans is equivalent to the annual contributions of \$10,875 for the year ended March 31, 2008 (2007 - \$9,945).

At Dec. 31, 2007, the Management Employees Pension Plan reported a deficiency of \$84,341 (2006 - \$6,765) and the Public Service Pension Plan reported a deficiency of \$92,070 (2006 surplus - \$153,024). At Dec. 31, 2007, the Supplementary Retirement Plan for Public Service Managers had a surplus of \$1,510 (2006 - \$3,698).

#### Long-Term Disability Income Continuance Plans

The ministry administers two multi-employer Long-Term Disability Income Continuance Plans. These plans are defined benefit plans to which participating employers contribute on a defined contribution basis.

For the Bargaining Unit plan, the employers contribute at a rate of 1.55 per cent of monthly insurable salary. At March 31, 2008, the Bargaining Unit Plan reported an actuarial deficiency of \$6,319 (2007 - surplus of \$153). Long-term disability benefits are funded equally by the employers and employees of this plan. For the Management, Opted Out and Excluded plan, the employers contribute at a rate of 1.7 per cent of monthly insurable salary. At March 31, 2008, Management, Opted Out and Excluded plan reported an actuarial surplus of \$7,874 (2007 - \$10,148). Long-term disability benefits are funded by the employers in this plan.

At March 31, 2008, the Government of Alberta's share of the estimated accrued benefit liability for these two plans amounting to \$11,067 (2007 - \$10,845) has been recognized in these financial statements (Note 12). This amount is actuarially determined as the cost of employee benefits earned net of employers' contributions, interest expense on the accrued benefit obligation, expected return on the plan assets and amortization of deferred amounts using management's best estimates and actuarial assumptions. The ministry, together with other participating ministries, records their share of employer contributions as expenses in their respective financial statements.

#### Group Life Insurance Plans

The ministry also administers two multi-employer Group Life Insurance plans on behalf of the Government of Alberta. These plans are defined benefit plans to which participating employers contribute on a defined contribution basis.

The Basic Group Life Insurance and Accidental Death and Dismemberment insurance is funded two-thirds by the employers and one-third by the employees for the Bargaining Unit plan and the Management, Opted Out and Excluded plan. The Retiree Life Insurance is funded by the Basic Group Life premiums. All additional coverage is optional and funded by the employees for both plans.

At March 31, 2008, the Bargaining Unit plan reported an estimated surplus of \$19,791 (2007 - \$19,675) and the Management, Opted Out and Excluded plan reported an estimated surplus of \$1,244 (2007 - \$3,584). These amounts currently subsidize claim costs and stabilize premium rates for the plans. Management produced estimates based on available March 2007 data, which was reviewed by the actuary for reasonableness. The ministry, together with other participating ministries, records their share of employer contributions as expenses in their respective financial statements.

## Dental and Extended Medical Plan Trusts

Boards of Trustees administer the multi-employer Dental and Extended Medical Plan Trusts on behalf of the employees of Government of Alberta. These plans are defined benefit plans to which participating employers contribute on a defined contribution basis.

Premium rates are recommended by the trustees to the Government of Alberta. All additional coverage for the Management, Opted out and Excluded Plans is optional and funded by the employees.

At Dec. 31, 2007, the Government of Alberta Dental plan reported an actuarial surplus of \$4,411 (2006 – \$4,563) and the Government Employees' Group Extended Medical Benefits plan reported an actuarial surplus of \$1,952 (2006 – deficiency of \$457). The trusts receive contributions from participating employers. Employers withhold contributions from employees and remit both employee and employer contributions to the trust. The ministry, together with the participating ministries, records their share of employer contributions as expenses in their respective financial statements.

## Note 15

### Approval of Financial Statements

The financial statements were approved by the Deputy Minister, the Public Service Commissioner and the Senior Financial Officer.

## Schedule to Financial Statements

### Revenue

#### Schedule 1

Year Ended March 31, 2008  
(in thousands)

	2008		2007
	Budget	Actual	Actual
<b>Fees and licences</b>			
Motor Vehicles	\$ 331,846	\$ 360,653	\$ 341,403
Land Titles	69,658	77,705	68,214
Personal Property Registry	6,528	6,627	6,576
Business Corporations Act	7,140	7,187	7,133
Vital Statistics	3,756	4,295	4,078
Marriage Licences	771	781	769
Licensing of Businesses and Trades	521	516	521
Name Changes	227	266	246
Residential Tenancy Dispute Resolution	435	262	163
Other	79	124	86
	<u>420,961</u>	<u>458,416</u>	<u>429,189</u>
<b>Other revenue</b>			
Shared Services	66,126	76,312	72,615
Utilities Consumer Advocate	6,691	5,131	3,738
Other	2,231	3,027	3,609
	<u>75,048</u>	<u>84,470</u>	<u>79,962</u>
	<u>\$ 496,009</u>	<u>\$ 542,886</u>	<u>\$ 509,151</u>

## Dedicated Revenue Initiatives

### Schedule 2

Year Ended March 31, 2008  
(in thousands)

	2008		
	Authorized Dedicated Revenues	Actual Dedicated Revenues	Excess / (Shortfall)
Shared Services <sup>(1)</sup>	\$ 66,126	\$ 76,312	\$ 10,186
Utilities Consumer Advocate <sup>(2)</sup>	6,691	5,131	(1,560)
Residential Tenancy Dispute Resolution <sup>(3)</sup>	435	262	(173)
	<u>\$ 73,252</u>	<u>\$ 81,705</u>	<u>\$ 8,453</u>

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

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

Eighty per cent of its funding is received through the Balancing Pool (section 148 of the *Electric Utilities Act*) with a further 20 per cent from three provincial natural gas distributors (section 28.1 of the *Gas Utilities Act*). Current year funding came from \$2,736 that was unexpended and carried over from previous year and \$2,395 that was due this fiscal year. Funding is based on the actual amount expended during the year.

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

## Expenses — Directly Incurred Detailed by Object

### Schedule 3

Year Ended March 31, 2008  
(in thousands)

	2008		2007
	Budget	Actual	Actual
<b>Voted</b>			
Salaries, wages and employee benefits	\$ 143,327	\$ 144,079	\$ 131,824
Supplies and services	158,850	171,526	165,671
Grants	-	-	5,300
Amortization of tangible capital assets and consumption of inventories	40,084	31,041	27,514
Other	75	109	143
	<u>\$ 342,336</u>	<u>\$ 346,755</u>	<u>\$ 330,452</u>
<b>Statutory</b>			
Statutory programs and valuation adjustments	\$ 3,064	\$ 960	\$ 1,962
Personal Property Security judgments	5	-	-
Land Titles Registrar's assurance liabilities	20	692	140
	<u>\$ 3,089</u>	<u>\$ 1,652</u>	<u>\$ 2,102</u>

# Budget

## Schedule 4

Year Ended March 31, 2008  
(in thousands)

	2008				
	2007-2008 Estimates	Adjustments	Budget	Authorized Supplementary <sup>(a)</sup>	Authorized Budget
<b>Revenues</b>					
<b>Fees and licences</b>					
Motor Vehicles	\$ 331,846	\$ -	\$ 331,846	\$ -	\$ 331,846
Land Titles	69,658	-	69,658	-	69,658
Other	19,457	-	19,457	-	19,457
<b>Other revenue</b>					
Shared Services	66,126	-	66,126	-	66,126
Utilities Consumer Advocate	6,691	-	6,691	-	6,691
Other	2,231	-	2,231	-	2,231
	<u>496,009</u>	<u>-</u>	<u>496,009</u>	<u>-</u>	<u>496,009</u>
<b>Expenses - directly incurred</b>					
<b>Voted expenses</b>					
Ministry Support Services	13,762	-	13,762	200	13,962
Services to Albertans	63,580	-	63,580	985	64,565
Services to Government	244,854	-	244,854	2,445	247,299
Corporate Human Resources	20,140	-	20,140	370	20,510
	<u>342,336</u>	<u>-</u>	<u>342,336</u>	<u>4,000</u>	<u>346,336</u>
<b>Statutory expenses</b>					
Statutory programs and valuation adjustments	3,064	-	3,064	-	3,064
Other	25	-	25	-	25
	<u>3,089</u>	<u>-</u>	<u>3,089</u>	<u>-</u>	<u>3,089</u>
	<u>345,425</u>	<u>-</u>	<u>345,425</u>	<u>4,000</u>	<u>349,425</u>
<b>Net operating result</b>	<u>\$ 150,584</u>	<u>\$ -</u>	<u>\$ 150,584</u>	<u>\$ (4,000)</u>	<u>\$ 146,584</u>
<b>Equipment / inventory purchases</b>	<u>\$ 40,811</u>	<u>\$ -</u>	<u>\$ 40,811</u>	<u>\$ -</u>	<u>\$ 40,811</u>

(a) Supplementary estimates were approved by Treasury Board on November 2007, pursuant to section 24(2) of the *Financial Administration Act*.

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

## Schedule 5

Year Ended March 31, 2008

(in thousands)

	2008					
	2007-2008 Estimates	Adjustments	Authorized Supplementary <sup>(a)</sup>	2007-2008 Authorized Budget	2007-2008 Actual <sup>(b)</sup>	Unexpended (Over Expended)
<b>Voted Expense, EIP and Capital Investment</b>						
<b>Program 1 Ministry Support Services</b>						
Minister's Office	\$ 495	\$ -	\$ 10	\$ 505	\$ 508	\$ (3)
Deputy Minister's Office	525	-	10	535	499	36
Corporate Services						
Operating expenses	12,742	-	180	12,922	12,232	690
Equipment / inventory purchases	-	-	-	-	32	(32)
	13,762	-	200	13,962	13,271	691
<b>Program 2 Services to Albertan Registries</b>						
Land Titles						
Operating expenses	15,245	-	355	15,600	14,751	849
Motor Vehicles						
Operating expenses	14,370	-	80	14,450	15,122	(672)
Other Registry Services						
Operating expenses	13,105	-	115	13,220	8,160	5,060
Equipment / inventory purchases	1,445	-	-	1,445	361	1,084
Consumer Services						
Consumer Awareness and Advocacy						
Operating expenses	14,200	-	435	14,635	18,424	(3,789)
Equipment / inventory purchases	-	-	-	-	22	(22)
Utilities Consumer Advocate	6,660	-	-	6,660	5,164	1,496
	65,025	-	985	66,010	62,004	4,006
<b>Program 3 Services to Government Business Services</b>						
Procurement and Administration Services						
Operating expenses	48,815	-	905	49,720	57,047	(7,327)
Equipment / inventory purchases	1,000	-	-	1,000	284	716
Financial and Employee Services						
Operating expenses	18,140	-	465	18,605	16,741	1,864
Air and Vehicle Services						
Operating expenses	4,380	-	80	4,460	4,984	(524)
Equipment / inventory purchases	25,250	-	-	25,250	21,965	3,285
Amortization and consumption of inventory	3,419	-	-	3,419	5,157	(1,738)



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

## Schedule 5 — (Continued)

Year Ended March 31, 2008

(in thousands)

	2008					Unexpended (Over Expended)
	2007-2008 Estimates	Adjustments	Authorized Supplementary <sup>(a)</sup>	2007-2008 Authorized Budget	2007-2008 Actual <sup>(b)</sup>	
<b>Program 3 Services to Government (Continued)</b>						
Technology Services						
Technology Operations and Infrastructure						
Operating expenses	86,935	-	760	87,695	94,038	(6,343)
Equipment / inventory purchases	-	-	-	-	7,361	(7,361)
Enterprise Services						
Operating expenses	24,330	-	170	24,500	29,878	(5,378)
Equipment / inventory purchases	13,116	-	-	13,116	9,145	3,971
Network Services						
Operating expenses	22,195	-	65	22,260	18,621	3,639
Equipment / inventory purchases	-	-	-	-	928	(928)
Amortization	36,640	-	-	36,640	25,884	10,756
	<u>284,220</u>	<u>-</u>	<u>2,445</u>	<u>286,665</u>	<u>292,033</u>	<u>(5,368)</u>
<b>Program 4 Corporate Human Resources</b>						
Public Service Commissioner's Office	595	-	15	610	716	(106)
Corporate Human Resources Services	11,468	-	305	11,773	11,763	10
Information Management Services	1,919	-	50	1,969	2,096	(127)
Corporate Human Resources Research and Development	6,158	-	-	6,158	4,970	1,188
	<u>20,140</u>	<u>-</u>	<u>370</u>	<u>20,510</u>	<u>19,545</u>	<u>965</u>
	<u>383,147</u>	<u>-</u>	<u>4,000</u>	<u>387,147</u>	<u>386,853</u>	<u>294</u>
Operating expenses	342,336	-	4,000	346,336	346,755	(419)
Equipment / inventory purchases	40,811	-	-	40,811	40,098	713
	<u>\$ 383,147</u>	<u>\$ -</u>	<u>\$ 4,000</u>	<u>\$ 387,147</u>	<u>\$ 386,853</u>	<u>\$ 294</u>
<b>Statutory expenses</b>						
Statutory programs and valuation adjustments	3,064	-	-	3,064	960	2,104
Personal Property Security judgments	5	-	-	5	-	5
Land Titles Registrar's assurance liabilities	20	-	-	20	692	(672)
	<u>\$ 3,089</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ 3,089</u>	<u>\$ 1,652</u>	<u>\$ 1,437</u>

(a) Supplementary estimates were approved by Treasury Board on November 2007, pursuant to section 24(2) of the *Financial Administration Act*.

(b) Includes achievement bonuses for management and opted out employees amounting to \$3,859.

## Salary and Benefits Disclosure—Department of Service Alberta

### Schedule 6 (a)

Year Ended March 31, 2008

	2008				2007
	Base Salary <sup>(1)</sup>	Other Cash Benefits <sup>(2)</sup>	Other Non-Cash Benefits <sup>(3)</sup>	Total	Total
<b>Senior Official</b>					
Deputy Minister <sup>(4)</sup>	\$ 230,520	\$ 55,000	\$ 56,318	\$ 341,838	\$ 310,700
<b>Executives</b>					
Assistant Deputy Ministers					
Business Services	159,876	41,088	37,856	238,820	213,958
Enterprise Services <sup>(5)</sup>	147,199	21,000	36,391	204,590	33,627
Financial Services	164,736	43,668	42,171	250,575	222,130
Information Services	164,735	23,600	41,004	229,339	209,443
Registries	164,736	29,200	39,055	232,991	219,524
Technology Services <sup>(6)</sup>	150,271	26,300	38,279	214,850	183,752
Executive Director, Human Resources <sup>(7)</sup>	134,076	13,959	15,743	163,778	168,890

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

(1) Base salary includes regular base pay.

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

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

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

(5) The position of Assistant Deputy Minister, Enterprise Services was created in February 2007. Salary and benefits reported for 2007 are for the period Feb. 1 to March 31, 2007.

(6) The position of Assistant Deputy Minister, Technology Services was occupied by two individuals in 2007.

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

## Salary and Benefits Disclosure Corporate Human Resources

### Schedule 6 (b)

Year Ended March 31, 2008

	2008				2007
	Base Salary <sup>(1)</sup>	Other Cash Benefits <sup>(2)</sup>	Other Non-Cash Benefits <sup>(3)</sup>	Total	Total
<b>Senior Official</b>					
Public Service Commissioner <sup>(4)</sup>	\$ 230,520	\$ 40,000	\$ 55,748	\$ 326,268	\$ 289,333
<b>Executives</b>					
Assistant Commissioners					
Labour and Employment Practices <sup>(5)</sup>	161,832	29,221	40,281	231,334	207,657
Workforce Development and Engagement <sup>(6)</sup>	163,032	29,066	43,166	235,264	216,172
Senior Advisor, Public Service Commissioner's Office <sup>(7)</sup>	164,736	22,768	40,446	227,950	205,740
Executive Director, Labour Relations <sup>(8)</sup>	79,081	15,781	32,241	127,103	-
Executive Director, Human Resources Planning and Administration <sup>(9)</sup>	38,680	-	1,092	39,772	-
Director, Executive Search	110,664	20,845	27,902	159,411	153,462

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

(1) Base salary includes regular base pay.

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

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

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

(5) Resulting from the reorganization in September 2007, the former position of Assistant Commissioner, Employee Engagement became the Assistant Commissioner, Labour and Employment Practices.

(6) Resulting from the reorganization in September 2007, the former position of Assistant Commissioner, Corporate Human Resource Development became the Assistant Commissioner, Workforce Development and Engagement.

(7) Resulting from the reorganization in September 2007, the former position of Assistant Commissioner, Human Resource Policy and Consulting became the Senior Advisor, Public Service Commissioner's Office.

(8) The position of Executive Director, Labour Relations was made part of the executive committee effective September 2007. Salary and benefits reported for 2008 are for the period Sept. 1, 2007 to March 31, 2008.

(9) The position of Executive Director, Human Resources, Planning and Administration was created in September 2007. Salary and benefits reported for 2008 are for the period Sept. 1, 2007 to Dec. 31, 2007. The position is currently vacant.

## Related Party Transactions

### Schedule 7

Year Ended March 31, 2008  
(in thousands)

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

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

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

	Other Entities	
	2008	2007
<b>Revenues</b>		
Shared services billings to other ministries (Schedule 2)	\$ 76,312	\$ 72,615
<b>Expenses - directly incurred</b>		
Insurance charges from Department of Finance	\$ 198	\$ 185
Parking charges from Department of Infrastructure and Transportation	6	6
	\$ 204	\$ 191
<b>Tangible capital assets transferred from other Alberta Government departments and agencies (Note 7)</b>	\$ 2,717	\$ 2,434
<b>Tangible capital assets transferred to other Alberta Government departments and agencies (Note 7)</b>	\$ -	\$ 3,244
<b>Receivables due from Alberta Government departments and agencies</b>	\$ 323	\$ 269
<b>Payable to Department of Justice (Note 8)</b>	\$ 8,402	\$ 7,504

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

	Other Entities	
	2008	2007
<b>Revenues</b>		
Shared Services	\$ 69,764	\$ 68,109
Air Transportation	3,869	3,348
Executive Vehicles	27	35
	\$ 73,660	\$ 71,492
<b>Expenses - incurred by others <sup>(a)</sup></b>		
Accommodations from Infrastructure and Transportation	\$ 17,621	\$ 14,250
Legal services from Justice	1,456	1,195
Other	11	97
	\$ 19,088	\$ 15,542

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

## Allocated Costs

### Schedule 8

Year Ended March 31, 2008  
(in thousands)

Program	2008							2007	
	Expenses - Incurred by Others				Valuation Adjustments			Total Expenses	Total Expenses
	Expenses <sup>(1)</sup>	Accommodation Costs <sup>(2)</sup>	Legal Services <sup>(3)</sup>	Other Costs <sup>(4)</sup>	Vacation Pay	Doubtful Accounts	Other Costs <sup>(5)</sup>		
Ministry Support Services	\$ 13,239	\$ 1,958	\$ 125	\$ 11	\$ 31	\$ -	\$ -	\$ 15,364	\$ 15,030
Services to Albertans	61,621	4,542	891	-	148	29	692	67,923	61,009
Services to Government	252,350	10,587	387	-	427	-	-	263,751	246,783
Corporate Human Resources	19,545	534	53	-	103	-	222	20,457	25,274
<b>Total expenses</b>	<b>\$ 346,755</b>	<b>\$ 17,621</b>	<b>\$ 1,456</b>	<b>\$ 11</b>	<b>\$ 709</b>	<b>\$ 29</b>	<b>\$ 914</b>	<b>\$ 367,495</b>	<b>\$ 348,096</b>

- (1) Expenses - directly incurred as per the Statement of Operations, excluding valuation adjustments.
- (2) Costs shown for accommodation provided by Infrastructure and Transportation on Schedule 7 are allocated to each program by employee.
- (3) Costs shown for legal services provided by Justice on Schedule 7 are allocated based on estimated costs incurred by each program.
- (4) Costs shown for internal audit services provided by Treasury Board on Schedule 7 are allocated based on costs incurred by each program.
- (5) Costs shown are for Land Titles Registrar's assurance liabilities and the provision for Government of Alberta's share of the Long-Term Disability Income Continuance Plan liability.

# Long-Term Disability Income Continuance Plan Bargaining Unit

## Financial Statements

**MARCH 31, 2008**

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# Auditor's Report



To the Minister Responsible for Corporate Human Resources

I have audited the Statement of Net Assets Available for Benefits and Accrued Long-Term Disability Benefits of the Long-Term Disability Income Continuance Plan-Bargaining Unit as at March 31, 2008 and the Statement of Changes in Net Assets Available for Benefits for the year then ended. These financial statements are the responsibility of the plan's management. My responsibility is to express an opinion on these financial statements based on my audit.

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

In my opinion, these financial statements present fairly, in all material respects, the Net Assets Available for Benefits and Accrued Long-Term Disability Benefits of the plan as at March 31, 2008 and the Changes in its Net Assets Available for Benefits for the year then ended in accordance with Canadian generally accepted accounting principles.

*(Original Signed by Fred J. Dunn, FCA)*

FCA  
Auditor General

Edmonton, Alberta  
June 6, 2008

The official version of this Report of the Auditor General, and the information the Report covers, is in printed form.

Long-Term Disability Income Continuance Plan Bargaining Unit

## Statement of Net Assets Available for Benefits and Accrued Long-Term Disability Benefits

As at March 31, 2008  
(in thousands)

	2008	2007
<b>Net assets available for benefits</b>		
Assets		
Investments (Note 3)	\$ 125,003	\$ 129,652
Accounts receivable	157	193
	<u>125,160</u>	<u>129,845</u>
Liabilities		
Accounts payable and accrued liabilities	556	873
<b>Net assets available for benefits</b>	<u>124,604</u>	<u>128,972</u>
Accrued long-term disability benefits (Note 6)	(130,923)	(128,819)
<b>Accrued (deficiency) surplus (Note 6)</b>	<u>\$ (6,319)</u>	<u>\$ 153</u>

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



Long-Term Disability Income Continuance Plan Bargaining Unit

Statement of Changes in Net Assets Available for Benefits

Year Ended March 31, 2008

(in thousands)

	2008	2007
<b>Increase in assets</b>		
Contributions:		
Employers	\$ 13,036	\$ 12,177
Employees	13,035	12,177
Government of Alberta (Note 1 (b))	-	5,300
Net investment (loss) income (Note 7)		
Investment (loss) income	(3,228)	13,496
Investment and administration expenses	(547)	(262)
	<u>(3,775)</u>	<u>13,234</u>
	22,296	42,888
<b>Decrease in assets</b>		
Benefits	23,045	22,959
Adjudication	1,651	1,689
Severance	1,126	1,039
Rehabilitation	382	400
Income maintenance	4	5
Administration expenses	456	195
	<u>26,664</u>	<u>26,287</u>
<b>(Decrease) Increase in net assets</b>	(4,368)	16,601
<b>Net assets available for benefits at beginning of year</b>	128,972	112,371
<b>Net assets available for benefits at end of year</b>	<u>\$ 124,604</u>	<u>\$ 128,972</u>

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

# Notes to the Financial Statements

Year Ended March 31, 2008  
(all dollar values in thousands unless otherwise stated)

## Note 1

### Summary Description of the Plan

The following description of the Long-Term Disability Income Continuance Plan (the plan) for bargaining unit employees is a summary only. For a complete description of the plan, reference should be made to section 21 of the *Public Service Act*, the Long-Term Disability Income Continuance Plan Regulation, section 98 of the *Financial Administration Act* and Treasury Board Directive 08/98, as amended.

#### (a) General

The plan provides disability benefits and insures income continuance of eligible Government of Alberta employees included in an Alberta Union of Provincial Employees (AUPE) bargaining unit. Management and employees opted out and excluded from an AUPE bargaining unit are covered under a separate plan.

#### (b) Funding Policy

Long-term disability benefits are funded equally by employer and employee contributions at rates which are expected to provide for all benefits payable under the plan. The rates in effect at March 31, 2008 were unchanged at 1.55% of insurable salary for employers and 1.55% for employees. The rates are to be reviewed at least once every three years by the Public Service Commissioner based on recommendations of the plan's actuary and advisory committee.

The Government of Alberta provided additional funding of \$5,300 on Oct. 4, 2006 to the plan to support the increase in benefits to long-term disability recipients. Any deficiencies incurred by the plan are funded by increasing employer and employee contributions.

#### (c) Long-Term Disability Benefits

Benefits are payable when eligible plan members become disabled for 80 consecutive normal workdays as the result of bodily injury or illness, as determined by the plan's adjudicator. Plan members are eligible for coverage after completion of three consecutive months of service without absence in a permanent position, or a full year in a temporary position. The plan provides for benefits equal to 70 per cent of members' pre-disability salary. The maximum benefit payable is four thousand dollars per month for each member. Reduced benefits are payable to eligible members who receive compensation from the Workers' Compensation Board or the Crimes Compensation Board, benefits under the Canada Pension Plan or any other group disability plan, vacation leave pay or employment income under a rehabilitation program. At year-end a contingent gain may exist relating to plan members who applied for Canada Pension Plan benefits, but who have not yet been approved. If approved, an amount equal to the monthly Canada Pension Plan benefit times the number of months the person has been receiving benefits, will be recovered.

No benefit is payable if the disability is the result of injuries suffered from participation in a criminal act or an act of war, or injury or illness which are self-inflicted intentionally. Disabled members who are not under the continuous care of a physician or who are confined in prisons are not eligible for benefits.

Benefits terminate upon the earliest of the date the member resigns or is gainfully employed or is no longer disabled, three months after the adjudicator declares the member is suitable for gainful employment or the date the member attains age 65 and is eligible for an unreduced public service pension. Benefits also terminate when a member's earnings under a rehabilitation program are the same as the member's pre-disability salary or after 24 months where the member is in a temporary position.

#### (d) Decrease in Assets

Expenses of the plan include benefits paid out, adjudication fees and severance payments for

resignation of employment subsequent to disability leave, rehabilitation expenses and administration expenses. Adjudication fees include services performed by an independent agent in determining the eligibility of claims, the amounts of eligible benefits and the time period applicable for disability.

## Note 2

### Summary of Significant Accounting Policies and Reporting Practices

#### (a) Basis of Presentation

These financial statements are prepared on the going concern basis in accordance with Canadian generally accepted accounting principles. The statements provide information about the net assets available in the plan to meet future benefit payments and are prepared to assist plan members and others in reviewing the activities of the plan for the year.

Plan investments are held in pooled investment funds administered by Alberta Finance or external managers appointed by Alberta Finance. Pooled investment funds have a market-based unit value that is used to allocate income to pool participants and to value purchases and sales of pool units.

#### (b) Valuation of Assets and Liabilities

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

The methods used to determine fair value of investments held by pooled investment funds are explained in the following paragraphs:

- (1) Short-term securities, public fixed income securities and equities are valued at the year-end closing sale price or average of the latest bid and ask prices quoted by an independent securities valuation company.
- (2) Private fixed income securities and mortgages are valued based on the net present value of future cash flows. These cash flows are discounted using appropriate interest rate premiums over similar Government of Canada benchmark bonds trading in the market.

- (3) The fair value of private real estate investments is reported at their most recent appraised value net of any liabilities against the real property. Real estate properties are appraised annually by qualified external real estate appraisers. Appraisers use a combination of methods to determine fair value including replacement cost, direct comparison, direct capitalization of earnings and the discounted cash flows.
- (4) The fair value of private equity and income investments is estimated by managers or general partners of limited partnerships. Valuation methods may encompass a broad range of approaches. The cost approach is used to value companies without either profits or cash flows. Established private companies are valued using the fair market value approach reflecting conventional valuation methods including discounted cash flows and multiple earnings analyses.
- (5) The fair value of Absolute Return Strategy Pool investments is estimated by external managers.
- (6) The fair value of timberland investments is appraised annually by independent third-party valuers.
- (7) The fair values of deposits, receivables, accrued investment income and payables are estimated to approximate their book values.

#### (c) Income Recognition

Investment income and expenses are recognized on the accrual basis. Dividends are accrued on the ex-dividend date. Gains or losses on investments, including those from derivative contracts, are recognized concurrently with changes in fair value.

#### (d) Foreign Exchange

Foreign currency transactions are translated into Canadian dollars using average rates of exchange. At the year-end, the fair value of investments and any other assets and liabilities denominated in a foreign currency are translated at the year-end exchange rate. Exchange differences are included in the determination of investment income.

### (e) Valuation of Derivative Contracts

Derivative contracts (see Note 5) include equity and bond index swaps, interest rate swaps, forward foreign exchange contracts, equity index futures contracts, credit default swaps, cross-currency interest rate swaps and swap option contracts. The value of derivative contracts is included in the fair value of pooled investment funds. The estimated amount receivable or payable from derivative contracts at the reporting date is determined by the following methods:

- (1) Equity and bond index swaps are valued based on changes in the appropriate market based index net of accrued floating rate interest.
- (2) Interest rate swaps and cross-currency interest rate swaps are valued based on discounted cash flows using current market yields and year-end exchange rates.
- (3) Credit default swaps are valued based on discount cash flows using current market yields and calculated default probabilities.
- (4) Forward foreign exchange contracts and equity index futures contracts are based on quoted market prices.
- (5) Options to enter into interest rate swap contracts are valued based on discounted cash flows using current market yields and volatility parameters which measure changes in the underlying swap.

### (f) Measurement Uncertainty

In preparing these financial statements, estimates and assumptions are used in circumstances where the actual values are unknown. Uncertainty in the determination of the amount at which an item is recognized in financial statements is known as measurement uncertainty. Such uncertainty exists when there is a variance between the recognized amount and another reasonably possible amount, as there is whenever estimates are used.

Measurement uncertainty exists in the calculation of the plan's accrued long-term disability benefits and in the valuation of the plan's private and alternative investments and real estate. Uncertainty arises because:

- (1) the plan's actual experience may differ, perhaps significantly, from assumptions used in the calculation of the plan's accrued long-term disability benefits, and
- (2) the estimated fair values of the plan's private and alternative investments and real estate may differ significantly from the values that would have been used had a ready market existed for these investments.

While best estimates have been used in the calculation of the plan's accrued long-term disability benefits and in the valuation of the plan's private and alternative investments and real estate, management considers that it is possible, based on existing knowledge, that change in future conditions in the short term could require a material change in the recognized amounts.

Differences between actual results and expectations are disclosed as net experience gains or losses that change the value of accrued long-term disability benefits (see Note 6(b)).

Differences between the estimated fair values and the amount ultimately realized are included in net investment income in the year when the ultimate realizable values are known.

### (g) Accounting Changes

Effective April 1, 2007, the plan adopted CICA Handbook, Section 1506, "Accounting Changes", which establishes criteria for changing accounting policies, together with the accounting treatment and disclosure of changes in accounting policies and estimates, and correction of errors. Under the new standard, accounting changes should be applied retroactively unless otherwise permitted or where impracticable to determine. As well, voluntary changes in accounting policy are made only when required by a primary source of GAAP or the change results in more relevant and reliable information. The application of this section did not have any impact on the plan's financial statements.

## Note 3

### Investments (Schedules 1 to 5)

	2008		2007	
	Fair Value		Fair Value	
	(\$ thousands)	%	(\$ thousands)	%
<b>Fixed Income</b>				
Fixed Income Securities (Schedule 1)				
Deposit in the Consolidated Cash				
Investment Trust Fund (a)	\$ 1,316	1.0	\$ 1,031	0.8
Universe Fixed Income Pool (b)	33,163	26.5	35,693	27.6
Private Mortgage Pool (c)	5,387	4.3	5,504	4.2
Currency Alpha Pool (d)	217	0.2	174	0.1
Tactical Asset Allocation Pool (e)	191	0.2	392	0.3
<b>Total Fixed Income</b>	<b>40,274</b>	<b>32.2</b>	<b>42,794</b>	<b>33.0</b>
<b>Equities</b>				
Canadian Equities (Schedule 2)				
Canadian Multi-Cap Pool (f)	5,439	4.3	2,166	1.6
Canadian Pooled Equities Fund (g)	5,326	4.3	5,513	4.3
Canadian Structured Equity Pool (h)	4,111	3.3	8,174	6.2
Canadian Equity Enhanced Index Pool (i)	2,492	2.0	2,718	2.1
Canadian Large Cap Equity Pool (j)	1,814	1.5	1,884	1.5
Growing Equity Income Pool (k)	1,049	0.8	1,183	0.9
Tactical Asset Allocation Pool (e)	-	-	(1,621)	(1.2)
	<b>20,231</b>	<b>16.2</b>	<b>20,017</b>	<b>15.4</b>
United States Equities (Schedule 3)				
U.S. Structured Equity Pool (l)	14,413	11.6	15,845	12.3
Portable Alpha U.S. Equity Pool (m)	5,293	4.2	5,526	4.3
U.S. Mid/Small Cap Equity Pool (n)	2,900	2.3	3,039	2.3
Growing Equity Income Pool (k)	283	0.2	389	0.3
Tactical Asset Allocation Pool (e)	-	-	1,603	1.2
	<b>22,889</b>	<b>18.3</b>	<b>26,402</b>	<b>20.4</b>
Non-North American Equities (Schedule 4)				
EAFE Active Equity Pool (o)	17,699	14.1	18,640	14.4
EAFE Structured Equity Pool (p)	4,779	3.8	4,856	3.7
Emerging Markets Equity Pool (q)	814	0.7	1,371	1.1
	<b>23,292</b>	<b>18.6</b>	<b>24,867</b>	<b>19.2</b>
Real Estate Equities (Schedule 5)				
Private Real Estate Pool (r)	10,441	8.3	9,883	7.6
Foreign Private Real Estate Pool (s)	600	0.5	667	0.5
	<b>11,041</b>	<b>8.8</b>	<b>10,550</b>	<b>8.1</b>
Alternative Investments - Equities				
Absolute Return Strategy Pool (t)	3,383	2.7	2,838	2.2
Private Income Pool (u)	2,201	1.8	1,314	1.0
Foreign and Global Private Equity Pools (v)	1,084	0.9	249	0.2
Timberland Pool (w)	608	0.5	621	0.5
	<b>7,276</b>	<b>5.9</b>	<b>5,022</b>	<b>3.9</b>
<b>Total Equities</b>	<b>84,729</b>	<b>67.8</b>	<b>86,858</b>	<b>67.0</b>
<b>Total Investments</b>	<b>\$ 125,003</b>	<b>100.0</b>	<b>\$ 129,652</b>	<b>100.0</b>

## Note 3 (continued)

(a) The Consolidated Cash Investment Trust Fund is managed with the objective of providing competitive interest income to depositors while maintaining maximum security and liquidity of depositors' capital. The portfolio is comprised of high quality short-term and mid-term fixed income securities with a maximum term to maturity of three years.

(b) The Universe Fixed Income Pool is managed with the objective of providing competitive returns comparable to the total return of the DEX Bond Universe Index over a four-year period while maintaining adequate security and liquidity of participants' capital. The portfolio is comprised of high quality Canadian fixed income instruments and debt-related derivatives. Competitive returns are achieved through management of the portfolio duration and sector rotation.

(c) The Private Mortgage Pool is managed with the objective of providing investment returns higher than the DEX Bond Universe Index over the long-term. The portfolio is comprised primarily of high-quality commercial mortgage loans and provincial bond residuals. The pool invests primarily in loans insured by a federal agency and first-mortgage loans that provide diversification by property usage and geographic location.

(d) The Currency Alpha Pool is managed with the objective of providing a fair return over a four-year period while reducing return volatility through multiple manager investment style and strategies. The return is achieved through active currency management with currency positions established primarily through forward foreign exchange contracts.

(e) The Tactical Asset Allocation Pool provides participants with a quick, effective and efficient way to earn excess returns, on an opportunistic basis, by altering the portfolio weights of broad asset classes using synthetic instruments. At March 31, 2008 the pool is comprised of cash and fixed income securities and a neutral position through United States equity index futures. Cash and short-term securities held by the pool support approximately five–10 per cent of the pool's notional exposure in United States equity index futures contracts.

(f) The Canadian Multi-Cap Pool consists of a single portfolio with multiple components. The large cap component is internally managed and provides exposure to the Canadian equity market through structured investments replicating the S&P/TSX 60 Index. The small/mid cap component is comprised of investments in the External Managers Canadian Multi-Cap Pool. The performance objective is to provide investment returns higher than the total return of the S&P/TSX Composite Index over a four-year period. The pooled fund also invests in the Floating Rate Note Pool to generate the floating rate cash flows needed for its equity swap obligations.

(g) The Canadian Pooled Equities Fund is managed with the objective of providing returns higher than the total return of the S&P/TSX Composite Index over a four-year period while maintaining preservation of participants' capital. The portfolio is comprised of publicly traded equities in Canadian corporations and is designed to reduce risk by prudent security selection and sector rotation.

(h) The Canadian Structured Equity Pool is managed on a passive approach with the objective of providing investment returns comparable to the total return of the S&P/TSX Composite Index. The portfolio is comprised of both publicly traded Canadian equities and structured investments replicating the S&P/TSX Composite Index. The pooled fund also invests in the Floating Rate Note Pool to generate the floating rate cash flows needed for its equity swap obligations.

(i) The Canadian Equity Enhanced Index Pool consists of publicly traded Canadian equities in the large cap market and is designed to generate a consistent level of investment return above the total return of the S&P/TSX Composite Index over a four-year period with relatively low risk.

(j) The Canadian Large Cap Equity Pool consists of multiple portfolios of publicly traded Canadian equities, which are actively managed by an external manager with expertise in the Canadian large cap equity markets. The performance objective is to provide investment returns higher than the total return of the S&P/TSX Composite Index over a four-year period while reducing return volatility through multiple manager investment style and unique market capitalization focus.

(k) The Growing Equity Income Pool is managed with the objective of providing a steady and growing stream of dividend income by investing in mature companies with strong financial characteristics and growing distributions. Risk is reduced by holding established well-capitalized companies.

The performance of the pool is measured against the total return of the S&P/TSX Composite Index.

(l) The U.S. Structured Equity Pool is passively managed. The portfolio is comprised of publicly traded United States equities similar in weights to the S&P 500 Index. The performance objective is to provide investment returns comparable to the total return of the S&P 500 Index. The pool utilizes a combination of pure security replication and synthetic replication strategies to obtain exposure to the benchmark. To enhance investment returns with no substantial increase in risks, the pool also invests in futures, swaps and other structured investments. The pooled fund also invests in the Floating Rate Note Pool to generate the floating rate cash flows needed for its equity swap obligations.

(m) The Portable Alpha U.S. Equity Pool provides exposure to the United States equity market by replicating the S&P 500 Index with S&P 500 index swaps and futures contracts. Externally managed absolute return strategy investments and money market instruments are actively used as underlying securities to add value to the exposure. The performance objective is to provide returns higher than the total return of the S&P 500 Index over a four-year period.

(n) The U.S. Mid/Small Cap Equity Pool consists of multiple portfolios of publicly traded United States equities. Each portfolio is actively managed by an external manager with expertise in the U.S. mid/small cap equity markets. The performance objective is to provide returns higher than the total return of the Russell 2500 Index for the U.S. Mid/Small Cap Pool over a four-year period while reducing return volatility through multiple manager investment style and unique market capitalization focus.

(o) The EAFE (Europe, Australasia and Far East) Active Equity Pool consists of multiple portfolios of publicly traded Non-North American equities. Portfolios are actively managed by external managers with European and Pacific Basin

mandates. The performance objective is to provide returns higher than the total return of the Morgan Stanley Capital International (MSCI) EAFE Index over a four-year period.

(p) The EAFE Structured Equity Pool's performance objective is to provide returns comparable to the total return of the MSCI EAFE Index over a four-year period. The pool is internally managed and provides exposure to foreign markets in Europe, Australasia and the Far East through the use of structured investments such as foreign equity index swaps. The pooled fund also invests in the Floating Rate Note Pool to generate the floating rate cash flows needed for its equity swap obligations.

(q) The Emerging Markets Equity Pool consists of publicly traded equities in emerging markets around the world. The portfolio is actively managed by external managers with expertise in emerging markets. The performance objective is to provide returns higher than the total return of the MSCI Emerging Markets Free Net (EMF) Index over a four-year period.

(r) The Private Real Estate Pool is managed with the objective of providing investment returns higher than the Investment Property Databank (IPD) Large Institutional All Property Index over the long-term. Real estate is held through intermediary companies which have issued to the pool, common shares and participating debentures secured by a charge on real estate. Risk is reduced by investing in properties that provide diversification by geographic location, by property type and by tenancy. The pool is intended to provide diversification from the securities market.

(s) The Foreign Private Real Estate Pool is managed with the objective of providing investment returns higher than the Consumer Price Index (CPI) plus five per cent. The pool provides diverse exposure to non-domestic real estate by investing in foreign real estate backed securities and assets.

(t) The Absolute Return Strategy Pool is managed with the objective of providing investment returns higher than the HFRX Global Investable Index. The pool uses external managers who employ various investment strategies. These strategies are expected to produce absolute positive investment returns with lower volatility.

(u) The Private Income Pool is managed with the objective of providing investment return comparable to the CPI plus six per cent over the long-term. The pool invests in infrastructure related projects that are structured to provide high current income.

(v) The Foreign Private Equity Pool and the Global Private Equity Pool are managed with the objective of providing investment returns higher than the CPI plus eight per cent. Private equity investments are held in institutionally sponsored private equity pools. Risk is reduced by avoiding direct investments in private companies and by limiting holdings in any single pool.

(w) The Timberland Pool provides high current income and long investment horizons. The timberland investment is primarily a partnership interest in forestry land and land held for higher and better use located in British Columbia. The performance objective is to earn a return higher than CPI plus four per cent.

## Note 4

### Investment Risk Management

Fair values of investments are exposed to credit risk and price risk. Credit risk relates to the possibility that a loss may occur from the failure of another party to perform according to the terms of a contract. Price risk is comprised of currency risk, interest rate risk and market risk. Currency risk relates to the possibility that the investments will change in value due to future fluctuations in foreign exchange rates. Interest rate risk relates to the possibility that the investments will change in value due to future fluctuations in market interest rates. Market risk relates to the possibility that the investments will change in value due to future fluctuations in market prices.

Actuarial liabilities of the plan are primarily affected by the long-term real rate of return expected to be earned on investments. In order to earn the best possible return at an acceptable level of risk, the board has established a long-term policy asset mix for investments:

Fixed income securities	27.0%
Canadian equities	17.0%
U.S. equities	19.0%
Non-North American equities	19.0%
Real estate	8.0%
Absolute return strategies	3.0%
Private income	3.0%
Private equities	2.0%
Timberlands	2.0%

Investment risk is reduced through asset class diversification, diversification within each asset class, quality constraints on fixed income instruments, and restrictions on amounts exposed to countries designated as emerging markets. Controls are in place respecting the use of derivatives (see Note 5). Forward foreign exchange contracts may be used to manage currency exposure in connection with securities purchased in a foreign currency (see Note 5).



## Note 5

### Derivative Contracts

Derivative contracts are financial contracts, the value of which is derived from the value of underlying assets, indices, interest rates or currency rates. The plan uses derivative contracts held indirectly through pooled investment funds to enhance return, manage exposure to interest rate risk and foreign currency risk and for asset mix management purposes. The notional value of a derivative contract represents the amount to which a rate or price is applied in order to calculate the exchange of cash flows.

(1) A swap is a contractual agreement between two counter-parties to exchange a series of cash flows based on a notional amount. An equity or bond index swap involves the exchange of a floating interest rate cash flow for one based on the performance of a market index. For interest rate swaps, parties generally exchange fixed and floating interest rate cash flows based on a notional amount. A credit default swap allows counter-parties to buy and sell protection on credit risk inherent in a bond. A premium is paid, based on a notional amount, from one counter party to a second counter party in exchange for a contingent payment should a defined credit event occur with respect to the underlying security. Cross-currency interest rate swaps are contractual obligations in which the principal amounts of Canadian fixed-income securities denominated in foreign currency are exchanged for Canadian currency amounts both initially and at maturity. Over the term of the cross-currency swap, counter-parties exchange fixed to fixed and fixed to floating interest rate cash flows in the swapped currencies. There are underlying securities supporting all swaps. Leveraging is not allowed.

- (2) Forward foreign exchange contracts are contractual agreements to exchange specified currencies at an agreed upon exchange rate and on an agreed settlement date in the future.
- (3) Equity index futures contracts are agreements to receive or pay cash on an agreed settlement date based on changes in the level of the specified stock index.
- (4) Swap option contracts include the right, but not the obligation, to enter into an interest rate swap at a preset rate within a specified period of time.

## Note 5 (continued)

The following is a summary of the plan's proportionate share of the notional amount and fair value of derivative contracts held by pooled funds at March 31, 2008:

	%			(\$ thousands)			
	Maturity			2008		2007	
	Under 1 Year	1 to 3 Years	Over 3 Years	Notional Amount	Net Fair Value (a)	Notional Amount	Net Fair Value (a)
Equity index swap contracts	93	7	-	\$ 29,958	\$ 78	\$ 31,937	\$ (48)
Swap option contracts	44	-	56	17,874	7	40,555	3
Interest rate swap contracts	7	16	77	19,501	(196)	22,858	(53)
Credit default swap contracts	2	20	78	36,508	(239)	54,388	(180)
Forward foreign exchange contracts	100	-	-	17,870	(266)	13,286	(20)
Equity index futures contracts	100	-	-	5,629	192	9,206	223
Cross-currency interest rate swaps	15	56	29	7,749	29	9,373	266
Bond index swap contracts	100	-	-	3,547	199	12,688	22
				<u>\$ 138,636</u>	<u>\$ (196)</u>	<u>\$ 194,291</u>	<u>\$ 213</u>

(a) The method of determining fair value of derivative contracts is described in Note 2 (e).

The notional amounts, upon which payments are based, are not indicative of the credit risk associated with derivative contracts. Current credit exposure is represented by the current replacement cost of all outstanding contracts in a favourable position (positive fair value). The plan attempts to limit its credit exposure by dealing with counter-parties believed to have good credit standing.

## Note 6

### Accrued Long-Term Disability Benefits

#### (a) Actuarial Valuation

An actuarial valuation of the plan was carried out as at March 31, 2008 by Johnson Inc. The 2008 valuation resulted in an actuarial deficiency of \$6,319 (2007: actuarial surplus of \$153) as disclosed in the statement of net assets available for benefits and accrued long-term disability benefits.

The accrued long-term disability benefits as at March 31, 2008 were determined using the projected benefit method based on estimates of the plan's Disabled Life Reserve and the Incurred But Unreported Reserve. The assumptions used in the valuation were developed as the best estimate of expected short- and long-term market conditions and other future events. These estimates were, after consultation with the plan's actuary, adopted by the Public Service Commissioner.

The major assumptions used were:

	(%)	
	2008	2007
	Valuation	Valuation
<b>Interest discount rate</b>	6.5	6.5
<b>Continuance rates</b>		
Based on 1987 Commissioner's Group Disability Table	Modified*	Modified*
<b>Incurred but unreported reserve factor</b>		
As percentage of premiums	35	35

\* The rates have been modified by both age and duration to reflect adjudication practices and claims termination experience respecting disability definition specific to this plan based on quinquennial study of termination experience as at June 30, 2007.

The Disabled Life Reserve is an estimate of the value of future payments to be made over the life of incurred claims, discounted to a current value using a rate of 6.5 per cent.

The Incurred But Unreported Reserve is an estimate of the value of the financial impact of claims that are either unreported or not approved at the fiscal year-end, but which will ultimately be accepted for benefits. Based on a review of historical reserves, management and the plan's actuary determined a reserve factor of 35 per cent of premiums was appropriate for estimating the reserve amount.

The following statement shows the principal components of the change in the value of accrued long-term disability benefits.

	(\$ thousands)	
	2008	2007
<b>Accrued long-term disability benefits at beginning of year</b>	\$ 128,819	\$ 121,070
Interest accrued on benefits	8,373	7,870
Economic adjustment to benefits	1,950	5,300
Net experience (gains) losses	(12,391)	3,100
New claims	30,517	29,216
Terminations	(26,345)	(37,737)
<b>Accrued long-term disability benefits at end of year</b>	<b>\$ 130,923</b>	<b>\$ 128,819</b>

## (b) Sensitivity of Changes in Major Assumptions

The plan's future experience will inevitably differ, perhaps significantly, from the assumptions. Any differences between the actuarial assumptions and future experience will emerge as gains or losses in future valuations and will affect the financial position of the plan.

As at March 31, 2008, holding the continuance rates and incurred but unreported reserve factor constant, a 0.5 per cent decrease in the assumed interest discount rate would increase the actuarial deficit of the plan by \$3.4 million.

## Note 7

### Net Investment (Loss) Income

(a) Net investment (loss) income is comprised of the following:

	(\$ thousands)	
	2008	2007
<b>Investment (loss) income</b>		
Net realized and unrealized (loss) gain on investments including those arising from derivative transactions	\$ (8,183)	\$ 8,608
Interest income	3,215	3,288
Dividend income	1,259	1,158
Real estate income	436	409
Securities lending income	45	33
	(3,228)	13,496
Investment and administration expenses (see Note 7(c))	(547)	(262)
	<u>(3,775)</u>	<u>13,234</u>

(b) The following is a summary of the plan's proportionate share of net investment (loss) income by type of investments:

	(\$ thousands)	
	2008	2007
Fixed Income Securities	\$ 1,358	\$ 2,403
Canadian Equities	636	2,249
Foreign Equities		
United States	(4,534)	2,321
Non-North American	(3,071)	3,783
Real Estate	1,613	2,050
Alternative Investments		
Absolute return strategies	30	181
Timberland	36	219
Private income	148	26
Private equities	9	2
	\$ (3,775)	\$ 13,234

(c) Investment and administration expenses:

	(\$ thousands)	
	2008	2007
Investment operations of AIMCo	\$ 155	\$ 98
External manager fees	392	164
Investment and administration expenses	\$ 547	\$ 262
Percent of net assets at fair value	0.44%	0.20%

Investment expenses include the cost and fees incurred to earn investment income of the plan. The plan recognizes portfolio management and administration expenses incurred directly by the plan and its share of expenses through pooled investment funds. Investment services provided by Alberta Investment Management Corp. (AIMCo) are charged directly to the plan and to pooled funds on a cost recovery basis. Investment services provided by external managers are charged to pooled funds based on the percentage of net assets under management at fair value or committed amounts. Fees charged by external managers include primarily regular management fees and performance/incentive based fees to the extent recognized.

Investment services provided by AIMCo and external managers include daily trading of securities, portfolio research and analysis, custody of securities, valuation of securities, performance measurement, maintenance of investment systems and internal audit. The department of Finance provides investment accounting and reporting for the plan, investment policy oversight and treasury management.

(d) The plan uses the time-weighted rate of return based on market values to measure performance.

The measure involves the calculation of the return realized by the plan over a specified period and is a measure of the total proceeds received from an investment dollar initially invested. Total proceeds include cash distributions (interest and dividend payments) and capital gains or losses (realized and unrealized), net of investment expenses.

The time-weighted rate of return measures the compounded rate of growth of the initial investment over the specified period. It is designed to eliminate the effect that the size and timing of cash flows have on the internal rate of return. The investment industry uses time-weighted rates of return calculated using market values when comparing the returns of funds with other funds or indices.

Investment returns for the plan for the one-year and four-year periods ended March 31, 2008 are as follows:

	One Year Return				4 Year Compound Annualized Return
	2008	2007	2006	2005	
<b>Annual Time-weighted rates of return</b>					
<b>Short term fixed income</b>	4.5	8.5	3.0	2.5	4.6
<i>Scotia Capital 91-Day T-Bill Index</i>	4.6	4.2	2.8	2.2	3.5
<i>Value added (lost) from active management</i>	(0.1)	4.3	0.2	0.3	1.1
<b>Long term fixed income</b>	3.2	6.0	5.7	5.6	5.1
<i>Scotia Capital Universe Bond Index</i>	5.8	5.5	4.9	5.0	5.3
<i>Value added (lost) from active management</i>	(2.6)	0.5	0.8	0.6	(0.2)
<b>Canadian equities</b>	2.5	11.6	29.0	15.4	14.2
<i>S&amp;P/TSX Composite Index</i>	4.0	11.4	28.4	13.9	14.1
<i>Value added (lost) from active management</i>	(1.5)	0.2	0.6	1.5	0.1
<b>United States equities</b>	(17.6)	10.6	8.5	(1.8)	(0.7)
<i>Standard &amp; Poor's 1500 Index</i>	(15.7)	9.9	9.1	(1.0)	0.0
<i>Value added (lost) from active management</i>	(1.9)	0.7	(0.6)	(0.8)	(0.7)
<b>Non-North American equities</b>	(12.4)	17.7	24.0	7.5	8.2
<i>MSCI EAFE Index</i>	(13.2)	18.7	20.0	6.2	7.0
<i>Value added (lost) from active management</i>	0.8	(1.0)	4.0	1.3	1.2
<b>Alternative Investments</b>	4.3	13.4	(0.1)	n/a	n/a
<i>Combined benchmark</i>	2.4	5.2	8.9	n/a	n/a
<i>Value added (lost) from active management</i>	1.9	8.2	(9.0)	n/a	n/a
<b>Real Estate</b>	16.4	24.2	20.5	16.9	19.5
<i>Real Estate Index</i>	14.6	20.9	18.1	7.1	14.7
<i>Value added (lost) from active management</i>	1.8	3.3	2.4	9.8	4.8
<b>Overall</b>	(2.9)	11.8	14.7	6.9	7.4
<i>Policy Benchmark</i>	(1.8)	11.2	13.4	5.6	6.9
<i>Value added (lost) from active management</i>	(1.1)	0.6	1.3	1.3	0.5

The current sector benchmark indices are as of March 31, 2008. Benchmark indices may have been different in prior years, therefore the benchmark returns may be a blend of different indices.

## Note 8

### Contingent Liabilities

There are no contingent liabilities to report as at March 31, 2008 (2007: \$94).

## Note 9

### Comparative Figures

Comparative figures have been reclassified to be consistent with 2008 presentation.

## Note 10

### Approval of Financial Statements

These financial statements were prepared by management and approved by the Public Service Commissioner.

## Schedule to Financial Statements March 31, 2008

### Schedule of Investments in Fixed Income Securities

#### Schedule 1

March 31, 2008

	Plan's Share	
	(\$ thousands)	
	2008	2007
<b>Deposits and short term securities</b>	\$ 2,133	\$ 1,429
<b>Fixed Income Securities (a)</b>		
Government of Canada, direct and guaranteed	7,687	8,707
Alberta, direct	11	13
Other provinces, direct and guaranteed	4,640	5,441
Municipal	2	16
Corporate, public and private	25,515	26,987
	<u>37,855</u>	<u>41,164</u>
Receivable from sale of investments and accrued investment income	661	401
Accounts payable and accrued liabilities	(375)	(200)
	<u>286</u>	<u>201</u>
	<u>\$ 40,274</u>	<u>\$ 42,794</u>

(a) Fixed income securities held as at March 31, 2008 had an average effective market yield of 4.98 per cent per annum (2007: 4.58 per cent per annum). The following term structure of these securities as at March 31, 2008 is based on principal amount:

	(%)	
	2008	2007
Under 1 year	4	4
1 to 5 years	29	30
6 to 10 years	38	37
11 to 20 years	11	10
Over 20 years	18	19
	<u>100</u>	<u>100</u>

## Long-Term Disability Income Continuance Plan Bargaining Unit

# Schedule of Effective Net Investments in Canadian Equities

### Schedule 2

March 31, 2008

	Plan's Share	
	(\$ thousands)	
	2008	2007
<b>Deposits and short term securities</b>	\$ 460	\$ 131
<b>Public Equities (a) (b)</b>		
Consumer discretionary	997	1,234
Consumer staples	461	529
Energy	5,348	5,064
Financials	5,493	6,571
Health care	29	136
Industrials	1,056	1,025
Information technology	952	827
Materials	3,375	3,058
Telecommunication services	1,100	1,194
Utilities	168	173
	<u>18,979</u>	<u>19,811</u>
Pooled investment funds	807	-
Receivable from sale of investments and accrued investment income	119	299
Accounts payable and accrued liabilities	(134)	(224)
	<u>(15)</u>	<u>75</u>
	<u>\$ 20,231</u>	<u>\$ 20,017</u>

(a) Direct investments and derivative contracts are classified based on the risk exposure to the above asset mix categories. The plan's effective net investment in Canadian public equities includes the notional amount of Canadian equity index swap contracts and equity index futures contracts totalling \$7,038 (2007: \$9,045).

(b) The sector classification conforms to the Global Industry Classification Standard followed by the Toronto Stock Exchange S&P/TSX Composite Index.



Long-Term Disability Income Continuance Plan Bargaining Unit

Schedule of Effective Net Investments in United States Equities

Schedule 3

March 31, 2008

	Plan's Share	
	(\$ thousands)	
	2008	2007
<b>Deposits and short term securities</b>	<b>\$ 668</b>	<b>\$ 180</b>
<b>Public Equities (a) (b)</b>		
Consumer discretionary	2,148	2,870
Consumer staples	2,315	2,378
Energy	2,906	2,526
Financial	3,911	5,622
Health care	2,705	3,171
Industrials	2,945	3,078
Information technology	3,615	3,931
Materials	983	907
Telecommunications services	728	854
Utilities	885	982
	<u>23,141</u>	<u>26,319</u>
Pooled investment funds	45	-
Receivable from sale of investments and accrued investment income	108	156
Accounts payable and accrued liabilities	(1,073)	(253)
	<u>(965)</u>	<u>(97)</u>
	<u>\$ 22,889</u>	<u>\$ 26,402</u>

(a) Direct investments and derivative contracts are classified based on the risk exposure to the above asset mix categories. The plan's effective net investment in U.S. public equities includes the notional amount of U.S. equity index swap contracts and equity index futures contracts totalling \$16,970 (2007: \$19,154).

(b) The sector classification conforms to the Global Industry Classification Standard followed by the Standard & Poor's S&P 500 Index.

## Long-Term Disability Income Continuance Plan Bargaining Unit

# Schedule of Effective Net Investments in Non-North American Equities

### Schedule 4

March 31, 2008

	Plan's Share	
	(\$ thousands)	
	2008	2007
<b>Deposits and short term securities</b>	\$ 422	\$ 265
<b>Public Equities (a) (b)</b>		
Consumer discretionary	2,469	2,968
Consumer staples	1,980	1,638
Energy	1,936	1,614
Financial	4,694	6,772
Health care	1,637	1,476
Industrials	3,249	3,504
Information technology	1,372	1,617
Materials	2,157	1,783
Telecommunications services	1,766	1,453
Utilities	1,255	1,225
	22,515	24,050
Emerging markets equity funds	451	572
	22,966	24,622
Receivable from sale of investments and accrued investment income	339	301
Accounts payable and accrued liabilities	(435)	(321)
	(96)	(20)
	\$ 23,292	\$ 24,867

(a) Direct investments and derivative contracts are classified based on the risk exposure to the above asset mix categories. The plan's effective net investment in non-North American public equities includes the notional amount of EAFE equity index swap contracts and equity index futures contracts totalling \$5,182 (2007: \$4,808).

(b) The sector classification conforms to the Global Industry Classification Standard followed by the Standard & Poor's. Public equities by geographic location are as follows:

	Plan's Share	
	(\$ thousands)	
	2008	2007
United Kingdom	\$ 4,867	\$ 5,055
Japan	4,321	4,778
France	2,540	2,718
Germany	2,196	1,928
Switzerland	1,515	1,342
Netherlands	924	1,166
Spain	1,031	996
Australia	958	937
Italy	809	790
Sweden	556	453
Other	3,249	4,459
	\$ 22,966	\$ 24,622

Long-Term Disability Income Continuance Plan Bargaining Unit

Schedule of Investments in Real Estate

Schedule 5

March 31, 2008

	Plan's Share	
	(\$ thousands)	
	2008	2007
<b>Deposits and short term securities</b>	\$ 14	\$ 11
<b>Real estate (a)</b>		
Office	4,649	4,740
Retail	3,260	3,116
Industrial	1,547	1,235
Residential	589	432
	10,045	9,523
Foreign Private Equity Pool	600	667
Participation units	377	343
Accrued income and accounts receivable	5	6
	\$ 11,041	\$ 10,550

(a) The following is a summary of the plan's investment in real estate by geographic locations:

	Plan's Share	
	(\$ thousands)	
	2008	2007
Ontario	\$ 5,394	\$ 5,568
Alberta	3,579	2,898
Quebec	856	875
British Columbia	216	182
	\$ 10,045	\$ 9,523

# Long-Term Disability Income Continuance Plan Management, Opted Out and Excluded

## Financial Statements

**MARCH 31, 2008**

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# Auditor's Report



To the Minister Responsible for Corporate Human Resources

I have audited the Statement of Net Assets Available for Benefits and Accrued Long-Term Disability Benefits of the Long-Term Disability Income Continuance Plan-Management, Opted Out and Excluded as at March 31, 2008 and the Statement of Changes in Net Assets Available for Benefits for the year then ended. These financial statements are the responsibility of the plan's management. My responsibility is to express an opinion on these financial statements based on my audit.

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

In my opinion, these financial statements present fairly, in all material respects, the Net Assets Available for Benefits and Accrued Long-Term Disability Benefits of the plan as at March 31, 2008 and the Changes in its Net Assets Available for Benefits for the year then ended in accordance with Canadian generally accepted accounting principles.

*(Original Signed by Fred J. Dunn, FCA)*

FCA  
Auditor General

Edmonton, Alberta  
June 6, 2008

The official version of this Report of the Auditor General, and the information the Report covers, is in printed form.

Long-Term Disability Income Continuance Plan Management, Opted Out and Excluded

## Statement of Net Assets Available for Benefits and Accrued Long-Term Disability Benefits

As at March 31, 2008  
(in thousands)

	2008	2007
<b>Net assets available for benefits</b>		
Assets		
Investments (Note 3)	\$ 42,536	\$ 41,293
Accounts receivable	36	5
	<u>42,572</u>	<u>41,298</u>
Liabilities		
Accounts payable and accrued liabilities	130	313
<b>Net assets available for benefits</b>	<u>42,442</u>	<u>40,985</u>
Accrued long-term disability benefits (Note 6)	(34,568)	(30,837)
<b>Actuarial (deficiency) surplus (Note 6)</b>	<u>\$ 7,874</u>	<u>\$ 10,148</u>

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

## Long-Term Disability Income Continuance Plan Management, Opted Out and Excluded

### Statement of Changes in Net Assets Available for Benefits

Year Ended March 31, 2008

(in thousands)

	2008	2007
<b>Increase in assets</b>		
Employer Contributions	\$ 9,360	\$ 8,641
Net investment (loss) income (Note 7)		
Investment (loss) income	(1,085)	4,260
Investment and administration expenses	(204)	(90)
	(1,289)	4,170
	8,071	12,811
<b>Decrease in assets</b>		
Benefits	6,101	5,537
Adjudication	190	167
Rehabilitation	44	53
Severance	225	33
Administration expenses	54	47
	6,614	5,837
<b>Increase in net assets</b>	1,457	6,974
<b>Net assets available for benefits at beginning of year</b>	40,985	34,011
<b>Net assets available for benefits at end of year</b>	<b>\$ 42,442</b>	<b>\$ 40,985</b>

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

# Notes to the Financial Statements

Year Ended March 31, 2008  
(all dollar values in thousands unless otherwise stated)

## Note 1

### Summary Description of the Plan

The following description of the Long-Term Disability Income Continuance Plan (the plan) for management opted out and excluded employees is a summary only. For a complete description of the plan, reference should be made to section 21 of the *Public Service Act*, the *Provincial Court Judges and Masters in Chambers Compensation Regulation* 176/98 and the *Justice of Peace Regulation* 6/99, the *Long-Term Disability Income Continuance Plan Regulation*, the *Long-Term Disability Benefits Regulation (Legislative Assembly Act)*, section 98 of the *Financial Administration Act* and Treasury Board Directive 09/98, as amended.

#### (a) General

The plan provides disability benefits and insures income continuance of eligible Government of Alberta management, opted out and excluded employees, members of the Legislative Assembly, full-time justices of the peace and provincial judges. Employees included in an Alberta Union of Provincial Employee's bargaining unit are covered under a separate plan.

#### (b) Funding Policy

Long-term disability benefits are funded by employer and Government of Alberta contributions at a rate which is expected to provide for all benefits payable under the plan. The rate in effect at March 31, 2008 was unchanged at 1.7 per cent of insurable salary for employers and the Government of Alberta and 2.05 per cent for Provincial Judges. The rates are to be reviewed at least once every three years by the Public Service Commissioner based on recommendations of the plan's actuary and advisory committee.

Any deficiencies incurred by the plan are to be funded by increasing employer contributions.

#### (c) Long-Term Disability Benefits

Benefits are payable when eligible plan members become disabled for 80 consecutive normal workdays as the result of bodily injury or illness, as determined by the plan's adjudicator. Plan members are eligible for coverage after completion of three consecutive months of service without absence in a permanent position, or a full year in a temporary position. The plan provides for benefits equal to 70 per cent of members' pre-disability salary. Reduced benefits are payable to eligible members who receive compensation from the Workers' Compensation Board or the Crimes Compensation Board, benefits under the Canada Pension Plan or any other group disability plan, vacation leave pay or employment income under a rehabilitation program. At year-end a contingent gain may exist relating to plan members who applied for Canada Pension Plan benefits, but who have not yet been approved. If approved, an amount equal to the monthly Canada Pension Plan benefit times the number of months the person has been receiving benefits, will be recovered.

No benefit is payable if the disability is the result of injuries suffered from participation in a criminal act or an act of war, or injury or illness which are self-inflicted intentionally. Disabled members who are not under the continuous care of a physician or who are confined in prisons are not eligible for benefits.

Benefits terminate upon the earliest of the date the member resigns or is gainfully employed or is no longer disabled, three months after the adjudicator declares the member is suitable for gainful employment, or the date the member attains age 65 and is eligible for an unreduced public service pension. For judges and full-time justices of the peace, benefits terminate at age 70. Benefits also terminate when a member's earnings under a rehabilitation program are the same as the member's pre-disability salary or after 24 months where the member is in a temporary position.

#### (d) Decrease in Assets

Expenses of the plan include benefits paid out, rehabilitation expenses, adjudication fees, severance payments for resignation of employment subsequent to disability leave if any, and



administration expenses. Adjudication fees include services performed by an independent agent in determining the eligibility of claims, the amounts of eligible benefits and the time period applicable for disability.

## Note 2

### Summary of Significant Accounting Policies and Reporting Practices

#### (a) Basis of Presentation

These financial statements are prepared on the going concern basis in accordance with Canadian generally accepted accounting principles. The statements provide information about the net assets available in the plan to meet future benefit payments and are prepared to assist plan members and others in reviewing the activities of the plan for the year.

Plan investments are held in pooled investment funds administered by Alberta Finance or external managers appointed by Alberta Finance. Pooled investment funds have a market-based unit value that is used to allocate income to pool participants and to value purchases and sales of pool units.

#### (b) Valuation of Assets and Liabilities

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

The methods used to determine fair value of investments held by pooled investment funds are explained in the following paragraphs:

- (1) Short-term securities, public fixed income securities and equities are valued at the year-end closing sale price or average of the latest bid and ask prices quoted by an independent securities valuation company.
- (2) Private fixed income securities and mortgages are valued based on the net present value of future cash flows. These cash flows are discounted using appropriate interest rate premiums over similar Government of Canada benchmark bonds trading in the market.

- (3) The fair value of private real estate investments is reported at their most recent appraised value net of any liabilities against the real property. Real estate properties are appraised annually by qualified external real estate appraisers. Appraisers use a combination of methods to determine fair value including replacement cost, direct comparison, direct capitalization of earnings and the discounted cash flows.
- (4) The fair value of private equity and income investments is estimated by managers or general partners of limited partnerships. Valuation methods may encompass a broad range of approaches. The cost approach is used to value companies without either profits or cash flows. Established private companies are valued using the fair market value approach reflecting conventional valuation methods including discounted cash flows and multiple earnings analyses.
- (5) The fair value of Absolute Return Strategy Pool investments is estimated by external managers.
- (6) The fair value of timberland investments is appraised annually by independent third party valuers.
- (7) The fair values of deposits, receivables, accrued investment income and payables are estimated to approximate their book values.

#### (c) Income Recognition

Income and expenses are recognized on the accrual basis. Dividends are accrued on the ex-dividend date. Gains or losses on investments, including those from derivative contracts, are recognized concurrently with changes in fair value.

#### (d) Foreign Exchange

Foreign currency transactions are translated into Canadian dollars using average rates of exchange. At the year-end, the fair value of investments and any other assets and liabilities denominated in a foreign currency are translated at the year-end exchange rate. Exchange differences are included in the determination of investment income.

### (e) Valuation of Derivative Contracts

Derivative contracts (see Note 5) include equity and bond index swaps, interest rate swaps, forward foreign exchange contracts, equity index futures contracts, credit default swaps, cross-currency interest rate swaps and swap option contracts. The value of derivative contracts is included in the fair value of pooled investment funds. The estimated amount receivable or payable from derivative contracts at the reporting date is determined by the following methods:

- (1) Equity and bond index swaps are valued based on changes in the appropriate market based index net of accrued floating rate interest.
- (2) Interest rate swaps and cross-currency interest rate swaps are valued based on discounted cash flows using current market yields and year-end exchange rates.
- (3) Credit default swaps are valued based on discount cash flows using current market yields and calculated default probabilities.
- (4) Forward foreign exchange contracts and equity index futures contracts are based on quoted market prices.
- (5) Options to enter into interest rate swap contracts are valued based on discounted cash flows using current market yields and volatility parameters which measure changes in the underlying swap.

### (f) Measurement Uncertainty

In preparing these financial statements, estimates and assumptions are used in circumstances where the actual values are unknown. Uncertainty in the determination of the amount at which an item is recognized in financial statements is known as measurement uncertainty. Such uncertainty exists when there is a variance between the recognized amount and another reasonably possible amount, as there is whenever estimates are used.

Measurement uncertainty exists in the calculation of the plan's accrued long-term disability benefits and in the valuation of the plan's private and alternative investments and real estate. Uncertainty arises because:

- (1) the plan's actual experience may differ, perhaps significantly, from assumptions used in the calculation of the plan's accrued long-term disability benefits, and
- (2) the estimated fair values of the plan's private and alternative investments and real estate may differ significantly from the values that would have been used had a ready market existed for these investments.

While best estimates have been used in the calculation of the plan's accrued long-term disability benefits and in the valuation of the plan's private and alternative investments and real estate, management considers that it is possible, based on existing knowledge, that change in future conditions in the short term could require a material change in the recognized amounts.

Differences between actual results and expectations are disclosed as net experience gains or losses that change the value of accrued long-term disability benefits (see Note 6(b)).

Differences between the estimated fair values and the amount ultimately realized are included in net investment income in the year when the ultimate realizable values are known.

### (g) Accounting Changes

Effective April 1, 2007, the plan adopted CICA Handbook, Section 1506, "Accounting Changes", which establishes criteria for changing accounting policies, together with the accounting treatment and disclosure of changes in accounting policies and estimates, and correction of errors. Under the new standard, accounting changes should be applied retroactively unless otherwise permitted or where impracticable to determine. As well, voluntary changes in accounting policy are made only when required by a primary source of GAAP or the change results in more relevant and reliable information. The application of this section did not have any impact on the plan's financial statements.

## Note 3

### Investments (Schedules 1 to 5) (in thousands)

	2008		2007	
	Fair Value		Fair Value	
	(\$ thousands)	%	(\$ thousands)	%
<b>Fixed Income</b>				
Fixed Income Securities (Schedule 1)				
Deposit in the Consolidated Cash				
Investment Trust Fund (a)	\$ 1,249	2.9	\$ 1,099	2.7
Universe Fixed Income Pool (b)	11,664	27.4	11,409	27.6
Private Mortgage Pool (c)	1,661	3.9	1,532	3.7
Currency Alpha Pool (d)	65	0.2	52	0.1
Tactical Asset Allocation Pool (e)	61	0.2	119	0.3
<b>Total Fixed Income</b>	<b>14,700</b>	<b>34.6</b>	<b>14,211</b>	<b>34.4</b>
<b>Equities</b>				
Canadian Equities (Schedule 2)				
Canadian Multi-Cap Pool (f)	1,816	4.3	649	1.6
Canadian Pooled Equities Fund (g)	1,715	4.0	1,731	4.2
Canadian Structured Equity Pool (h)	1,372	3.2	2,532	6.1
Canadian Equity Enhanced Index Pool (i)	860	2.0	871	2.1
Canadian Large Cap Equity Pool (j)	624	1.5	609	1.5
Growing Equity Income Pool (k)	375	0.9	374	0.9
Tactical Asset Allocation Pool (e)	-	-	(495)	(1.2)
	<b>6,762</b>	<b>15.9</b>	<b>6,271</b>	<b>15.2</b>
United States Equities (Schedule 3)				
U.S. Structured Equity Pool (l)	4,975	11.7	4,937	12.0
Portable Alpha U.S. Equity Pool (m)	1,762	4.2	1,694	4.1
U.S. Mid/Small Cap Equity Pool (n)	903	2.1	924	2.2
Growing Equity Income Pool (k)	101	0.2	123	0.3
Tactical Asset Allocation Pool (e)	-	-	490	1.2
	<b>7,741</b>	<b>18.2</b>	<b>8,168</b>	<b>19.8</b>
Non-North American Equities (Schedule 4)				
EAFE Active Equity Pool (o)	5,933	14.0	5,835	14.1
EAFE Structured Equity Pool (p)	1,503	3.5	1,559	3.8
Emerging Markets Equity Pool (q)	264	0.6	441	1.1
	<b>7,700</b>	<b>18.1</b>	<b>7,835</b>	<b>19.0</b>
Real Estate Equities (Schedule 5)				
Private Real Estate Pool (r)	3,356	7.9	3,140	7.6
Foreign Private Real Estate Pool (s)	144	0.3	161	0.4
	<b>3,500</b>	<b>8.2</b>	<b>3,301</b>	<b>8.0</b>
Alternative Investments - Equities				
Absolute Return Strategy Pool (t)	1,109	2.6	875	2.1
Private Income Pool (u)	612	1.4	375	0.9
Foreign and Global Private Equity Pools (v)	250	0.6	91	0.2
Timberland Pool (w)	162	0.4	166	0.4
	<b>2,133</b>	<b>5.0</b>	<b>1,507</b>	<b>3.6</b>
<b>Total Equities</b>	<b>27,836</b>	<b>65.4</b>	<b>27,082</b>	<b>65.6</b>
<b>Total Investments</b>	<b>\$ 42,536</b>	<b>100.0</b>	<b>\$ 41,293</b>	<b>100.0</b>

## Note 3 (continued)

(a) The Consolidated Cash Investment Trust Fund is managed with the objective of providing competitive interest income to depositors while maintaining maximum security and liquidity of depositors' capital. The portfolio is comprised of high quality short-term and mid-term fixed income securities with a maximum term to maturity of three years.

(b) The Universe Fixed Income Pool is managed with the objective of providing competitive returns comparable to the total return of the DEX Bond Universe Index over a four-year period while maintaining adequate security and liquidity of participants' capital. The portfolio is comprised of high quality Canadian fixed income instruments and debt related derivatives. Competitive returns are achieved through management of the portfolio duration and sector rotation.

(c) The Private Mortgage Pool is managed with the objective of providing investment returns higher than the DEX Bond Universe Index over the long-term. The portfolio is comprised primarily of high-quality commercial mortgage loans and provincial bond residuals. The pool invests primarily in loans insured by a federal agency and first-mortgage loans that provide diversification by property usage and geographic location.

(d) The Currency Alpha Pool is managed with the objective of providing a fair return over a four-year period while reducing return volatility through multiple manager investment style and strategies. The return is achieved through active currency management with currency positions established primarily through forward foreign exchange contracts.

(e) The Tactical Asset Allocation Pool provides participants with a quick, effective and efficient way to earn excess returns, on an opportunistic basis, by altering the portfolio weights of broad asset classes using synthetic instruments. At March 31, 2008 the pool is comprised of cash and fixed income securities and a neutral position through United States equity index futures. Cash and short-term securities held by the pool support approximately

five–10 per cent of the pool's notional exposure in United States equity index futures contracts.

(f) The Canadian Multi-Cap Pool consists of a single portfolio with multiple components. The large cap component is internally managed and provides exposure to the Canadian equity market through structured investments replicating the S&P/TSX 60 Index. The small/mid cap component is comprised of investments in the External Managers Canadian Multi-Cap Pool. The performance objective is to provide investment returns higher than the total return of the S&P/TSX Composite Index over a four-year period. The pooled fund also invests in the Floating Rate Note Pool to generate the floating rate cash flows needed for its equity swap obligations.

(g) The Canadian Pooled Equities Fund is managed with the objective of providing returns higher than the total return of the S&P/TSX Composite Index over a four-year period while maintaining preservation of participants' capital. The portfolio is comprised of publicly traded equities in Canadian corporations and is designed to reduce risk by prudent security selection and sector rotation.

(h) The Canadian Structured Equity Pool is managed on a passive approach with the objective of providing investment returns comparable to the total return of the S&P/TSX Composite Index. The portfolio is comprised of both publicly traded Canadian equities and structured investments replicating the S&P/TSX Composite Index. The pooled fund also invests in the Floating Rate Note Pool to generate the floating rate cash flows needed for its equity swap obligations.

(i) The Canadian Equity Enhanced Index Pool consist of publicly traded Canadian equities in the large cap market and is designed to generate a consistent level of investment return above the total return of the S&P/TSX Composite Index over a four-year period with relatively low risk.

(j) The Canadian Large Cap Equity Pool consists of multiple portfolios of publicly traded Canadian equities, which are actively managed by an external manager with expertise in the Canadian large cap equity markets. The performance objective is to provide investment returns higher than the total return of the S&P/TSX Composite Index over a

four-year period while reducing return volatility through multiple manager investment style and unique market capitalization focus.

(k) The Growing Equity Income Pool is managed with the objective of providing a steady and growing stream of dividend income by investing in mature companies with strong financial characteristics and growing distributions. Risk is reduced by holding established well-capitalized companies. The performance of the pool is measured against the total return of the S&P/TSX Composite Index.

(l) The U.S. Structured Equity Pool is passively managed. The portfolio is comprised of publicly traded United States equities similar in weights to the S&P 500 Index. The performance objective is to provide investment returns comparable to the total return of the S&P 500 Index. The pool utilizes a combination of pure security replication and synthetic replication strategies to obtain exposure to the benchmark. To enhance investment returns with no substantial increase in risks, the pool also invests in futures, swaps and other structured investments. The pooled fund also invests in the Floating Rate Note Pool to generate the floating rate cash flows needed for its equity swap obligations.

(m) The Portable Alpha U.S. Equity Pool provides exposure to the United States equity market by replicating the S&P 500 Index with S&P 500 index swaps and futures contracts. Externally managed absolute return strategy investments and money market instruments are actively used as underlying securities to add value to the exposure. The performance objective is to provide returns higher than the total return of the S&P 500 Index over a four-year period.

(n) The U.S. Mid/Small Cap Equity Pool consists of multiple portfolios of publicly traded United States equities. Each portfolio is actively managed by an external manager with expertise in the U.S. mid/small cap equity markets. The performance objective is to provide returns higher than the total return of the Russell 2500 Index for the U.S. Mid/Small Cap Pool over a four-year period while reducing return volatility through multiple manager investment style and unique market capitalization focus.

(o) The EAFE (Europe, Australasia and Far East) Active Equity Pool consists of multiple portfolios of publicly traded Non-North American equities. Portfolios are actively managed by external managers with European and Pacific Basin mandates. The performance objective is to provide returns higher than the total return of the Morgan Stanley Capital International (MSCI) EAFE Index over a four-year period.

(p) The EAFE Structured Equity Pool's performance objective is to provide returns comparable to the total return of the MSCI EAFE Index over a four-year period. The pool is internally managed and provides exposure to foreign markets in Europe, Australasia and the Far East through the use of structured investments such as foreign equity index swaps. The pooled fund also invests in the Floating Rate Note Pool to generate the floating rate cash flows needed for its equity swap obligations.

(q) The Emerging Markets Equity Pool consists of publicly traded equities in emerging markets around the world. The portfolio is actively managed by external managers with expertise in emerging markets. The performance objective is to provide returns higher than the total return of the MSCI Emerging Markets Free Net (EMF) Index over a four-year period.

(r) The Private Real Estate Pool is managed with the objective of providing investment returns higher than the Investment Property Databank (IPD) Large Institutional All Property Index over the long-term. Real estate is held through intermediary companies which have issued to the pool, common shares and participating debentures secured by a charge on real estate. Risk is reduced by investing in properties that provide diversification by geographic location, by property type and by tenancy. The pool is intended to provide diversification from the securities market.

(s) The Foreign Private Real Estate Pool is managed with the objective of providing investment returns higher than the Consumer Price Index (CPI) plus 5 per cent. The pool provides diverse exposure to non-domestic real estate by investing in foreign real estate backed securities and assets

(t) The Absolute Return Strategy Pool is managed with the objective of providing investment returns higher than the HFRX Global Investable Index. The pool uses external managers who employ various investment strategies. These strategies are expected to produce absolute positive investment returns with lower volatility.

(u) The Private Income Pool is managed with the objective of providing investment return comparable to the CPI plus six per cent over the long-term. The pool invests in infrastructure related projects that are structured to provide high current income.

(v) The Foreign Private Equity Pool and the Global Private Equity Pool are managed with the objective of providing investment returns higher than the CPI plus eight per cent. Private equity investments are held in institutionally sponsored private equity pools. Risk is reduced by avoiding direct investments in private companies and by limiting holdings in any single pool.

(w) The Timberland Pool provides high current income and long investment horizons. The timberland investment is primarily a partnership interest in forestry land and land held for higher and better use located in British Columbia. The performance objective is to earn a return higher than CPI plus four per cent.

## Note 4

### Investment Risk Management

Fair values of investments are exposed to credit risk and price risk. Credit risk relates to the possibility that a loss may occur from the failure of another party to perform according to the terms of a contract. Price risk is comprised of currency risk, interest rate risk and market risk. Currency risk relates to the possibility that the investments will change in value due to future fluctuations in foreign exchange rates. Interest rate risk relates to the possibility that the investments will change in value due to future fluctuations in market interest rates. Market risk relates to the possibility that the investments will change in value due to future fluctuations in market prices.

Actuarial liabilities of the plan are primarily affected by the long-term real rate of return expected to be earned on investments. In order to earn the best possible return at an acceptable level of risk, the Board has established a long-term policy asset mix for investments:

Fixed income securities	27.0%
Canadian equities	17.0%
U.S. equities	19.0%
Non-North American equities	19.0%
Real estate	8.0%
Absolute return strategies	3.0%
Private income	3.0%
Private equities	2.0%
Timberlands	2.0%

Investment risk is reduced through asset class diversification, diversification within each asset class, quality constraints on fixed income instruments, and restrictions on amounts exposed to countries designated as emerging markets. Controls are in place respecting the use of derivatives (see Note 5). Forward foreign exchange contracts may be used to manage currency exposure in connection with securities purchased in a foreign currency (see Note 5).

## Note 5

### Derivative Contracts

Derivative contracts are financial contracts, the value of which is derived from the value of underlying assets, indices, interest rates or currency rates. The plan uses derivative contracts held indirectly through pooled investment funds to enhance return, manage exposure to interest rate risk and foreign currency risk and for asset mix management purposes. The notional value of a derivative contract represents the amount to which a rate or price is applied in order to calculate the exchange of cash flows.

(1) A swap is a contractual agreement between two counter-parties to exchange a series of cash flows based on a notional amount. An equity or bond index swap involves the exchange of a floating interest rate cash flow for one based on the performance of a market index. For interest rate swaps, parties generally exchange fixed and floating interest rate cash flows based on a notional amount. A credit default swap allows counter-parties to buy and sell protection on credit risk inherent in a bond. A premium is paid, based on a notional amount, from one counter party to a second counter party in exchange for a contingent payment should a defined credit event occur with respect to the underlying security. Cross-currency interest rate swaps are contractual obligations in which the principal amounts of Canadian fixed-income securities denominated in foreign currency are exchanged for Canadian currency amounts both initially and at maturity. Over the term of the cross-currency swap, counter-parties exchange fixed to fixed and fixed to floating interest rate cash flows in the swapped currencies. There are underlying securities supporting all swaps. Leveraging is not allowed.

- (2) Forward foreign exchange contracts are contractual agreements to exchange specified currencies at an agreed upon exchange rate and on an agreed settlement date in the future.
- (3) Equity index futures contracts are agreements to receive or pay cash on an agreed settlement date based on changes in the level of the specified stock index.
- (4) Swap option contracts include the right, but not the obligation, to enter into an interest rate swap at a preset rate within a specified period of time.

## Note 5 (continued)

The following is a summary of the plan's proportionate share of the notional amount and fair value of derivative contracts held by pooled funds at March 31, 2008:

	%			(\$ thousands)			
	Maturity			2008		2007	
	Under 1 Year	1 to 3 Years	Over 3 Years	Notional Amount	Net Fair Value (a)	Notional Amount	Net Fair Value (a)
Equity index swap contracts	93	7	-	\$ 10,028	\$ 24	\$ 9,940	\$ (15)
Credit default swap contracts	2	20	78	12,807	(83)	17,373	(58)
Swap option contracts	44	-	56	6,287	2	12,963	1
Interest rate swap contracts	6	16	78	6,746	(66)	7,265	(17)
Forward foreign exchange contracts	100	-	-	5,434	(78)	3,959	(7)
Cross-currency interest rate swaps	15	55	30	2,646	8	2,942	84
Equity index futures contracts	100	-	-	1,890	63	2,826	68
Bond index swap contracts	100	-	-	1,229	68	4,054	7
				<u>\$ 47,067</u>	<u>\$ (62)</u>	<u>\$ 61,322</u>	<u>\$ 63</u>

(a) The method of determining fair value of derivative contracts is described in Note 2 (e).

The notional amounts, upon which payments are based, are not indicative of the credit risk associated with derivative contracts. Current credit exposure is represented by the current replacement cost of all outstanding contracts in a favourable position (positive fair value). The plan attempts to limit its credit exposure by dealing with counter-parties believed to have good credit standing.

## Note 6

### Accrued Long-Term Disability Benefits

#### (a) Actuarial Valuation

An actuarial valuation of the plan was carried out as at March 31, 2008 by Johnson Inc. The 2008 valuation resulted in an actuarial surplus of \$7,874 (2007: \$10,148) as disclosed in the statement of net assets available for benefits and accrued long-term disability benefits.

The accrued long-term disability benefits as at March 31, 2008 were determined using the projected benefit method based on estimates of the Plan's Disabled Life Reserve and the Incurred But Unreported Reserve (IBUR). The assumptions used in the valuation were developed as the best estimate of expected short- and long-term market conditions and other future events. These estimates were, after consultation with the plan's actuary, adopted by the Public Service Commissioner.



The major assumptions used were:

	(%)	
	2008	2007
	Valuation	Valuation
<b>Interest discount rate</b>	6.5	6.5
<b>Continuance rates</b>		
Based on 1987 Commissioner's Group Disability Table	Modified*	Modified*
<b>Incurred but unreported reserve factor</b>		
As percentage of premiums	40	40

\* The rates have been modified by both age and duration to reflect adjudication practices and claims termination experience respecting disability definition specific to this plan based on quinquennial study of termination experience as at June 30, 2007.

The Disabled Life Reserve is an estimate of the value of future payments to be made over the life of incurred claims, discounted to a current value using a rate of 6.5 per cent.

The Incurred But Unreported Reserve is an estimate of the value of the financial impact of claims that are either unreported or not approved at the fiscal year-end, but which will ultimately be accepted for benefits. Based on a review of historical reserves, management and the plan's actuary determined a reserve factor of 40 per cent of premiums was appropriate for estimating the reserve amount.

The following statement shows the principal components of the change in the value of accrued long-term disability benefits:

	(\$ thousands)	
	2008	2007
<b>Accrued long-term disability benefits at beginning of year</b>	\$ 30,837	\$ 25,702
Interest accrued on benefits	2,004	1,671
Change in actuarial assumption of increase in IBUR reserve factor	-	524
Change in claims termination rates	200	-
Economic adjustment to benefits	-	1,000
Net experience (gains) losses	(1,848)	576
New claims	9,572	9,415
Terminations	(6,197)	(8,051)
<b>Accrued long-term disability benefits at end of year</b>	<b>\$ 34,568</b>	<b>\$ 30,837</b>

### (b) Sensitivity of Changes in Major Assumptions

The plan's future experience will inevitably differ, perhaps significantly, from the assumptions. Any differences between the actuarial assumptions and future experience will emerge as gains or losses in future valuations and will affect the financial position of the plan.

As at March 31, 2008, holding the continuance rates and incurred but unreported reserve factor constant, a 0.5 per cent decrease in the assumed interest discount rate would reduce the actuarial surplus of the plan by \$0.8 million.

## Note 7

### Net Investment (Loss) Income

(a) Net investment (loss) income is comprised of the following:

	(\$ thousands)	
	2008	2007
Net realized and unrealized (loss) gain on investments including those arising from derivative transactions	\$ (2,716)	\$ 2,741
Interest income	1,076	1,030
Dividend income	401	353
Real estate income	139	126
Securities lending income	15	10
	(1,085)	4,260
Investment and administration expenses (see Note 7(c))	(204)	(90)
	\$ (1,289)	\$ 4,170

(b) The following is a summary of the plan's proportionate share of net investment (loss) income by type of investments:

	(\$ thousands)	
	2008	2007
Fixed Income Securities	\$ 460	\$ 747
Canadian Equities	159	707
Foreign Equities		
United States	(1,475)	758
Non-North American	(1,002)	1,204
Real Estate	511	634
Alternative Investments		
Absolute return strategies	7	52
Timberland	10	59
Private income	41	8
Private equities	-	1
	\$ (1,289)	\$ 4,170

(c) Investment and administration expenses:

	(\$ thousands)	
	2008	2007
Investment operations of AIMCo	\$ 85	\$ 40
External manager fees	119	50
Investment and administration expenses	\$ 204	\$ 90
Percent of net assets at fair value	0.48%	0.22%

Investment expenses include the cost and fees incurred to earn investment income of the plan. The plan recognizes portfolio management and administration expenses incurred directly by the plan and its share of expenses through pooled investment funds. Investment services provided by AIMCo are charged directly to the plan and to pooled funds on a cost recovery basis. Investment services provided by external managers are charged to pooled funds based on the percentage of net assets under management at fair value or committed amounts. Fees charged by external managers include primarily regular management fees and performance/incentive based fees to the extent recognized.

Investment services provided by AIMCo and external managers include daily trading of securities, portfolio research and analysis, custody of securities, valuation of securities, performance measurement, maintenance of investment systems and internal audit. The Department of Finance provides investment accounting and reporting for the plan, investment policy oversight and treasury management.

(d) The plan uses the time-weighted rate of return based on market values to measure performance.

The measure involves the calculation of the return realized by the plan over a specified period and is a measure of the total proceeds received from an investment dollar initially invested. Total proceeds include cash distributions (interest and dividend payments) and capital gains or losses (realized and unrealized), net of investment expenses.

The time-weighted rate of return measures the compounded rate of growth of the initial investment over the specified period. It is designed to eliminate the effect that the size and timing of cash flows have on the internal rate of return. The investment industry uses time-weighted rates of return calculated using market values when comparing the returns of funds with other funds or indices.

Investment returns for the plan for the one-year and four-year periods ended March 31, 2008 are as follows:

	One Year Return				4 Year Compound Annualized Return
	2008	2007	2006	2005	
<b>Annual Time-weighted rates of return</b>					
<b>Short term fixed income</b>	4.5	7.0	3.0	2.6	4.3
<i>Scotia Capital 91-Day T-Bill Index</i>	4.6	4.2	2.8	2.2	3.5
<i>Value added (lost) from active management</i>	(0.1)	2.8	0.2	0.4	0.8
<b>Long term fixed income</b>	3.2	6.0	5.7	5.6	5.1
<i>Scotia Capital Universe Bond Index</i>	5.8	5.5	4.9	5.0	5.3
<i>Value added (lost) from active management</i>	(2.6)	0.5	0.8	0.6	(0.2)
<b>Canadian equities</b>	2.4	11.6	29.0	15.4	14.2
<i>S&amp;P/TSX Composite Index</i>	4.0	11.4	28.4	13.9	14.1
<i>Value added (lost) from active management</i>	(1.6)	0.2	0.6	1.5	0.1
<b>United States equities</b>	(17.7)	10.6	8.4	(1.7)	(0.8)
<i>Standard &amp; Poor's 1500 Index</i>	(15.7)	9.9	9.1	(1.0)	0.0
<i>Value added (lost) from active management</i>	(2.0)	0.7	(0.7)	(0.7)	(0.8)
<b>Non-North American equities</b>	(12.4)	17.7	23.7	7.4	8.2
<i>MSCI EAFE Index</i>	(13.2)	18.7	20.0	6.2	7.0
<i>Value added (lost) from active management</i>	0.8	(1.0)	3.7	1.2	1.2
<b>Alternative Investments</b>	3.8	12.9	(0.5)	n/a	n/a
<i>Combined benchmark</i>	2.4	5.2	8.9	n/a	n/a
<i>Value added (lost) from active management</i>	1.4	7.7	(9.4)	n/a	n/a
<b>Real Estate</b>	16.5	24.4	20.7	16.9	18.2
<i>Real Estate Index</i>	14.6	20.9	18.1	7.1	14.7
<i>Value added (lost) from active management</i>	1.9	3.5	2.6	9.8	3.5
<b>Overall</b>	(2.9)	11.7	14.6	6.8	7.3
<b>Policy Benchmark</b>	(1.8)	11.2	13.4	5.6	6.9
<i>Value added (lost) from active management</i>	(1.1)	0.5	1.2	1.2	0.4

The current sector benchmark indices are as of March 31, 2008. Benchmark indices may have been different in prior years, therefore the benchmark returns may be a blend of different indices.

## Note 8

### Comparative Figures

Comparative figures have been reclassified to be consistent with 2008 presentation.

## Note 9

### Approval of Financial Statements

These financial statements were prepared by management and approved by the Public Service Commissioner.

## Schedule to Financial Statements March 31, 2008

### Schedule of Investments in Fixed Income Securities

#### Schedule 1

March 31, 2008

	Plan's Share	
	(\$ thousands)	
	2008	2007
<b>Deposits and short term securities</b>	\$ 1,520	\$ 1,221
<b>Fixed Income Securities (a)</b>		
Government of Canada, direct and guaranteed	2,703	2,781
Alberta, direct	4	4
Other provinces, direct and guaranteed	1,619	1,726
Municipal	1	5
Corporate, public and private	8,753	8,411
	13,080	12,927
Receivable from sale of investments and accrued investment income	231	127
Accounts payable and accrued liabilities	(131)	(64)
	100	63
	\$ 14,700	\$ 14,211

(a) Fixed income securities held as at March 31, 2008 had an average effective market yield of 4.98 per cent per annum (2007: 4.57 per cent per annum). The following term structure of these securities as at March 31, 2008 was based on principal amount:

	(%)	
	2008	2007
Under 1 year	4	4
1 to 5 years	29	31
6 to 10 years	38	36
11 to 20 years	11	10
Over 20 years	18	19
	100	100

## Long-Term Disability Income Continuance Plan Management, Opted Out and Excluded

### Schedule of Effective Net Investments in Canadian Equities

#### Schedule 2

March 31, 2008

	Plan's Share	
	(\$ thousands)	
	2008	2007
<b>Deposits and short term securities</b>	<b>\$ 154</b>	<b>\$ 42</b>
<b>Public Equities (a) (b)</b>		
Consumer discretionary	333	387
Consumer staples	154	166
Energy	1,784	1,585
Financials	1,835	2,059
Health care	10	42
Industrials	355	321
Information technology	316	260
Materials	1,124	957
Telecommunication services	367	375
Utilities	57	54
	6,335	6,206
Pooled investment funds	278	-
Receivable from sale of investments and accrued investment income	40	94
Accounts payable and accrued liabilities	(45)	(71)
	(5)	23
	<b>\$ 6,762</b>	<b>\$ 6,271</b>

(a) Direct investments and derivative contracts are classified based on the risk exposure to the above asset mix categories. The plan's effective net investment in Canadian public equities includes the notional amount of Canadian equity index swap contracts and equity index futures contracts totalling \$2,350 (2007: \$2,780).

(b) The sector classification conforms to the Global Industry Classification Standard followed by the Toronto Stock Exchange S&P/TSX Composite Index.

# Long-Term Disability Income Continuance Plan Management, Opted Out and Excluded

## Schedule of Effective Net Investments in United States Equities

### Schedule 3

March 31, 2008

	Plan's Share	
	(\$ thousands)	
	2008	2007
<b>Deposits and short term securities</b>	\$ 227	\$ 55
<b>Public Equities (a) (b)</b>		
Consumer discretionary	725	887
Consumer staples	789	737
Energy	987	782
Financial	1,325	1,740
Health care	914	980
Industrials	993	952
Information technology	1,223	1,216
Materials	329	280
Telecommunications services	248	265
Utilities	298	304
	7,831	8,143
Pooled investment funds	14	-
Receivable from sale of investments and accrued investment income	37	48
Accounts payable and accrued liabilities	(368)	(78)
	(331)	(30)
	\$ 7,741	\$ 8,168

(a) Direct investments and derivative contracts are classified based on the risk exposure to the above asset mix categories. The plan's effective net investment in U.S. public equities includes the notional amount of U.S. equity index swap contracts and equity index futures contracts totalling \$5,791 (2007: \$5,931).

(b) The sector classification conforms to the Global Industry Classification Standard followed by the Standard & Poor's S&P 500 Index.

# Long-Term Disability Income Continuance Plan Management, Opted Out and Excluded

## Schedule of Effective Net Investments in Non-North American Equities

### Schedule 4

March 31, 2008

	Plan's Share	
	(\$ thousands)	
	2008	2007
<b>Deposits and short term securities</b>	\$ 141	\$ 83
<b>Public Equities (a) (b)</b>		
Consumer discretionary	816	934
Consumer staples	654	516
Energy	641	508
Financial	1,545	2,134
Health care	542	465
Industrials	1,076	1,102
Information technology	454	509
Materials	711	562
Telecommunications services	586	458
Utilities	414	386
	7,439	7,574
Emerging markets pooled funds	146	184
	7,585	7,758
Receivable from sale of investments and accrued investment income	115	95
Accounts payable and accrued liabilities	(141)	(101)
	(26)	(6)
	\$ 7,700	\$ 7,835

(a) Direct investments and derivative contracts are classified based on the risk exposure to the above asset mix categories. The plan's effective net investment in non-North American public equities includes the notional amount of EAFE equity index swap contracts and equity index futures contracts totalling \$1,632 (2007: \$1,543).

(b) The sector classification conforms to the Global Industry Classification Standard followed by the Standard & Poor's. Public equities by geographic location are as follows:

	Plan's Share	
	(\$ thousands)	
	2008	2007
United Kingdom	\$ 1,607	\$ 1,593
Japan	1,428	1,504
France	840	855
Germany	727	606
Switzerland	500	423
Netherlands	307	366
Spain	341	313
Australia	314	296
Italy	267	249
Sweden	184	143
Other	1,070	1,410
	\$ 7,585	\$ 7,758



## Long-Term Disability Income Continuance Plan Management, Opted Out and Excluded

### Schedule of Investments in Real Estate

#### Schedule 5

March 31, 2008

	Plan's Share	
	(\$ thousands)	
	2008	2007
<b>Deposits and short term securities</b>	\$ 5	\$ 3
<b>Real estate (a)</b>		
Office	1,494	1,507
Retail	1,048	990
Industrial	497	392
Residential	189	137
	3,228	3,026
Foreign Private Real Estate Pool	144	161
Participation units	121	109
Accrued income and accounts receivable	2	2
	\$ 3,500	\$ 3,301

(a) The following is a summary of the plan's investment in real estate by geographic locations:

	Plan's Share	
	(\$ thousands)	
	2008	2007
Ontario	\$ 1,734	\$ 1,769
Alberta	1,150	921
Quebec	275	278
British Columbia	69	58
	\$ 3,228	\$ 3,026



## Other Information

## Other Information

### Acts Administered by Service Alberta

#### *Agricultural and Recreational Land Ownership Act*

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

#### *Business Corporations Act*

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

#### *Cemeteries Act*

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

#### *Cemetery Companies Act*

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

#### *Change of Name Act*

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

#### *Charitable Fund-raising Act*

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

#### *Companies Act*

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

#### *Condominium Property Act*

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

#### *Cooperatives Act*

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

#### *Debtors' Assistance Act*

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

#### *Dower Act*

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

#### *Electronic Transactions Act*

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

#### *Fair Trading Act*

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

#### *Franchises Act*

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

#### *Freedom of Information & Protection of Privacy Act*

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

#### *Funeral Services Act*

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

#### *Garage Keepers' Lien Act*

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

#### *Government Organization Act, Schedule 11, s. 2*

Provides that the Lieutenant Governor in Council may make regulations, which may be general or limited to the supplies or to the department designated in the regulation, provide for the manner in which acquisitions of supplies otherwise than through the minister are to be made by a department.

#### *Government Organization Act, Schedule 11, s. 14*

Provides that the Lieutenant Governor in Council may make regulations respecting management of departmental records, the establishment of programs for any matter involving the management of records and defining and classifying records.

#### *Government Organization Act, Schedule 12*

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

#### *Government Organization Act, Schedule 13*

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

#### *Land Titles Act*

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

#### *Law of Property Act*

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

#### *Marriage Act*

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

#### *Mobile Home Sites Tenancies Act*

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

#### *Motor Vehicle Accident Claims Act, s. 2 & 3*

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

#### *Partnership Act*

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

#### *Personal Information Protection Act*

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

#### *Personal Property Security Act (except Part 5)*

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

#### *Possessory Liens Act*

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

#### *Queen's Printer Act*

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

#### *Real Estate Act*

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

#### *Religious Societies' Land Act*

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

#### *Residential Tenancies Act*

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

#### *Societies Act*

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

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

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

#### *Traffic Safety Act – shared with Alberta Infrastructure and Transportation*

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

#### *Vital Statistics Act*

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

#### *Warehousemen's Lien Act*

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

#### *Woodmen's Lien Act*

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

## Acts Administered by Corporate Human Resources

### *Public Service Act*

The *Public Service Act* establishes the authorities for the Public Service Commissioner, department heads and deputy ministers and establishes the conditions of employment and recruitment practices for Alberta Public Service employees.

# Alphabetical List of Government Entities' Financial Statements

## Entities Included In The Consolidated Government Reporting Entity

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

<sup>1</sup> Effective Jan. 1, 2008, the Alberta Energy and Utilities Board was realigned into two separate regulatory bodies: the Alberta Utilities Commission and the Energy Resources Conservation Board.

<sup>2</sup> Began operations Jan. 1, 2008.



Ministry, Department, Fund or Agency	Ministry Annual Report
Child and Family Services Authorities: Calgary and Area Child and Family Services Authority Central Alberta Child and Family Services Authority East Central Alberta Child and Family Services Authority Edmonton and Area Child and Family Services Authority North Central Alberta Child and Family Services Authority Northeast Alberta Child and Family Services Authority Northwest Alberta Child and Family Services Authority Southeast Alberta Child and Family Services Authority Southwest Alberta Child and Family Services Authority Métis Settlements Child and Family Services Authority	Children's Services
C-FER Technologies (1999) Inc.	Advanced Education and Technology
Climate Change and Emissions Management Fund <sup>3</sup>	Environment
Credit Union Deposit Guarantee Corporation	Finance
Colleges: Alberta College of Art and Design Bow Valley College Grande Prairie Regional College Grant MacEwan College Keyano College Lakeland College Lethbridge Community College Medicine Hat College Mount Royal College NorQuest College Northern Lakes College Olds College Portage College Red Deer College	Advanced Education and Technology
Department of Advanced Education and Technology	Advanced Education and Technology
Department of Agriculture and Food	Agriculture and Food
Department of Children's Services	Children's Services
Department of Education	Education
Department of Energy	Energy
Department of Finance	Finance
Department of Environment	Environment
Department of Health and Wellness	Health and Wellness
Department of Municipal Affairs and Housing	Municipal Affairs and Housing
Department of Seniors and Community Supports	Seniors and Community Supports
Department of Solicitor General and Public Security	Solicitor General and Public Security
Department of Sustainable Resource Development	Sustainable Resource Development
Department of Tourism, Parks, Recreation and Culture	Tourism, Parks, Recreation and Culture
Energy Resources Conservation Board <sup>1</sup>	Energy
Environmental Protection and Enhancement Fund	Sustainable Resource Development
Gainers Inc.	Finance
Government House Foundation	Tourism, Parks, Recreation and Culture

<sup>1</sup> Effective Jan. 1, 2008, the Alberta Energy and Utilities Board was realigned into two separate regulatory bodies: the Alberta Utilities Commission and the Energy Resources Conservation Board.

<sup>3</sup> Began operations July 1, 2007.

Ministry, Department, Fund or Agency	Ministry Annual Report
Historic Resources Fund	Tourism, Parks, Recreation and Culture
Human Rights, Citizenship and Multiculturalism Education Fund	Tourism, Parks, Recreation and Culture
iCORE Inc.	Advanced Education and Technology
Lottery Fund	Solicitor General and Public Security
Ministry of Advanced Education and Technology	Advanced Education and Technology
Ministry of Agriculture and Food	Agriculture and Food
Ministry of Children's Services	Children's Services
Ministry of Education	Education
Ministry of Employment, Immigration and Industry <sup>4</sup>	Employment, Immigration and Industry
Ministry of Energy	Energy
Ministry of Environment	Environment
Ministry of Executive Council <sup>4</sup>	Executive Council
Ministry of Finance	Finance
Ministry of Health and Wellness	Health and Wellness
Ministry of Infrastructure and Transportation <sup>4</sup>	Infrastructure and Transportation
Ministry of International, Intergovernmental and Aboriginal Relations <sup>4</sup>	International, Intergovernmental and Aboriginal Relations
Ministry of Justice <sup>4</sup>	Justice
Ministry of Municipal Affairs and Housing	Municipal Affairs and Housing
Ministry of Seniors and Community Supports	Seniors and Community Supports
Ministry of Service Alberta <sup>4</sup>	Service Alberta
Ministry of Solicitor General and Public Security	Solicitor General and Public Security
Ministry of Sustainable Resource Development	Sustainable Resource Development
Ministry of Tourism, Parks, Recreation and Culture	Tourism, Parks, Recreation and Culture
Ministry of the Treasury Board <sup>4</sup>	Treasury Board
N.A. Properties (1994) Ltd.	Finance
Natural Resources Conservation Board	Sustainable Resource Development
Persons with Developmental Disabilities Community Boards: Calgary Region Community Board Central Region Community Board Edmonton Region Community Board Northeast Region Community Board Northwest Region Community Board South Region Community Board	Seniors and Community Supports
Persons with Developmental Disabilities Provincial Board <sup>5</sup>	Seniors and Community Supports
Provincial Judges and Masters in Chambers Reserve Fund	Finance

<sup>4</sup> Ministry includes only the departments so separate departmental financial statements are not necessary.

<sup>5</sup> Ceased operations June 30, 2006.

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

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

## Entities Not Included In The Consolidated Government Reporting Entity

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

# Government Organization Changes 2008-09

Ministry	Program/Element/Entity Changes	Previous Location	New Location
Aboriginal Relations	<ul style="list-style-type: none"> <li>Aboriginal Governance, Consultation and Economic Development</li> <li>First Nations Development Fund</li> </ul>	<ul style="list-style-type: none"> <li>Former International, Intergovernmental and Aboriginal Relations</li> <li>Former Tourism, Parks, Recreation and Culture</li> </ul>	
Advanced Education and Technology	<ul style="list-style-type: none"> <li>no change</li> </ul>		
Agriculture and Rural Development	<ul style="list-style-type: none"> <li>Rural Development</li> </ul>	<ul style="list-style-type: none"> <li>Former Employment, Immigration and Industry</li> </ul>	
Children and Youth Services (formerly Children's Services)	<ul style="list-style-type: none"> <li>Women's Issues</li> </ul>	<ul style="list-style-type: none"> <li>Former Employment, Immigration and Industry</li> </ul>	
Culture and Community Spirit	<ul style="list-style-type: none"> <li>Culture, Community Lottery Grants, Heritage, Human Rights and Citizenship</li> <li>Alberta Foundation for the Arts</li> <li>Alberta Historical Resources Foundation</li> <li>Government House Foundation</li> <li>Historic Resources Fund</li> <li>Human Rights, Citizenship and Multiculturalism Education Fund</li> <li>Wild Rose Foundation</li> </ul>	<ul style="list-style-type: none"> <li>Former Tourism, Parks, Recreation and Culture</li> </ul>	
	<ul style="list-style-type: none"> <li>Community and Voluntary Services</li> </ul>	<ul style="list-style-type: none"> <li>Former Municipal Affairs and Housing</li> </ul>	
Education	<ul style="list-style-type: none"> <li>no change</li> </ul>		
Employment and Immigration	<ul style="list-style-type: none"> <li>Francophone Secretariat</li> </ul>	<ul style="list-style-type: none"> <li>Former Tourism, Parks, Recreation and Culture</li> </ul>	
	<ul style="list-style-type: none"> <li>except Rural Development</li> </ul>		<ul style="list-style-type: none"> <li>Agriculture and Rural Development</li> </ul>
	<ul style="list-style-type: none"> <li>except Economic Development</li> </ul>		<ul style="list-style-type: none"> <li>Finance and Enterprise, and International and Intergovernmental Relations</li> </ul>
	<ul style="list-style-type: none"> <li>except Northern Alberta Development Council</li> <li>except Alberta Economic Development Authority</li> </ul>		<ul style="list-style-type: none"> <li>Finance and Enterprise</li> </ul>
	<ul style="list-style-type: none"> <li>except Women's Issues</li> </ul>		<ul style="list-style-type: none"> <li>Children and Youth Services</li> </ul>
Energy	<ul style="list-style-type: none"> <li>no change</li> </ul>		
Environment	<ul style="list-style-type: none"> <li>no change</li> </ul>		
Executive Council	<ul style="list-style-type: none"> <li>no change</li> </ul>		
Finance and Enterprise	<ul style="list-style-type: none"> <li>Regulatory Review Secretariat</li> </ul>	<ul style="list-style-type: none"> <li>Service Alberta</li> </ul>	
	<ul style="list-style-type: none"> <li>Economic Development, except Investment Attraction</li> </ul>	<ul style="list-style-type: none"> <li>Former Employment, Immigration and Industry</li> </ul>	
	<ul style="list-style-type: none"> <li>Northern Alberta Development Council</li> </ul>		
	<ul style="list-style-type: none"> <li>Alberta Economic Development Authority</li> </ul>		

Ministry	Program/Element/Entity Changes	Previous Location	New Location
Health and Wellness	<ul style="list-style-type: none"> <li>• no change</li> </ul>		
Housing and Urban Affairs	<ul style="list-style-type: none"> <li>• Housing Services</li> <li>• Alberta Social Housing Corporation</li> </ul>	<ul style="list-style-type: none"> <li>• Former Municipal Affairs and Housing</li> </ul>	
Infrastructure	<ul style="list-style-type: none"> <li>• except Aboriginal Governance, Consultation and Economic Development</li> </ul>		<ul style="list-style-type: none"> <li>• Aboriginal Relations</li> </ul>
	<ul style="list-style-type: none"> <li>• Investment Attraction</li> </ul>	<ul style="list-style-type: none"> <li>• Former Employment, Immigration and Industry</li> </ul>	
Justice and Attorney General	<ul style="list-style-type: none"> <li>• no change</li> </ul>		
Municipal Affairs	<ul style="list-style-type: none"> <li>• except Housing Services</li> <li>• except Alberta Social Housing Corporation</li> </ul>		<ul style="list-style-type: none"> <li>• Housing and Urban Affairs</li> </ul>
	<ul style="list-style-type: none"> <li>• except Community and Voluntary Services</li> </ul>		<ul style="list-style-type: none"> <li>• Culture and Community Spirit</li> </ul>
Seniors and Community Supports	<ul style="list-style-type: none"> <li>• no change</li> </ul>		
Service Alberta	<ul style="list-style-type: none"> <li>• except Regulatory Review Secretariat</li> </ul>		<ul style="list-style-type: none"> <li>• Finance and Enterprise</li> </ul>
	<ul style="list-style-type: none"> <li>• except Personnel Administration Office</li> </ul>		<ul style="list-style-type: none"> <li>• Treasury Board</li> </ul>
	<ul style="list-style-type: none"> <li>• except Aircraft Services</li> </ul>		
Solicitor General and Public Security	<ul style="list-style-type: none"> <li>• no change</li> </ul>		
Sustainable Resource Development	<ul style="list-style-type: none"> <li>• no change</li> </ul>		
Tourism, Parks and Recreation	<ul style="list-style-type: none"> <li>• except First Nations Development Fund</li> </ul>		<ul style="list-style-type: none"> <li>• Aboriginal Relations</li> </ul>
	<ul style="list-style-type: none"> <li>• except Culture, Community Lottery Grants, Heritage, Human Rights and Citizenship</li> </ul>		<ul style="list-style-type: none"> <li>• Culture and Community Spirit</li> </ul>
	<ul style="list-style-type: none"> <li>• except Alberta Foundation for the Arts</li> </ul>		
	<ul style="list-style-type: none"> <li>• except Alberta Historical Resources Foundation</li> </ul>		
	<ul style="list-style-type: none"> <li>• except Government House Foundation</li> </ul>		
	<ul style="list-style-type: none"> <li>• except Historic Resources Fund</li> </ul>		
	<ul style="list-style-type: none"> <li>• except Human Rights, Citizenship and Multiculturalism Education Fund</li> </ul>		
<ul style="list-style-type: none"> <li>• except Wild Rose Foundation</li> </ul>			
<ul style="list-style-type: none"> <li>• except Francophone Secretariat</li> </ul>		<ul style="list-style-type: none"> <li>• Employment and Immigration</li> </ul>	
Transportation	<ul style="list-style-type: none"> <li>• Provincial Highway Systems and Safety</li> </ul>	<ul style="list-style-type: none"> <li>• Former Infrastructure and Transportation</li> </ul>	
Treasury Board	<ul style="list-style-type: none"> <li>• Corporate Human Resources (formerly Personnel Administration Office)</li> <li>• Aircraft Services</li> </ul>	<ul style="list-style-type: none"> <li>• Service Alberta</li> </ul>	











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