



ESTIMATES

Statistics Canada

Performance Report

For the period ending
March 31, 2001

Canada

Improved Reporting to Parliament Pilot Document

Each year, the government prepares Estimates in support of its request to Parliament for authority to spend public monies. This request is formalized through the tabling of appropriation bills in Parliament.

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

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

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

The Estimates, along with the Minister of Finance's Budget, reflect the government's annual budget planning and resource allocation priorities. In combination with the subsequent reporting of financial results in the Public Accounts and of accomplishments achieved in Departmental Performance Reports, this material helps Parliament hold the government to account for the allocation and management of funds.

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Foreword

In the spring of 2000 the President of the Treasury Board tabled in Parliament the document “Results for Canadians: A Management Framework for the Government of Canada”. This document sets a clear agenda for improving and modernising management practices in federal departments and agencies.

Four key management commitments form the basis for this vision of how the Government will deliver their services and benefits to Canadians in the new millennium. In this vision, departments and agencies recognise that they exist to serve Canadians and that a “citizen focus” shapes all activities, programs and services. This vision commits the government of Canada to manage its business by the highest public service values. Responsible spending means spending wisely on the things that matter to Canadians. And finally, this vision sets a clear focus on results – the impact and effects of programs.

Departmental performance reports play a key role in the cycle of planning, monitoring, evaluating, and reporting of results through ministers to Parliament and citizens. Earlier this year, departments and agencies were encouraged to prepare their reports following certain principles. Based on these principles, an effective report provides a coherent and balanced picture of performance that is brief and to the point. It focuses on results – benefits to Canadians – not on activities. It sets the department’s performance in context and associates performance with earlier commitments, explaining any changes. Supporting the need for responsible spending, it clearly links resources to results. Finally the report is credible because it substantiates the performance information with appropriate methodologies and relevant data.

In performance reports, departments strive to respond to the ongoing and evolving information needs of parliamentarians and Canadians. The input of parliamentarians and other readers can do much to improve these reports over time. The reader is encouraged to assess the performance of the organization according to the principles outlined above, and provide comments to the department or agency that will help it in the next cycle of planning and reporting.

This report is accessible electronically from the Treasury Board of Canada Secretariat Internet site:

<http://www.tbs-sct.gc.ca/rma/dpr/dpre.asp>

Comments or questions can be directed to this Internet site or to:

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Departmental Performance Report

For the
period ending
March 31, 2001

Brian Tobin
Minister of Industry

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EXECUTIVE SUMMARY

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

The Agency plays a central role in enlightening public policy discussion. The majority of issues facing Canadians are discussed using Statistics Canada data and analyses as evidenced by the media coverage the Agency receives. In January 2001, the *Speech from the Throne* identified five priorities in which the Government continues to make significant investments; the Federal-Provincial Health Action Plan, children, young Canadians, innovation and skills. Every one of those five priorities is supported and clarified by the Agency's products. The Agency's data have helped to quantify the issues underlying these priorities and, coupled with its objective analyses, have contributed to informed decision making by business and government towards improving the well-being of Canadians.

This report provides an overview of the priorities and achievements of Statistics Canada in 2000-01. The assessment of Statistics Canada's performance is presented both quantitatively and qualitatively in a manner that respects the Agency's quality assurance framework.

In 2000-01, Statistics Canada continued to make inroads in illuminating important issues facing Canadian policy makers. New information needs for policy formulation continued to be recognized in the areas of the knowledge-based economy, economic growth, social cohesion, human resource development, and global challenges and opportunities. The Agency is in the process of developing program enhancements or new surveys to meet these information requirements, as well as those related to Aboriginal peoples, ethnic diversity, immigration, volunteerism, education and health. Statistics Canada continues to facilitate access to its data holdings through the introduction of new Internet-based applications and enhancements to its databases.

SECTION I: MINISTER'S PORTFOLIO MESSAGE

Minister's Portfolio Message

The Government of Canada is committed to making Canada a world leader in the global knowledge-based economy of the 21st century. To meet this goal, the government has set out a very bold vision: to have Canada recognized as one of the most innovative countries in the world.

Why this emphasis on innovation? Innovation is one of the most powerful sources of competitive advantage in modern economies. It fuels productivity and economic growth and that translates into greater prosperity and a better quality of life for all Canadians. Our ability to acquire, adapt, and advance knowledge will determine how well Canadian businesses and Canada as a nation innovate, and in turn, how well Canada competes in the global arena.

Promoting innovation, research and development is a cornerstone of our government's agenda, and we have made progress. Canadian businesses have boosted their research and development (R&D) spending at the second fastest rate among G-7 countries. We have the fastest rate of growth in R&D jobs. And the government is committed to doubling its R&D investments and catapulting Canada into the ranks of the top five countries in the world for research and development performance by 2010.

When it comes to embracing the Internet revolution, or what has come to be known as connectivity, Canada's record is the envy of the world. Our country is one of the most connected countries in the world. We connected all of our schools and libraries to the Internet over two years ago. We have the highest percentage of our population on-line of any country in the world. Furthermore, the National Broadband Task Force has advised the government on how Canadians together can achieve the critical goal of making broadband access widely available to citizens, businesses, public institutions and to all communities in Canada by 2004.

The Industry Portfolio is ...

Atlantic Canada Opportunities Agency
Business Development Bank of Canada*
Canada Economic Development for Quebec Regions

Canadian Space Agency
Canadian Tourism Commission*
Competition Tribunal
Copyright Board Canada
Enterprise Cape Breton Corporation*
Industry Canada
National Research Council Canada
Natural Sciences and Engineering Research Council of Canada
Social Sciences and Humanities Research Council of Canada
Standards Council of Canada*
Statistics Canada
Western Economic Diversification Canada

** Not required to submit Performance Reports*

As Minister of Industry, I am responsible for the Industry Portfolio, which consists of fifteen departments and agencies that play a key role in delivering on the government's agenda. With over 40 percent of federal government spending on science and technology, and a wide range of complementary programs to help businesses both large and small thrive and prosper, the Industry Portfolio has a national reach, regional depth and community presence across the country.

I am pleased to present this Performance Report for Statistics Canada, which shows its contribution, during 2000–01, to the government's agenda. Statistics Canada has made progress on a number of fronts. The Agency's data have helped to quantify and illuminate the issues underlying the five government priorities identified in the January 2001 *Speech from the Throne: Federal–Provincial Health Action Plan*, children, young Canadians, innovation and skills. Statistics Canada is currently developing program enhancements or new surveys to meet the new policy formulation information needs in the areas of knowledge-based economy, economic growth, social cohesion, human resource development, and global challenges and opportunities as well as those related to ethnic diversity, immigration, volunteerism, education and health. The Agency also continued to make its information more accessible to all Canadians.

The government's strategy has been to strengthen Canada's capacity for innovation by investing in research and knowledge, and by fostering a nation of highly skilled people. We are assisting all Canadians with lifelong access to the tools and skills they need for success. We are laying the foundation of a state-of-the-art research environment in which our best and brightest can make their ground-breaking discoveries right here at home. And we are working with our researchers and entrepreneurs to make sure that Canada is the place where new products and processes get to market first and fastest

The Honourable Brian Tobin

SECTION II: DEPARTMENTAL PERFORMANCE

A. Societal Context

The condition of a nation and its people can be assessed in many ways. Fundamental to these assessments is the availability of information on the numerous and diverse dimensions of the modern nation state, including its population, economy and resources, as well as its social and cultural life. In Canada, provision of statistics to all levels of government and to the public is a federal responsibility. By means of the *Statistics Act*, Parliament has designated Statistics Canada as the central agency responsible for producing and co-ordinating with the provinces and territories such information. This activity is fundamentally important to an open, democratic society as it provides objective information to Canadians and their elected representatives about the evolution of our society and economy.

Agency data are traditionally used in a statutory or regulatory mode. Uses include:

- the distribution of federal funds to provinces (*Federal/Provincial Fiscal Arrangements Act*), including the apportioning of federal–provincial collections (Harmonized Sales Tax);
- indexing both federal payments to beneficiaries and income tax credits (*Income Tax Act*);
- determining eligibility for supplementary benefits (*Employment Insurance Act*);
- determining the distribution of parliamentary seats among provinces and defining federal electoral districts (*Electoral Boundaries Readjustment Act*);
- designating federal bilingual services areas (*Official Languages Act*); and
- measuring the prevalence of sub-populations which are the focus of the federal employment equity program (*Employment Equity Act*).

Historically, Statistics Canada's program has been structured to provide information on the macro-economy, the micro-economy and the socio-demographic structure of Canada. Statistical information is also provided on the nation's public institutions and programs. This constitutes the Agency's core program, which continues to be relevant. However, with issues continually emerging, the Agency must be ready and able to respond to evolving requirements for new information, the complexity of which is ever increasing.

Among the areas requiring more information and analysis to assist public and private decision makers in understanding the issues they face are: the new federal–provincial fiscal arrangements, the health of Canadians and the systems that support it, the factors affecting economic performance in the new knowledge-based economy, skills and learning, economic growth, the micro-economic factors affecting competitiveness, social cohesion, social capital, global opportunities and challenges as well as the outcomes of social programs. Maintaining the relevance of the Statistics Canada program by meeting such information needs and maintaining the integrity of the core program continues to be the primary goal for the Agency.

Objectives

Statistics Canada's two primary objectives are derived from its mandate:

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

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

Stakeholders:

- Public and media
- Governments
- Business and labour unions
- Academic sector
- Foreign and international bodies
- Other client groups

- **Public and media:** Statistics Canada's basic information on Canadian society – economic growth, employment, inflation, balance of payments, population, family income, health, education, justice, and a host of other subjects – is communicated to the public largely through the media;
- **Governments:** Most federal departments and agencies are major users of Statistics Canada data and several are also important suppliers of administrative data to the Agency. Intensive bilateral arrangements are in place to ensure an effective flow of information. Provincial and territorial governments, like the federal government, are heavily dependent on Statistics Canada data over the entire range of subjects covered by the Agency; they are also major suppliers of data on health, education and justice;
- **Business and labour unions:** Businesses and labour unions are important users of the Agency's information and the burden of surveys on the business community is an important factor in program design;
- **Academic sector:** For both research and pedagogical purposes, the academic sector is an important user of Statistics Canada data and is also a prime source of consultation for the Agency;
- **Foreign and international bodies:** Statistics Canada maintains extensive contacts with international scientific and intergovernmental organizations, to share professional expertise and to promote common concepts, standards and practices. Canada's membership in international organizations, such as the United Nations and the Organisation for Economic Co-operation and Development, requires that outputs meet international standards to ensure the continuing comparability of Canadian data on social and economic phenomena with those of other countries; and
- **Other client groups:** There are many other users of Statistics Canada's data whose interests the Agency strives to support, including regional and local governments, public libraries, professional associations, research institutes and special-interest groups.

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

B. Performance Results Expectations

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

The Agency is committed to the achievement of the following key results and undertakes to monitor progress through its quality assurance framework.

The structure of this report is based on the Statistics Canada Quality Assurance Framework which comprises six fundamental indicators, each with a number of sub-indicators to measure performance: Program Relevance, Accuracy of Information, Timeliness of Information, Accessibility of Information, Interpretability of Information and Coherence of Information. The Agency, by the very nature of its mandate, commits to the maintenance of a National Statistical Knowledge Infrastructure which becomes a seventh indicator. The discussion of each of these in this report includes the context attributed to each of these elements as well as some discussion of the risks associated with poor performance. As these elements are horizontal in nature across the Agency, and the organization functions on a professional matrix basis, resources associated to each of these cannot be easily discussed. (Table 13 in Section IV highlights the resources by business line.)

Table 1: Key Departmental Commitments

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

The above Commitments and Performance Measures are tracked through the following indicators:

Table 2: Key Departmental Commitments

Performance Measures of Commitments:	Performance Indicators:	Achievements Reported on page
<p>Relevance: Use of statistics in policy formulation and decision making. The production of new statistical information in areas required to formulate policy and to make decisions. The production of knowledge that contributes to an understanding of Canada’s economic and social history, trends and issues. The extent to which statistical information serves to address the purposes for which it was produced and fills the needs of users.</p> <p>Information Quality: The timely release of high quality statistical information. Statistics which adhere to recognized national and international standards. Availability of quality descriptors and technical notes. Statistics which are accessible to Canadians.</p> <p>Maintenance of a national statistical knowledge infrastructure: Controlled Respondent Burden. Maximum use of administrative data. Use of modern methods and technologies. Skilled and responsive staff.</p>	<p>Program Relevance Support to policy decision making. 12 The production of new statistical information. 20 Program improvements resulting from user feedback. 25</p> <p>Accuracy of Information Survey coverage (mission critical surveys*). 27 Sampling error (mission critical surveys). 30 Response rates (mission critical surveys). 31 Statistical revision patterns. 31</p> <p>Timeliness of Information Measures of elapsed time between reference period and release dates. 32</p> <p>Accessibility of Information Access to information products and services including: 33 Media citations 33 Internet connections 35 Web site services 36 Client contacts with Regional Offices 36 Sales 37 Partnerships 40 Client satisfaction measurements. 40</p> <p>Interpretability of Information Availability of quality descriptors and technical notes. 41 The availability of meta data 41</p> <p>Coherence of Information Use of Classification Standards (mission critical surveys). 44</p> <p>Maintenance of a National Statistical Knowledge Infrastructure Calculated respondent burden 45 Use of administrative data in lieu of surveys. 47 Alternative means of reporting and collecting data. 46 Employee Opinion Survey. 47 Employee turnover rates. 48 Investments in employee training. 49</p>	

Mission critical surveys: The Agency has identified as “departmental mission critical programs” those that provide key current socio-economic indicators. These are: the Labour Force Survey, the Consumer Price Index, the Monthly Survey of Manufacturers, International Trade Statistics, Monthly Wholesale/Retail Trade Survey, the Quarterly Gross Domestic Product, the Survey of Employment, Payrolls and Hours (income component), the Quarterly Financial Survey and the Industrial Product Price Index.

C. Performance Accomplishments

Departmental Performance

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

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

It is not possible to produce direct quantitative results or output measures for all aspects of performance. Statistics Canada has chosen a broad concept of information quality based on fitness for use¹. There are six aspects of information quality that are pertinent to the use of information: relevance; accuracy; timeliness; accessibility; interpretability; and coherence. Some of these aspects can be quantified in numerical indicators; some are best described qualitatively, while others can be assessed only in terms of the processes followed by the Agency.

Financial Performance is reviewed in section III of this report while information on respondent burden and Statistics Canada’s performance in human resources management is discussed at the end of the Performance Accomplishments section.

¹ To ensure “fitness for use,” Statistics Canada developed the quality assurance framework in 1998-99. This is the central framework through which the Agency ensures information quality by managing and assessing its performance on the basis of six aspects: relevance, accuracy, timeliness, accessibility, interpretability and coherence. The Auditor General’s Report in April 1999 contained a Chapter on “Managing the Quality of Statistics.” The Auditor General’s review was based on the quality assurance framework, and in conclusion noted Statistics Canada’s commitment to producing high-quality statistics and improving quality on a continuing basis.

Program Relevance

Program relevance refers to the degree to which the information produced responds to the needs of the user community that Statistics Canada aims to serve. Relevance is more meaningfully assessed in terms of how well the full repertoire of available information satisfies user needs. Relevance can be demonstrated through the association between the information released and the topical public policy or societal issue on which it sheds light, as this emphasizes the significance of the Agency's outputs to questions that are clearly important to the country. Conversely, if the information produced has no relevant value, the effectiveness of the Agency to inform and illuminate issues is diminished.

Statistics Canada is committed to producing statistical information that is relevant to current and future needs of Canadians. Ensuring program relevance in the face of economic, social and demographic change requires constant attention. Several performance measures have been developed.

Program Relevance: Support to policy decision making

Statistics Canada is the core of Canada's social and economic information system. It serves the information needs of all levels of government, of businesses and labour unions, of the media, of the academic sector and of the general public. The major challenges facing the country require good descriptive information on the issues at stake. Analysis of the issues requires information that will provide insights into the underlying realities and causalities, and facilitate decisions based on the best possible factual understanding of what is involved. The following and other findings have been used to illuminate important issues and support policy debate.

Science and Innovation

Survey of Innovation

The preliminary results of the 1999 Survey of Innovation were released in 2000. This was a collaborative project between Statistics Canada, Industry Canada, Natural Resources Canada, and the Institute for Research in Construction of the National Research Council of Canada.

The survey found that 8 out of 10 manufacturing firms with 20 or more employees and at least \$250,000 in gross business income had introduced new or significantly improved products or processes to the market in the three previous years—almost twice the rate observed seven years ago.

Information and Communication Technology (ICT) industries were found to have the highest overall percentage of innovating firms. Almost 60% of innovating firms took advantage of at least one government support program, the most popular of which were research and development tax credits, followed by support for training, and grants.

The results of the harvesting/extraction industries yielded a number of findings on both the character of the innovation process and the specific obstacles to innovation faced by these industries. The harvesting/extraction industries did more innovation in processes than in products. Furthermore, these industries often contracted out research and development (R&D). They considered performing R&D within the firm to be less important to the success of their firms than did other manufacturing-sector firms.

The most important obstacles faced by innovators in the natural resource harvesting/extraction industries were the high costs of development of innovations and an inability to devote staff to innovation projects because of production requirements.

Biotechnology

Statistics Canada released results from the 1999 Biotechnology Use & Development Survey. The survey focused on firms that pursue biotechnology as a core activity and conduct an active research and development program. It also provided information on firms that use biotechnology in their day-to-day operations.

Results showed that the biotechnology sector grew from 282 core biotechnology firms in 1997 to 358 firms in 1999, with almost 9,000 products in development and over 6,000 products on the market. These products were primarily found in the human health, agriculture and bioinformatics sectors. Firms expected to see results from this active production in their revenue streams by 2002 when revenue is anticipated to be over 150% more than 1999 levels. Firms increased their research and development spending by 19% between 1998 and 1999. This commitment to R&D spending is expected to continue into 2002, when firms plan to spend almost \$1.5 billion on biotechnology related R&D (this figure did not include new entrants to the sector). Despite an optimistic outlook, firms do face challenges. The most significant is the ability to access capital to commercialize products, followed by time constraints.

Genetically modified organisms and organic farming

There is an emerging global challenge aimed at focussing attention on agricultural productivity and sustainable agricultural practices to feed a growing population. The production of genetically modified organisms (GMOs) and organic products offer solutions to increasing productivity and decreasing reliance on chemicals.

Genetically modified organisms: During the summer of 2000 the Agency started to collect such information through its regular Agriculture Survey Program. The results showed that, as of June 2000, 27% of the land in Ontario and Quebec seeded to grain corn involved genetically modified corn. The survey also found that 16% of all soybean area in Quebec and 18% in Ontario was planted with genetically modified seed. The majority of the farms growing GMO corn and soybeans were small farms with livestock, but experimentation with GMO crops was found, among farms of all types and sizes.

Organic farming: In its first effort to quantify this phenomenon, Statistics Canada found that approximately 5% of the farms reported the production of organic products. Organic producers tend to be small, with the majority being less than 5 acres in size. They accounted for about 2% of the total fruit and 1.5% of the total vegetable production in Canada.

Connectedness

Access to and Use of Information Communication Technology: The Agency released in March 2001 the results from the General Social Survey (GSS) "Access to and Use of Information Communication Technology." Individual Canadians were surveyed about their use of computers and the Internet, the impact of technology on privacy, access to information, and its impact on families and communities. Highlights of the findings included:

- Nine out of every 10 teenagers aged 15 to 19 reported using the Internet at some time in the 12 months prior to the survey, the highest proportion of any age group.
- Internet use declined steadily for each subsequent age group. About 70% of individuals aged 25 to 29 used the Internet, compared with 61% of those aged 35 to 39, and only 13% of seniors aged 65 and over. This pattern has changed since 1994, when Internet use was lower among teens (12%), and ranged between 16% to 23% for age groups up to age 59. In 1994, few people aged 60 and over used the Internet.
- Men were more likely to use the Internet than women in every age group. However, women have closed the gap substantially since 1994. About 22% of men used the Internet in 1994, compared with 14% of women. By 2000, the proportion of men surfing the net had more than doubled to 56%, while the proportion of women had more than tripled to 50%.
- Individuals with university education were much more likely to use the Internet than those with less than a high school diploma. Among individuals 20 or older, 13% of those with less than a high school diploma used the Internet, compared with 79% of those with university education.
- Internet use also increases with income. Only 30% of individuals in households with income less than \$20,000 had used the Internet, compared with 81% of individuals in households with an annual income of \$80,000.

Barriers to access:

- It would appear that cost and time are deterrents to Internet use. Of Canadian non-users whose household incomes were less than \$20,000, 42% reported cost as a barrier to Internet use. At the other end of the scale, close to one-third of non-users earning more than \$80,000 said they did not have time to use the Internet.
- About three-quarters of the population believed that access to the Internet should be universal, however, people differed on who should be responsible for removing the barriers.
- Non-users were more likely than users to say that the federal government should be responsible for removing barriers, and they were less likely than users to say individuals themselves are responsible.

Accessing the Internet

An analysis of the supply and demand for high-speed Internet access by cable was published in December 2000. The paper examined the provision of Internet services over the networks operated by cable companies and profiled these operators. It contained indicators that described the extent of the deployment of the necessary cable infrastructure and the degree to which Canadians use these services. The paper also examined the planned provision of such services by company size and offered comparisons between the U.S. and Canada. Findings revealed Canada was ahead of the U.S., in terms of supply and demand for such services. In 1999, 61 cable licensees were offering Internet access service and had 364,000 subscribers representing approximately 11% of all household Internet connections. The revenues from the provision of this service were relatively modest at \$113 million, an average of \$311 per subscriber. The

largest five enterprises were the first to offer high-speed Internet access by cable and accounted for 92% of all subscribers.

Education and Development

Pan-Canadian Education Indicators

In the 2000 *Managing for Results* report to Parliament, Treasury Board highlighted efforts to strengthen results-based management. The Pan-Canadian Education Indicators Program featured a best practices initiative in federal–provincial collaboration and in results-based reporting to Canadians. This is a joint initiative between Statistics Canada and the Council of Ministers of Education, Canada. The program's aim is to provide an extensive set of indicators on education systems to aid decision making, policy formulation and program development. Key highlights from the analysis included:

- Canada's investment in education is among the highest in the world;
- at a pan-Canadian level, per capita spending on education in constant dollars has declined by 7% over the last five years;
- university tuition fees have more than doubled in the 1990s;
- debt levels of post-secondary graduates have more than doubled between the classes of 1986 and 1995;
- Canada's education outcomes in mathematics, science and literacy compare favorably at the international level; and
- male students are not doing nearly as well as female students, with achievements of male students in both reading and writing scores lower than those of female students.

Statistics Canada is currently considering an expanded set of indicators, to be released in fiscal year 2001–02.

National Longitudinal Survey of Children and Youth (NLSCY) Indicators

The National Longitudinal Survey of Children and Youth (NLSCY) follows a panel of Canadian children over a 20-year period to better understand child development.

In 2000, Statistics Canada released information from the 1998–99 (third) cycle of the NLSCY. Early analysis of the new data focused on children's participation in activities outside of school and highlighted some of the characteristics and outcomes of children who participated versus those who did not participate in activities. Activities covered included sports (both organized and unorganized), the arts (music, dance) and community-based clubs (such as Scouts, Brownies, etc.).

The results showed that:

- An estimated 85% of Canadian children aged 4 to 15 participated in organized activities outside school such as sports, music or the arts, leaving about 15% who rarely or never participated. Participation tended to peak by the early teens, with almost 92% of children aged 10 to 13 participating in some type of activity. (This proportion dropped to 83% among young people aged 14 and 15, with about 20% of girls and 10% of boys in this age group not participating in activities.)

- About three-quarters (76%) of parents reported that their children were overall doing very well or well in school. (Results for children who participate in activities are more positive.) Preliminary findings indicate that children between the ages of four and nine who participated in activities were less likely to have difficulties in reading or math, and were more likely to have better vocabulary development and better-developed social skills, including interaction with other children.
- Among older children, aged 10 to 15, participation in activities appears to have links to higher self-esteem, as well as to socialization. Youth who rarely or never participated in sports, arts or music or clubs or groups were much more likely to report lower self-esteem or dissatisfaction with how they look and more problems with their friends, or to consider friends as not important. The data indicated that over the three collection cycles of the survey 11% of youth aged 12 to 15 in 1998–99 had never, or rarely participated in organized sports with a coach/instructor; 39% had never or rarely participated in arts/music; 50% had never or rarely participated in clubs or groups.
- Youth aged 12 to 15 who participated in organized sports over time reported that they were much more likely to see their friends outside school, while youth who did not participate in sports were more than three times as likely to report problems with friends. In addition, youth who had participated in organized sports in all three cycles were more than twice as likely to report that expressing their opinion was important, and that they had a positive outlook on their future in the next five years. Twenty-three per cent of youth who had never or rarely participated in organized sports over the three cycles smoked, almost three times the proportion of those who had always participated.

Health Research

How healthy are Canadians?

In 2000 Statistics Canada published the report “How healthy are Canadians” which looked at the health status of Canadians over the course of their lives:

- The report explored both changes and disparities in infant and child mortality. In general, great strides have been made in reducing deaths from most causes related to disease or injury. However, suicide among children, which may be more related to social factors, has increased.
- The report examined health in mid-life. An ongoing concern is the health of the baby boomers and the impact boomers have on our health-care system. The Agency found that people aged 45 to 64 are now generally in better health than were individuals in the same age group two decades ago. The prevalence of arthritis or rheumatism, high blood pressure, heart disease, bronchitis or emphysema, and activity limitation have decreased in this age group. This suggests that disease prevention and health promotion efforts, along with improvements in treatment, have contributed to improved health for people in their middle years.
- The report found that the health of adults aged 65 and over, has improved when compared with their counterparts two decades earlier. Seniors can now expect not only a longer life, but also an improved quality of life. The rate of institutionalization of Canadians aged 65 or older fell from 16% in 1981 to 14% in 1996, even with increases in life expectancy. Among those who live at home, the rate of activity limitation at ages 65 to 74 has declined since 1978–79, and remained stable at ages 75 or older.

The Agency's analyses have raised many new questions, which will be explored using longitudinal surveys and the new Canadian Community Health Survey.

National Population Health Survey

The fourth cycle of the longitudinal National Population Health Survey (NPHS) started in June 2000 ended in March 2001. These NPHS highlights were recently published:

- Aging is not necessarily a process of continual decline. Findings revealed that: 32% of seniors 65 years and older, who in 1994–95 stated that they were dependent on help from others to carry out their daily activities (for example, personal care such as bathing, dressing, and moving around the house), four years later reported no such dependency.
- For women using hormone replacement therapy (HRT) for five years or longer the odds of being diagnosed with arthritis were twice as high as they were for non-users. Researchers in Canada have acknowledged that this new finding, reinforced by recent U.S. studies, needs to be further explored with clinical trials on the full effects of HRT.
- Back injuries are a common chronic health problem and are the leading cause of disability claims. Data from the NPHS revealed that the physical aspect is only one part of the problem, and that the odds of experiencing chronic back problems were higher among workers reporting chronic stress and depression than among workers without these conditions.

Labour

The Labour Market in 2000–01

There continues to be significant demand for current data on labour market conditions. Data from the Labour Force Survey (LFS) are key to understanding the underlying dynamics of the employment and unemployment conditions in Canada's economy. In 2000 data from the LFS showed that the labour market had begun to weaken. The year started with strong employment growth, which continued to move forward into the first quarter.

However, even though Gross Domestic Product growth remained strong, signs that the economy was beginning to slow down, appeared in the second quarter and this affected the labour market. Employment plateaued over the summer of 2000 (the first time this has happened since 1996). In the second half of the year, employment growth picked up again and by the end of the year, employment was up 319,000, an increase of 2%, though less than the average 400,000 (3%) increase in the previous four years.

For the first quarter of 2001, a weaker labour market appears to be a continuing trend. This will be reported upon in more detail in next year's report.

Labour and Income Dynamics

The Survey of Labour and Income Dynamics (SLID) includes information on income stability over time, family events and labour market events.

The research being undertaken on income related issues using the data derived from this survey is quite comprehensive and includes: the depth of low income, flows in and out of low income, and what happens to people when they are laid off.

Listed below are the highlights from the new publication *Income in Canada*:

- After reaching a peak in 1989 and declining in the early part of the 1990s, average family income increased to the highest level in the decade in 1998.
- The incidence of low income is also declining. In 1998, about 9.1% of all families were in low income, down from 10.3% in 1997. This was the lowest rate since the pre-recession low of 8.5% achieved in 1990.
- Not all family types shared in the gains. For example, after-tax income of families headed by seniors, after adjusting for inflation, was 7.7% below the 1989 peak.
- After remaining stable during the early 1990s, income inequality is edging up. If families are ranked by income, the highest-ranked 20% received \$5.40 for every \$1 that went to the lowest-ranked 20% of families in 1998, up from \$4.80 in 1994.

The Workplace and Employee Survey (WES)

In January 2001 Statistics Canada released the results of the Workplace and Employee Survey (WES) which was conducted with the support of Human Resources Development Canada and the Policy Research Initiative. The survey was designed to provide an integrated view of the activities of employers and their employees and to shed light on the changing nature and degrees of competition, technology use and human resource practices by employers, and portray training, job stability and earnings experienced by their workers. Findings from the first release of the survey revealed that:

- Nearly one-quarter of all workplaces, accounting for more than one-third of paid employees, made a significant investment in new technology in 1999. These major investments in computer technology were not associated with either higher employee layoff rates or slower employment growth, at least in the short run, but rather they were related to computer training.
- In the 12 months prior to March 1999, an estimated 24% of all establishments accounting for 37% of paid employees implemented a major new software application and hardware installation (these numbers exclude upgrades to existing software applications and hardware installations).
- Not surprisingly, workplaces that adopted computer technology provided more computer-related training than did other establishments. However, other data in this survey indicated that employees most often turned to self-learning and on-the-job training to acquire skills applying to specific hardware or software.

While some speculate that the adoption of computer technologies may result in job losses or gains, establishments that adopted technologies had the same rates of both permanent layoff rates and employment.

Business and the Economy

Productivity Growth

A new analytical study by Statistic Canada highlighted important issues relating to productivity growth in Canada. It not only outlined basic facts, but it also investigated a number of important issues relating to productivity growth such as:

- Canadian and U.S. productivity estimates were compared. It concluded that, at the level of the entire business sector, there is little difference between productivity growth rates in Canada and the United States—especially when consideration is given to the size of the confidence intervals that should be applied to productivity estimates.
- In the manufacturing sector there were larger differences in favour of the U.S. These were primarily due to the relatively stronger performance of the U.S. machinery and equipment industries, and electrical and electronic product industries.
- The study also examined the difference in the growth in labour productivity of foreign-controlled establishments and domestic-controlled establishments in the Canadian manufacturing sector. It found that there is a considerable difference between the level of productivity in the two sectors, and that this difference has been increasing over time, even after plant size and industry were held constant.

The Agency also appeared before the House of Commons Standing Committee on Industry, Science and Technology where it gave a presentation on the Productivity Performance of Canada.

Very Small Businesses

During the summer of 2000, Statistics Canada conducted a survey of micro-enterprises (small businesses with only one to four employees) from across the country on behalf of Industry Canada. The purpose of the survey was to explore the factors and issues affecting the viability and growth of micro-enterprises. The survey found that:

- 67% of the owners started their businesses from the ground up.
- About 24% of the businesses were bought from someone else, and 6% were family inheritances (especially common in the agriculture sector).
- Over 75% of these very small businesses provided the main source of income for their owners. In spite of this, most of these businesses were apparently struggling.
- At the time of the survey only 37% of all respondents said their businesses were well established in the marketplace and were expanding.

Canadian Exporters

In 2001, Statistics Canada released its second report based on the register of exporters. The report provides a tool to study the exporters, as opposed to exports and covers the period 1993 to 1999. Findings included:

- While the value of exports between 1993 and 1999 increased by 84%, the number of exporting establishments grew only by approximately a third as much: 26%. The value of exports during this seven-year period was \$325 billion. These data indicate that the increasing value of exports was mainly met through more exports by existing exporters, rather than through an increase in the number of exporting firms.
- The value of exports grew significantly in three industries during this period: the furniture and fixtures industries (+261%), the electrical and electronic products industries (+245%) and the clothing industries (+240%).
- The data did reveal some vulnerability. A small group of large exporting establishments continues to account for the majority of Canadian exports. In 1999, those with annual exports worth \$25 million or more accounted for 5% of all exporting establishments, but 82% of all exports. The motor vehicle industry, including parts, constituted a major part of this concentration.
- Conversely, the smallest exporting establishments—those with annual exports worth less than \$1 million—accounted for almost 70% of all exporting establishments, but only 2% of the value of all exports. These findings reinforced the observed trends from 1993 to 1997.

The data showed that establishments with high value exports are more likely to continue exporting every year. In effect 90% of exporting establishments with a value of \$25 million or more continued exporting every year observed up to 1999. Only 1% did not export again after 1993 while 9% exported at least once over this period. The data further supported the trend that the longer an establishment has stopped exporting, the less likely it is to resume exporting; most establishments do not resume exporting after five years of inactivity.

Program Relevance: Production of new statistical information

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

National Survey of Giving, Volunteering and Participating (NSGVP)

As a result of recommendations contained in the *Working Together* report the Voluntary Sector Initiative (VSI) was launched in June 2000. The VSI (a joint initiative of the Government of Canada and the voluntary sector) is designed to strengthen the ability of both the sector and the federal government to serve and support Canadians. Its main objectives are to increase the capacity of the voluntary sector and to improve federal government policies, programs and services. The Government of Canada will invest \$94.6 million in this initiative over five years.

The National Survey of Giving, Volunteering and Participating (NSGVP) is one component of the VSI. Statistics Canada was commissioned to conduct the survey in October 2000 on behalf of the VSI and in partnership with federal policy departments and voluntary organizations.

The survey collected information about volunteer activities, charitable giving and civic participation of individuals throughout the country. The types of questions asked were those that measure behaviours of giving, volunteering and participating; and, those that measure behaviours, such as attitudes and motivations as well as factors that potentially constrain or facilitate giving and volunteering.

Results from the survey will be released in the summer of 2001, during the International Year of the Volunteer. The survey results will contribute significantly to the development of a satellite account on the voluntary sector (a data development initiative part of the Agency's System of National Accounts). The satellite account will profile the size, scope and nature of Canada's nonprofit sector and will put a dollar value on unpaid volunteer work.

Longitudinal Survey of Immigrants to Canada

Citizenship and Immigration Canada (CIC), in consultation with policy researchers in the public and private sectors, identified a requirement for increased information on recent immigrants to Canada. Especially how new immigrants adjusted

to life in Canada and the barriers, which they encountered. Following a feasibility study, Statistics Canada was asked to undertake the survey in support of the Policy Research Initiative.

The overall objectives of the Longitudinal Survey of Immigrants to Canada are:

1. to understand the process by which immigrants adapt to or integrate into Canadian society, including the timing of stages in the integration process, the factors which influence integration, and the impacts of various services and policies on immigrant integration; and
2. to study how the socio-economic characteristics of immigrants influence the process by which they integrate into Canadian society.

Recent immigrants will be interviewed at three points in time: six months, two years, and four years after arriving in Canada. This design will facilitate detailed analysis of the changes in the life of these immigrants during the first few critical years in their new country. As such, the study will focus only on issues related to short term adjustments and integration.

Integration is a multidimensional process. It involves the capacity to:

- meet immigrants' basic needs for food, clothing and housing;
- achieve economic independence;
- communicate in at least one of Canada's official languages;
- participate in Canadian markets and institutions;
- access education and training opportunities; and
- exercise the rights and undertake the responsibilities of Canadian citizenship.

Through interviews with recent immigrants over time, the experiences of recent immigrants within each of these dimensions can be obtained.

Questionnaire content has been developed jointly with CIC, with input from federal and provincial government stakeholders, academic researchers, and members of immigrant service providers. During the first wave of interviews, respondents are asked questions on all aspects of their life, ranging from their reasons for choosing to relocate to Canada to problems encountered in finding housing, employment and education. The questionnaire includes a test designed to assess the respondent's abilities in English and French (oral and reading skills) and also collects general information on their children's education and

health. Questions pertaining to the ability to access services have been incorporated throughout the questionnaire. The survey will provide information on the “outcomes” of the integration process of immigrants to Canada, for example, in terms of language acquisition, employment, and income.

Results from the first wave of interviews for the survey will be available in December 2002.

Education

Canada is one of over 30 countries participating in the Organization of Economic Cooperation and Development Program for International Student Assessment (PISA). The program is designed to provide indicators of student achievement at age 15. PISA is being implemented in three cycles: reading in 2000; mathematics in 2003; and science in 2006. The survey will provide new information on the competence of students, the impacts of their socio-economic background and family and home characteristics. It will also shed light on the impacts of schools on student achievement.

Complementing the PISA survey is the Youth in Transition Survey (YITS). The YITS is a longitudinal survey designed to provide policy-relevant information on, school to work transitions and factors influencing pathways among education, training and work. It will track movements of young people, and examine factors influencing school–work transitions. Launched in 2000, YITS will follow two age cohorts, 15-, and 18- to 20-year-olds, collecting information every two years until they reach their mid to late 20s. Preliminary results from both age cohorts are expected to be available in late 2001 early 2002.

The first cycle of YITS was integrated with PISA for 15-year-olds. This is an important achievement in two respects. First, it required a close partnership among the Council of Ministers of Education, Canada, the provincial ministries of education, Human Resources Development Canada and Statistics Canada. Second, the information yields of this collaborative effort will include estimates of literacy, mathematics and science skills, for both official languages, which will be benchmarked against the results of over 30 other countries. It is expected that for the first time, we will learn something about the impact of the school environment on labour market outcomes, without losing sight of other important factors, such as the student’s home life.

Health

As part of the new federal–provincial agreement on health, Statistics Canada received funding for a four-year period to develop a Canadian Community Health Survey (CCHS) which will focus on health status, determinants of health, and the use of health services. An innovative aspect of the survey is a sample size large enough to provide estimates for individual health regions.

There are over 130 sub-provincial health regions. These new administrative units are playing an increasingly important role in health care delivery. The Agency has allowed provinces, territories and regions to select specific questionnaire modules based on their unique data needs. The result is that 27 different versions of the survey are being conducted, not only increasing, the complexity of the survey enormously, but also increasing the survey’s usefulness.

The Agency began data collection for the first cycle of the CCHS in September 2000 and will continue the process until September 2001.

The preliminary CCHS analyses will be available in the spring of 2001 and will be reported on in next year’s report.

Economic Growth

The official quarterly measure of Real Gross Domestic Product (Expenditure-based GDP) was revised using a new, internationally accepted aggregation formula called the “Chain Fisher.” This method

produces the most accurate measure of quarter to quarter growth in GDP and reflects the current structure and technology of the economy. The change brings the Canadian measure in line with the U.S. quarterly Income and Product Accounts. Another improvement to the official GDP estimates was the software development expenditure capitalization. This modification was done to meet international standards for compilation of GDP and investment estimates and also aligns Canada with the data published for most other G7 countries.

Policy Research

The Government's Policy Research Initiative (PRI) seeks to strengthen the policy research capacity in Canada. As part of a review by the Privy Council Office (Canada 2005 project) the Policy Research Committee (PRC) was established in July 1996, to understand the policy environment over the medium term and to begin planning for the next decade. The PRC identified four broad areas of current and emerging policy concerns – *the knowledge-based economy, economic growth, social cohesion and human development* (a fifth area, *global challenges and opportunities*, was added later). Statistics Canada continues its development activities on a number of new survey initiatives that respond to the research challenges and statistical information gaps identified by the Policy Research Committee. These new initiatives are being developed to address the specific research priorities and information needs identified and provide an integrated and coherent program response. 2000–01 was the third year for these surveys and the data release for some of these occurred in this timeframe. The specific projects are set for four years under the framework of the five broad research and policy headings and are presented in detail described in Part D of this report.

Improved Provincial Economic Statistics

Statistics Canada launched a large and important project to improve provincial economic statistics in 1996–97. The project was the outcome of discussions between the governments of Canada, New Brunswick, Newfoundland and Labrador and Nova Scotia on sales tax harmonization resulting in the decision to use a revenue allocation formula based on aggregate statistics. To minimize the burden on business, this approach was adopted rather than one that attempts to track every business transaction involving the payment or rebate of sales taxes. It was recognized that for this revenue allocation method to be used, substantial improvements in the quality of provincial economic statistics would be necessary.

As outlined in previous Performance Reports, Statistics Canada has been strengthening its statistical programs in the provincial dimension, aiming to build a full system of provincial economic accounts with associated input–output tables.

The Department of Finance has used results emanating from this project for the last two years, to prepare preliminary and interim estimates of the Harmonized Sales Tax (HST) revenue shares for the participating Atlantic provinces. In 2000, the outputs were used to produce annual provincial and territorial input–output accounts². These accounts, in turn, were used to calculate the preliminary revenue shares for the 1997 calendar year by federal and provincial finance departments and the 2001 release of the input–output accounts will be used to calculate final shares for that year and preliminary shares for 1998. These accounts represent a net improvement to our understanding of provincial economic performance.

² Input-output tables present the most comprehensive accounting of the economy, national or provincial, in matrices that show a great deal of detail in terms of industries and commodities (goods and services). The output matrix shows the commodities produced by each industry, the input matrix shows the inputs (materials, energy, services, labour and capital) used by each industry to produce that output, and the final demand matrix shows goods and services used for final use. The provincial tables have added features of a trade flow matrix that traces the origin and destination of traded goods and services among provincial estimates.

The new statistics produced are also proving to be most useful in a wide range of other applications ranging from intergovernmental transfer arrangements and regional development policy formulation to business investment marketing and cost analysis.

Post Censal

The Agency is working on developing three surveys to be conducted after the 2001 Census:

Aboriginal peoples Survey (APS): As part of the Government's Gathering Strength Initiative, Statistics Canada has been given the responsibility to carry out a comprehensive post-censal survey of the Aboriginal population. In developing and conducting this survey, Statistics Canada is working in close partnership with Aboriginal groups and organizations. This has led to the development of a questionnaire-design strategy that recognizes the need for both core national data and data specific to the various Aboriginal groups. As a result, four distinct questionnaires have been produced. The Survey will be conducted in the fall of 2001 and spring of 2002.

As part of the government's response to the Royal Commission on Aboriginal peoples, Statistics Canada is responsible not only for conducting post-censal surveys but also for assisting in the development of statistical capacity among Aboriginal peoples. Two successful initiatives have been undertaken. First, Statistics Canada developed a basic statistical training course aimed at Aboriginal people whose jobs require them to work with statistics. To date, over 300 Aboriginal people have taken the course in locations across the country in order to support their organization's decision making, planning, programming, evaluation and related activities. In addition, a new course on using business and economic statistics was developed over the fall of 2000 and winter of 2001 and piloted in April 2001.

The second consists of Statistics Canada Aboriginal Internship Program. Six Aboriginal interns have been hired to work in Statistics Canada for two years, during which time they will be exposed to a variety of statistical activities. At the end of their term, they will return to work in Aboriginal organizations and communities.

Participation and Activity Limitation Survey (PALS): The objective of the post-censal survey of persons with disabilities is to provide information on the characteristics of adults and children with disabilities in Canada, on the need for disability supports and social support and on the participation of persons with disabilities in education, employment and everyday activities.

The precursor to PALS was the Health and Activity Limitation Survey (HALS), which was conducted twice by Statistics Canada following the 1986 Census, and again after the 1991 Census. There was no post-censal disability survey in 1996 and the absence of this information created a crucial gap in the Agency's knowledge in this area. Statistics Canada has successfully developed and tested the survey instruments for the 2001 PALS. The survey's sample size will be about 40,000.

Ethnic Diversity Survey: Statistics Canada and the Department of Canadian Heritage are working together to develop the first post-censal survey on ethnicity. An advisory committee of experts from across Canada is also providing guidance. The objectives of the survey are twofold. First, it will provide information on ethnic diversity in Canada and its interaction with socio-economic outcomes. Second, the survey will provide information designed to better understand how Canadians of different ethnic backgrounds interpret and report their ethnicity. Information collected will be used in future data collections in the area of ethnicity, specifically in the content development of the 2006 Census. The Ethnic Diversity Survey will follow the 2001 Census, which will provide the frame for the sample. Development of the survey has begun. A pilot test is scheduled for September 2001 and collection will begin in April 2002. The survey's sample size will be about 40,000.

Demographic Research

To assess the effects of population ageing it is important to analyse, among other things, the lifestyles of different generations. The evolution of these individuals' socio-economic characteristics and demographic behaviours over their lifecycle are equally important factors to assess. With this in mind, Statistics Canada has developed a research program on population ageing and replacement. The program has three main thrusts:

1. Demographic behaviours and social support: The aim here is to analyse the impact that changes in demographic phenomena (fertility, nuptiality, common-law marriage, divorce, migration, mortality) have on seniors' potential support network.
2. Lifestyles, health and longevity: The object of this line of research is to analyse the evolution of lifestyles and consumption patterns by generation and their impact on gains in both life expectancy and healthy life expectancy and potentially on longevity.
3. Transition from working life to retirement: The goal in this case is to analyse the aging of the Canadian labour force and to study the changes that have occurred in recent years in the transition from working life to retirement. This research will also provide an opportunity to examine financial preparation for retirement and will enable use to highlight differences between generations and between sexes.

Program Relevance: Program improvements resulting from user feedback

Changes to statistical programs based upon external advice and program reviews

Statistics Canada relies on numerous consultative processes, which contribute to the continuous review of the Agency's statistical outputs. The following examples provide an indication of their impact on Statistics Canada's program.

Canadian Voluntary Sector

At the November 2000 meetings of the National Statistics Council, participants acknowledged the need to identify a framework for measuring the Canadian voluntary sector to better inform policy development. *The Satellite Account of Nonprofit Institutions and Volunteering* received funding under the federal Voluntary Sector Initiative. It is a data development initiative, within Statistics Canada's System of National Accounts, and will profile the size, scope and nature of Canada's nonprofit sector within the macroeconomic accounting framework used for measuring variables like the Gross Domestic Product. It will include a standard set of economic accounts along with a non-market extension to put a dollar value on unpaid volunteer work. The first phase of the project, aimed for completion in the fall of 2001, entails the compilation of provisional estimates and the development of a plan for data improvements, to be implemented in the second year.

The Environment and Sustainable Development

In November of 2000, the members of the National Statistics Council very enthusiastically endorsed Statistics Canada's involvement in two major new initiatives aimed at improving environmental information in Canada. The first of these initiatives is to support the Chief Statistician in his work on a task force initiated by the Federal Minister of the Environment to consider the creation of a "Canadian Information System for the Environment." The second initiative is to work very closely with the National Round Table on Environment and Economy to develop and test over three years a set of sustainable

development indicators for Canada. The members encouraged an active role in both the conceptual and empirical development of environmental information and sustainable development indicators.

Justice Statistics

The Canadian Centre for Justice Statistics (CCJS) is the operational arm of the National Justice Statistics Initiative (NJSI), a partnership with all federal/provincial/territorial ministries responsible for the administration of justice in Canada. The Justice Information Council (JIC), comprising all federal/provincial/territorial Deputy Ministers responsible for justice and the Chief Statistician, is the governing body of the NJSI. The JIC also represents the key data providers and data users of the CCJS.

In 2000–01 a new strategic plan was elaborated outlining the priorities and plans for the coming years. This followed a consultation process, which confirmed the continued relevance of the data produced and their key role in supporting strategic and business planning, policy and program development, program evaluation, and international research. Current justice sector priorities to which the Agency has provided critical support include youth, firearms, organized crime, remands, criminal harassment, and court processing time.

The Census of Population

2001 is a census year for Canadians and before each census, Statistics Canada asks data users and interested parties across Canada for their views on the type and extent of information that should be available through the census database. The goal is to ensure that Statistics Canada takes account of emerging social and economic issues and, where appropriate, uses the census and post-censal surveys to shed light on them.

Various social policy issues influenced the content of the 2001 Census questionnaire, for example:

- the demands of an aging population for necessities such as medical services and housing (age, sex and marital status questions).
- Canada's programs and policies related to multiculturalism, bilingualism and employment equity (immigration, language, citizenship and ethnicity questions).
- changes in technology, which require upgrading of skills and continued learning (education questions).
- the analysis and evaluation of economic inequality and consequent polarization of Canadian society into "haves" and "have-nots" (income, education and labour force questions).
- the demand for affordable housing programs and establishing "core housing needs" (dwelling and housing questions).
- New data demands generated by the public and the private sector, and federal and provincial legislation such as the *Modernization of benefits and Obligations Act* that recognized the rights of same-sex couples.

Accuracy of Information

A second focus of Statistics Canada in ensuring that its activities and products fulfill the needs of its constituents is on information accuracy.

The *accuracy* of statistical information is the degree to which the information correctly describes the phenomena it was designed to measure. It is usually characterized in terms of error in statistical estimates.

To manage and control errors, a wide range of statistical methodology design and quality assurance practices are used. For the more critical statistical information – such as the population counts from the Census of Population, the employment and unemployment measures, the Consumer Price Index, and the measures of economic production – relatively more resources are applied to assure a high degree of accuracy. In addition, all hard copy and electronic data releases undergo “institutional” quality verification within the Agency to ensure that data users obtain sound products. There are, however, limits to what can be achieved in terms of accuracy at realistic cost. All statistical data, regardless of the source, are subject to some degree of error.

Accuracy is usually described in terms of the major potential sources of error – typically, coverage, sampling, nonresponse and response. Coverage errors occur when the list of people, households, institutions or businesses, on which a survey is based, is incomplete and, as a consequence, the missing units are not represented in the survey results. Sampling errors occur when only a sample of units is included in the survey. Estimates based on a sample will typically differ from results based on a complete census. Nonresponse occurs because data cannot always be obtained from all selected units. Statistical adjustments can be made to compensate for nonresponse, but there cannot be complete assurance that the characteristics of nonrespondents are appropriately reflected in the survey results. Response errors occur if, for a variety of reasons, incorrect responses are obtained. Some are detected and compensated for but some may remain undetected.

Statistics Canada’s Policy on Informing Users of Data Quality and Methodology (see the 1997–98 Departmental Performance Report for more information) requires each data release to be accompanied by, or make reference to, descriptions of methodology and indicators of data accuracy. Certain indicators of accuracy are mandatory wherever they apply: indicators of coverage accuracy, estimates of sampling error, response rates (or the converse – nonresponse rates) and, based on past experience, what the relative size of revisions might be. An array of additional measures may be provided, depending on the size of the program and the importance of the estimates.

Accuracy – Survey Coverage

Every survey has a target population it is intended to cover. A survey frame, or list of units of this target population, is used to identify and select the sample for the survey. Coverage errors (omissions, erroneous inclusions, duplications and misclassifications of units) in the survey frame may cause a bias in the estimates produced from the survey. Therefore the accuracy of survey frames is crucial to the accuracy of survey results. The following paragraphs review the coverage of major frames used for business surveys, household surveys, and programs using administrative data sources.

Business Surveys

The majority of Statistics Canada business surveys use the Business Register (BR) as their frame. The BR attempts to cover all significantly active businesses in Canada. The BR employs the administrative data from the Canada Customs and Revenue Agency (CCRA) to provide a current list of businesses in Canada. Since 1997, the coverage of the BR has been extended with the use of the Goods and Services Tax (GST) data together with information on federal corporation tax filers as collected by CCRA. Periodically,

studies are conducted on the BR to measure the quality of the coverage and the quality of the information residing on the BR (e.g., industrial and geographical classifications). The coverage of the Business Register is currently estimated to be over 97% of those businesses meeting at least one of the following three criteria:

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

Household Surveys

The Labour Force Survey, and many other household surveys, make use of a common area frame that covers all of the geography of Canada's ten provinces, with some small exceptions³. Geographic areas are randomly selected from this frame. Within these selected areas, households are chosen randomly from lists of dwellings compiled for these areas. Coverage problems can arise if some dwellings are missed in these lists, or if households in selected dwellings fail to report some of their members. The coverage of the survey is monitored, in part, by comparing the estimate of total population obtained directly from the survey sample to official population estimates. To minimize the effects of coverage errors the survey estimates are statistically adjusted so that the published survey results cover the total population.

In the case of the Labour Force Survey, direct coverage has remained constant, close to 90%, over the past three years.

Some household surveys make use of a telephone frame which, while cost-effective for the vast majority of Canadian households, does omit those not accessible by phone. Telephone coverage is monitored as an indicator of the coverage of these surveys. In some cases an area frame is used in combination with a telephone frame to improve coverage.

For surveys aimed at particular subsets of the population, a list frame of persons (or households) having a certain characteristic may be used if it exists. Such a list could be derived from an administrative data source (see below), or, as in the case of post-censal surveys, from a Census of Population. For example, the Health and Activities Limitation Surveys following the 1986 and 1991 Censuses used as a frame the set of individuals reporting activity limitation in the Census. The coverage of such surveys is assessed in terms of the coverage of the source list.

Administrative Data Sources

Administrative data sources (such as tax files or import documents) are used as the source of statistical information for some programs. As such, the coverage accuracy is, to a large degree, already built into the data source. For those sources, which are designed for regulatory purposes, coverage can be expected to be complete for that target population, to the degree there is effective control through licensing or enforcement. Statistics Canada has to assess the relevance of that target population in terms of the statistical needs to be satisfied. The Agency may undertake reconciliation or adjustment processes based on additional or corroborating sources of information to better align administrative coverage with statistical needs. Because of their completeness, statistics derived from administrative sources are also used in some situations to enhance the coverage and accuracy of statistics derived from surveys.

³Indian reserves, members of the armed forces and inmates of institutions are excluded for the Labour Force Survey.

Accuracy – Sampling Error

Sampling is an important means of achieving a more effective allocation of resources, ensuring appropriate relevance across programs, yielding more timely results, and in other ways improving data accuracy. The Agency is able to do more with less due to sampling and can provide greater reliability by optimizing sample designs.

Estimates based on a sample can be expected to vary from sample to sample, and to differ from those that would result from a complete census. The expected size of these variations and differences depends on the sample design, among other factors. The reliability of each estimate can be estimated from the sample data. The measure of reliability that is most frequently conveyed to users is the “coefficient of variation” or “CV.”

A low CV means a high degree of statistical confidence in the reliability of the associated estimate. Conversely, a higher CV would mean a lower degree of statistical confidence in the reliability.

In Table 3 coefficients of variation for the primary estimates or results from the Agency’s mission critical surveys are presented.

Table 3: Coefficients of Variation for Mission Critical Surveys

<i>Mission Critical Survey</i> ¹	Estimate	Coefficient of variation (%)			
		1997–98	1998–99	1999–2000	2000–2001
Labour Force Survey					
Employment	Total Employment	0.3	0.3	0.3	0.3
Unemployment	Total Unemployment	1.8	1.8	1.9	2.0
Monthly Survey of Manufacturing ²	Total Shipments	N/C	N/C	0.5	0.6
Monthly Wholesale Trade	Total Wholesale Sales	1.3	0.9	1.1	1.1
Monthly Retail Trade	Total Retail Sales	1.0	0.9	1.1	1.1
Survey of Employment, Payrolls and Hours ³	Employees	0.2	0.1	0.4	0.6
Quarterly Financial Survey ⁴	Revenues and Profits	N/C	N/C	< 5%	<5%

¹This table omits those mission critical surveys (Consumer Price Index, International Trade, the Monthly Gross Domestic Product and the Industrial Price Index) which do not utilize random sampling in producing their estimates.

N/C – not calculated

²The changes in CV are due in large part to survey redesign.

³The increase in the CV for the Survey of Employment, Payrolls and Hours is due to changes in the method of calculation. Historical corrections are not available.

⁴The Quarterly Financial Survey has been under redesign. As this is complete tracking for this indicator is now calculated and will continue in future years.

The Coefficients of Variation presented in Table 3 are all very low (and thus the estimates are considered very reliable), which speaks to the importance of these programs. (More disaggregated results from these programs would tend to have higher CVs since, typically, as the size of the sub-group of interest decreases, the CVs of the related estimates rise.)⁴

Accuracy – Response Rates

The accuracy of the data disseminated by Statistics Canada is directly related to the accuracy of the data provided by the respondents to the Agency's surveys and censuses. It follows that an important indication of accuracy is the percentage of respondents who asked to provide data and who actually do so. It can be expected that the higher this "response rate," the greater will be the accuracy of the survey results. Table 4 below provides response rates (expressed as a percentage) for the Agency's mission critical surveys.

⁴ A CV expresses variability as a % of the estimate. Normally, a range of plus/minus 2 CVs around the estimate provides a 95% confidence interval for the value being estimated.

Table 4: Response Rate for Mission Critical Surveys

<i>Mission Critical Survey</i> ¹	<i>Response Rate</i>			
	1997–98	1998–99	1999–2000	2000–01
Labour Force Survey ²	95%	95%	94%	92%
Monthly Survey of Manufacturing	97%	98%	96%	96%
Monthly Wholesale Trade Survey	90%	92%	92%	91%
Monthly Retail Trade Survey	94%	93%	92%	91%
Survey of Employment, Payrolls and Hours (Income component)	80%	83%	81%	83%
Quarterly Financial Survey	83%	80%	80%	80%
Industrial Product Price Indexes	90%	90%	90%	90%

¹This table omits the Consumer Price Index, International Trade and the Monthly/Quarterly Gross Domestic Product which do not collect data directly from respondents.

² The lower response rate in 2000–01 is due in large part to the introduction of centralized computer assisted telephone interviews (CATI).

It is generally accepted that for most surveys a 100% response rate is not a practical possibility. The Agency ensures that reasonable efforts are made to achieve an acceptable response rate (as well as to obtain accurate responses) while producing timely data without undue burden on respondents. Among a variety of methods, this is usually achieved by good questionnaire design, using tested and proven procedures and operations, providing respondents with information on the purposes of the data collection, following up with nonrespondents, and making suitable statistical adjustments to the data when complete response is not achieved. In the case of economic or business programs, the main focus of follow-up is on the major contributors to the estimates.

The Agency's respondent relations program was implemented to manage its relationship with respondents. It has developed guidelines for business and household surveys, and is compiling a compendium of "best practices" to help survey managers communicate more effectively with respondents. Respondent relations specialists, in headquarters and the regional offices, prepare communications materials, emphasizing how to access and use survey data, for various interested parties. They have also prepared and/or delivered interviewer training on how to handle non-response, especially by providing respondents with clear and compelling reasons for participating in a survey. The module on the web site "Are you in a Statistics Canada survey" includes information on household and business surveys as well as information for respondents on their "rights." A detailed analysis of comments from respondents is to be undertaken over the coming year.

Accuracy – Statistical revision patterns

Economic and socio-economic time series are statistical records of the evolution of economic processes through time, generally compiled for consecutive periods such as months, quarters, or years. As such, time series are an important tool in understanding both the trends and underlying causes of social and economic phenomena. While revisions to statistical estimates are necessary, they impact directly on users of statistical information by altering their understanding of these phenomena and, in turn, impacting on their decision making.

Statistics Canada takes care to minimize revisions to statistical estimates by facilitating reporting, ensuring that questionnaires are easily understood, making use of new technology to better accommodate respondents' ability to report, and conducting internal reviews to ensure that collection and data processing procedures yield effective results. Of course, revisions are not necessitated only because of an incomplete processing cycle. Other planned activities, including changes to classification systems or modifications to

baskets of goods on which indices are based, also result in revisions. Revisions to the Agency’s series are made with a view to balance the competing demands of accuracy and timeliness.

Timeliness of Information

Timeliness refers to two distinct phenomena. For continuing programs it normally refers to the elapsed time between the end of the reference period and the release of the data. For one-time or new surveys it can refer to the interval between the time when the need for information is made known and the appearance of data. This latter sense may be better called “responsiveness.” The performance assessments concentrate on the first sense. Timeliness is clearly visible to users and easy to track. The choice of a timeliness target is closely related to relevance since information may not be useful if not available on time. Given timeliness targets, two performance measures are useful. The first is the existence of pre-announced release dates for regular series, and adherence to these dates. The second is improvements in the timeliness achieved – either through changes to the targets, or due to exceeding the targets. However, this measure has to be considered in conjunction with other factors since improvements that are achieved at the expense of accuracy, or at undue cost, may not represent an overall performance improvement.

Clients have consistently preferred to maintain existing timeliness, if improved timeliness implies larger subsequent statistical revisions or a reduced level of statistical detail. Furthermore, great emphasis is placed by users on the predictability of release dates.

Timeliness: Measures of elapsed time between reference period and release dates

The elapsed time between reference period and release dates for mission critical surveys is a timeliness measure which serves to test the relevance of the statistics in terms of the “freshness” of the information released. Table 5 highlights the timeliness of a selection of major releases.

Table 5. Elapsed Time between Reference Period and Release Dates (mission critical surveys)

Mission Critical Survey	Frequency	Timeliness Target*
Labour Force Survey	Monthly	20 days
Consumer Price Index	Monthly	17 days
Monthly Survey of Manufacturers	Monthly	48 days
International Trade	Monthly	50 days
Monthly Wholesale/Retail Trade	Monthly	52 days
Gross Domestic Product		
Monthly	Monthly	60 days
Quarterly	Quarterly	60 days
Survey of Employment, Payrolls and Hours (Income component)	Monthly	60 days
Quarterly Financial Survey	Quarterly	61 days
Industrial Product Price Indexes	Monthly	30 days

*Timeliness targets are in calendar days. They are an indication of the planned elapsed time between the last day of the reference period to which the results refer and the day on which the data are released to the public. Timeliness targets may vary, for example, depending on the number of business days in a given month.

All releases of mission critical surveys occurred on time in 2000–01. During the year, the Agency published a total of 250 other releases for which there had been a pre-established release date (99.2% of which were on time). The Section on “Other Information” at the end of this report provides a more complete listing of major releases with pre-established release dates.

The timeliness of survey release is generally quite stable and changes occur over a long period of time. Change is often brought about when surveys undergo major redesigns.

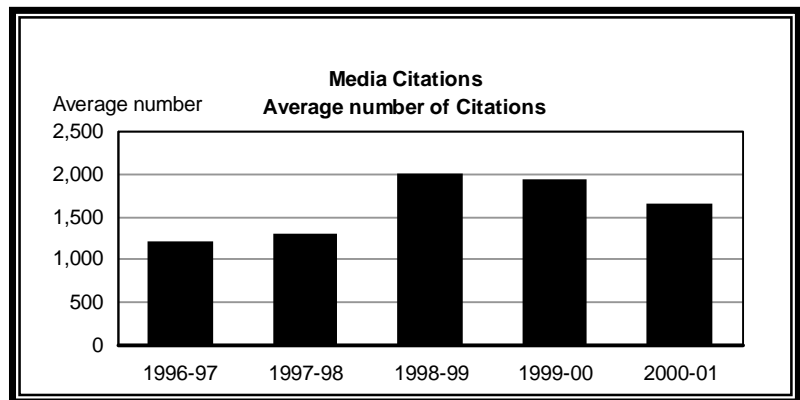
Accessibility of Information

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

The following performance information highlights the Agency’s achievements in improving the availability and delivery of its information in 2000–01.

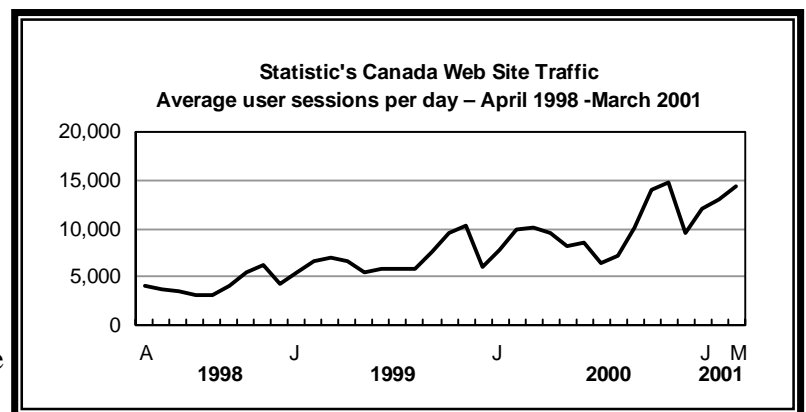
Access through the Media

Coverage of releases in the news media is the prime means through which the public learns of Statistics Canada products and data releases. The Agency tracks media coverage by monitoring 41 main newspapers and magazines and six national radio and television networks. The Agency’s releases continue to enjoy broad coverage in the media outlets monitored. Media citations averaged 1,645 per month in 2000–01.



Access through the Internet

The major thrust of Statistics Canada’s marketing and dissemination effort centres on making its information more accessible to its various publics. As technology evolves, an increasingly large proportion of the Agency’s clients have access to the World Wide Web. Accordingly, Statistics Canada’s website (<http://www.statcan.ca>) is becoming the release mechanism and product vehicle of choice.



As illustrated in the accompanying chart, the use of Statistics Canada's web site more than doubled over the past two years. Between April 1999 and March 2001, the average number of user visits (i.e. visitors entering the Statistics Canada website) per day has grown from 6,600 to 14,300. Since the launching of Statistics Canada's website in March 1995, traffic has been increasing steadily and exceeded 3.7 million user visits in 2000–01.

In addition to the general growth in use of the Internet, the increase in interest in the Agency's site is attributable to:

- Visibility of its information on the Canada site;
- A steady increase in the volume of information available;
- The advertising of the site URL in publications targeting key audiences and promoting 'bookmarking' the site;
- The inclusion of the URL in all external communications;
- Registering the site with over 200 search engines; and
- The Educational Outreach Program promoting the site with primary, secondary and post-secondary institutions.

The frequency of visitors to the site is expected to continue to grow with the Agency's extensive involvement in the Government On-Line initiative that will create many more gateways to the site's holdings.

A research study conducted in August 2000 to profile site visitors and evaluate visitors' information needs and retrieval success rate revealed that 73% of visitors found either all, most or some of the information they sought on Statistics Canada's website. Furthermore, more than one third of visitors accessed the site more than 6 times in six months. The overall level of satisfaction with the site continues to be high, particularly with prime targeted audiences such as journalists, academics, economists and social scientists. Only 11% of visitors expressed any dissatisfaction with the site with 72% indicating they were 'satisfied' or 'very satisfied'. Because there is a strong relationship between 'success in finding information', 'frequency of use', 'experience of the user' and 'level of satisfaction' the Agency will continue to invest in improving the site's search features and provide tools that describe the site's contents.

A sustained effort continued to be exerted to expand and enhance Statistics Canada's website. The content of the two most popular modules, *Canadian Statistics and Profiles of Canadian Communities* were expanded. Furthermore, the Internet "Common Look & Feel" guidelines issued by Treasury Board were implemented to present a more unified visual design and navigational approach to Canadians visiting government sites. While the Agency continuously augments the range and scope of its site content in response to visitors' needs, it also went through a major redesign of its Internet home page as a result of research conducted in 1999 and subsequent usability testing conducted in early 2001. The new Home Page design enhances and eases content identification and navigation. Other major enhancements to the site's content and functionality included a full re-engineering of the Education Resources section of the site as well as a reorganization of the Research Papers module. All such papers are now abstracted, making it easy to search for articles by keyword.

Major market research was also undertaken to determine the general characteristics of visitors to our site, their general satisfaction, and their comments on specific aspects of our site. One of the findings was the doubling of the proportion of students among our visitors in less than a year—from 20% to 40%.

In addition, the Agency added more electronic copies of its publications to the site and soon all regular publications will be available. As well, a re-engineered version of the Monthly Retail Trade publication was introduced in which all tables are automatically generated from material stored in the new Canadian Socio-Economic Information Management System (CANSIM). Many more publications are in

development that will take a similar approach. It is anticipated that such an approach will increase timeliness, reduced errors, and increase operational efficiencies. It will also result in substantial user convenience when accessing web versions of publications: instead of getting static images of publication pages, they will be able to generate dynamic pages containing the information that they need.

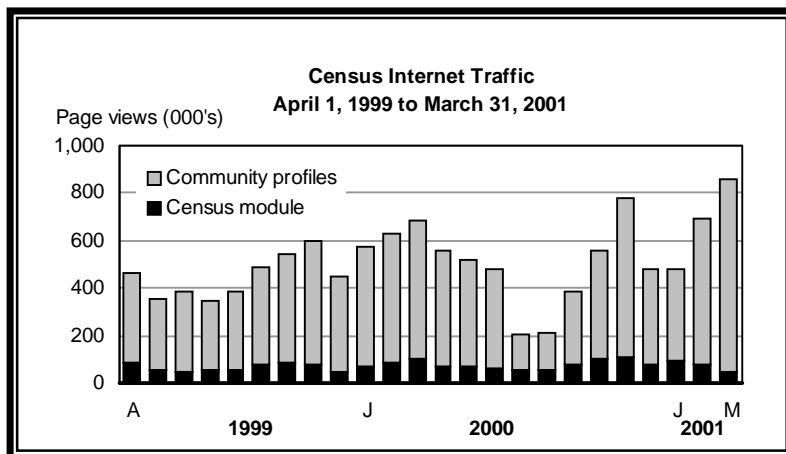
Government On-Line: The objective of this key federal government initiative is to make available, by the end of 2004, all government services to Canadians via the on-line channel or Internet.

Statistics Canada has made important strides towards its electronic dissemination and communication services. The Internet has become our clients' preferred service channel and has allowed the Agency to serve more information users than was possible with traditional media. Statistics Canada will continue to expand the content and features of its website on the basis of a close dialogue with users.

Statistics Canada will play a lead role in the development of two E-Clusters offered on the Government of Canada (GOC) Portal. One, Business Information and Statistics will be accessed via the Business gateway. The other, Economy, will be accessed via the Canadians gateway. Both will involve several Federal partners to provide an integrated approach to information through a single service point. Since this initiative is currently taking place, it falls outside the reporting period of this report. However Statistics Canada will provide a full report in next year's Departmental Performance Report.

Accessibility: Census of Population

Extensive consultation activities were conducted with a broad range of data users during 2000–01. Participants included representatives from every level of government, libraries, academia, the private sector, special interest groups and non-government associations as well as licensed data distributors of Statistics Canada. This consultation dealt with subjects such as output content, medium of delivery, formats, the services provided and pricing. Changes to the 2001 Census products and services line will be implemented to address the concerns expressed to maximize users' satisfaction and enhance accessibility to census data.



Also for the 2001 Census, the Internet will be the principal medium for disseminating standard data products and reference products. This will be reported upon in next year's DPR. This strategy will also allow more Census information to be available to the public free of charge. The Community Profiles of over 6,000 Canadian cities, towns and villages have been expanded to include health statistics and are visited by almost one quarter of web site users. CD-ROMs similar to those available for the 1996 Census will be available on demand for users preferring this output medium.

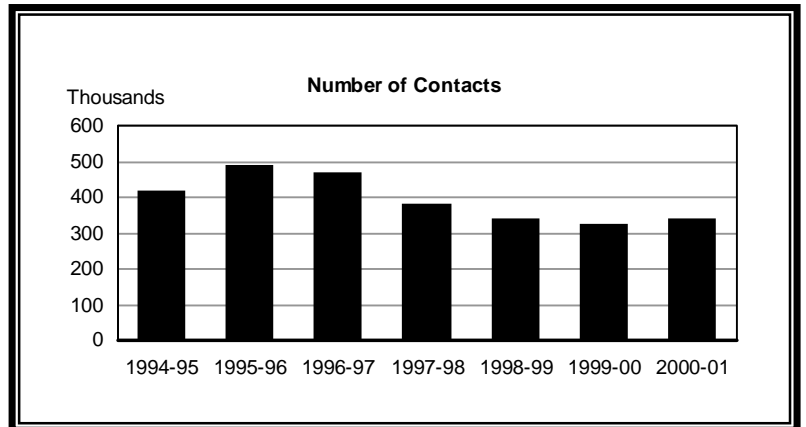
Also under development is a new Internet Census search, navigation and indexing capability. This will allow searching by theme, geographic area, variable, etc, with links to data tables available on the Internet.

Accessibility: Client Contacts with Regional Offices

Statistics Canada provides information without charge for requests that are of a routine nature. Callers are provided with data as well as guidance on how to access and use statistical information. For more complex inquiries, Regional Offices provide cost recovered consultative services to clients. Demand for these customized services continues to grow.

Visitors to the Agency's Reference Centres are provided free access to Statistics Canada publications. A toll-free inquiry service and electronic messaging services respond to frequently asked questions to ensure that non-visitors have equal access for Canadians who do not have a regional office nearby. (Please refer to Section V of this report for the co-ordinates of each regional office).

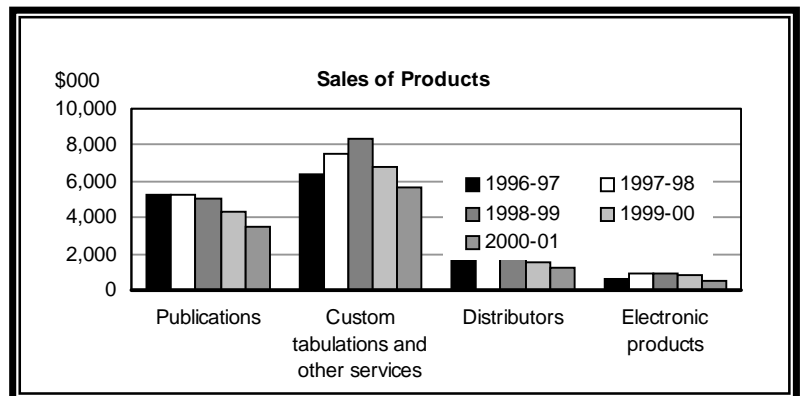
In 2000–01, over 336,000 people sent enquiries to Advisory Services. The increase from the previous year reflects increased use of the Internet both as a communication tool and as a means by which information needs are met. As the volume and complexity of data available through the Statistics Canada website continues to grow, so too does the volume and complexity of public enquiries serviced by Advisory Services. Increasingly, contacts with enquiries officers for research come not only through the 1-800 number, but also by e-mail and over fax-lines. For example, the number of e-mail enquiries increased markedly over the past three years, from about 9,000 in 1997–98 to over 31,000 in 2000–01.



Accessibility: Sales

Client feedback and market research studies indicate that clients have a strong preference for 'customized information solutions' – (often, information from several sources with analysis that is tailored to their specific needs) – as well as an increasing preference for Internet access. Research also indicates that almost all of Statistics Canada's paying clients have access to the Internet. In response to these trends Statistics Canada has created an Account Executive program through its Advisory Services

offices across Canada which provide integrated custom reports and consulting services. Many publications serving small client groups have been migrated to electronic publications available on the Agency's web site with print versions being made available as an on-demand service. This has made them more accessible and more widely used. In addition, the Agency's higher profile publications have been re-engineered to facilitate website access. Clients place a high degree of importance on the timeliness of the



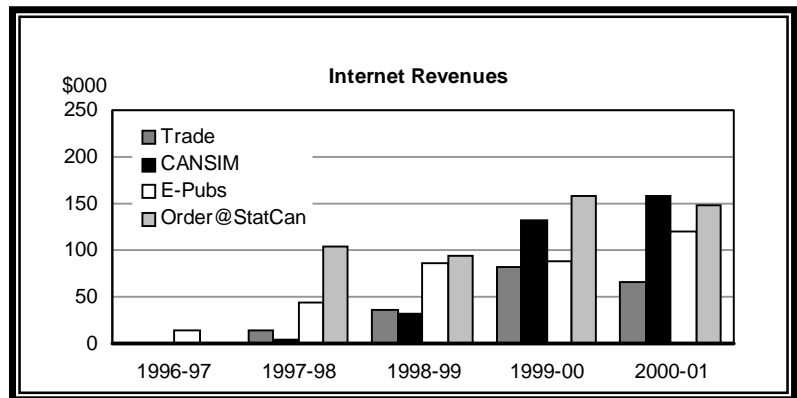
information and the immediacy of service. They now purchase information on a “when needed basis” using these on-line services for these benefits.

The entire content of the Agency’s Canadian Socio-Economic Information Management System (CANSIM I) was converted and new material was added to make a more functional CANSIM II. As a result the Agency is well on its way to having a comprehensive electronic database of all publishable statistics of over 800,000 time series. The new system met all targets and expectations and was up and running on the Statistics Canada Intranet in April 2000. The external version will be made available to the public on the Internet during the coming year.

E-Commerce sales on the Internet include revenues generated through the sale of CANSIM electronic publications, trade data and other standard products ordered via the Internet. While these sales account for only 4.5% of total sales, they have doubled since 1998–99 and are expected to grow more rapidly as a result of CANSIM II service and the continued growth in e-commerce generally.

There has been a drop in overall sales in the past two years following three years of steady growth. While some of the decline can be attributed to the availability of more free information via the Internet, it is principally due to this being the end of the 1996 Census dissemination.

E-STAT, the Agency’s database containing Census and CANSIM data designed for use by the education community, is a notable exception to sales revenue. In a conscious effort to increase use of this product in Canadian classrooms, Statistics Canada now offers free access to all Canadian education institutions. Over 6000 Canadian schools have registered with E-STAT. This represents an increase of 650%, since the removal of the sales fee in September 2000



Accessibility: Partnerships

Access to STC products and services, is also facilitated through partnerships with a variety of public- and private-sector organizations.

Private Sector Partners

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

For the 1996 Census cycle, the Agency developed new licensing practices based on research conducted with Canada’s growing information industry. Key findings indicated that smaller firms wanted easier access to Statistics Canada. Updated terms and conditions introduced for the 1996 Census dissemination

cycle were well-accepted and allowed firms which provided value added research and analysis services to serve the specialised information needs of narrow market segments.

However, new technologies and industry practices have made some of these conditions less relevant over time. Therefore, new licensing terms and conditions are being developed. These conditions will be based on the experience gained over the last Census cycle as well as on the information gathered in extensive partner consultations.

In addition, the expanded content and new retail pricing of CANSIM II mean that new contract terms will be developed for our CANSIM distribution partners to retain this important distribution channel. These new contracts are expected to be in effect early in 2002.

Public Sector Partners

Statistics Canada maintains active partnerships with the Provinces and Territories, including Nunavut since 1999–2000.

A consortium of provincial and municipal governments is working in partnership with Statistics Canada to code the place of work variable to sub-municipal levels of geography. This allows the production of data in support of transportation and urban policy planners.

It is noteworthy to mention special initiatives in the areas of Health, Education, Justice and Provincial Economic Statistics:

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

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

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

The Project to Improve Provincial Economic Statistics aims to improve the quality of Canadian provincial economic statistics by producing annual provincial and territorial input–output accounts and provincial economic accounts which, in turn, will be used by federal and provincial finance departments to calculate the final revenue shares. This requires Statistics Canada to be in frequent communication with the provincial departments of Finance.

A Statistical Focal Point in each provincial and territorial government is provided with a wide array of information products to serve the statistical information needs of their respective provincial and territorial administrations. Public sector partnerships will grow in importance as increasing numbers of federal and provincial departments and agencies provide information to their constituencies via the Internet. The Agency continues to participate in many of the Federal Government's prototype Government On-Line projects (Export Source, Invest in Canada) and its holdings are accessible through the Canada site's three gateways and most of the E-clusters introduced in 2000–01. Statistics Canada is playing the lead role in the 'Business Information and Statistics' and the 'Economy' E-Clusters of the Government On-Line initiative and will co-ordinate the provision of information and services by a number of federal partners through these points of service.

Statistics Canada and Elections Canada have a strong working relationship and extensive partnership for the maintenance and expansion of a digital national road network. It has been touted as a possible model and base for wider application in the building of the Canadian Geospatial Data Infrastructure, a part of the federally funded GeoConnections Initiative (KPMG Study). The National Geographic Database (NGD) is a common infrastructure supported by both organizations that provides considerably more digital road updates than either party could separately achieve and limits duplication of effort. In the past year, data files from a variety of sources: including the provinces, municipalities and the private sector have been used to update the NGD. These updates have allowed the production of more up-to-date collection maps than generated in the past for high growth communities for the 2001 Census.

Furthermore, the digital road network provides complete national coverage of blocks (city blocks in urban areas and analogous entities bound by stable features such as roads in rural areas) that are highly stable over time.

The Depository Services Program (DSP) of Public Works and Government Services Canada is another important partnership allowing the provision of information, without charge to all Canadians. The objective of the DSP is to provide access to federal information through depository libraries located across Canada. The continuing migration of print products to electronic files available via the Internet, has made the Agency's publications available to more libraries and therefore accessible to more Canadians without charge.

Education Partners

Over the past year Statistics Canada's Education Outreach Program has focused on building strong partnerships with Canada's schools and publishers of education materials. The Agency has invested in this sector to improve statistical literacy and to broaden long-term use of its information. The rapid growth in the use of the Agency's Web site by students can be related to: the work of Education Account Executives in regional offices, partnerships with provincial education networks, associations and organizations that support the Canadian education community, school boards, the SchoolNet Program and faculties of education which train new teachers.

As well, Statistics Canada enlists the assistance of its own employees as partners through the Classroom Outreach Program by encouraging the provision of their math and technology expertise to support teachers and help kids. Statistics Canada has received wide recognition for their efforts including a "2001 Partners in Education Award."

Partnership with Academia

The Data Liberation Initiative (DLI) was developed in response to Canadian researchers' requests that Statistics Canada makes its electronic data files more accessible to universities for research and teaching purposes. The DLI was initiated in 1996 as a five-year pilot project. Virtually all Canadian, universities and many colleges participate in the project; support and participation of the DLI from Statistics Canada data producing divisions remains high. Over time, the participating academic institutions have strongly indicated their need and desire for the DLI to become an ongoing initiative. This happened in January 2001. Other feedback for enhancements, (for example, improved documentation of data files to enhance search and access), are being incorporated into an action plan. The DLI represents a key initiative on Canada's information highway and has created a Canada-wide learning network of data users and experts. The long term effect is expected to be a more extensive use of Canadian data in support of academic and policy research in Canadian universities and a broader usage of Canadian data and information when graduates enter the workforce.

Research Data Centres

In January 1999, a joint task force set up by Statistics Canada and Social Sciences and Humanities Research Council (SSHRC) recommended building an integrated research system in social statistics. One of the task force recommendations was to create a system of Research Data Centres throughout the country where researchers could access complex microdata, but where confidentiality could be maintained in accordance with the *Statistics Act*. During the summer of 2000, six universities (Dalhousie, Montreal, Toronto, Waterloo, Calgary and UBC) received funding from the Canadian Foundation for Innovation to set up the infrastructure for their research centres. Three other universities (New Brunswick, McMaster and Alberta) are funding centres by other means. Statistics Canada is co-ordinating the overall operation of the Centres and SSHRC will be providing partial support for ongoing operational costs of the centres. The first was opened at McMaster University in December of 2000. The remaining centres are to be opened in fiscal year 2001–02. A second recommendation of the Statistics Canada–SSHRC task force was to strengthen and further develop training programs in the use of survey data. To this end, Statistics Canada and SSHRC have jointly sponsored a pilot summer school program to train researchers in the new methods of quantitative data analysis. Three universities ran training sessions during the summer of 2000 and four will be held during the summer of 2001.

Accessibility: Client Satisfaction

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

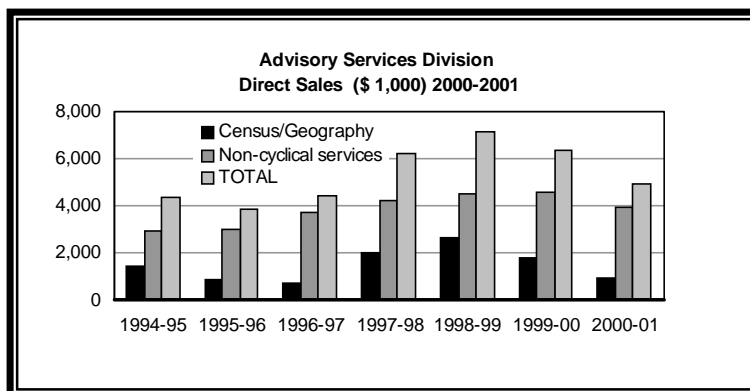
Service and Service Standards

The Account Executive Service has been operating in each of Statistics Canada's Regional Offices since 1993. The slight downturn in business activities in 1999–2000 is attributable to the tapering off of demand for the 1996 Census productions.

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

Service Improvements

The Agency is implementing a strategy to provide improved support to client service outlets that will enhance its ability to respond to customized information requirements in a timely manner, to build and manage client relationships, and develop and deliver client information sessions. In support of service improvement, a client database has been developed. The information on clients is used extensively by program areas and client service areas to better understand their user communities. This information is also used to announce the availability of new information and for market research purposes. In response to growing concerns among consumers about how personal information provided to process commercial transactions is treated, Statistics Canada has created a Client Information Policy based on the principles of the *Federal Privacy Act*. Whenever clients are asked to



provide personal information to complete a transaction, including on the Internet, they are advised how the information is used and protected. Clients can then choose to specify that they do not wish to be contacted for promotional or research activities.

Client Orientation Training

In another initiative organized to foster excellence in serving Agency clients, a series of client-orientation workshops were developed and offered by the Marketing Division as an integral part of the training programs Statistics Canada offers to its employees. Topics include “*Customer Service*” for front line staff and “*Managing in a Client-Oriented Public Service*” for managers with client service responsibilities. These workshops stress the importance of building client feedback mechanisms into service delivery. To assist program areas with their regular program reports, a workshop on “*Measuring Client Satisfaction*” helps them to establish satisfaction benchmarks and to pinpoint areas of their service delivery which may require improvement. Recognising the importance of the Internet as the Agency’s primary dissemination vehicle, training on “*Writing for the Web*” for author areas has also been conducted to ensure the creation of user-friendly website content. Over 1,300 employees have participated in this training program to date which has contributed significantly to a strong client focus throughout the Agency.

In addition to customer-need studies, the agency has also specified that all programs offering products or services include the results of customer-satisfaction surveys as part of their Quadrennial Program Reviews. These reports are reviewed by senior management with a view to maximizing the relevance of the Agency’s programs to stakeholders.

Interpretability of Information

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

Interpretability: Availability of quality descriptors and technical notes

Statistics Canada’s Policy on Informing Users of Data Quality and Methodology requires that underlying concepts, variables and classifications used, descriptors of the methodology used in compiling the data, and of the accuracy of the data be provided with all products. Statistics Canada updated this policy in 2000–01 and will be assessing compliance with it in the coming year.

Statistics Canada continues to pursue its development of an Integrated Meta Data Base (IMDB) to facilitate the use of its statistical information. The objective of the IMDB is to provide a central repository for meta-information regarding the statistical programs of Statistics Canada. It will replace many existing repositories that are currently used in the Agency for various purposes. This database was implemented in November 2000. The IMDB provides users with information on each of Statistics Canada’s 400 active survey programs, including information on various aspects of survey methodology such as sampling, collection and capture methods, error detection procedures and imputation methods. A description of quality evaluation procedures is also included, from which links to various reports and studies on sources of error and other aspects of data quality can be made. The IMDB is linked to CANSIM II and accessible from the Agency’s website so that, users accessing data electronically have direct access to this information. In the next phase the meta database will be extended to cover, for each survey, the definitions of the concepts and individual variables being measured, and their classification.

Some of the Agency’s educational initiatives are also aimed at improving interpretability.

Data and data management are key components of the Canadian school curriculum for the new economy. Students from the earliest grades are required to undertake surveys, compile, display and interpret

information. Teachers are turning to Statistics Canada for assistance as experts in this area. Recognizing the need and to support the education community, a new on-line tool has been developed and is available from the Statistics Canada's Learning Resources website. *Statistics: Power From Data!* offers an overview of surveys from start to finish in a modular format and includes relevant and practical applications which highlight how to interpret data.

Coherence of Information

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

Statistics Canada aims to ensure that the information it produces provides a consistent and coherent picture of the Canadian economy, society and environment, and that its various datasets can be analysed together and in combination with information from other sources.

To this end, the Agency pursues three strategic goals:

1. The use of conceptual frameworks, such as the System of National Accounts, that provide a basis for consolidating statistical information about certain sectors or dimensions of the Canadian scene;
2. The use of standard definitions for the subject-matter concepts, variables and classifications used as well as the populations and statistical units to which they apply;
3. The use of consistent collection and processing methods for the production of statistical data across surveys.

With respect to the first strategic goal, conceptual frameworks, the Agency has played an integral role in the Health Information Roadmap. The Roadmap identifies priority projects and activities for improving health information over a four-year period.

The Roadmap initiative is designed to provide answers to two basic questions: how healthy are Canadians and how healthy is Canada's health care system. The Agency along with its partners, the Canadian Institute for Health Information and Health Canada, has identified close to forty projects within a strategic framework with the following components: health information, research and analysis, health indicators framework, standards, data holdings and infrastructure. In addition, communication, consultation, dissemination, as well as privacy, confidentiality and security are considered essential underpinnings of the Strategic Framework.

As regards the second strategic goal, the use of standard definitions, Statistics Canada has implemented the Policy on Standards, under which standards have been declared covering a wide range of concepts, variables and statistical units for social and economic statistics. During 2000–01, standards were introduced for the classification of economic sectors in the Canadian System of National Accounts, including the definition of the Public Sector.

On the international front, efforts to implement the North American Industry Classification System (NAICS) jointly with the United States and Mexico are being continued. As of March 2001, 74 of 80 or 93% of the statistical programs had converted to a NAICS basis. The first phase of the North American Product Classification System was completed, in which were defined the products of four NAICS sectors: Information, Finance, Professional Scientific and Technical Services, and Administrative and Support Services. The Agency successfully completed a comprehensive list of products for these industries,

confirming that a complete common classification of service products can be developed. Finally, pursuant to an agreement reached last year, the feasibility of achieving convergence between NAICS and the European industry classification was assessed by a working group of officials from the relevant statistical agencies. A full report on the initiative will be circulated for consideration in the upcoming year and tabled at the Statistical Commission of the United Nations in March 2002.

In pursuing the third strategic goal stated above, the Agency has undergone a major redesign of its business statistics programs in which consistent survey methods and operations have been adopted across surveys. The Unified Enterprise Survey Program (UESP) has increased data consistency by extending the use of common concepts, terminology and standards across the economic statistics program. An integrated survey methodology is used with consistently defined statistical units across sectors. The coherence of data has been enhanced as the UESP focus is enterprise-centric, interrelating data about parts of enterprises into a coherent framework. Coherence analysis tools and the Key Provider Manager (portfolio management) approach for very large enterprises address potential internal data inconsistencies for complex enterprises.

The UESP has also augmented the breadth of the economic statistics program. The business economy is more comprehensively measured as gaps in the coverage of industrial sectors are filled. The enterprise-centric focus of the UESP ensures more comprehensive, non-duplicative coverage of the business activity of complex enterprises. Business surveys, both UES and non-UES, are also using the Business Register more extensively. By using a common registry, the coherence of surveys is increasingly assured.

Finally the economic statistics program is being deepened in terms of sample sizes and data elements measured. Sample sizes have been expanded to more equally measure economic activity by province. Data elements such as commodity production and interprovincial trade are included across many sectors of the economy.

As of March 2000, 25 different survey programs had made the transition to the UES, including several large programs such as the Wholesale Trade Annual Survey, with plans in place to have the whole business statistics program converted by 2001.

Use of Classification Systems

The use of various classification systems by surveys ensures rigour and consistency between surveys thus making them coherent with one another. The following table highlights the use of various classification systems by each of Statistics Canada's mission critical surveys.

Table 6: The Use of Standard Classification Systems for Selected Major Key Surveys

Selected Major Survey	1980 Standard Industrial Classification	North American Industrial Classification System	Standard Classification of Goods or Harmonized System	Standard Occupational Classification	Standard Geographical Classification
Labour Force Survey ¹		✓	✘	✓	✓
Consumer Price Index ²		✘		✘	✓
Monthly Survey of Manufacturing	✓	✓	✓	✘	✓
International Trade	✘	✘	✓	✘	✓
Monthly Wholesale and Monthly Retail Trade ³	✓	✓	✘	✘	✓
Monthly/Quarterly Gross Domestic Product	✓	✓	✓	✘	✘
Survey of Employment Payrolls and Hours		✓	✘	✘	✓
Quarterly Financial Survey		✓	✘	✘	✘
Industrial Product Price Indexes ⁴	✓	✓	✓	✘	✓

Note: ✓ indicates that the classification is used and ✘ indicates that the classification is not applicable.

¹ Converted in 1998–99 from SIC 80 to NAICS

² Given the nature of the survey (pricing the basket of goods) the CPI uses its own classification system for products.

³ These programs use groupings of activities based on the 1980 SIC as the primary industrial classification.

⁴ The IPPI 1992 base uses the 1980 SIC while the 1997 based September 2001 data to be released in October 2001 will use NAICS.

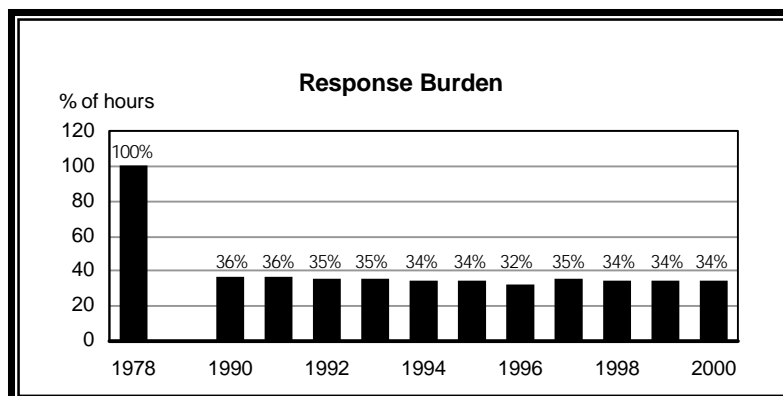
A National Statistical Knowledge Infrastructure

Knowledge Infrastructure: Calculated Response Burden

Reducing and controlling response burden remain high priorities for the Agency. Accordingly, Statistics Canada is working steadily to minimize that burden—while, at the same time, continuing to meet the needs of Canadians for essential statistical information.

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

In 2000, for the third year, response burden remained unchanged at 34% of 1978 levels. This is depicted by the accompanying graph.



This stability in response burden is the result of a netting effect. On the one hand, there has been an increase in the number of business-related questionnaires, with a corresponding increase in burden, as a result of the new Unified Enterprise Survey. On the other hand, the Agency has employed more efficient sampling techniques, has removed a number of questions from ongoing surveys, and has placed continuing emphasis on the use of administrative data and on the implementation of electronic data reporting. These initiatives have all helped control the overall burden imposed on businesses.

Knowledge Infrastructure: Use of administrative data in lieu of surveys

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

In this regard, the Agency continues to work in close collaboration with the Canada Customs and Revenue Agency (CCRA) to exploit, for statistical purposes, the General Index of Financial Information (GIFI) data from Canadian corporations.

- A complete data set for revenue year 1999 has been assembled and contributed to a reduction in the number of questions on business surveys.
- A standard for a chart of accounts has been developed by the Agency. This chart enables the linkage of administrative data with select statistical data and will directly lead to an increased ability to substitute survey data with administrative data for business operations.
- Statistics Canada, along with the CCRA, is partnering with the Canadian (and international) accounting community in an initiative to create a standard Canadian accounting “taxonomy.” This initiative, aimed at creating a common business accounting vocabulary and hierarchy will lead to more transparent and integrated means by which businesses can provide timely, high quality survey and tax information to government.

- An amendment to the *Income Tax Act*, announced as part of Budget 2000, enables the Chief Statistician to share statistical data about business operations (from 1997 onwards) with provincial and territorial statistical agencies for research and analysis purposes only. This will contribute to decreased business survey response burden from provincial statistical agencies in future years.

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

Knowledge Infrastructure: Alternative means of reporting and collecting data

Statistics Canada continued to pursue in 2000–01 new sources of administrative data and was proactive in establishing agreements to share such information to reduce the need to conduct more surveys. Some sources, such as the General Index of Financial Information (GIFI), the Goods and Services Tax (GST) file and the payroll tax deduction system have been identified, analysed and will be integrated into the statistical system. These sources are compatible with Statistics Canada surveys and as such can be used to supplement survey data and enable the Agency to better comprehend socio-economic structure of the Canadian society. In future years, Statistics Canada will continue to search for additional administrative sources to fill its information needs.

Survey Operations Consolidation

In 2000–01 Statistics Canada undertook a number of initiatives to consolidate the collection of Household and Business Survey data in the regions. The consolidation was done in order to achieve a number of benefits such as:

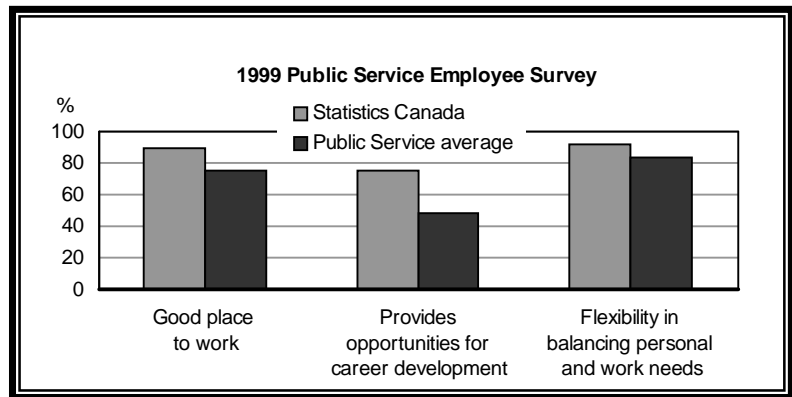
- Increasing the utilization of Computer Assisted Telephone Interviewing (CATI) in the regional offices and maximizing field capacity;
- Allowing for movement of work to other sites in the event of an emergency situation;
- Enhancing data quality monitoring capability; and
- Streamlining business surveys to facilitate business reporting.

Government On-Line

Like other statistical agencies around the world, Statistics Canada is working towards being able to offer respondents the option to complete questionnaires via the Internet. To this end, the Agency is investing significant resources to conduct research and experiments to learn how to provide this Internet option to our business and household respondents. Tests with the Project to Improve Provincial Economic Statistics (PIPES) and Internet service providers as well as those of computer services surveys continue to provide the necessary information for a development strategy. Electronic filing will also be tested for households as part of the 2001 Census.

Knowledge Infrastructure: Employee Survey

Statistics Canada (SC) received very positive results in the 1999 Public Service Employee Survey (1999 PS-ES). The Agency's results were generally higher than those of the Public Service average. In fact, they were among best in the Public Service in the areas of: a good place to work (89% SC versus 75% Public Service average); flexibility in balancing personal and work needs (92% versus 84% Public Service average); providing opportunities for career development (75% versus 48% Public Service average). The Agency recognized that while the Statistics Canada's results in the 1999 Public Service Employee



Opinion Survey were significantly higher than the Public Service average, there were areas where the Agency could do better. The Agency had significantly better results than those of the Public Service at large on the topics of harassment and discrimination (9% SC reported harassment versus 20% Public Service, and 11% SC reported discrimination versus 18% Public Service). Another finding revealed that, employees felt that the work they do at Statistics Canada is very important (95%). The Agency undertook the following work in 2000–01 to improve the workplace for its employees.

Career Development – Career Streaming

The 1999 survey found that 75% of STC employees felt that the Agency supports their career development. (The Public Service average was 48%.) To further sharpen the focus on career development, the Agency has undertaken to provide quite explicit guidance to employees regarding the skills and knowledge expected at each level of every occupational group. In effect, the Agency is now able to provide a “tool kit” for career development. The career development tools outline the methods of selection for each level in the given career stream, and indicate the competencies, the knowledge, abilities and experience expected at each level, as well as the training and rotation traditionally used to build and reinforce these competencies. The different Career Path documents are designed as guidance to aid employees, mentors and supervisors alike. The first of these tools, the ES Career Path, is now available electronically on the Agency's Internal Communications network (ICN). The career streaming exercise both strengthens the Agency's ability to transfer knowledge and simultaneously encourages employee retention. By presenting the options for career progression, the Agency is actively promoting the concept of a career at Statistics Canada. The career path tools emphasize that a long-term career requires thorough grounding in a specific subject along with corporate experience. It recognises that the Agency absolutely needs specialists, but in far fewer numbers than it requires generalists.

Workplace Wellbeing

Another issue arising from the 1999 Survey was the issue of workload. In the 1999 Public Service Employee Survey, only 58% of Statistics Canada employees considered their workload to be reasonable. Cognizant that expansion to meet demands on our services has resulted in high hiring and promotion rates and resulted in substantial staff moves, the Agency was not unaware of the increased demands on experienced resources. As a survey follow-up initiative, a team of managers undertook extensive research on innovative practices, and then put forward recommendations which spearheaded the identification of a Wellness Champion and a Workplace Wellness Committee. This committee has been mandated to monitor Statistics Canada's wellness, and identify priorities for initiatives related to workload stress and environmental factors. Several new projects are now underway: the promulgation of best practices, workload management, health and fitness, and communication.

Harassment Prevention

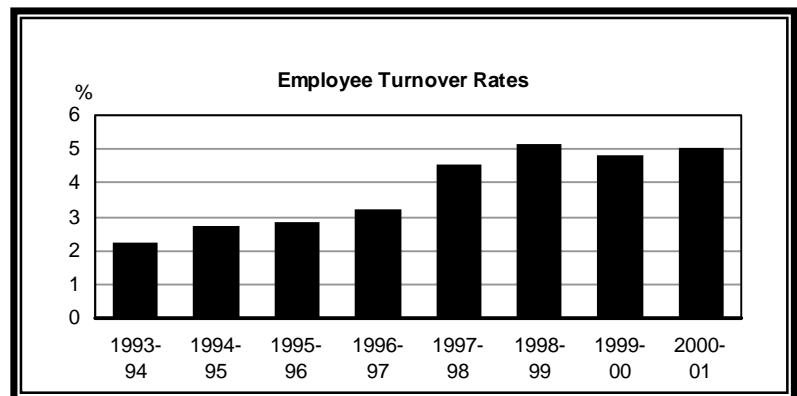
A Harassment Prevention Program has been in place for over twenty years at Statistics Canada. The effectiveness of this program was illustrated in the Public Service Opinion Survey which found the Agency to have much more positive results in this area than those of the public service overall. With a view that even one case of harassment is too many, the Agency has embarked on modifications to further strengthen the Agency's Harassment Prevention Program. The modifications retain many aspects of the current program and at the same time enhance the program to better support the role of the Harassment Prevention Officers.

Knowledge Infrastructure: Employee Turnover Rates

Although overall attrition rates continue to be relatively constant, the Agency regularly monitors retention rates and uses microsimulation modelling and focus groups to provide early identification of trends and initiate action to address areas of concern. Recognizing that turnover rates will increase over the next period as the impending wave of retirements projected for the aging baby boomers takes effect, the Agency has implemented several new initiatives to address these losses:

Recruitment and Development Division

This past year the Agency adjusted the recruitment and hiring process, creating a new Recruitment and Development Division dedicated to co-ordinating recruitment, development and retention of new professionals, as well as initiating mentoring, training and development efforts for these recruits.



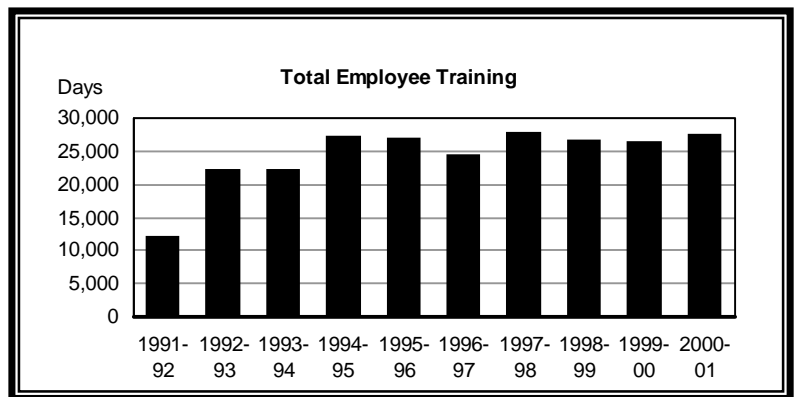
Expansion of the Use of Generic Competitions

To increase the facility with which the Agency is able to meet priority operational requirements, and enhance opportunities for career development and hence encourage employee retention, the Agency has expanded the use of generic competitions. Generic processes are now the norm in the mainstream groups, for all levels beyond recruitment. Generic competitions are held based on the career stream model, and are managed by a committee which oversees Agency-wide competitive processes, sequencing them, assigning

managers to the boards, and publishing a schedule so that employees will know when to expect a competitive process.

Knowledge Infrastructure: Investments in Employee Training

To address Statistics Canada’s current unparalleled expansion and provide risk abatement in the face of the accelerating wave of retirements, the Agency continues to invest in a high level of training and development, and to review and update curriculum to meet emerging needs. Leading edge initiatives, which have recently been initiated, include:



Executive Selection and Development Program (EX-RDP)

The Executive Selection and Development Program (EX-RDP) is the first executive development program of its kind in the Public Service. It involves initial appointment at the EX-1 level, a period of mentoring and individualized training, all culminating in a roll-up to the EX-2 level. This program acknowledges that many of the new appointees will have a shorter career behind them than their predecessors – and therefore a greater need for training and mentoring.

The Alumni Program

Realizing that the future holds diminished access to the knowledge of experienced veterans, the Agency launched the leading edge Alumni Program in accordance with the Treasury Board Secretariat guidelines for post-employment of public servants. This innovative program matches the skills of retired Statistics Canada employees with projects requiring a scarce resource in terms of corporate knowledge, wisdom and experience. It enables the Agency to draw upon the services of retirees who have specialized knowledge and skills to optimize a project, develop programs, facilitate the transfer of skills and expertise, pass along historical knowledge through training and mentoring, or increase the Agency’s facility in handling peak workloads.

Computer Based Training Courses/On-line Working Group

In 2000–01 Statistics Canada made Computer Based Training courses available to its employees, (on the Agency’s Intranet) with the view to maximizing access to training, as well as, part of its overall commitment to investing in employee skills and competencies.

SECTION III: FINANCIAL PERFORMANCE

Financial Performance Overview

A. Financial Summary Tables

Following is a list of financial tables included in this report.

Summary of Voted Appropriations	Reported - Table 7
Comparison of Total Planned to Actual Spending	Reported - Table 8
Historical Comparison of Total Planned Spending to Actual Spending	Reported - Table 9
Respendable Revenues	Reported - Table 10
Non-Respendable Revenues	Reported - Table 11
Transfer Payments	Reported - Table 12
Resources by Organization and Business Line	Reported - Table 13

Please note that only those financial tables which apply to Statistics Canada are listed. Other tables such as Crosswalk between Old Resource Allocation and New Allocation, Statutory Payments, Capital Spending by Business Line, Capital Projects by Business Line, Status of Major Crown Projects, Loans, Investments and Advances, Revolving Fund Financial Summaries and Contingent Liabilities do not apply to the Agency.

Financial Table 7: Summary of Voted Appropriations

Financial Requirements by Authority (\$ millions)

Vote	Planned Spending 2000-01	Total Authorities 2000-01 ¹	Actual 2000-01
Statistics Canada			
110 Program Expenditures	375.8	400.0	384.8
(S) Contributions to employee benefit plans	58.8	65.2	65.2
Total Department	434.6	465.2	450.0

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

Financial Table 8: Comparison of Total Planned Spending to Actual Spending

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

Business Lines	FTEs	Operating	Capital	Grants and Contributions	Total Gross Expenditures	Less: Respondable Revenues*	Total Net Expenditures
Economic and Social Statistics	4,482	388.3	0.0	0.0	388.3	75.6	312.7
	<i>4,451</i>	<i>416.7</i>	<i>0.0</i>	<i>0.6</i>	<i>417.3</i>	<i>75.6</i>	<i>341.7</i>
	4,372	396.9	0.0	0.6	397.5	68.7	328.8
Census of Population Statistics	1,095	134.2	0.0	0.0	134.2	12.3	121.9
	<i>1,573</i>	<i>135.8</i>	<i>0.0</i>	<i>0.0</i>	<i>135.8</i>	<i>12.3</i>	<i>123.5</i>
	1,545	132.0	0.0	0.0	132.0	10.8	121.2
Total	5,577	522.5	0.0	0.0	522.5	87.9	434.6
	<i>6,024</i>	<i>552.5</i>	<i>0.0</i>	<i>0.6</i>	<i>553.1</i>	<i>87.9</i>	<i>465.2</i>
	5,917	528.9	0.0	0.6	529.5	79.5	450.0
Other Revenues and Expenditures							
Non-Respondable Revenues **							2.5
							2.5
							2.5
Cost of services by other departments							39.3
							<i>40.4</i>
							42.6
Net Cost of the Program							476.4
							<i>508.1</i>
							495.1

Note:

- Normal font numbers denote Planned Spending for 2000-01
- *Numbers in Italics denote Total Authorities for 2000-01 (Main Estimates and Supplementary Estimates and Other Authorities)*
- **Number in Bold denote Actual Expenditures/Revenues in 2000-01**

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

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

Financial Table 9: Historical Comparison of Total Planned Spending to Actual Spending

**Historical Comparison of
Planned versus Actual Spending by Business Line (\$ millions)**

Business Lines	Actual 1998-99	Actual 1999-00	Planned Spending 2000-01	Total Authorities 2000-01¹	Actual 2000-01
Economic and Social Statistics	291.2	316.6	312.7	341.7	328.8
Census of Population Statistics	44.7	39.3	121.9	123.5	121.2
Total	335.9	355.9	434.6	465.2	450.0

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

Financial Table 10: Respendable Revenues*

Respendable Revenues by Business Line (\$ millions)

Business Lines	Actual 1998-99	Actual 1999-00	Planned Revenues 2000-01	Total Authorities 2000-01¹	Actual 2000-01
Economic and Social Statistics	48.1	52.3	75.6	75.6	68.7
Census of Population Statistics	17.7	15.5	12.3	12.3	10.8
Total Respendable Revenues*	65.8	67.8	87.9	87.9	79.5

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

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

Financial Table 11: Non-Respendable Revenues*

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

Business Lines	Actual 1998-99	Actual 1999-00	Planned Revenues 2000-01	Total Authorities 2000-01¹	Actual 2000-01
Economic and Social Statistics	1.0	1.1	2.5	2.5	2.5
Census of Population Statistics	0.0	0.0	0.0	0.0	0.0
Total Non-Respendable Revenues*	1.0	1.1	2.5	2.5	2.5

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

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

Financial Table 12: Transfer Payments

Transfer Payments by Business Line (\$ millions)

Business Lines	Actual 1998-99	Actual 1999-00	Planned Spending 2000-01	Total Authorities 2000-01¹	Actual 2000-01
GRANTS					
Economic and Social Statistics	0.0	0.0	0.0	0.0	0.0
Census of Population Statistics	0.0	0.0	0.0	0.0	0.0
Total Grants	0.0	0.0	0.0	0.0	0.0
CONTRIBUTIONS					
Economic and Social Statistics	0.5	0.6	0.0	0.6	0.6
Census of Population Statistics	0.0	0.0	0.0	0.0	0.0
Total Contributions	0.5	0.6	0.0	0.6	0.6
Total Transfer Payments	0.5	0.6	0.0	0.6	0.6

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

SECTION IV: DEPARTMENTAL OVERVIEW

Mandate

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

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

Mission Statement

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

Organization and Business Line Matrix

The Minister of Industry is responsible for Statistics Canada. The Agency is headed by the Chief Statistician of Canada, supported by, seven Assistant Chief Statisticians (ACS); four are responsible for statistical programs and three for technical support and management services. The following table displays the relationships between the two principal Business Lines of Statistics Canada's Program and the Agency's organizational structure. It also details the 2000-01 resources by organization and business line.

Table 13: 2000–01 Resources by Organization and Business Line

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

Business Lines	ACS Social, Institutions and Labour Statistics	ACS Business and Trade Statistics	ACS National Accounts and Analytical Studies	ACS Analysis and Development	ACS Communications and Operations	ACS Informatics and Methodology	ACS Management Services	Sub-Totals	Vote Netted Revenues	Totals	Percentage of TOTAL
Economic and Social Statistics	48.7 37.8 35.2	73.5 77.8 75.4	26.6 26.7 27.1	10.9 <i>11.6</i> 11.1	73.2 89.2 88.2	52.4 <i>65.5</i> 63.3	103.0 <i>108.7</i> 97.2	388.3 <i>417.3</i> 397.5	75.6 <i>75.6</i> 68.7	312.7 <i>341.7</i> 328.8	72% 73% 73%
Census of Population Statistics	46.2 <i>49.1</i> 48.5	--- --- 0.0	--- --- 0.0	0 <i>0</i> 0	59.6 <i>56.8</i> 56.4	25.9 <i>26.4</i> 25.3	2.5 <i>3.5</i> 1.8	134.2 <i>135.8</i> 132.0	12.3 <i>12.3</i> 10.8	121.9 <i>123.5</i> 121.2	28% 27% 27%
Total Program	94.9 <i>86.9</i> 83.7	73.5 <i>77.8</i> 75.4	26.6 <i>26.7</i> 27.1	10.9 <i>11.6</i> 11.1	132.8 <i>146.0</i> 144.6	78.3 <i>91.9</i> 88.6	105.5 <i>112.2</i> 99.0	522.5 <i>553.1</i> 529.5	87.9 <i>87.9</i> 79.5	434.6 <i>465.2</i> 450.0	100% 100% 100%

Note: Regular numbers denote Main Estimate Levels, numbers in italic represent Total Authority and bold numbers denote Actual Expenditures/Revenues in 2000–01

Business Line Descriptions

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

1. Economic and Social Statistics Business Line

Description

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

1. *Economic Statistics*

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

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

2. *Social Statistics*

This service line provides information on the economic and social characteristics of individuals, families and households in Canada, and on the major factors which can contribute to their well-being. It includes measures of household income and expenditure; of employment, unemployment, and their associated costs and benefits, labour income and factors affecting labour supply; and information on topics of specific social policy concern.

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

Economic and Social Statistics – 2000–01

(\$ millions)

Planned Spending	\$312.7
<i>Total Authorities</i>	<i>\$341.7</i>
Actuals	\$328.8

Explanation of Variance between 2000–01 Planned Spending and Total Authorities.

The 2000–01 Total Authorities is 29.0 million or 9% higher than Planned Spending.

Additional resources were received through Supplementary Estimates to provide for the GAPS II Program and from Treasury Board Vote 15 for Collective Bargaining Compensation. In addition, there was an increase in the charges for Employee Benefit Plan Contributions.

2. Census of Population Statistics Business Line

Description

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

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

Census of Population Statistics – 2000–01

(\$ millions)

Planned Spending	\$121.9
<i>Total Authorities</i>	<i>\$123.5</i>
Actuals	\$121.2

Explanation of Variance between 2000–01 Planned Spending and Total Authorities.

The 2000–01 Total Authorities is 1.6 million or 1% higher than Planned Spending.

Additional resources were received through Treasury Board Vote 15 for Collective Bargaining Compensation. In addition, there was an increase in the charges for Employee Benefit Plan Contributions.

SECTION V: OTHER INFORMATION

A. *Contacts for further information*

Atlantic Region

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

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

Advisory Services
Statistics Canada
Pacific Plaza, Suite 900
10909 Jasper Avenue, N.W.
EDMONTON, Alberta
T5J 4J3
Local calls: (780) 495-3027
Fax: (780) 495-5318

Quebec Region

Serving Quebec and Nunavut

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

Pacific Region

Serving British Columbia and the Yukon Territory.

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

Ontario

Advisory Services
Statistics Canada
Arthur Meighen Building, 10th Floor
25 St. Clair Avenue East
TORONTO, Ontario
M4T 1M4
Local calls: (416) 973-6586
Fax: (416) 973-7475

National Capital Region

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

Toll-free national enquiries line: 1-800-263-1136

*Telecommunications device for the
hearing impaired: 1-800-363-7629*

Toll-free national order-only line: 1-800-267-6677

Prairie Region

Serving Manitoba, Saskatchewan,
Alberta and the Northwest Territories.

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

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

B. Legislated Requirements

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

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

C. Pre-established Release Dates for Major Surveys

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

Table 14: Major Subject Areas, Selected Outputs, Level of Service

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

In 2000–01, all of the above surveys, but two met their pre-established release dates. Due to an error in the calculation of the number of beneficiaries, the data for the Employment Insurance Survey were released one week later than initially announced. The data for Travel between Canada and other countries were also published one week later due to unforeseen operational problems.

D. Data Gaps II Initiatives

◆ *The Knowledge-based Economy*

- Workplace and Employee Survey

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

- Citizen Access to Technology Project,

The objective of this project is to measure the extent to which Canadians have access to information technologies, how often they are used, and the purpose of their use.

- Index of Total Labour Compensation,

The purpose of the project is to develop a new labour cost index to assist policy makers in their assessment of current developments on labour markets – an essential ingredient in implementing stabilization policy.

◆ *Economic Growth*

- An Information System for Science and Technology

The development of an information system for science and technology is intended to provide information, in an integrated manner, on three aspects of science and technology in Canada: the basic performance of science and technology, including research, development, and innovation, in all sectors of the economy; the economic and social impacts of technological innovation; and the diffusion of technologies and ideas in a knowledge-based economy.

- Socio-Economic Indicators of “Connectedness”

This project will provide information on how “connected” Canada is and what factors influence Canada’s ability to achieve its objective to make the knowledge infrastructure accessible to all Canadians, and will serve to determine the use or planned use of information and communication technologies by households and other sectors of the economy.

- Environment Statistics

A system of environmental and resource accounts was added to the current System of National Accounts to permit the analysis of the impact of the economy on the environment and vice versa. A set of 10 indicators include the evolution of Canada’s natural wealth, the extent of the nation’s natural resource base and the degree to which this base is exploited, the use of resources and the generation of greenhouse gas emissions per unit of household purchases and environmental protection expenditures by businesses and governments.

- Expanding Canada's Indicators of Sustainability – Monitoring Natural Capital

The key to understanding environmental pressures is to develop an integrated approach to environmental, economic and social policy. Comprehensive measures of wealth which include natural capital, provide indicators of sustainability by showing whether the value of capital, either natural capital alone, or natural and produced capital together, is being maintained and will serve to achieve the integration between environment, economy and society by broadening the coverage of the satellite accounts.

- Statistics on Recycling of Natural Resource Commodities

This project will establish a supply-side measure of the waste materials collected for recycling in Canada. This new measure will complement the demand-side surveys currently conducted by Natural Resources Canada. Initially focusing on metals, Statistics Canada will profile the enterprises active in the industry and develop and test a data collection method.

- The Horizontal Impacts of the Natural Resource Sector in Canada

A two-pronged initiative will be undertaken to measure the overall impact of the natural resource industries on the Canadian and global economies and to develop a framework within which the effects of innovation and improved productivity in the natural resource industries, together with the impact of environmental production measures can be measured.

◆ ***Social Cohesion***

- Reorientation of the General Social Survey (GSS)

The GSS will be redesigned and expanded to provide data to support research initiatives particularly in the areas of social cohesion and human development. In the year 2000, a survey on Citizen Access to Information Technology was conducted which provided a linkage to Knowledge-Based Economy and Society information. Preliminary plans also call for surveys on Families, Social Support and Caregiving and issues related to Ageing, Volunteering, Giving and Participation and Time Use in each of the subsequent 3 years.

- Longitudinal Survey of Immigrants

This project is designed to study the process by which new immigrants adapt to or integrate into Canadian society, including the timing of stages in the integration process, the factors that influence integration and the impacts of various services and policies on integration. The results of this survey will guide the determination of which services are most effective in helping newcomers settle into Canadian society and will provide information on how new immigrants use the resources available to them.

- Hate Crime and Other Diversity Issues in the Justice System

Hate-motivated crime and perceived inequality of treatment of different groups by the justice system can drive the polarization of society along racial or ethnic lines. This project will provide information to support the development of effective policy in response to the social and economic impacts of hate-motivated activity.

- Feasibility Study for a Survey of Agriculture Activities on Reserves

The purpose of the feasibility study is to develop a conceptual framework for the gathering of information on agricultural activities and on self-sufficiency of Aboriginal peoples from agricultural activities on reserves.

- Canadian Segment of the World Values Surveys 1999

This project aims to improve the understanding of value change by supporting Canadian participation in the next round of the World Values Surveys. The World Values Surveys are the most powerful tool available for tracking and understanding the value shifts that are profoundly re-shaping the family, the economy, institutions, and society at large. The objective is to gather basic data to determine the trajectories and dynamics of these value changes so that policy direction and acceptable options can be more clearly understood.

◆ ***Human Development***

- Post-Secondary Transition Surveys

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

- "Life Skills" Survey

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

- Changing Life Paths and Time Allocation

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

- Survey on Ageing and Independence

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

- Survey of Financial Security

The Survey of Financial Security will provide information on the net worth of Canadians, that is, the value of our assets less our debts. The objective is to provide information on the long-term ability of Canadians to sustain themselves.

- ◆ ***Global Challenges and Opportunities***

- International Merchandise Trade Data Reconciliation and Improvement

Two factors, in the development of Canada's trade policy, that require a better understanding are reconciliations with major trading partners and the characteristics of our exporting community. Mutually agreed trade data are a prerequisite for trade negotiations. This project will consist of reconciling, with Canada's major trading partners, the bilateral trade flows on an annual basis. In addition, a population of exporters will be developed and maintained over time. This will allow an analysis of our exporters: who they are, what do they export and where to. Such information is a key component in order to monitor and focus trade promotion activities.

- Culture Trade and Investment Project (CTI)

This project is to develop data series on Canadian cultural goods and services imports and exports, and Canada's international cultural investment flows. Its aims is to collect and release data on the export and import of cultural services, including royalty receipts and payments, the ongoing tracking of international cultural investment flows over a multi-year period, and the collection and release of cultural trade and investment data for four years.

- Education and Training Services (ETS)

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

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