



Key Responsibility Area 1

Provision of timely, professional, impartial, accurate information and advice to Members

Information

The various branches of the LAO worked together to provide information sessions to constituency office staff. This year, the spring session was held in Red Deer and topics such as interpersonal communications, records management, computer training and Workers Compensation Board Services were covered. The fall session, held in Edmonton, highlighted issues dealing with Library services, Legislature programs, searching *Hansard*, effective communications, House services and security.

In another joint effort, the Information Technology Management Committee, which consists of LAO management and caucus directors, began quarterly meetings to keep everyone up to date and establish information technology priorities.

The *National Post* was added to the Alberta Daily News (ADN) Service and *Ottawa Scan* was added to the Legislative Alert Services. As well, at the Annual Spring Tea, Speaker Kowalski announced on behalf of Library Services the addition of Canada Channel, *Canadian Almanac and Directory* and the *Oxford English Dictionary* to the online resources. Library Services also produced bibliographies covering current topics such as mad cow disease (BSE), freedom of information and privacy and public-private partnerships. An inventory of the weekly newspapers from Barrhead, Bruderheim, Cereal, Delia, Glendon, Manning, Mundare and Smoky River is complete, and the papers are now being microfilmed.

House and Committee Services (HCS) updated and circulated the *Practical Guide to Committees* to committee chairs and deputy chairs. As well, the Standing Orders of the Assembly and Members' Services Committee Orders were amended.

Advice

Parliamentary Counsel provided legal counsel and procedural advice to the Speaker, other presiding officers, Members and committees of the Assembly. As well, in cooperation with the Clerk Assistant and the Procedural Clerk, they reviewed amendments, Private Members' motions, motions for returns, written questions and petitions.

Security counsel to constituency offices, both over the phone and in person, was provided by Visitor, Ceremonial and Security Services (VCSS).

Human Resource Services (HRS) provided advice and assistance to Members in all aspects of HR functions including working closely with Members and Managers to assess performance issues and identify options and methods for problem resolution.

Key Responsibility Area 2

Provision of services, equipment, supplies and facilities on a timely basis

General Services

The fixed asset listings were consolidated by Information Systems Services (ISS). In addition, bar codes were introduced to identify components and facilitate accurate tracking.

During the 'Choice Point' in July 2003 HRS administered upgrades to the flexible benefit plans for Members and staff participating in the Members' Choice and First Choice plans. In addition, HRS partnered with Alberta Blue Cross to develop a brochure outlining Member coverage for dental and health benefits.

Recruitment and retention of an effective workforce remained a high priority. HRS staff screened over 940 resumé and interviewed 177 applicants for 29 competitions for salaried and sessional positions.

The Communications unit within the Clerk's Office performed a communications audit, which included both group meetings and individual interviews with management. Based on the information gathered during the audit, a broad-based communications plan was created to provide direction for the unit in meeting LAO needs. Several tracking systems for printing, advertising and budgeting were developed along with a project list and an action plan template to assist with project planning. The communications unit completed 175 projects during the course of 2003. Most of those projects involved assisting the branches of the LAO with promoting services, programs and events.

Parliamentary Counsel monitored legal actions affecting the Legislative Assembly and defended the interests of the Assembly as required. As well, they provided legal services to the Chief Electoral Officer, drafted 18 Private Members' Public Bills and reviewed an array of contracts and agreements dealing with licensing, leasing, employment and fee for service.

House and Committee Services (HCS) provided procedural research and support to the House and other Table Officers

as well as Assembly Standing Committees, the Special Standing Committee and the Ethics Commissioner and Ombudsman Select Special Search Committee. Budget requirement preparation and committee expenditure reconciliation were also handled by HCS along with the production of the Order Paper and Votes and Proceedings, *Journals* and maintenance of House and committee records for historical purposes. Also under the purview of HCS was the timely preparation of scripts for daily session and ceremonies.

Online Services

In collaboration with ISS, HRS initiated a review of online pension reporting processes to facilitate the move from manual to online submission of pension-related documents and premiums.

The Alberta Electronic Government Document Archive has been expanded to include 1,069 titles. This archive is accessible through the Library Services' online catalogue, which was also upgraded in 2003. At the fall information session, Library Services officially launched its Scrapbook *Hansard* online. The digitized newspaper articles provide accounts of the proceedings during Alberta's first Legislature. Plans to complete the digitization for the second through fifth Legislatures by 2005 are in place.

Online congratulatory scroll request services have been enhanced to allow the ordering of all provincial scrolls with the click of a mouse. This service was a joint venture between Public Information Branch (PIB) and ISS and will be available for use in January 2004.

The reservation system for the Chamber has been automated to allow Legislative Assembly Security Services access to all reservation lists compiled through Visitor Services and calculate seating availability in the Public Galleries instantly. This initiative by VCSS and ISS will also allow for more accurate and timely statistics.

Online ordering of stationery and an online personal expense claim form were set up by Financial Management and Administrative Services (FMAS). As well, online claim forms for MLA temporary residence allowances, MLA transportation allowances and the online supplies ordering system were updated.

Redesign of the Assembly documents and records pages to facilitate easier navigation was made possible due to the collaboration of HCS, PIB and ISS. As well, the ISYS help pages were reformatted to make searching easier. All *Hansard* documents for 2003 are now available in PDF format online.

Systems and Equipment

The audio system was upgraded by ISS to allow for digital recording of Chamber audio. This will increase the accuracy and efficiency of House records by making audio cassettes, used by PIB to produce *Hansard*, unnecessary. Also, the introduction of video streaming of Oral Question Period allows the public to now view the proceedings online.

The Point of Sale (POS) System in the Legislative Assembly Gift Shop was enhanced and the migration of telephone lines, equipment, services and billing from Telus to Bell was successfully completed by FMAS.

HCS began updating the data bank of decisions by the Special Standing Committee on Members' Services, and Financial Management and Administrative Services (FMAS) updated and enhanced the database for and reporting of MLA fuel purchases and kilometres claimed.

Facilities

VCSS provided Member and spectator security in the galleries during session and site preparations for events held in and around the Legislature, pedway and Interpretive Centre.

Key Responsibility Area 3

Provision of an effective workplace to support Members

Policy

In order to foster the continued cooperation of branches and support an atmosphere of teamwork, in 2003 several multi-branch committees were struck. These committees were created to resolve issues relating to the vision and mission of the organization, security screening and uniform policies.

New job descriptions reflecting the LAO's emphasis on measuring performance were developed by HRS. Health and safety were priorities. HRS coordinated a flu shot program and handwashing campaign. As well safety by prevention was supported through the ergonomic program. Library Services worked with HRS to plan for improved ergonomic workstations for library staff in the Legislature Building.

VCSS continued involvement on the Security Coordination Committee to discuss and coordinate security issues related



to the Legislature Building and surrounding areas. This committee is a joint effort of the LAO, the Alberta Solicitor General and Alberta Infrastructure.

Skill Development

Support for skill development and learning continued with over 40 staff attending various courses and seminars offered through HRS. In addition, 70 employees received first aid training.

Community Initiatives

The LAO supported Alberta's beef industry by providing employees access to the Great Canadian Cattle Drive, in which HRS organized advance payment for the purchase of beef products.

The Legislative Assembly Office was proud to again participate in activities to support the community through the United Way. In 2003, several exciting and creative ideas were initiated to raise money, but one idea—a swimsuit calendar project—stands out. In this initiative staff members from both the LAO and constituency offices, as well as Members of the Assembly, dressed up in period bathing costumes and posed against the majestic backdrop of the Legislature grounds. This initiative earned a nomination for a United Way Spirit award.

Approximately 20 staff members from various branches of the LAO participated in the CIBC Run for the Cure. The "Dometrotters" ran or walked to raise money for breast cancer research.

Key Responsibility Area 4

Provision of support to maintain and develop the parliamentary system in Alberta

Events

Various branches of the LAO worked together to plan, organize, promote and execute several events held on the grounds, within the pedway and also in the Chamber of the Legislature Building. In addition, two new exhibits were displayed in the Interpretive Centre to portray the history behind the roles of the Speaker of the Assembly and the Lieutenant Governor.

Outreach

HCS and HRS conducted final interviews on behalf of the House of Commons Page Program. Our own Page Program attracted 22 applicants to fill seven positions. The Page Program provides high school students with opportunities for self development and promotes involvement by Alberta's youth in the parliamentary system.

All branches of the LAO as well as Members of the Assembly and their staff have taken active roles in supporting and participating in the School-at-the-Legislature program. In 2003, 673 students participated in the week-long program.

A new outreach program called MLA for a Day was developed in 2003 to provide high school students with insight into a typical day for an MLA. Highlights of the program include one-on-one time with their respective MLA, a mock debate, information sessions with representatives from each caucus, staff from the press gallery and the LAO, and observation of Oral Question Period.

Publications

Several documents were created in 2003 to educate the public and promote the parliamentary system in Alberta. Both the *English as a Second Language Field Trip Guide* and a comprehensive brochure entitled *Open for You to Discover*, produced to promote all LAO programs and services, were joint ventures between VCSS and the communications unit.

Parliamentary Counsel continued their participation as the Alberta correspondents for the *Canadian Parliamentary Review* and, in collaboration with HCS, the *Table Review*, and VCSS produced the Fifth annual Sergeant-at-Arms newsletter to be distributed throughout Canada and the Commonwealth.

Associations

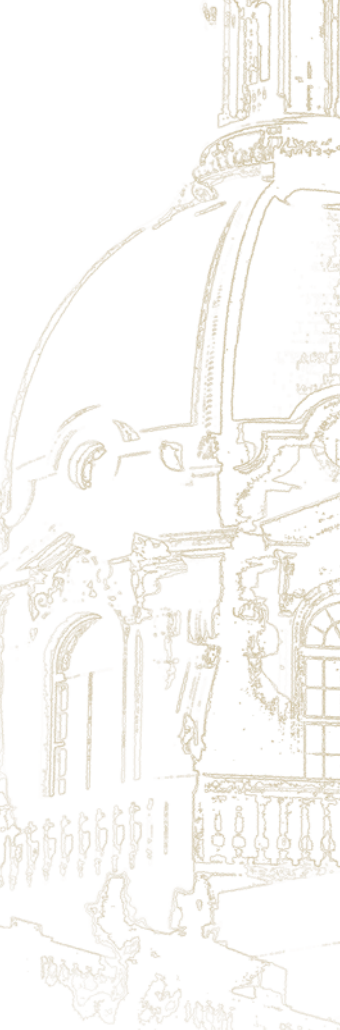
The LAO is actively involved in national and international associations that not only support and maintain the parliamentary system in Alberta but also provide the opportunity for skill development and contact with peers.

Library Services began planning to host the 2004 Association of Parliamentary Librarians in Canada (APLIC) Conference to be held, for the first time in over 20 years, in Alberta next year. As well, PIB has received acceptance of their invitation to the Hansard Association of Canada and the Commonwealth Hansard Editors Association to hold their combined conference in Edmonton in 2005.

House and Committee Services Comparative Statistics

	2003 Third Session 25th Legislature	2002 Second Session 25th Legislature	2001 First Session 25th Legislature
Day Sittings (Hours)			
Spring	46 (256)	37 (206)	25 (91)
Fall	10 (65)	10 (50)	11 (41)
Evening Sittings (Hours)			
Spring	31 (87)	26 (67)	17 (61)
Fall	8 (25)	6 (14)	8 (13)
Government Bills			
Introduced	57	39	31
Received Royal Assent	55	37	31
Private Bills			
Introduced	2	1	4
Received Royal Assent	2	1	4
Private Members' Public Bills			
Introduced	18	16	16
Received Royal Assent	5	4	3
Government Motions			
Debated	28	34	22
Agreed to	24	31	21
Withdrawn	0	0	0
Private Members' Motions			
Placed on Order Paper	64	54	52
Accepted	9	6	6
Rejected	2	4	2
Withdrawn	1	0	0
Written Questions			
Placed on Order Paper	32	9	7
Accepted	14	6	2
Rejected	1	3	4
Withdrawn	0	0	0
Motions for Returns			
Placed on Order Paper	35	9	18
Accepted	7	5	2
Rejected	7	4	15
Withdrawn	0	0	0





House and Committee Services Comparative Statistics (continued)

	2003 <i>Third Session 25th Legislature</i>	2002 <i>Second Session 25th Legislature</i>	2001 <i>First Session 25th Legislature</i>
<i>Committee of Supply (Days)</i>			
<i>Main Estimates</i>	15	16	15
<i>Lottery Fund</i>	N/A	N/A	1
<i>Supplementary</i>	2	2	2
<i>Tablings</i>	919	755	613
<i>Petitions (Excluding Private Bills)</i>			
<i>Presented</i>	67	62	42
<i>Read and Received</i>	N/A	N/A	23
<i>Recognitions</i>	187	154	110
<i>Members' Statements</i>	119	100	71
<i>Ministerial Statements</i>	12	13	5
<i>Pages Published</i>			
<i>Journals</i>	664	540	473
<i>Votes and Proceedings</i>	422	354	312
<i>Order Paper</i>	465	352	411

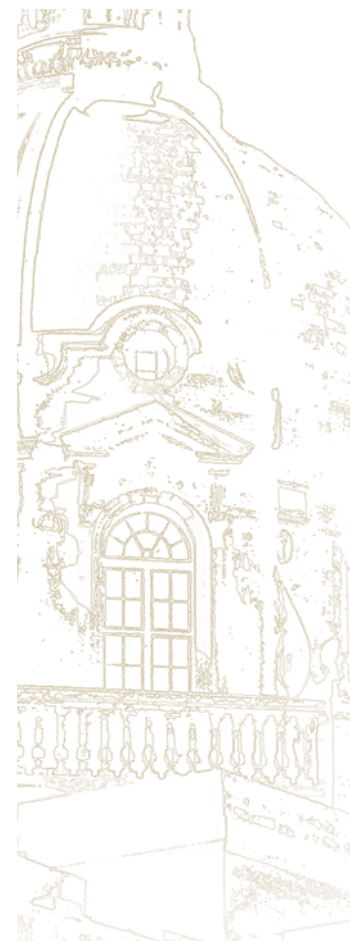
Information Systems Services Comparative Statistics

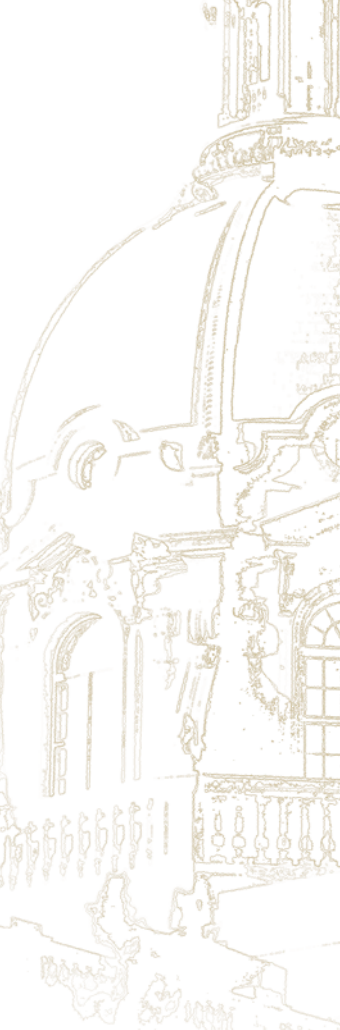
	2003	2002	2001	2000
<i>Equipment In Place</i>				
<i>Constituency Work Stations</i>	140	138	109	106
<i>Constituency Printers</i>	135	132	120	124
<i>LAN Work Stations</i>	195	229	188	173
<i>LAN Laser Printers</i>	50	50	45	45
<i>Printers (Not Networked)</i>	105	101	n/a	n/a
<i>Servers</i>	19	17	16	18
<i>Scanners</i>	42	41	22	18
<i>Laptop Computers</i>	170	158	143	98
<i>Equipment Replaced</i>				
<i>Obsolete Work Stations</i>	86	81	190	45
<i>Obsolete Laser Printers</i>	20	19	20	16
<i>Obsolete Laptop Computers</i>	31	9	30	0
<i>Training</i>				
<i>Training Days⁽¹⁾</i>	84	75	118	34
<i>Regular Training</i>	11	57	n/a	n/a
<i>ISS Staff Technical Training</i>	23	18	n/a	n/a
<i>Help Desk Calls</i>				
<i>Help Calls Logged</i>	1,975	1,857	1,610	1,500

⁽¹⁾ Regular vs. technical training statistics only available since 2002.

House and Committee Services Comparative Statistics (continued)

<i>Committee Name</i>	<i>Number of Meetings</i>
<i>Standing Committee on the Alberta Heritage Savings Trust Fund</i>	4
<i>Standing Committee on Legislative Offices</i>	4
<i>Special Standing Committee on Members' Services</i>	2
<i>Standing Committee on Private Bills</i>	2
<i>Standing Committee on Public Accounts</i>	14
<i>Select Special Ethics Commissioner and Ombudsman Search Committee</i>	10





Financial Management and Administrative Services Comparative Statistics

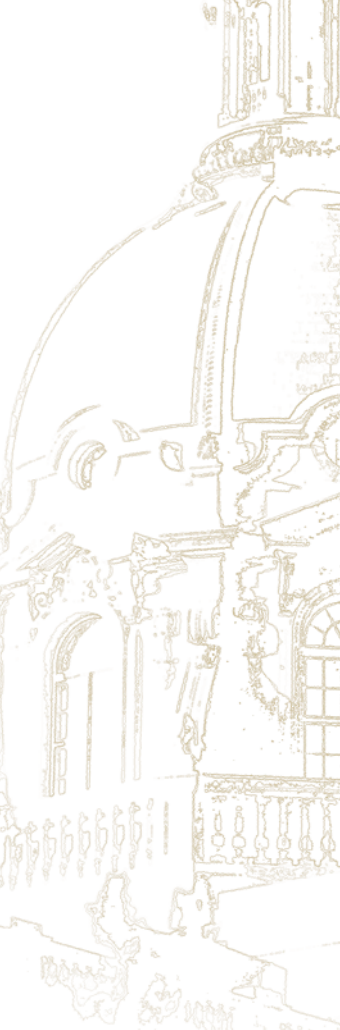
	2003	2002	2001
<i>Administrative:</i>			
Constituency Offices, Moved	1	3	20
Constituency Offices, New	0	0	0
Constituency Offices, Closed	1	0	0
Leases Processed (New or Renewals)	11	18	46
Telecommunications Services Installed or Moved	5	30	71
Telecommunications Services Requests	150	219	406
Direct Purchase Orders Issued	90	115	120
MLA Purchase Orders Processed	5,530	5,600	5,400
Other Requests Processed	3,344	3,016	2,670
Special Requests Processed	265	280	320
Supplies Orders Processed			
Online Ordering System	754	679	n/a
Manual	253	229	n/a
<i>Financial*:</i>			
Invoices Coded and Data Entered	17,676	16,003	18,142
Payments Issued	10,985	10,504	10,834

* Note: Financial statistics are now based on the fiscal year. 2003 represents April 1, 2002, to March 31, 2003.

Visitor, Ceremonial and Security Services Comparative Statistics

	2003	2002	2001
<i>Visitors to Legislature and Interpretive Centre</i>			
Visitors on Tour	41,700	38,936	41,273
Special Events	54,457	65,602	50,573
Casual	32,035	30,022	32,496
Total Visitors	137,896	143,963	130,772
<i>Tours and Programs</i>			
Regular Tours	2765	2,623	2,846
VIP Tours	20	18	10
Educational Programs	476	344	492
Public Service Orientation Tours	41	40	2
<i>Gallery Seats Reserved</i>	8,505	6,674	5,572
<i>Volunteer Hours</i>	N/A	84	273
<i>Gift Shop Sales</i>	\$89,865	\$99,473	\$97,015
<i>MLA Sales</i>	\$245,408	\$251,757	\$220,466





Library Services Comparative Statistics

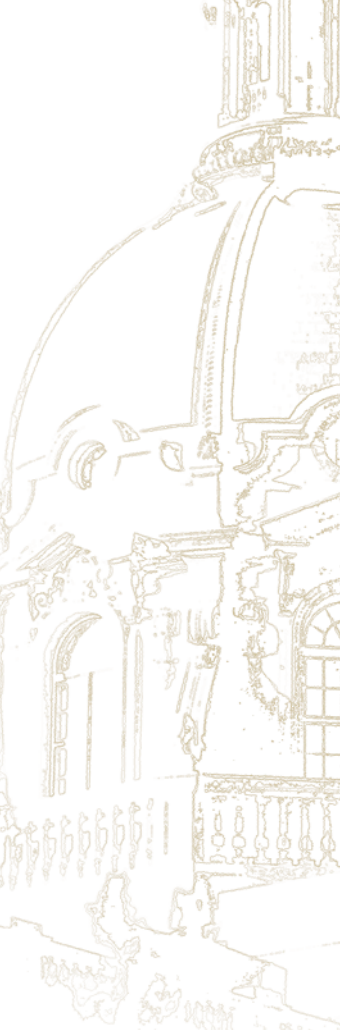
	2003	2002	2001
Total Number of Volumes in the Collection	381,616	358,273	334,407
Items Borrowed for use Outside the Library	5,025	4,484	4,567
Items Used On-site	7,848	6,021	3,472
Number of Sessional Papers Added to the Collection	919	755	613
Number of Requests Requiring Less than 15 Minutes to Complete	3,228	3,490	4,284
Number of Requests Requiring 15 Minutes to One Hour to Complete	801	834	663
Number of Requests Requiring More Than One Hour to Complete	247	151	102
MLA/LAO Usage of the Library's Internet Site	22,885	19,974	12,457
Number of Times the Online Catalogue was Accessed Remotely	184,330*	144,568*	8,019
Number of Inter-library Loan Requests from Members and Staff	376	123	275

*The 2002 and 2003 figures include the number of searches of the Legislature Library's holdings accessed through The Alberta Library catalogue.

Public Information Branch Comparative Statistics

	2003	2002
Public Information and Subscriptions		
Public Information Calls	6,585	6,559
Congratulatory Scrolls	2,388	2,586
Paid Subscriptions		
Daily Hansard	95	118
Hansard Bound Volumes	31	33
Bills, Votes	240	245
Journals	240	245
Complimentary Issues		
Daily Hansard	330	335
Hansard Bound Volumes	104	101
Bills, Votes	425	425
Order Paper	371	379
Hansard Index and Online Inquiries	41	39
Web site Inquiries	87	51
Hansard Statistics		
Hansard Pages	2,104	1,724
Standing and Special Committees		
Meetings Reported	28	37
Meeting Hours	35	79
Transcript Pages	278	626
Electoral Boundaries Commission		
Meetings Reported	-	19
Meeting Hours	-	57
Transcript Pages	-	408
Total Hansard and Committee Transcript Pages	2,382	2,758
Miscellaneous		
Speaker Interviews (Library Project)		
Interviews Reported	19	
Interview Hours	6	
Transcript Pages	47	
Speech Reprints Issued	236	145
Users of Hansard Display in Interpretive Centre		
Number of Quizzes Taken	828	665
Number of Transcriptions Done	940	650





Estimates Chart

	2002–2003	2001–2002
Human Resource Expenses		
Earnings*	\$7,655,000	\$7,463,500
Employer Contributions	1,451,000	1,278,700
Allowances and Supplementary Benefits	204,500	187,500
Subtotal	9,310,500	8,929,700
Operational Expenses		
Travel	2,039,500	1,970,000
Advertising	137,000	176,000
Insurance	151,500	147,500
Postage and Freight	159,600	153,600
Office Equipment Rental/Purchase	961,000	929,100
Telecommunications	812,800	802,600
Equipment Repairs and Maintenance	75,000	71,000
Other Labour and Services	970,000	1,364,000
Data Processing Equipment and Services	822,000	804,000
Hosting	151,000	142,000
Other Administration/Supplies	1,149,100	841,500
Rentals	4,000	4,000
Subtotal	7,432,500	7,405,300
Grants	3,000	3,000
Payments to Members of the Legislative Assembly	8,889,000	8,661,000
Members' Services Allowances		
Constituency Office Allowances	4,300,000	4,206,000
Communication Allowances	1,218,000	1,192,000
Promotion Allowances	336,000	\$333,000
Subtotal	5,854,000	5,731,000
Revenues		
Fees and Permits	1,000	1,000
Other Revenue	448,000	169,000
Subtotal	(449,000)	(170,000)
Fiscal Pressure Contingency	607,000	0
Election Contingency	0	0
Transition Allowance	4,200,000	4,200,000
Subtotal	4,807,000	4,200,000
Total	\$35,847,000	\$34,760,000

* Previously broken out into management and non-management; no longer presented in that manner in the LAO Estimates materials.

Former Members

Archibald D. (Dick) Johnston

March 5, 1940 – June 25, 2003

Mr. Johnston was first elected to the Legislative Assembly in March 1975 and served the constituency of Lethbridge-East for the Progressive Conservative Party.

During his service, Mr. Johnston served under the following portfolios: Minister of Municipal Affairs, Minister of Federal and Intergovernmental Affairs, Minister of Advanced Education, Provincial Treasurer and Minister Responsible for Financial Institutions, including trust companies, credit unions and insurance companies. Mr. Johnston also served on the Select Standing Committees on Privileges and Elections, Standing Orders and Printing, Public Affairs and Public Accounts.

Gordon Taylor

July 20, 1910 – July 26, 2003

Originally under the Social Credit Party platform, on March 21, 1940, Mr. Taylor was elected to represent the Drumheller constituency. In 1975, he was re-elected in the same riding as an Independent in support of Peter Lougheed. He was the minister responsible for the following portfolios: Railways and Telephones, Highways and Transport, and Youth.

Mr. Taylor served on the Select Standing Committees on Agriculture, Colonization, Immigration and Education; Law and Regulations; Municipal Law; Private Bills; Privileges and Elections, Standing Orders and Printing; Public Accounts; Public Affairs; Railways, Telephones and Irrigation; and the Alberta Heritage Savings Trust Fund Act.

He also served on the Special Committees of Automobile Insurance, Redistribution Procedure and Workers' Compensation.

Mr. Taylor was a Member of Parliament for Bow River from 1979 to 1984.

Lewis Mitchell (Mickey) Clark

November 26, 1923 – September 10, 2003

Mr. Clark was first elected as a Member for the Progressive Conservative Party in the constituency of Drumheller on March 14, 1979, and served until 1986.

He served on the Select Standing Committees on Law and Regulations, Private Bills, Public Accounts and Public Affairs.

Richard Herbert (Herb) Jamieson

April 19, 1912 – September 15, 2003

Mr. Jamieson was elected June 18, 1959, and served until May 9, 1963. During his years of service, he represented the constituency of Jasper West for the Social Credit Party.

He served on the Select Standing Committees on Agriculture, Colonization, Immigration and Education; Municipal Law; Privileges and Elections, Standing Orders and Printing; and Railways, Telephones and Irrigation.

John McInnis

October 19, 1950 – November 26, 2003

Mr. McInnis was first elected to the Alberta Legislature in the general election of March 20, 1989, representing the New Democrat Party of the constituency of Edmonton Jasper Place.

During his service, Mr. McInnis served on the Select Standing Committees on Members' Services; Public Affairs; and the Special Committee on Constitutional Reform.

His Excellency Ki Ho Chang, Ambassador of the Republic of Korea, and associates visit Speaker Kowalski.

