



VITAL STATISTICS AGENCY  
A SPECIAL OPERATING AGENCY

ANNUAL REPORT  
2007-2008

**Manitoba** 



**MINISTER OF  
FINANCE**

Legislative Building  
Winnipeg, Manitoba, CANADA  
R3C 0V8

His Honour the Honourable John Harvard, P.C., O.M.  
Lieutenant Governor of Manitoba  
Room 235, Legislative Building  
Winnipeg, MB R3C 0V8

May It Please Your Honour:

I have the privilege of presenting for the information of Your Honour, the Fourteenth Annual Report of the Vital Statistics Agency for the fiscal year ended March 31, 2008.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Greg Selinger".

Honourable Greg Selinger  
Minister  
Finance







**Deputy Minister of  
Finance**

Room 109  
Legislative Building  
Winnipeg, Manitoba, CANADA  
R3C 0V8  
(204) 945-3754  
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Honourable Greg Selinger  
Minister of Finance  
Room 103, Legislative Building  
Winnipeg, MB R3C 0V8

Dear Mr. Selinger:

I have the honour to submit for your consideration the Fourteenth Annual Report of the Vital Statistics Agency for the fiscal year ended March 31, 2008.

In response to national and international security concerns, the Vital Statistics Agency has had significant increases in demand for identity products. It has been a challenge to produce those birth certificates in a timely fashion, but the Agency has made progress in reducing turnaround time and increasing efficiency. I look forward to reading of these increased efficiencies in next year's report.

The Agency will also be challenged as it begins new partnerships with organizations to ensure that identity information is protected and secure.

I would like to thank the staff for their efforts in making the Agency more efficient and more customer-focused and the members of the Advisory Board for their time and expertise in guiding the Agency as it plans for its future.

Respectfully submitted,

Diane Gray  
Deputy Minister  
Manitoba Finance







# Vital Statistics Agency

254 Portage Avenue (204) 945-3701  
Winnipeg, MB R3C 0B6 vitalstats@gov.mb.ca

Ms Diane Gray  
Deputy Minister, Finance  
Room 109 Legislative Building  
Winnipeg, MB R3C 0V8

Dear Ms Gray:

I am submitting the Fourteenth Annual Report of the Vital Statistics Agency for the year ended March 31, 2008. As the new Director and Chief Operating Officer of the Agency, I am excited about the many current and future projects that will help ensure the secure and sound functioning of the Agency.

The Agency is scanning birth registrations to enable computerized application processing and ensure our records are complete for other projects. As well, we are working with Manitoba Science, Technology, Energy, and Mines (STEM) to centralize our servers in a secure environment and establish a National Routing System network for data transfer.

The Agency plays an increasing role in our country's ongoing goal of achieving greater security for our citizens. As a result of extensive cooperation with other jurisdictions, Manitoba introduced new birth certificates in January 2008. The Agency is also working with other government agencies to develop the Enhanced Driver's Licence and Enhanced Identity Card, to be introduced later this year.

As Manitobans rely more and more on identity documents for border transit, the Agency had a backlog of over seven weeks, resulting in many complaints and demands for immediate certificates. To correct this backlog the Agency filled vacancies, worked overtime, and streamlined processes. Turnaround time has significantly improved, and staff and clients appear much happier.

In the fall Throne Speech, the government promised Manitobans that it would improve service by introducing online certificate applications and Social Insurance Numbers (SINs) synchronized with birth registrations. The Agency is planning this initiative with STEM and Manitoba Finance.

The successes of the Agency would not have been possible without the advice of the Board, the dedication and creativity of our staff, and the valuable governmental partnerships. I thank everyone for their contributions, especially all former employees, including Caroline Kaus, my predecessor.

Sincerely,

Susan Boulter





# ADVISORY BOARD MEMBERS

## Chairperson:

Ms. M. Alexandra Morton, Q.C.  
Assistant Deputy Minister, Finance  
Consumer and Corporate Affairs Division

## Members :

Ms. Debbie Besant  
A/Director of Integrated Service Delivery  
Family Services and Housing

Mr. Gino Braha  
G. Braha & Associates Ltd.

Mr. Wilf Falk  
Chief Statistician  
Manitoba Bureau of Statistics

Ms. Pam Lorentz  
Staff Representative  
Vital Statistics Agency, Finance  
Consumer and Corporate Affairs Division

Ms. Donna Roed  
Senior Business Analyst  
Manitoba Public Insurance

Ms. Susan Boulter  
Chief Operating Officer/Director  
Vital Statistics Agency, Finance  
Consumer and Corporate Affairs Division

Susan Boulter  
Chief Operating Officer/Director

Janet Usher  
Assistant Director  
Manager of System Design and Support

Ted Norrington  
Manager of Finance, Administration &  
Marketing

Ananh Khou  
Manager of Customer Services

Lucy Lutrzykowski  
Supervisor of Application Processing

Frances Beer  
Supervisor of Registration Information Systems

# AGENCY MANAGEMENT





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# AGENCY PROFILE

## **HISTORY AND FUNCTION**

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Vital Statistics began registering vital events in Manitoba in 1882. The Vital Statistics Agency is now a Special Operating Agency (SOA) that operates within the Consumer and Corporate Affairs Division of Manitoba Finance. The Agency has been an SOA since April 1, 1994, as defined under *The Special Operating Agencies Financing Authority Act*, and is responsible for administering and enforcing *The Vital Statistics Act*, *The Marriage Act*, *The Change of Name Act* and disinterment processing under *The Public Health Act*.

More than 4,500 Event Registrars representing hospitals, health facilities, personal care and nursing homes, funeral homes, members of the clergy, and marriage commissioners assist the Agency to register all vital events within the province by submitting data to the Agency, as required by legislation.

Approximately four million vital event records are preserved and safe-guarded by the Agency. Access to records is provided only in accordance with legislation that protects the privacy of Manitobans. As well as providing the source data for issuance of certificates, the event data collected in the Agency's registry system offers valuable statistical information.

## **ROLE IN THE CANADIAN SYSTEM OF VITAL STATISTICS**

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Manitoba's Vital Statistics Agency is a member of the Vital Statistics Council for Canada (Council). The Council provides a forum for developing a common approach to collecting vital statistics across the nation, sharing information with external parties, and facilitating problem-solving through shared experiences, research findings, and expertise among the jurisdictions.

Established in 1945, the Council is a partnership between all the registrars within the provincial/territorial jurisdictions who register all vital events in Canada and the federal officials responsible for the production and analysis of national statistics.

All provincial and territorial registrars provide vital statistics data to Statistics Canada for inclusion in a national database. All levels of government use the data to enhance effective and efficient public administration. The data collected makes it possible to generate statistical research, analysis, comparisons, and projections on mortality, fertility, nuptial arrangements, life expectancy, and population densities, as well as other demographic and geographic trends.

## ORGANIZATIONAL STRUCTURE

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Vital Statistics has a Management team consisting of:

- the Chief Operating Officer,
- the Assistant Director/Manager of System Design and Support,
- the Manager of Finance, Administration and Marketing,
- the Manager of Customer Service,
- the Manager of Registration Information Systems, and
- the Manager of Application Processing.

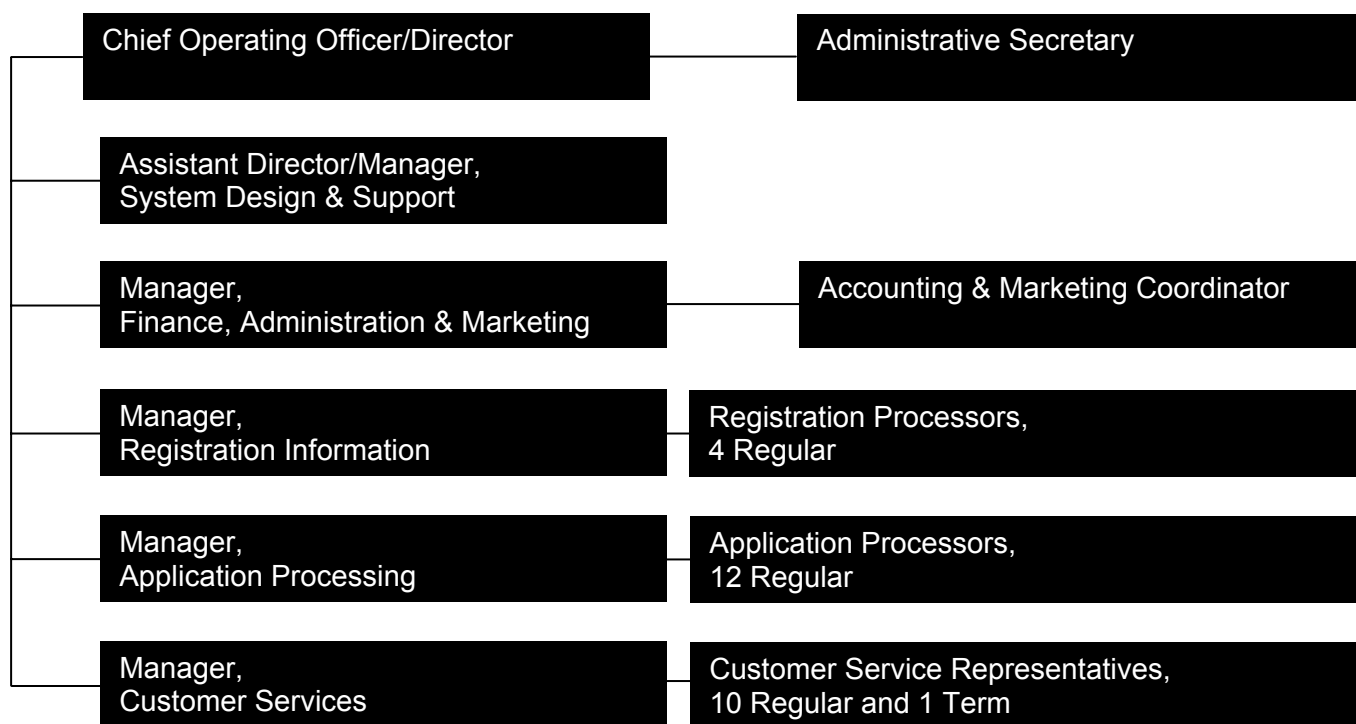
The Chief Operating Officer (also known as the Director for statutory purposes) reports to the Assistant Deputy Minister of Finance, Consumer and Corporate Affairs Division. The Agency currently has thirty-four regular and one term position. The Agency has authority to hire additional term staff when needed.

The Agency's Advisory Board comments and provides advice on structure, business practices, finances and performance through reviews of business plans, quarterly reports and annual reports. The Board is appointed by the Minister of Finance and chaired by the Assistant Deputy Minister of Finance, Consumer and Corporate Affairs Division.

The Agency has reviewed its staffing complement and is undertaking an organizational review to ensure it is properly staffed to meet operational needs and all upcoming major initiatives.

## ORGANIZATIONAL CHART

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## **VISION**

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The Agency's vision is to strive for excellence through responsive and innovative delivery of vital statistic services.

## **MISSION**

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The Agency's mission is to ensure accurate and timely registration of vital events for health planning and research, and to provide the public with courteous, timely, and cost-effective services relating to these events in a manner that effectively meets all legislative and statutory requirements.

## **MANDATE**

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To fulfill this mission, the Agency is mandated to maintain the provincial registry for births, marriages, deaths, and stillbirths; issue certificates and certified copies from vital event registrations; and provide statistical and other types of reports and services relating to *The Vital Statistics Act*.

The Agency registers clergy, appoints marriage commissioners as marriage ceremony officiants, registers marriage licence issuers, issues marriage licences, and recognizes religious denominations under *The Marriage Act*;

The Agency registers and conducts searches for legal changes of name in accordance with *The Change of Name Act*; processes applications for Orders Authorizing Disinterment pursuant to *The Public Health Act*; registers adoptions, re-registers births, and amends records pursuant to *The Adoption Act*; and amends parentage particulars of birth records pursuant to *The Family Maintenance Act*.

## **OUR PRODUCTS AND SERVICES**

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### **VITAL STATISTICS CUSTOMERS**

The general public is the largest consumer of the Agency's services. Statistics Canada is also a major data user of vital event information in both record copy and data file formats. Courts, financial and health institutions, police, and physicians request services, as do numerous government departments and agencies, and all vital statistics offices in other jurisdictions.

## **VITAL STATISTICS SERVICES**

The Agency maintains the database of all vital event records. The statistical information is available for use in research in a manner consistent with standards set out by legislation and the Health Statistics Division of Statistics Canada.

The Agency issues Certificates which include:

- one-size polymer certificates for births;
- small-size certificates for changes of name;
- large-size certificates for marriages, deaths, and changes of name;
- certificates or certified copies of birth, stillbirth, marriage, and death records which are required or may be necessary in courts and elsewhere to establish necessary facts in instances such as life insurance claims, child support, tracing ancestry, and settlement of pensions and estates, and
- commemorative birth and marriage certificates intended only for framing, not as official identity documents.

The Agency amends records for corrections, adoptions, and name changes; issues marriage licences and provides the administrative framework to appoint clergy and commissioners to perform marriages; issues burial and re-burial permits; obtains Orders Authorizing Disinterments; conducts searches of records, including genealogical searches; and issues search receipts and copies of registrations.

## **SERVICE ACCESSIBILITY**

Applications for certificates can be obtained at the Agency's main office. Other government offices such as land title offices and bilingual service centers (St. Boniface, Notre Dame de Lourdes, and St. Pierre) also carry application forms. In addition, application forms can be downloaded from the Agency's bilingual website at [www.gov.mb.ca/cca/vital](http://www.gov.mb.ca/cca/vital) as well as obtained by fax or regular mail by contacting the Agency. The Agency's website has forms and fees information.

## **ENSURING EXCELLENCE IN DELIVERING SERVICES AND PRODUCTS**

The Agency is committed to ensuring that their fees for services, service turnaround times, product diversity, customer satisfaction, and operational efficiency and effectiveness compare competitively to other jurisdictions across Canada. Further information on the Agency's performance follows in this annual report.



## **FEDERAL/PROVINCIAL/TERRITORIAL COUNCIL ON IDENTITY IN CANADA**

The Federal government invited the provincial and territorial governments to form a Committee to prepare a policy framework for identity in Canada. The Council's mandate is to provide options to ensure that Canadians have access to a secure and verifiable form of identification.

The Identity Council developed a policy framework to base all identity on verifiable foundation documents (birth certificates and immigration documents). With the acceptance of this concept by all levels of government, all provinces and territories will have to work closely to ensure that there are no weaknesses in the integrated system.

Consultations with provincial agencies have begun.

### **SIN CARD AT BIRTH**

Service Canada (SC) and the Agency are in discussions to develop a process and system interface in support of several SC mandates.

First, SC wants Manitoba to provide new parents with an option to order a SIN number for their newborn child at the time of the birth registration. The Agency has received approval to continue these discussions.

Second, SC needs historical and real-time Manitoba death information to reduce overpayments in government-funded benefit plans and provide Canadians with accurate records.

In the fall Provincial Throne Speech, the Manitoba government announced its commitment to the introduction of SIN at Birth, giving additional impetus to this initiative.

The Agency and SC are in discussions about the funding, processes, and potential fees of this new venture.

### **DATA SHARING AGREEMENTS**

The Agency is reviewing its current data sharing relationships and analyzing its legislation and regulations. The goal is to establish secure and reliable memorandums of agreements and a workable regulation.

### **ONLINE APPLICATIONS**

In the fall Throne Speech, the Government announced plans to introduce VSA online applications for Manitobans. Consequently, the Agency began work with Science, Technology, Energy, and Mines (STEM) and the departmental IT branch to develop a business needs statement and resource assessment for this major project. The Agency is committed to ensuring this announcement is implemented in an effective, efficient, and secure manner.

## **ENHANCED DRIVER'S LICENCE - EDL**

The Agency is working with Manitoba Intergovernmental Affairs, Manitoba Infrastructure and Transportation, Manitoba Justice, and Manitoba Public Insurance to provide verification of birth certificates provided by applicants for the Enhanced Driver's Licence (EDL).

## **ELECTRONIC INFORMATION VERIFICATION**

Both provincial and territorial Vital Statistics Offices (VSOs) and the Federal government share a responsibility to ensure document integrity and the prevention of counterfeiting, forgery, and otherwise fraudulent use of documents. Recognizing the importance of birth certificates as foundation documents, VSCC proposed a means of electronically authenticating certificates. The initial project was called the National Routing System (NRS) and it was designed as a conduit to move data to and from VSOs. The project is complete and is in test mode in British Columbia and Alberta.

Manitoba has accepted funding from the federal government and is currently having its systems consultant create the necessary interface for the NRS system. The Agency has purchased new servers to facilitate information access and has tested the system in the fourth quarter of 2007/08. The total capital expenditures associated with this project is \$401 which has been financed by the federal government.

## **NEW BIRTH CERTIFICATES**

In recent years, forgers have been able to reproduce authentic-looking birth certificates. In response, the Vital Statistics Council for Canada (the Council) formed a committee to develop a new high-security certificate and to manage a national tender to award the contract for the development of the certificate.

The committee received a design and awarded the contract to a private company. VSA introduced the new Manitoba birth certificates on Jan 21, 2008 of this fiscal year.

## **SECURITY COMMITTEE OF THE VITAL STATISTICS COUNCIL FOR CANADA**

The Security Committee of the Vital Statistics Council for Canada (the Committee) completed a report on the Canadian Vital Statistics system, identifying the risks that threaten the effective and secure operation of the vital event registration system. The Committee recommended the development of a set of standards for Vital Statistics programs and services to capture the common operational requirements for the management of Vital Statistics Offices (VSO).

Since the Committee has not completed the initial draft of the standards decisions, Manitoba has yet to analyze the impact of these decisions on its operations.

## **RESIDENTIAL SCHOOLS AND SANATORIUMS**

The Agency has worked with various ad hoc groups to identify processes for locating graves of those who passed away in residential schools and sanatoriums.

## **TURNAROUND TIME**

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Due to extremely high volumes in applications and increased verification protocols, the Agency was unable to meet its preferred turnaround time for over two years. In January 2008, the Agency identified steps to streamline processes, which included hiring new employees to fill longstanding position vacancies and working overtime to reduce lengthy wait times. As of March 31, backlogs were reduced from 47 working days to 25 and the Agency plans for additional reductions by June 30, 2008. Presently, complaints are virtually gone and staff satisfaction with this customer-related achievement is evident.

## **THE PUBLIC INTEREST DISCLOSURE (WHISTLEBLOWER PROTECTION) ACT**

Any disclosures of wrongdoing received by the Vital Statistics Agency pursuant to *The Public Interest Disclosure (Whistleblower Protection) Act* will be reported in the annual report of Manitoba Finance. For further information, please refer to the 2007/08 annual report of Manitoba Finance.

## **SUSTAINABLE DEVELOPMENT**

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The Agency has implemented an ongoing recycling program with Manitoba Infrastructure and Transportation (MIT) that results in only true waste going into landfill sites. The Agency constantly reviews office products to ensure that recycling opportunities are being maximized and that “green” products are being purchased.

# THE SERVICES PERFORMED 2007-2008 FISCAL YEAR

## SERVICE/REGISTRATION ACTIVITIES

The following table shows actual and budgeted service/registration activities for 2007-2008, as well as the actual service/registration activities for the previous two years.

	2007-2008	2007-2008	2006-2007	2005-2006
ACTIVITIES	Actual	Budget	Actual	Actual
<b>SERVICES</b>				
Birth Certificates	54,563	48,000	56,897	50,941
Marriage Certificates	10,505	8,200	10,102	9,841
Death Certificates	7,338	8,000	7,219	7,343
Certified Copies	6,714	10,500	5,889	6,026
Search Receipts	4,473	1,000	4,460	913
Corrections	1,001	1,000	993	294
Adoptions Registered	209	400	228	14
Delayed Registrations	106	50	24	4,313
Marriage Licences	638	1,000	786	17,602
Change of Name	864	1,000	878	742
Cost-Recovery Fed./Prov.	489	300	322	930
Victims of Crime	643	700	623	308
Immediate Service	25,675	13,000	22,548	609
Commemorative Certificates	950	1,000	598	574
<b>TOTAL SERVICES</b>	<b>114,168</b>	<b>94,150</b>	<b>111,567</b>	<b>100,450</b>
<b>REGISTRATIONS</b>				
Birth Registrations	15,546	14,300	14,493	14,675
Marriage Registrations	2,685	7,800	4,716	6,459
Death Registrations	10,270	9,600	8,690	9,720
Stillbirth Registrations	118	100	115	117
<b>TOTAL REGISTRATIONS</b>	<b>28,619</b>	<b>31,800</b>	<b>28,014</b>	<b>30,971</b>
<b>TOTAL ACTIVITIES</b>	<b>142,787</b>	<b>125,950</b>	<b>139,581</b>	<b>131,421</b>

# PROVINCIAL FEE COMPARISON

PROVINCIAL VITAL STATISTICS FEES - EFFECTIVE JUNE 1, 2008													
SERVICE	AB	BC	MB	NB	NL	NU	NWT	NS	ON	PEI	PQ	SK	YT
<b>BIRTH</b>													
Small	20	27	25	20♣	20	10	10	28.84	25♣	25	15	25	10
Large	20	27	(1)	25	20	10	10	34.85	(1)	35	15	25	10
Certified Copy	20	50	25	(1)	20	10	20	34.85	35♦	(1)	(1)	50	10
<b>MARRIAGE</b>													
Small	20	27	(1)	20	(1)	10	10	28.3	(1)	25	(1)	25	10
Large	20	27	25	25	20	10	10	(1)	15	35	15	25	10
Certified Copy	20	50	25	25	20	10	20	34.2	22	(1)	(1)	50	10
<b>DEATH</b>													
Large	20	27	25	25	(3)-20	10	10	28.3	15	30	15	25	10
Certified Copy	20	50	25	(1)	(3)-20	10	20	34.2	22	(1)	(1)	50	10
<b>24 HOUR SERVICE (INCLUSIVE)</b>													
	≡	60	60	20-25(5)	20	10	10	29-35	55-65	50-60	(1)	55	10(5)
<b>GENEALOGICAL SEARCH</b>													
	20	50	12/25 ♥	15	25	(1)	(1)	16.3	15	10	(1)	25	1£
<b>YEARS SEARCHED</b>													
	3	All	All	3	3	(1)	(1)	3	5	3	(1)	3	All
Freedom to Marry Letter	(1)	(1)	25	(1)	(1)	(1)	(1)	(1)	15	(1)	(1)	(1)	(1)
Commemorative Certificates	(1)	50	25	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)
Security Certificates	(1)	(1)	25	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)
Commemorative and Security Certificates	(1)	(1)	20	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)
<b>AMENDMENT</b>													
Correction	20	27	25	20	(3)	10	20	21.76	22-37	25	(3)	20	10
Delayed Registration	20	(3)	25	20	(3)	10	20	21.76	50	10	50-100	20	10
Other	20	27	25	20	(3)	10	20	21.76	(1)	25	(3)	(3)	10
<b>MARRIAGE LICENCE</b>													
	40	100	100	(3)	50	25	50	115.91	75	100	(1)	(2)	20
<b>CIVIL CEREMONY</b>													
	(2)	80.25	50 ■	50	▲	25	75	84.37	75	(2)	(2)	(2)	(2)
<b>CHANGE OF NAME</b>													
All Inclusive	120	137•	125	125	36.4	(2)	125	144.7	137	100	125	135.7	50
Given Name	Inc.	Inc.	Inc.	100	25	(2)	Inc.	(1)	Inc.	100	Inc.	Inc.	Inc.
Surname	Inc.	Inc.	24.7	125	36.4	(2)	Inc.	(1)	(1)	100	Inc.	Inc.	Inc.
Additional Family Members	Inc.	27	50	50	25	(2)	50	21.35	22	100	25♯	3.7■	17.5
<b>CHANGE OF NAME CERTIFICATE</b>													
Copy	20	27	25	15	25	(1)	(1)	16.3	15	(3)	10	25	10
Search	20	50	Inc.	Inc.	Inc.	(1)	(1)	5.45	15	10	(1)	(1)	Inc.
Years Searched	All	All	All	1988+	3	(1)	(1)	3	5	3	(1)	(1)	1988
<b>COMMON-LAW RELATIONSHIP</b>													
	(1)	(1)	125	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	25	(1)

## LEGEND:

Inc. = Service is included in fee

(1) = Not available

(2) = Service provided by another department

(3) = No charge

(4) = Excluding courier costs

(5) = Courier costs added to fee

### AB

≡ N/A: processing time is within 2-3 business days

-Applications are accepted at agent offices. Agent fees are \$8-\$20 for AB residents. Additional fees are charged for credit card use, immediate issues, and applications for provincial registries.

### BC

• Added to the fee for a Change of Name is a payment of \$25 to the RCMP OIC Finance Branch for a Criminal Record Check, plus any charge by the detachment or Police Department for taking prints

-Add \$5.95 for credit card use.

### MB

♥ \$12 fee applies to records ordered from website.

■ Plus travel expenses

### NB

♣ No charge for newborns

-Fees also include the cost of publication.

### NL

▲ Fee can vary

-Walk-in service available.

### ON

♣ Fee for first certificate and its replacement is \$25 and \$35, respectively

♦ Fee for first certified copy and its replacement is \$35 and \$45, respectively

-Under the *Marriage Act*, the fee charged by the ORG for marriage licences and civil marriages is \$75. Under the *Municipal Act*, municipalities may charge an extra administrative fee.

### PQ

♯ For a minor child

€ \$20 for initial 5-year search and \$4 per additional year

### SK

■ Gazette fee per additional person

### YT

£ \$1 per year up to \$20



# PERFORMANCE MEASUREMENTS 2007 – 2008 FISCAL YEAR



## **PERFORMANCE MEASUREMENTS**

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In an effort to monitor, evaluate, and measure our success in meeting the Agency's goals, staff developed two specific categories of performance measurements: internal activity performance targets and client service targets.

### **I. INTERNAL ACTIVITY PERFORMANCE TARGETS**

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Internal activity performance targets are activities which support at least one critical success factor the Agency must undertake in order to ensure it operates at peak levels of efficiency and effectiveness. These internal activity performance measures link the program outcomes to the Agency's lines of business and include:

#### **MANAGEMENT**

Ensure satisfactory confidence of stakeholders;

#### **FINANCIAL**

Run operations that are financially self-sustaining and according to best business practices;

#### **COMMUNICATIONS**

Effectively communicate with employees, customers, and stakeholders;

#### **HUMAN RESOURCES**

Involve staff in following best private and public sector employment practices; and

#### **OPERATIONS**

Continuously improve service quality and responsiveness.

### **II. CLIENT SERVICE PERFORMANCE TARGETS**

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Client service performance targets were developed by tracking and comparing current targets (internal operating targets) against established baseline data (standard turnaround times). Actual program outcomes for the year ended March 31, 2008 are contained on the next page.

## CLIENT SERVICE PERFORMANCE TARGETS: RESULTS

CLIENT SERVICE PERFORMANCE TARGETS - APPLICATION PROCESSING UNIT					
MEASURES	FUNCTION/OBJECTIVE	FULL YEAR (IN \$000's)		MAR/08 YTD (IN \$000's)	
		BASELINE 2006/2007	BUDGET 2007/2008	ACTUAL 2007/2008	BUDGET 2007/2008
INPUT MEASURE	To issue certificates and certified copies after retrieval and verification of registered events; responsible for customer correspondence, fax and e-mail services.	13.5SY	13.5SY	13.5SY	13.5SY
		\$516	\$662	\$651	\$662
OUTPUT MEASURE	Transactions per year.	108,705	90,700	113,680	90,700
ACTIVITY MEASURE	Number of turnaround days.	12.3	15.0	25.0	15.0
OUTCOME MEASURE	Percentage turnaround days met.	70%	80%	10%	80%

CLIENT SERVICE PERFORMANCE TARGETS - CUSTOMER SERVICE UNIT					
MEASURES	FUNCTION/OBJECTIVE	FULL YEAR (IN \$000's)		MAR/08 YTD (IN \$000's)	
		BASELINE 2006/2007	BUDGET 2007/2008	ACTUAL 2007/2008	BUDGET 2007/2008
INPUT MEASURE	To process corrections, changes of name, adoptions, delayed registrations and disinterments; to issue marriage licences; to maintain registries for clergy, marriage commissioners and licence issuers; responsible for customer telephone inquiries.	10.5SY	10.5SY	10.5SY	10.5SY
		\$381	\$505	\$537	\$505
OUTPUT MEASURE	Transactions per year.	2,909	3,450	3,078	3,450
ACTIVITY MEASURE	Number of turnaround days.	7.1	10.0	13.0	10.0
OUTCOME MEASURE	Percentage turnaround days met.	84%	90%	58%	60%

CLIENT SERVICE PERFORMANCE TARGETS - REGISTRATION UNIT					
MEASURES	FUNCTION/OBJECTIVE	FULL YEAR (IN \$000's)		MAR/08 YTD (IN \$000's)	
		BASELINE 2006/2007	BUDGET 2007/2008	ACTUAL 2007/2008	BUDGET 2007/2008
INPUT MEASURE	To register all vital events occurring in Manitoba; microfilming of all event registrations; to provide data users with timely and accurate reports of these events.	5.0SY	5.0SY	5.0SY	5.0SY
		\$250	\$263	\$289	\$263
OUTPUT MEASURE	Transactions per year.	30,971	31,000	30,015	31,000
ACTIVITY MEASURE	Number of turnaround days.	5.4	7.0	10.0	7.0
OUTCOME MEASURE	Percentage turnaround days met.	85%	80%	12%	80%

Note: SY = Staff Year



# SELECTED STATISTICS 2007 CALENDAR YEAR

## LIVE BIRTHS, MARRIAGES, DEATHS, AND STILLBIRTHS RATE PER 1,000 POPULATION (1998-2007)

Year	Live Births		Marriages		Deaths		Stillbirths			
	Number	Rate Per MB Health Population	Rate Per Statistics Canada Population	Number	Rate Per MB Health Population	Rate Per Statistics Canada Population	Number	Rate Per 1,000 Live Births		
2007	15,697	13.2	13.2	5,785	4.9	4.9	9,984	8.4	119	7.6
2006	15,005	12.7	12.7	5,776	4.9	4.9	9,803	8.3	123	8.2
2005	14,582	12.4	12.4	5,728	4.9	4.9	9,903	8.4	120	8.2
2004	14,292	12.2	12.2	5,695	4.9	4.9	9,927	8.5	120	8.4
2003	14,399	12.4	12.4	5,660	4.9	4.9	9,925	8.6	126	8.8
2002	14,332	12.4	12.5	5,906	5.1	5.1	9,881	8.5	113	7.9
2001	14,465	12.5	12.6	5,968	5.2	5.2	9,747	8.5	119	8.2
2000	14,615	12.7	12.7	6,473	5.6	5.6	9,919	8.6	139	9.5
1999	14,763	12.9	12.9	6,627	5.8	5.8	9,909	8.7	123	8.3
1998	14,877	13.0	13.1	6,436	5.6	5.7	9,838	8.6	124	8.3

Rate is the number of fetal deaths of 20 or more weeks' gestation or weighing 500 grams or more per 1,000 live births.

## DEATHS IN MANITOBA BY AGE AND SEX (2007) AND BY AGE AND TOTALS (2005-2007)

Age	2007			2006	2005
	Male	Female	Total	Total	Total
Under 1 Year	66	51	117	92	102
1-4 Years	10	10	20	20	18
5-14 Years	22	18	40	24	39
15-24 Years	76	36	112	129	125
25-44 Years	266	138	404	374	390
45-64 Years	942	642	1,584	1,524	1,464 <sup>△</sup>
65-79 Years	1,591	1,140	2,731	2,683	2,887
80 Years and Over	2,051	2,925	4,976	4,957	4,878
<b>Total</b>	<b>5,024</b>	<b>4,960</b>	<b>9,984</b>	<b>9,803</b>	<b>8,439</b>

<sup>△</sup> In 2005, one age 45-64 death was of gender unknown.

## CERTAIN SELECTED UNDERLYING CAUSES OF DEATH IN MANITOBA RATE PER 100,000 POPULATION (2007)

Causes of Death	2007		
	Number	Rate Per MB Health Population	Rate Per Statistics Canada Population
Diseases of the heart (I00-I09, I11, I13, I20-I25, I26-I51)	2,218	187.0	186.9
Cancer (C00-C97)	2,687	226.5	226.4
Cerebrovascular Disease (I60-I69)	627	52.8	52.8
Accidents (V01-X59, Y85-Y86)	487	41.0	41.0
Pneumonia (J12-J18)	232	19.6	19.6
Suicide (X60-X84, Y890)	123	10.4	10.4
Diabetes (E10-E14)	385	32.5	32.4

- Codes in parentheses refer to the International Classification of Diseases, Version 10 (ICD-10).

## DEATH RATES UNDER ONE YEAR OF AGE IN MANITOBA (1998-2007)

Year	Stillbirth <sup>∂</sup>	Perinatal <sup>∩</sup>	Neonatal <sup>ƒ</sup>	Post-Neonatal <sup>Ω</sup>	Infant <sup>Θ</sup>
2007	7.6	11.9	5.2	2.3	7.5
2006	8.2	12.0	4.5	1.7	6.1
2005	8.2	12.3	4.9	2.1	7.0
2004	8.4	13.0	5.5	2.1	7.6
2003	8.8	13.7	6.0	2.0	8.0
2002	7.9	11.6	4.5	2.7	7.2
2001	8.2	11.4	4.4	2.6	7.1
2000	9.5	12.9	4.3	2.4	6.7
1999	8.3	13.5	5.0	2.4	8.4
1998	8.3	8.3	4.9	2.6	6.9

<sup>∂</sup> Stillbirth: a child or fetus 20 or more weeks' gestation or weighing 500 grams or more that is dead at birth. Stillbirth rates are per 1,000 live births.

<sup>∩</sup> Perinatal: a child aged between the twentieth week of gestation and the twenty-eighth day of newborn life. Perinatal rates are per 1,000 births.

<sup>ƒ</sup> Neonatal: a newborn child. Neonatal rates are per 1,000 live births.

<sup>Ω</sup> Post-neonatal: a child aged between the thirtieth day of newborn life and the start of infancy. Post-neonatal rates are per 1,000 live births.

<sup>Θ</sup> Infant rates are per 1,000 live births.

## MANITOBA INFANT MORTALITY BY REGION OF RESIDENCE (2007)

Regions	2007		
	Infant Deaths	Live Births	Rate Per 1,000 Live Births
Assiniboine	4	808	5.0
Brandon	1	654	1.5
Burntwood	12	1,105	10.9
Central	10	1,560	6.4
Churchill	0	5	0.0
Interlake	6	847	7.1
Norman	9	753	12.0
North Eastman	2	536	3.7
Parkland	5	414	12.1
South Eastman	8	917	8.7
Winnipeg	52	7,557	6.9
Manitoba Residents	109	15,156	7.2
Non-Residents	8	538	14.9
<b>Total</b>	117	15,697	7.5

▭ Includes three infant deaths where the Health Region was unknown.

## DEATHS OF CHILDREN UNDER ONE YEAR OF AGE BY UNDERLYING CAUSE AND AGE IN MANITOBA (2007)

Causes of Death	2007			
	< 7 Days	7-28 Days	28 Days - 1 Year	Total
Congenital Anomalies (Q00-Q99)	21	3	6	30
Respiratory Distress of Newborn (P22)	1	1	0	2
Other Respiratory Conditions Originating in the Perinatal Period (P23-P28)	0	1	0	1
Immaturity (P07)	13	0	0	13
Injury at Birth (P10-P15)	0	0	0	0
Newborn Affected by Complications of Placenta, Cord & Membranes (P02)	4	0	0	4
Sudden Infant Death Syndrome (R95)	0	2	5	7
Pneumonia (J12-J18)	0	0	3	3
Accidents (V01-X59, Y85-Y86)	0	0	3	3
Other Causes	30	5	19	54
<b>Total</b>	69	12	36	117

- Codes in parentheses refer to the International Classification of Diseases, Version 10 (ICD-10).

**DEATHS AND DEATH RATES DUE TO ACCIDENTS IN MANITOBA:  
MOTOR VEHICLE, ACCIDENTAL FALLS, AND OTHER (1998-2007)**

Year	Motor Vehicle Accidents		Accidental Falls		Other Accidents		Total Accidents	
	Deaths	Death Rate Per 100,000 MB Health Population	Deaths	Death Rate Per 100,000 MB Health Population	Deaths	Death Rate Per 100,000 MB Health Population	Deaths	Death Rate Per 100,000 MB Health Population
2007	123	10.4	152	12.8	212	17.9	487	41.0
2006	142	12.0	165	14.0	168	14.3	475	40.3
2005	117	10.0	143	12.2	176	15.0	436	37.1
2004	108	9.2	125	10.7	218	18.6	451	38.6
2003	103	8.9	110	9.5	179	15.4	392	33.8
2002	114	9.9	119	10.3	171	14.8	404	34.9
2001	108	9.4	118	10.2	229	19.9	455	39.5
2000	127	11.0	90	7.8	218	19.0	435	37.8
1999	125	10.9	151	13.2	179	15.7	455	39.8
1998	142	12.4	135	11.0	146	12.8	423	37.0

**BURIALS AND CREMATIONS IN MANITOBA (1998-2007)**

Year	Burials		Cremations		Other*		Total Deaths	
	Number	Percentage	Number	Percentage	Number	Percentage	Number	Percentage
2007	4,383	44%	5,424	54%	175	2%	9,982	100%
2006	4,399	45%	5,222	53%	182	2%	9,803	100%
2005	4,393	44%	5,413	55%	97	1%	9,903	100%
2004	4,630	47%	5,160	52%	137	1%	9,927	100%
2003	4,826	49%	5,000	50%	99	1%	9,925	100%
2002	4,959	50%	4,817	49%	106	1%	9,882	100%
2001	4,921	50%	4,770	49%	58	1%	9,749	100%
2000	5,146	52%	4,705	47%	69	1%	9,920	100%
1999	5,345	54%	4,486	45%	78	1%	9,909	100%
1998	5,398	55%	4,351	44%	90	1%	9,839	100%

\* Includes disposition in mausoleum/crypt, donations for medical research, and remains shipped to other provinces and countries.



## MARRIAGES BY OFFICIANT IN MANITOBA (1998-2007)

Year	Clergy		Marriage Commissioner		Court of Queen's Bench		Total Marriages	
	Number	Percentage	Number	Percentage	Number	Percentage	Number	Percentage
2007	2,895	50%	2,884	50%	6	0%	5,785	100%
2006	3,141	54%	2,623	45%	12	0%	5,776	100%
2005	3,127	55%	2,585	45%	16	0%	5,728	100%
2004	3,228	57%	2,425	43%	42	1%	5,695	100%
2003	3,294	58%	2,289	40%	76	1%	5,659	100%
2002	3,428	58%	2,370	40%	110	2%	5,908	100%
2001	3,547	59%	2,260	38%	170	3%	5,977	100%
2000	3,927	61%	2,343	36%	204	3%	6,474	100%
1999	4,205	63%	2,262	34%	160	2%	6,627	100%
1998	4,206	65%	1,944	30%	289	4%	6,439	100%

## REGISTRATIONS OF COMMON-LAW RELATIONSHIPS (2004-2007)

	2007	2006	2005	2004 $\zeta$	Total
Number	33	20	9	4	66

$\zeta$  Legislation passed in 2004 allowed for the registration of common-law relationships.

## TOTAL BIRTHS (1998-2007)

Year	Total Boys		Total Girls		Total Births	
	Number	Percentage	Number	Percentage	Number	Percentage
2007	8,039	51%	7,658	49%	15,697	100%
2006 $\psi$	7,653	51%	7,351	49%	15,004	100%
2005	7,391	51%	7,191	49%	14,582	100%
2004	7,360	51%	6,932	49%	14,292	100%
2003	7,373	51%	7,026	49%	14,399	100%
2002	7,455	52%	6,882	48%	14,337	100%
2001	7,345	51%	7,124	49%	14,469	100%
2000	7,500	51%	7,120	49%	14,620	100%
1999	7,649	52%	7,122	48%	14,771	100%
1998	7,669	52%	7,217	48%	14,886	100%

$\psi$  Includes one birth where the gender was unknown.

## THE MOST POPULAR GIVEN BOYS' NAMES IN MANITOBA (1998-2007)

	2007	2006	2005	2004	2003	2002	2001	2000	1999	1998
Boy's Name	Number									
Ethan	122	104	113	127	119	117	105	88		
Noah	90	75	70	77	66	73				
Logan	78	81	65	77	64		76			
Matthew	71	78	97	103	86	95	112	147	135	140
Alexander	69	70	66	65						
Joshua	68	81	93	93	107	130	117	108	124	126
Benjamin	62									
Liam	62	60	59							
Nathan	62			64	65					
Jacob	60									
Owen		64								
Tyler		59		64	70	71	79	106	95	113
Aiden		57								
Carter			69							
Nicholas			59		69	80	92	95	95	120
Evan			59							
Dylan				65		74	81	76	84	88
Ryan				63	72	75	77		82	87
Michael					66			74	86	89
Austin						71			93	92
Riley						68		72		
Justin							88			87
Zachery							66	82	74	
Jordan								92	83	91

## THE MOST POPULAR GIVEN GIRLS' NAMES IN MANITOBA (1998-2007)

	2007	2006	2005	2004	2003	2002	2001	2000	1999	1998
<b>Girl's Name</b>	<b>Number</b>									
Ava	89	55	49							
Emily	87	74	89	101	117	97	118	90	98	73
Madison	68	73	65	74	79	83	90	60	60	73
Hannah	66	64	52	68	76	76	58	67	66	
Emma	58	69	66	98	99	89	64		58	
Brooklyn	55									
Sarah	51	62	51	68	56	55	56	78	64	97
Abigail	51	54		52						
Olivia	50		52	43						
Brooke	45									
Chloé		47								
Isabella		45								
Hailey		44	56	43	49					
Ella			46							
Alexis			46		41					
Jessica				44	43	50	74		77	87
Paige				43						
Alyssa					55	54				62
Mackenzie					45		51	61		
Taylor						52	63	75	116	84
Ashley						51	60	50	63	69
Kayla						49				56
Samantha							49	56	66	72
Sydney								63		
Megan								53	56	
Nicole										77

# FINANCIAL RESULTS 2007 – 2008 FISCAL YEAR

## SUMMARY OF OVERALL FINANCIAL RESULTS

VITAL STATISTICS AGENCY					
2007-2008 FINANCIAL SUMMARY					
(IN \$000's)					
	2007- 2008 Actual	2007- 2008 Budget	Variance Budget	2006- 2007 Actual	Variance Last Year
Revenue					
Net Sales	\$3,441	\$2,952	\$489	\$3,203	\$238
Cost Recoveries from Gov. Depts.	197	82	115	129	68
Interest Income	56	20	36	26	30
<b>Total Revenue</b>	<b>3,694</b>	<b>3,054</b>	<b>640</b>	<b>3,358</b>	<b>336</b>
Expenses					
Employee Salaries & Benefits	1,866	1,796	(70)	1,708	(158)
Operating Expenses	1,009	969	(40)	933	(76)
Amortization	210	144	(66)	171	(39)
<b>Total Expenses</b>	<b>3,085</b>	<b>2,909</b>	<b>(176)</b>	<b>2,812</b>	<b>(273)</b>
<b>Net Earnings for Year</b>	<b>609</b>	<b>145</b>	<b>464</b>	<b>546</b>	<b>63</b>
Retained Earnings					
Beginning of Year	1,434	1,434	0	1,068	366
Net Earnings for Year	609	145	464	546	63
Payment to Province	(280)	(280)	0	(180)	(100)
<b>End of Year Retained Earnings</b>	<b>\$1,763</b>	<b>\$1,299</b>	<b>\$464</b>	<b>\$1,434</b>	<b>\$329</b>

## VARIANCE ANALYSIS (IN \$000'S)

### REVENUE

Actual revenues are \$640 or 21% above budget, which is mainly due to continuing strong demand for birth certificates and rush service.

### EXPENSES

Actual employee salaries and benefits are \$70 or 4% over budget. Generally, this overage is a result of \$67 in overtime costs during the year.

Actual operating expenses are \$41 or 4% over budget. The main reasons for this unfavourable variance are greater expenditures on contracted wages and higher transportation and printing costs associated with the introduction and issuance of the new certificates.

## MANAGEMENT REPORT

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### To the Special Operating Agencies Financing Authority

The accompanying financial statements are the responsibility of the management of the Vital Statistics Agency and have been prepared in accordance with generally accepted accounting principles. In Management's opinion, the financial statements have been properly prepared within reasonable limits of materiality, incorporating Management's best judgment regarding all necessary estimates and all other data available up to May 16, 2008.

Management maintains internal controls to properly safeguard the Vital Statistics Agency's assets. These controls also provide reasonable assurance that the books and records from which financial statements are derived accurately reflect all transactions, and established policies and procedures are followed.

The Auditor's responsibility is to express an independent opinion on whether the financial statements of the Vital Statistics Agency are fairly presented in accordance with generally accepted accounting principles. The Auditor's Report outlines the scope of the audit examination and provides an audit opinion.

On behalf of Management,



Susan Bouter  
Chief Operating Officer/Director



E.C. Norrington CA  
Manager of Finance,  
Administration and Marketing

Winnipeg, Manitoba  
May 16, 2008



# AUDITED FINANCIAL STATEMENTS 2007 – 2008 FISCAL YEAR

AUDITOR'S REPORT DATED MAY 16, 2008  
BALANCE SHEET AS AT MARCH 31, 2008  
STATEMENT OF EARNINGS  
STATEMENT OF RETAINED EARNINGS  
STATEMENT OF CASH FLOW  
NOTES TO FINANCIAL STATEMENTS  
SCHEDULE OF OPERATING EXPENSES  
SCHEDULE OF PUBLIC SECTOR COMPENSATION DISCLOSURE



