



# Bulletin

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## INFORMATION CANADA ENQUIRY REPORT FIRST MONTH

Information Canada recently issued the first monthly report on enquiries and "feedback" handled by its National Enquiry Centre in Ottawa. "Because of its short history and limited geographic focus, the Centre's report is not a sophisticated analytic tool, but an open history of operation," the report's foreword stated.

The full text of the report follows:

In its first full month of operation Information Canada's National Enquiry Centre in Ottawa handled more than 3,400 requests for information. With the exception of an expected lull during the holiday period, requests continue to grow in steady progression. Partial reports for early January indicate that the volume of enquiries is back over the 1,000 per week mark and climbing steadily.

Week ending	Letters	Telephones	Visits	Total	(referred)
Dec. 5	114	337	151	602	(97)
Dec. 12	200	658	172	1,030	(119)
Dec. 19	123	628	132	883	(160)
Dec. 24					
(3½ days)	100	263	70	433	(89)
Dec. 31					
(2½ days)	59	335	89	483	(52)
				<u>3,431</u>	<u>(517)</u>

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### ORIGIN

With very few exceptions, enquiries received by telephone or in person came from residents of the National Capital area. Since these two sources constitute 83% of the total volume, it is apparent that accessibility is of prime importance in the development of information resources. Until other regional centres are fully established, national acceptance and usage of the Information Canada service can only be gauged in a partial and rudimentary manner by examination of correspondence received at the Ottawa Centre. Since the enquiries service has been advertised only in the National Capital area, it is assumed that correspondence from outside the area was a result of coverage in national media.

### CORRESPONDENCE BY PROVINCE

British Columbia	4%
Alberta	7%
Saskatchewan	2%
Manitoba	3%
Ontario	37%
Quebec	21%
New Brunswick	2%
Nova Scotia	2%
Prince Edward Island	-
Newfoundland	0.6%
Yukon & NWT	0.4%
Abroad	21%
	100%

### LANGUAGE

Of all enquiries received by letter 18% were in the French language and 82% in English. No attempt was made to record language used in enquiries received by telephone or in person.

### USERS

No comprehensive user profile was prepared because it would have entailed unnecessary interrogation of users. Nevertheless, an attempt was made to differentiate between adult users and children. Approxi-

mately 38% of users appeared to be children and students.

#### INTERESTS

Interest profiles are not significant at this stage. The subject matter of enquiries varied widely and no single subject or subject area was raised with significant frequency. To illustrate this phenomenon in national perspective, December correspondence was grouped into broad categories (according to the method established by the Organization for Economic Co-operation and Development).

Documentation, Research, Methodology	6%
eg: election statistics, archives, census materials, etc.	
Chemistry, Physics, Earth Sciences	6%
eg: pollution, geography, maps, etc.	
Biology, Nutrition, Pathology	3%
eg: flora, fauna, etc.	
Agriculture	2%
eg: forestry, farming, etc.	
Industry	8%
eg: advertising, grants to businesses, charters, etc.	
Labour	3%
eg: public service employment, immigrant labour, etc.	
Economics	9%
eg: tourism, pensions, taxation, etc.	
Culture and Society	20%
eg: drugs, education, ethnic groups, etc.	
Administration - Politics	25%
eg: MPs, legislation, government depts, etc.	
History	2%
Foreign countries	7%
Information Canada	4%
General information on Canada	5%

It is apparent that no single subject or group of subjects appears with significant frequency. This scattering effect renders any more detailed analysis, such as subject breakdowns by geographic area, meaningless.

#### FEEDBACK

In addition to the handling of enquiries, the Centre, as a part of the Information-In Branch of the Department, has a responsibility for recording the attitudes and opinions expressed by individual users for the purpose of providing Parliament with another source of feedback.

The low volume of feedback obtained during the first month indicates insufficient public awareness of this new function. The limited input and the wide diversity of subject areas limit the statistical significance. The feedback, noted below, can be construed only as a report of the opinions of 64 Canadians as expressed through the National Enquiry Centre during the month of December.

30 comments were received on the subject of Information Canada itself.

- 11 expressions of gratitude and commendation.
- 7 suggestions for physical improvements to the facility at 171 Slater [postal address in Ottawa].
- 2 complaints on the enquiries service: specifically from students expecting a "home-work service".
- 2 complaints on the concept of Information Canada generally.
- 8 complaints about the publishing division: 5 regarding servicing of orders, and 3 regarding price of publications.

15 comments on government information in general.

- 6 suggestions: 1 for a magazine for distribution to Canadians abroad.
- 1 for wider distribution of constituency maps.
- 2 for improved government telephone and emergency listings.
- 1 that Information Canada sell the publications of the "Canadian Council of Resource Ministers".
- 1 for improving information materials on pollution.
- 1 improve access to government information.
- 1 poor communications between government and people.
- 1 poor communications with Western Canada.
- 3 complaints on time taken by departments to respond to requests for information.
- 2 complaints on delays in issuing adequate copies of government reports.
- 1 complaint regarding inadequate publicity for the Committee on Constitutional Reform.

#### MISCELLANEOUS FEEDBACK

- 1 Old age pension - too low
- 1 Auditor General - preserve his powers
- 1 Pollution - suggestion for special "anti-pollution" bond issue
  - complaint on noise pollution at Uplands Airport
- 1 Wheat - not enough being sold
- 1 People's Republic of China - favours recognition
- 1 Election procedures - favours party labels on ballots
- 1 Public service salaries - too low
- 1 National Arts Centre - tickets too expensive
- 1 Historic sites (Louisbourg) - claims it reflects anti-French bias

## ONTARIO'S NEW PREMIER

Mr. William Davis, Ontario Minister of Education, has become Premier-elect of Ontario, replacing the retiring Premier John Robarts.

At a leadership convention in Toronto on February 13, Mr. Davis defeated the Minister of Mines, Mr. Allan Lawrence, on the final ballot, by 669 to 606 votes, while Mr. Darcy McKeough, Minister of Municipal Affairs, with 346, was eliminated. Mr. Robert Welch, Provincial Secretary, Mr. Bert Lawrence, Minister of Financial Affairs, and Mr. Robert Pharand, a university graduate student, were eliminated on earlier ballots.

Mr. Davis will form the new Ontario government on March 1.

Mr. Robarts, 54, became Premier of Ontario in 1961 and was re-elected in 1963 and 1967.

## TRAINER PLANES REPLACED

The Department of Supply and Services will purchase 25 light aircraft for the Department of National Defence to replace the *Chipmunk* pilot trainers now becoming obsolete, which have been in service with the Canadian Forces since 1948. *Chipmunk* airframe spares are no longer being produced, while engine spares have to be specially manufactured, with lead times of up to two years.

The new trainers, called *Musketeers*, are manufactured by Beech Aircraft Corporation, Wichita, Kansas. Delivery will begin in March and will be completed in September, after which the *Chipmunk* will be phased out of service.

The *Musketeer Custom III*, a single-engine low-wing monoplane, is powered by a 180-hp *Lycoming* engine that has a maximum speed of 151 mph, a cruising speed of 143 mph and a stall speed of 59 mph. Its range is 685 miles non-stop, with a fuel reserve sufficient for an additional 45 minutes of flight. The new aircraft has dual flight controls with "side-by-side" seating for the instructor and student pilot.

The total cost of the program is estimated at \$825,000, which includes the cost of 25 aircraft, necessary spares and support equipment. The *Musketeers* will operate from Canadian Forces Base Portage La Prairie, Manitoba.

## SPORTS HALL OF FAME GRANT

The National Health and Welfare Minister, Mr. John Munro, has announced a \$10,000-federal grant to the Canadian National Exhibition, Toronto, in recognition of its support of the Canada Sports Hall of Fame.

The Hall of Fame was opened in 1955 following discussions by sports representatives from all provinces and CNE officials. Each year more than 1.5 million people visit the Hall on the CNE grounds.

## ASSURED MAIL DELIVERY PROGRAM

Mr. Jean-Pierre Côté, Minister responsible for the Post Office, recently announced a new development in the distribution of mail — the Assured Mail Delivery Program, which was introduced in Toronto on February 1 and will be implemented in other cities across Canada during 1971 and 1972. "Assured Mail" is a system whereby the Canada Post Office guarantees a delivery schedule for first-class mail provided it is posted during specified periods. The service will be domestic, and will not apply to letters destined for other countries.

"The 'assured mail' will be offered at regular first-class rates," Mr. Côté said. "I am also satisfied that it will not deteriorate the overall quality of service given to mails deposited after the assured times."

The program will at first affect only mail originating in Toronto. However, since 60 per cent of the mail originating in that city is addressed to other communities, the effect of Assured Mail Delivery will be felt immediately in most parts of the country.

The program is based on two schedules — one for coast-to-coast delivery, the other for delivery to central Canadian points.

Letters dropped into any mail-box in the City of Toronto before 11 a.m. will reach their destination on the next delivery day in all major centres in central, southern, and eastern Ontario. Initially, too, AMD will benefit: Calgary and Edmonton, Alberta; Halifax, Nova Scotia; Moncton, New Brunswick; Montreal and Quebec City, Quebec; North Bay, Sault Ste. Marie, Sudbury and Thunder Bay, Ontario; Regina and Saskatoon, Saskatchewan; St. John's, Newfoundland; Vancouver and Victoria, British Columbia, and Winnipeg, Manitoba.

Letters posted before 3 p.m. in special letter-boxes marked with a band of distinctive white and blue stripes will have assured next-delivery-day service to all major centres in central, southern and eastern Ontario as well as to North Bay, Sudbury and Montreal.

The familiar red boxes located in residential areas will offer only the 11 a.m. deadline. The specially striped boxes, located on main thoroughfares and in commercial areas, including shopping centres, will offer both the 11 a.m. and 3 p.m. deadlines for Assured Mail. Mail posted after 3 p.m. in striped boxes will be picked up and processed in the normal way.

By encouraging earlier posting in return for assured delivery, the Post Office will be able to shift peak loads ahead during the day.

The new system will be extended on April 1 to first-class mail originating in Winnipeg, Calgary and Edmonton. Vancouver will join the program on May 1, Ottawa on June 1 and Montreal on July 1. By the end of 1972 most cities in Canada will be served by the new program.

## INDIAN ARTS DISPLAYED IN MONTREAL



*George Manuel, President of the National Indian Brotherhood and Miss Laverna McMaster, Indian Princess 1970, open the exhibition of Indian arts and crafts.*

The first national exhibition of the arts and crafts of the Canadian Indian took place from November 10 to 22 at Place Bonaventure in Montreal. The display, which was sponsored by the Canadian Guild of Crafts in collaboration with the National Indian Brotherhood of Canada, was opened by the President of the Brotherhood, George Manuel, a Shuswap from Chase, British Columbia.

Painters, craftsmen, canoe-builders, dancers, singers and writers – all of native heritage – participated in this important cultural event. About 30 paintings, the work of five artists, were chosen to illustrate the different styles of Indian art in Canada.

One of the artists is Alan Sapp, a Cree from the Red Pheasant Reserve in Saskatchewan, whose subtly evocative landscapes depicting life on the Prairies have been shown in several other countries. Norval Morrisseau, an Objibway from the Red Rock Reserve in Ontario, has displayed his paintings in France and the United States as well as Canada. In stylized design and flat colours, he portrays the legends of his people. Arthur Shilling of the Ram Reserve, Ontario, and Alex Javier, who lives in Edmonton, Alberta, are both the product of art schools. Sarain Stump, who was originally from Wyoming and now lives in Alberta, was represented at Place Bonaventure by ink and wash sketches. A volume of poems entitled *There is my People Sleeping*, written and illustrated by this artist, was published recently.

Frank Meawasige, a young Objibway living in Toronto, displayed a collection of original suede and leather fashions inspired by traditional Indian dress.

One of the stars of the exhibition was Josée

Noël (*Ilnikoue-O*), a Huron-Montagnais who is an interpreter, composer and journalist and sings in eight languages. Francis Kagige, well-known painter and writer, was also represented. Dan Sarazin, an Algonquin from Ontario's Golden Lake Reserve, an expert canoe-maker, gave a demonstration of this ancient skill by building a canoe to be sold at the end of the exhibition.

The arts and crafts show provided a backdrop for the festival of dances and music, participants of which included the Ninth Cloud, a group of three young Indian musicians from Maniwaki, Quebec, and the Canadian Indian Prairie Dancers, who had just returned from a successful tour in Europe. Miss Laverna McMaster of the Blackfoot tribe in Cluney, Alberta, who was recently crowned 1970 Indian Princess of Canada, recited legends of her people. Alanis O'Bomsawin from the Abenaki reserve at Odanak, Quebec, chanted Indian legends and songs to the rhythmic beat of a small hand-drum.

The National Film Board of Canada provided films illustrating the various forms of art (*Haida Carver*), legends (*The Loon's Necklace*), the native way of life (*Circle of the Sun* and *The People at Dipper*), the tragedy that befell many tribes during the last century (*The Ballad of Crowfoot*), and the skill of the Indians who build skyscrapers (*High Steel*).

The festival included a competition for native artists and craftsmen. The Guild put up \$2,000 in prize money and 85 per cent of the items entered in the contest were sold. Mrs. Kate Henry of the Yukon Territory was awarded \$400 for a woven rabbit-skin blanket, adjudged the best craft in the exhibition.



Work by Norval Morrisseau.

Hoop dancer Jerry Saddleback of Hobbema, a member of the Prairie dance troupe, performs in a central display area.



Plains Cree dancers Gordon and Irene Tootoosis examine moccasin entries.



Mohawk pottery from the Six Nations reserve - among the ten entries winning recognition for work cash awards.

## COLOMBO PLAN DELEGATION

A Canadian delegation attended the twenty-first annual meeting of the Colombo Plan Consultative Committee in Manila from February 16 to 25. This meeting had been scheduled to take place last November but was postponed because of a typhoon that caused heavy damage in the Philippines.

Mr. André Ouellet, Parliamentary Secretary to Mr. Mitchell Sharp, Secretary of State for External Affairs, represented Canada at the ministerial sessions, while Mr. George P. Kidd, Vice-President of the Canadian International Development Agency led the Canadian delegation at the official session that preceded the ministerial conclave.

Other Canadian delegates included Mr. Gordon C. Cox, Canadian Ambassador to Thailand, Mr. Fergus J. Chambers, Director of CIDA's Planning Division; Mr. F.B. Clark, Canadian Consul General and Senior Trade Commissioner to the Philippines; Mr. W.A. Monaghan of CIDA's Asian Division, Mr. C.R. Mann, Canadian Vice-Consul and Assistant Trade Commissioner in the Philippines and Mr. P.T. Burwell of CIDA's Planning Division.

Since 1951 Canada has contributed over \$1.2 billion in development assistance to the Colombo Plan countries which continue to receive a significant percentage of total Canadian development funds. In the fiscal year 1970-71, Canada allocated \$131,970,000 to the Colombo Plan region.

## NEWFOUNDLAND FILM WINS PRIZE

A tourist film on big-game hunting in Newfoundland has been awarded a runner-up "Citation of Merit" by the judges of the 1970 National Outdoor Travel Film Festival, sponsored by the Michigan Outdoor Writers Association.

The certificate, received by Mr. E.P. Henley, Director of Tourist Development, Nfld, classifies the film, *Moose and Caribou in Newfoundland*, as "outstanding and worth watching by any audience - superior to most outdoor travel movies". The film is the fourth entry from the province to have gained honours in the MOWA annual film festival. Two others, *The Atlantic Salmon in Newfoundland* and *With Camera and Gun in Newfoundland*, earned the festival's Certificate of Outstanding merit in the 1966 competition. A third, entitled *Tuna Angling - The Art and Science of Big Game Hunting*, was awarded first prize in the "How to do it" category in the 1968 film festival.

The most recent production to win honours for Newfoundland's library of travel production films is in 16 mm colour with sound, and runs 13½ minutes. It records the skill and accuracy of two hunters as they take a moose and a woodland caribou during a hunting vacation in the wilderness of Newfoundland.

It was produced for the Newfoundland and Labrador Tourist Development Office by Lee Wulff Productions and was released early last year.

## AVIATION GRANT TO GUYANA

Civil-aviation equipment worth \$1 million is to be provided to Guyana under the terms of a memorandum of understanding signed on January 27 in Georgetown. The equipment, supplied by the Canadian International Development Agency, is for Guyana's Directorate of Civil Aviation.

The agreement forms part of a \$5-million grant and loan program undertaken by CIDA to help Guyana improve its international aviation services and to extend its domestic services into the interior of the country, where most of its natural resources are located.

Grant funds provided under the latest agreement will be used to supply and install communications equipment and aids to navigation, such as compass locators and non-directional beacons. Communications equipment will consist of an extended-range VHF radio, which will be located at MacKenzie with a remote-control link to Timehri International Airport, and a radio-communications link between Timehri and Surinam. Non-directional beacons are to be erected at 14 sites in the interior to permit point-to-point air navigation throughout Guyana. Meteorological equipment is also included, together with airport-maintenance equipment and two vehicles for airport inspection and the carrying of personnel.

Earlier agreements in the program have included the supply of two *Caribou* and two *Twin Otter* aircraft, communications equipment, scholarships and advisers.

## INFORMATION CANADA ENQUIRY REPORT FIRST MONTH

(Continued from P. 2)

### Miscellaneous Feedback

- 1 Employment practices - discrimination against older job seekers in general
- 1 Public service - difficult to phone federal departments at lunchtime
- 1 Retirement practices - against forced retirement at 65
- 1 Regional bus service - general complaint
- 1 Liquor laws - lower drinking age
- 2 Commercial telephone system - general complaints
- 1 Mental health - complaint on treatment of a mental patient
- 1 Day care facilities in Ottawa - inadequate
- 1 Commercial radio - music too repetitive

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