August 2, 2013

Dear [redacted]

Re: Your request for access to information under Part II of the Access to Information and Protection of Privacy Act [Our File #: TCR 4/2013]

On July 5, 2013, the Department of Tourism, Culture and Recreation received your request for the following information:

"Dept. of TCR to provide an official definition of "industry stakeholder", along with any and all details as to the purpose of, and who is responsible for, establishing and maintaining a member list of "Industry Stakeholders" and/or "Tourism Operators" whom operate within the Province of Newfoundland and Labrador. Department also to confirm if said member list of "Industry Stakeholders" and/or "Tourism Operators" are shared with, and/or acknowledged by, Tourism Canada, through the liaison and cooperation with the Government of Canada, and if so, through which Division of the Dept. Information to further include all that pertains to the process involved in notifying "Industry Stakeholders” and/or “Tourism Operators” as to land use management issues, and other activities, such as mining, that are taking place in their area(s). Information to include, but shall not be limited to, the method(s) used to notify said "Industry Stakeholders" and/or “Tourism Operators” (i.e. By individual contact/public announcement/ notices by registered mail, etc.) when applicable situations, and/or land use changes arise.

In accordance with your request, the information has been enclosed.

Please be advised that responsive records will be published following a 72 hour period after the response is sent electronically to you or five days in the case where records are mailed to you. It is the goal to have the responsive records posted to the Office of Public Engagement’s website within one business day following the applicable period of time. Please note that requests for personal information will not be posted online.

If you have any further questions, please contact the ATIPP coordinator, Jennifer Taylor, at (709) 729-6370.

Sincerely,

[Signature]
Judith Hearn
Deputy Minister

Enclosure
TCR 4/2013 – Response to questions

Dept. of TCR to provide an official definition of “industry stakeholder”

- The Department of Tourism, Culture and Recreation (TCR) does not have an official definition of “Industry Stakeholder”. Instead, the Department considers anyone in our Tourism Destination Management System (TDMS) to be a stakeholder, as well as other suppliers of products and services that are used by travelers.

Along with any and all details as to the purpose of, and who is responsible for, establishing and maintaining a member list of “Industry Stakeholders” and/or “Tourism Operators” whom operate within the Province of Newfoundland and Labrador.

- The TDMS system is maintained by the Tourism Marketing Division.
- The Tourism Destination Management System is a secure oracle database that houses information on tourist inquiries, tourism services and tourism operators including outfitters. The information is used to license accommodations, campgrounds and outfitters; provide information to the travel counselors at the Newfoundland and Labrador contact centre and Provincial visitor information centres; provide content to NewfoundlandLabrador.com and Newfoundland and Labrador Tourism’s mobile app; and provide copy for the Traveller’s Guide.
- The Strategic Tourism Product Development Division is the prime contact for crown land and land use issues.

Department also to confirm if said member list of “Industry Stakeholders” and/or “Tourism Operators” are shared with, and/or acknowledged by, Tourism Canada, through the liaison and cooperation with the Government of Canada, and if so, through which Division of the Dept.

- If by “Tourism Canada” the applicant means the Canadian Tourism Commission or Industry Canada, they would have access to any information the Department of TCR has upon request, as this is public information. This would be available through the Marketing Division and easily obtained online at NewfoundlandLabrador.com.

Information to further include all that pertains to the process involved in notifying “Industry Stakeholders” and/or “Tourism Operators” as to land use management issues, and other activities, such as mining, that are taking place in their area(s). Information to include, but shall not be limited to, the method(s) used to notify said “Industry Stakeholders” and/or “Tourism Operators” (i.e. By individual contact/public announcement/ notices by registered mail, etc.) when applicable situations, and/or land use changes arise.

- When the Department of TCR is made aware of specific issues, we do sometimes contact operators by telephone call or email if there may be obvious concerns about potential land use conflict, or the Department may recommend that the proponent contact operators to ensure that potential conflicts are minimized.
- There is no formal method used to notify stakeholders.