

# 2020-2021 ANNUAL REPORT



**Digital Government and Service NL**







## MESSAGE FROM THE MINISTER

I am pleased to submit the 2020-21 Annual Report for the Department of Digital Government and Service NL (DGSNL) in accordance with the requirements for a Category One entity under the **Transparency and Accountability Act**. This performance report outlines the department's activities between April 1, 2020 and March 31, 2021 in achieving the goals and objectives noted in the 2020-23 Strategic Plan. As Minister, I am accountable for the Report and the results reported.

This report highlights other important work completed with internal and external stakeholders and identifies opportunities and challenges for the upcoming fiscal year. In 2020-21, the department demonstrated its commitment to enhancing public safety and consumer protection, advancing initiatives which support public commitments to a government that is digital-by-design and enhancing service delivery for the residents of Newfoundland and Labrador.

The COVID-19 pandemic has been a major challenge for all sectors of society, and the department has taken seriously its responsibility to meet the challenge head-on. My department played a significant role in the province's response to the crisis, implementing a variety of measures to help relieve the pressures facing both individuals and businesses. I thank predecessor Ministers, departmental staff, the public and our partners for the significant progress of this past year. Particular gratitude is owed to the frontline, public-facing staff who continued to provide essential services throughout the public health emergency. I look forward to continued success guiding DGSNL into 2021-22.

Sincerely,

A handwritten signature in black ink that reads "Sarah Stoodley". The signature is fluid and cursive, with the first name being more prominent.

Hon. Sarah Stoodley

Minister of Digital Government and Service NL



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## Departmental Overview

### Organizational Structure

Digital Government and Service NL was created with the aim of consolidating, where possible, the licensing, permitting, inspection and regulatory functions within Government and providing a single-window point of access to the public for those services. The authority to carry out the department's mandate is derived from over 175 pieces of legislation, including acts, related regulations, standards and codes of practice.

DGSNL is at the forefront of Government service delivery and functions, in large, as Government's primary single-window service delivery centre. DGSNL delivers citizen protection services to the public in the areas of public health and safety, environmental protection, highway safety, occupational health and safety, consumer and financial interests, the provision and preservation of vital events and documents and also provides printing and micrographic services for Government and the general public. The Office of French Services (OFS) supports Government's capacity to provide services and information in French. As a result of Government restructuring during the reporting period, the department also provides consolidated collection services for outstanding past due balances owed on provincial taxes, student loans and other outstanding receivables owed to Government departments.

A brief overview of DGSNL's two branches and their respective divisions and operational units is outlined in the 2020-2023 Strategic Plan. A full description of the department's mandate and lines of business is available online, at:

<https://www.gov.nl.ca/dgsnl/department/>

## Staff and Budget

DGSNL has offices across the province with the majority of employees at the Confederation Building in St. John's, and the Motor Registration Building in Mount Pearl. For specific contact details for offices please see:

<https://www.gov.nl.ca/dgsnl/department/contact/>

| Division                   | Number of Employees | Budget              |
|----------------------------|---------------------|---------------------|
| Minister's Office          | 3                   | 206,300             |
| Executive Support Services | 18                  | 1,478,700           |
| Government Services Branch | 327                 | 20,430,800          |
| Regulatory Affairs Branch  | 81                  | 4,752,600           |
| Office of French Services  | 4                   | 368,100             |
| <b>Totals</b>              | <b>433</b>          | <b>\$27,236,500</b> |

## Highlights and Partnerships

### COVID-19 Response

The disruption caused by the COVID-19 pandemic posed many challenges for businesses and individuals. During the past year's public health emergency, DGSNL implemented numerous measures to help alleviate the operational pressures facing business and support our local economy.

In 2020-21, these measures included amending the **Credit Union Regulations** to enable businesses banking with credit unions to access federal relief funds; waiving or deferring numerous fees and regulatory requirements; deferring meeting and annual return filing requirements for corporations; and legislative amendments to allow for virtual meetings.

DGSNL played a major role in helping to limit the potential exposure of citizens to the virus and slow the spread of the pandemic. Together, with Health and Community Services, the department partnered with the Government of Canada to launch the COVID Alert app in the province. In the interest of public health, in-person services were reduced or discontinued for parts of the year, staff were able to work from home and, as further detailed below, the offerings of services available online were expanded substantially.

During the elevated Alert Level, the Occupational Health and Safety Division continued to complete inspections with a particular focus on COVID-19 related issues and prioritizing based on risk level. The division has been committed to inspections that ensure employers have the proper COVID-19 policies, procedures and plans in place at their workplaces. Highway Enforcement Officers continued weigh scale operations, inspection of critical vehicles, road safety complaint investigations and inspection activities for commercial vehicles to ensure safe delivery of essential goods and services to residents of Newfoundland and Labrador. Environmental Health Officers also assisted Public Health with COVID contact tracing and supported businesses to



adjust to public health measures put in place to help reduce the spread of the COVID-19 virus.

Since the onset of the pandemic, the majority of motor vehicle registration services have remained available to residents through alternate service channels, such as online, email, teleservices and drop boxes. Since COVID-19, over 98 percent of vehicle renewals and 92 percent of driver's licence renewals have been conducted online. While in-person services resumed on March 27, 2021, appointments are still being used to help reduce the number of people in buildings at a given time and to help ensure social distancing can be maintained. The safety of our employees and the public is paramount.

### **Increased Information and Services in French**

The Office of French Services (OFS), through the Canada-Newfoundland and Labrador Agreement on French Language Services (2018-23), plays a significant role in carrying out activities aimed at increasing services in French for Francophone citizens of the province, and illustrates the commitment to leverage funding through federal programs.

In 2020-21, the OFS identified and facilitated partnerships and funding arrangements between departments and a number of not-for-profit Francophone community groups.

Government continues to enhance its communications with the public in French – throughout 2020-21, Government posted 47 bilingual news releases. In addition, in response to the global pandemic, and to meet the needs of Francophone residents, OFS collaborated with key departments Health and Community Services and Education, to translate and post a significant amount of COVID-19 related information online.

OFS collaborated with the Vital Statistics Division and the Office of the Chief Information Officer to develop bilingual certificates and a French version of online ordering for birth, marriage and death certificates, which went live during 2020-21.

## Other Highlights

The reporting period saw significant work undertaken towards harmonizing practices and standards across jurisdictions. Negotiations were undertaken to advance the harmonization of construction code application in Canada and harmonize occupational health and safety fall protection equipment standards.

Highway safety was also a priority, and, in addition to the legislative developments reported on below, partnerships with the Royal Newfoundland Constabulary (RNC) and the Royal Canadian Mounted Police (RCMP) led to road safety blitzes. New additions to the Official Inspection Station Manual were made in October to include inspection criteria for motorcycles and recreational/light trailers, which were not previously included.

Interdepartmental partnerships were also pursued. A new Memorandum of Understanding (MOU) between DGSNL and the Department of Environment and Climate Change and the Department of Fisheries, Forestry and Agriculture was negotiated to expand enforcement efforts for environmental protection. The MOU was signed after the reporting period.

## Report on Performance

### Strategic Issue # 1: Better Living through Enhanced Program and Service Delivery

Providing better living by enhancing access to the services provided by DGSNL is a major priority for the department. The initiative coincides with the strategic direction to enhance service delivery overall, and specifically through a digital-by-design approach. DGSNL recognizes the importance of citizens receiving the best possible program and service delivery. The department will focus on service delivery capacity by increasing the availability of information and offering more online services for the people of Newfoundland and Labrador.

#### Goal Statement

By March 31, 2023, Digital Government and Service NL will have enhanced delivery of its programs and services.

#### 2020-21 Objective and Indicators

By March 31, 2021, Digital Government and Service NL will have initiated activities to enhance program and service delivery.

#### Results Achieved:

The following details the department's progress toward the achievement of the planned results for 2020-21 with respect to Better Living through Enhanced Program and Service Delivery.

#### Indicator 1: Advanced the Shared Services Initiative.

Government has been working towards a shared services approach to Government-wide collections. The collections of outstanding provincial taxes and student loan repayments was transferred to DGSNL. The department is currently working to identify and assess other opportunities across Government to consolidate functions where practical and feasible.

**Indicator 2: Expanded service offerings under MyGovNL.**

Since the introduction of a five-year Digital Government plan in 2018, Government has progressively transformed the way services are delivered in Newfoundland and Labrador, making them more convenient and accessible. The MyGovNL online platform allows residents to access and manage multiple services from one convenient location.

This project has had substantial growth and success during the past year. Registration with MyGovNL has grown from 7,500 accounts in March 2020 to over 235,000 as of March 31, 2021 – an increase of more than 3000 per cent. A large majority of vehicle renewals and drivers licence renewals are now done online, and newly available online services like being able to pay for a drivers abstract. In November 2020, DGSNL launched the ability to allow new drivers to complete their Class 5 driver's permit test online.

With in-person services partially discontinued for much of the year, the availability of these online services helped citizens and multiple Government divisions continue to function throughout the pandemic. DGSNL continues to work on making more services available through MyGovNL and build on the strong progress made thus far.

**Indicator 3: Increased the number of applications and forms available online.**

Along with work being done on MyGovNL to reduce manual paper-based processes, DGSNL also enabled online payments for applicants for licences for mortgage brokers, real estate brokers and salespersons, insurance brokers and agents. Applications for sewage disposal requests were also placed online during the reporting period.

**Indicator 4: Streamlined business processes.**

During 2020-21, the Financial Services Regulation Division formalized the documentation of its licensing processes for the various licenses issued in the financial services sector. This has resulted in increased consistency in the application and communication of processes and procedures. In addition, the division worked with regulating partners to streamline the process for identification and communication of reporting issuers in the securities sector by making a comprehensive list available on the department's website for quicker access by the public and other regulators. The division has also streamlined the process for enquiries by setting up new email addresses specific to licensing enquiries, separate from general enquiries, and has improved its process for distribution of enquiries for the appropriate response.

**2021-22 Objective**

By March 31, 2022, DGSNL will have continued to lead the modernization of government service delivery by harnessing a digital-by-design approach, reducing manual paper-based processes by increasing the number of services delivered online by 50 per cent, and reducing paper-based processes.

**Indicators:**

- Continued to lead a digital-by-design approach to the delivery of government services.
- Advanced the process of consolidating collections services for increased efficiencies and savings.
- Met or surpassed the 50 per cent target for services delivered online.

**Strategic Issue # 2: Better Living through Enhanced Consumer Protection and Public Safety**

DGSNL is mandated to protect consumers and enhance the safety of workers and the general public. The establishment of well-defined and up-to-date standards and enforcement practices are the foundation for creating consumer protection and

compliance, providing better living for residents of the province. The department regulates Newfoundland and Labrador's specific consumer marketplaces by administering modern legislation that protects the public interest. The department also works to enhance worker and public safety through legislation and enforcement measures.

### **Goal Statement**

By March 31, 2023, DGSNL will have improved measures to protect consumers and enhance safety for workers and the general public.

### **2020-21 Objective and Indicators**

By March 31, 2021, DGSNL will have initiated activities to protect consumers and enhance safety for workers and the public.

### **Results Achieved:**

The following details the department's progress toward the achievement of the planned results for 2020-21 with respect to Better Living through Enhanced Consumer Protection and Public Safety.

#### **Indicator 1: Recommended changes to the Credit Union Act, 2009; Highway Traffic Act; Radiation Health and Safety Act; and regulations under the Real Estate Trading Act, 2019; and, Occupational Health and Safety Act.**

DGSNL recommended changes to the **Credit Union Act, 2009**, which were passed in the House of Assembly and received Royal Assent in November 2020. The updated legislation has improved conflict of interest and oversight provisions. Amendments to the **Highway Traffic Act** were also passed and came into force, expanding and strengthening regulation-making authority related to automobile dealers for the purpose of consumer protection.

Following legislative review and stakeholder consultations, the department recommended amendments to the **Radiation Health and Safety Act**, which had not

been reviewed in its entirety since 1977. The changes would clarify the regulatory roles and responsibilities related to the Act and would help ensure a common understanding of the mandate. The amendments received first reading on October 27, 2020 and were re-introduced in the House after the end of the reporting period.

Changes were recommended and subsequently enacted to the **Real Estate Licencing Regulations**, reflecting the need for a modern and robust regulatory framework for the protection of homebuyers/sellers, while also ensuring that the needs of real estate brokers/salespersons are taken into account.

On July 31, 2020, amendments to the **Occupational Health and Safety First Aid Regulations** under the **Occupational Health and Safety Act** were made to harmonize first aid kit standards across the country. They came into force on January 1, 2021.

**Indicator 2: Completed a review of the Motorized Snow Vehicles and All-Terrain Vehicles Act and Regulations.**

A comprehensive review of the Act and Regulations was conducted during 2020-21, with a primary objective of enhancing safety. Consultations with stakeholders and the public raised a number of important issues. The review also looked at modernizing the legislation to capture new off-road vehicle variants and reorganize the Act and Regulations for ease of understanding. Recommendations to enhance safety are being developed for consideration by Government in the next reporting period.

**Indicator 3: Recommended new regulations to improve highway safety.**

The department began the process of drafting regulations to be issued under the authority of the new amendments to the **Highway Traffic Act** in the reporting period. The **Dealer Regulations** are designed to enhance consumer protection and consolidate provisions related to automobile dealers. The extended caretaker period, which ended following the election on March 25, 2021, necessitated the delay of presenting these regulations for consideration until after the reporting period.

Government continued the process of consulting with stakeholders, and drafting new regulations to allow the use of image capture technology on our roads and highways, as a means to increase compliance with the rules of the road. When completed, the use of cameras could help improve safety in areas such as construction zones and school zones.

**Indicator 4: Assessed legislation under the department's purview to develop priorities for the upcoming year.**

In 2020-21, a high-level assessment of legislation under the department's purview was undertaken in consultation with program directors to develop legislative priorities.

**Indicator 5: Initiated the development of ways to alert consumers about bad business practices.**

Throughout the year, DGSNL worked to increase its web presence and social media following, allowing wider dissemination of consumer alerts and bulletins issued by the Superintendent of Securities regarding fraudulent activity.

DGSNL recommended and drafted legislative changes to the **Vital Statistics Act, 2009** to stop a predatory practice involving third parties charging residents an excessive fee to make vital statistics applications on their behalf, while also collecting their personal information. These amendments were drafted in the reporting period and received Royal Assent during the subsequent reporting period.

**Indicator 6: Implemented a process for insurance company notifications of automobile policy cancellations to Motor Registration Division.**

As of January 2020, the province requires insurers to notify the Registrar of Motor Vehicles within 24 hours of the cancellation or expiry of an insurance policy on a personal vehicle. In support of this requirement and further advancing the goal of reducing the number of uninsured drivers on the road, DGSNL received federal funding to partner with the Insurance Bureau of Canada (IBC) to develop the Insurance Validation Program – a system that will identify uninsured drivers and provide law



enforcement with real-time, reliable insurance information. An agreement with IBC was signed in December 2020 that implements a process for insurance validation. Data transfer testing was undertaken in the reporting period. An issue was discovered in developing the system that will require a change to legislation before the system is fully operational.

### **2021-22 Objective**

By March 31, 2022, DGSNL will have continued to review and propose legislative amendments to: protect consumers, enhance the safety of workers and the public, improve accessibility to public buildings and make our roads and trails safer.

### **Indicators:**

- Initiated a review of legislation related to accessibility to public buildings.
- Made recommendations to modernize and strengthen the safety provisions of the **Motorized Snow Vehicles and All-Terrain Vehicles Act**.
- Developed measures to enhance occupational health and safety.
- Developed measures to keep our roads safer and help stabilize insurance rates.

## **Opportunities and Challenges**

DGSNL is continuously looking at ways to improve the delivery of programs and services for residents of the province. The COVID-19 pandemic has continued to bring new challenges to all lines of business. However, extensive efforts have been taken to maintain public health measures, while continuing to deliver programs and services effectively.

By continuously expanding service delivery options using online services, wait times are reduced and residents are provided with the freedom to complete these tasks at a time and place convenient for them. The department intends to continue this in 2021-22 by making further enhancements to program and service delivery and investigating ways to improve the online customer experience across Government.

## **Financial Information**

Expenditure and revenue figures included in this document are based on public information in the Report on the Program Expenditures and Revenues of the Consolidated Revenue Fund for Fiscal Year Ended 31 March 2021.

ANNUAL REPORT 2020-21

REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

DEPARTMENT OF DIGITAL GOVERNMENT AND SERVICE NEWFOUNDLAND AND LABRADOR  
Statement of Expenditure and Related Revenue  
FOR THE YEAR ENDED 31 MARCH 2021

|  | Actual         | Estimates      |                |
|--|----------------|----------------|----------------|
|  |                | Amended        | Original       |
|  | \$             | \$             | \$             |
| <b>EXECUTIVE AND SUPPORT SERVICES</b>      |                |                |                |
| <b>MINISTER'S OFFICE</b>                   |                |                |                |
| <i>CURRENT</i>                             |                |                |                |
| <b>1.1.01. MINISTER'S OFFICE</b>           |                |                |                |
| 01. Salaries                               | 156,141        | 206,300        | 206,300        |
| Operating Accounts:                        |                |                |                |
| <i>Employee Benefits</i>                   | -              | 300            | 300            |
| <i>Transportation and Communications</i>   | 2,761          | 30,400         | 30,400         |
| <i>Supplies</i>                            | 78             | 800            | 800            |
| <i>Purchased Services</i>                  | -              | 500            | 500            |
| <i>Property, Furnishings and Equipment</i> | 674            | 300            | 300            |
| 02. Operating Accounts                     | 3,513          | 32,300         | 32,300         |
| <b>Total: Minister's Office</b>            | <b>159,654</b> | <b>238,600</b> | <b>238,600</b> |
| TOTAL: MINISTER'S OFFICE                   | 159,654        | 238,600        | 238,600        |
| <b>GENERAL ADMINISTRATION</b>              |                |                |                |
| <i>CURRENT</i>                             |                |                |                |
| <b>1.2.01. EXECUTIVE SUPPORT</b>           |                |                |                |
| 01. Salaries                               | 1,451,477      | 1,478,700      | 1,506,300      |
| Operating Accounts:                        |                |                |                |
| <i>Employee Benefits</i>                   | 127,111        | 106,000        | 78,400         |
| <i>Transportation and Communications</i>   | 9,462          | 33,400         | 33,400         |
| <i>Supplies</i>                            | 2,972          | 2,500          | 2,500          |
| <i>Purchased Services</i>                  | 8,925          | 13,000         | 13,000         |
| <i>Property, Furnishings and Equipment</i> | 3,662          | 1,000          | 1,000          |
| 02. Operating Accounts                     | 152,132        | 155,900        | 128,300        |
|  | 1,603,609      | 1,634,600      | 1,634,600      |
| 02. Revenue - Provincial                   | (857,922)      | (1,040,000)    | (1,040,000)    |
| <b>Total: Executive Support</b>            | <b>745,687</b> | <b>594,600</b> | <b>594,600</b> |

ANNUAL REPORT 2020-21

REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

DEPARTMENT OF DIGITAL GOVERNMENT AND SERVICE NEWFOUNDLAND AND LABRADOR  
(CONTINUED)

|  | Actual         | Estimates      |                |
|--|----------------|----------------|----------------|
|  |                | Amended        | Original       |
|  | \$             | \$             | \$             |
| <b>EXECUTIVE AND SUPPORT SERVICES</b>      |                |                |                |
| <b>GENERAL ADMINISTRATION</b>              |                |                |                |
| <i>CURRENT</i>                             |                |                |                |
| <b>1.2.02. FRENCH LANGUAGE SERVICES</b>    |                |                |                |
| 01. Salaries                               | 368,086        | 368,100        | 362,900        |
| Operating Accounts:                        |                |                |                |
| <i>Transportation and Communications</i>   | 1,679          | 8,500          | 8,500          |
| <i>Supplies</i>                            | 105            | 2,500          | 2,500          |
| <i>Professional Services</i>               | 84,086         | 134,300        | 134,300        |
| <i>Purchased Services</i>                  | 410            | 600            | 600            |
| <i>Property, Furnishings and Equipment</i> | 50             | -              | -              |
| 02. Operating Accounts                     | 86,330         | 145,900        | 145,900        |
| 10. Grants and Subsidies                   | 4,278          | 4,300          | 4,300          |
|  | 458,694        | 518,300        | 513,100        |
| 01. Revenue - Federal                      | (350,000)      | (350,000)      | (350,000)      |
| <b>Total: French Language Services</b>     | <b>108,694</b> | <b>168,300</b> | <b>163,100</b> |
| <i>CAPITAL</i>                             |                |                |                |
| <b>1.2.03. ADMINISTRATIVE SUPPORT</b>      |                |                |                |
| Operating Accounts:                        |                |                |                |
| <i>Purchased Services</i>                  | 166,152        | 320,000        | 320,000        |
| <i>Property, Furnishings and Equipment</i> | 97,000         | 97,000         | -              |
| 02. Operating Accounts                     | 263,152        | 417,000        | 320,000        |
| 01. Revenue - Federal                      | -              | (320,000)      | (320,000)      |
| <b>Total: Administrative Support</b>       | <b>263,152</b> | <b>97,000</b>  | <b>-</b>       |
| TOTAL: GENERAL ADMINISTRATION              | 1,117,533      | 859,900        | 757,700        |
| TOTAL: EXECUTIVE AND SUPPORT SERVICES      | 1,277,187      | 1,098,500      | 996,300        |

ANNUAL REPORT 2020-21

REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

DEPARTMENT OF DIGITAL GOVERNMENT AND SERVICE NEWFOUNDLAND AND LABRADOR  
(CONTINUED)

|  | Actual         | Estimates      |                |
|--|----------------|----------------|----------------|
|  |                | Amended        | Original       |
|  | \$             | \$             | \$             |
| <b>REGULATORY AFFAIRS</b>                    |                |                |                |
| <b>CONSUMER AND COMMERCIAL AFFAIRS</b>       |                |                |                |
| <i>CURRENT</i>                               |                |                |                |
| <b>2.1.01. CONSUMER AFFAIRS</b>              |                |                |                |
| 01. Salaries                                 | 721,511        | 790,700        | 790,700        |
| Operating Accounts:                          |                |                |                |
| <i>Employee Benefits</i>                     | -              | 700            | 700            |
| <i>Transportation and Communications</i>     | 12,245         | 26,400         | 26,400         |
| <i>Supplies</i>                              | 3,422          | 10,200         | 10,200         |
| <i>Purchased Services</i>                    | 5,618          | 13,500         | 13,500         |
| <i>Property, Furnishings and Equipment</i>   | 2,376          | 1,500          | 1,500          |
| 02. Operating Accounts                       | 23,661         | 52,300         | 52,300         |
|  | 745,172        | 843,000        | 843,000        |
| 02. Revenue - Provincial                     | (16,193)       | (16,000)       | (16,000)       |
| <b>Total: Consumer Affairs</b>               | <b>728,979</b> | <b>827,000</b> | <b>827,000</b> |
| <b>2.1.02. FINANCIAL SERVICES REGULATION</b> |                |                |                |
| 01. Salaries                                 | 676,753        | 797,400        | 891,800        |
| Operating Accounts:                          |                |                |                |
| <i>Employee Benefits</i>                     | -              | 1,800          | 1,800          |
| <i>Transportation and Communications</i>     | 9,379          | 21,900         | 21,900         |
| <i>Supplies</i>                              | 3,204          | 5,200          | 5,200          |
| <i>Professional Services</i>                 | -              | 1,000          | 1,000          |
| <i>Purchased Services</i>                    | 71,107         | 75,600         | 75,600         |
| <i>Property, Furnishings and Equipment</i>   | 907            | 700            | 700            |
| 02. Operating Accounts                       | 84,597         | 106,200        | 106,200        |
| <b>Total: Financial Services Regulation</b>  | <b>761,350</b> | <b>903,600</b> | <b>998,000</b> |
| <b>2.1.03. PENSIONS BENEFIT STANDARDS</b>    |                |                |                |
| 01. Salaries                                 | 265,712        | 265,800        | 244,200        |
| Operating Accounts:                          |                |                |                |
| <i>Transportation and Communications</i>     | -              | 4,900          | 4,900          |
| <i>Supplies</i>                              | 487            | 500            | 500            |
| <i>Purchased Services</i>                    | 4,158          | 4,300          | 4,300          |
| <i>Property, Furnishings and Equipment</i>   | 524            | 200            | 200            |
| 02. Operating Accounts                       | 5,169          | 9,900          | 9,900          |
| <b>Total: Pensions Benefit Standards</b>     | <b>270,881</b> | <b>275,700</b> | <b>254,100</b> |

**ANNUAL REPORT 2020-21**

REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

**DEPARTMENT OF DIGITAL GOVERNMENT AND SERVICE NEWFOUNDLAND AND LABRADOR  
(CONTINUED)**

|   | <b>Actual</b>    | <b>Estimates</b> |                 |
|---|------------------|------------------|-----------------|
|   |                  | <b>Amended</b>   | <b>Original</b> |
|   | \$               | \$               | \$              |
| <b>REGULATORY AFFAIRS</b>                     |                  |                  |                 |
| <b>CONSUMER AND COMMERCIAL AFFAIRS</b>        |                  |                  |                 |
| <i>CURRENT</i>                                |                  |                  |                 |
| <b>2.1.04. COMMERCIAL REGISTRATIONS</b>       |                  |                  |                 |
| 01. Salaries                                  | <b>972,597</b>   | 1,037,200        | 1,049,800       |
| Operating Accounts:                           |                  |                  |                 |
| <i>Employee Benefits</i>                      | -                | 2,000            | 2,000           |
| <i>Transportation and Communications</i>      | <b>65,129</b>    | 93,400           | 93,400          |
| <i>Supplies</i>                               | <b>14,911</b>    | 15,700           | 15,700          |
| <i>Purchased Services</i>                     | <b>861,684</b>   | 831,100          | 818,500         |
| <i>Property, Furnishings and Equipment</i>    | <b>4,923</b>     | 5,700            | 5,700           |
| 02. Operating Accounts                        | <b>946,647</b>   | 947,900          | 935,300         |
| <b>Total: Commercial Registrations</b>        | <b>1,919,244</b> | 1,985,100        | 1,985,100       |
| <b>TOTAL: CONSUMER AND COMMERCIAL AFFAIRS</b> | <b>3,680,454</b> | 3,991,400        | 4,064,200       |
| <b>REGULATORY AFFAIRS</b>                     |                  |                  |                 |
| <b>OTHER SERVICES</b>                         |                  |                  |                 |
| <i>CURRENT</i>                                |                  |                  |                 |
| <b>2.2.01. VITAL STATISTICS REGISTRY</b>      |                  |                  |                 |
| 01. Salaries                                  | <b>888,032</b>   | 888,100          | 820,500         |
| Operating Accounts:                           |                  |                  |                 |
| <i>Transportation and Communications</i>      | <b>40,687</b>    | 67,400           | 67,400          |
| <i>Supplies</i>                               | <b>8,896</b>     | 12,400           | 12,400          |
| <i>Purchased Services</i>                     | <b>143,847</b>   | 146,900          | 146,900         |
| <i>Property, Furnishings and Equipment</i>    | -                | 1,200            | 1,200           |
| 02. Operating Accounts                        | <b>193,430</b>   | 227,900          | 227,900         |
|   | <b>1,081,462</b> | 1,116,000        | 1,048,400       |
| 01. Revenue - Federal                         | <b>(77,352)</b>  | (130,000)        | (130,000)       |
| 02. Revenue - Provincial                      | <b>(22,267)</b>  | (50,000)         | (50,000)        |
| <b>Total: Vital Statistics Registry</b>       | <b>981,843</b>   | 936,000          | 868,400         |

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REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

DEPARTMENT OF DIGITAL GOVERNMENT AND SERVICE NEWFOUNDLAND AND LABRADOR  
(CONTINUED)

|   | Actual           | Estimates        |                  |
|---|------------------|------------------|------------------|
|   |                  | Amended          | Original         |
|   | \$               | \$               | \$               |
| <b>REGULATORY AFFAIRS</b>                         |                  |                  |                  |
| <b>OTHER SERVICES</b>                             |                  |                  |                  |
| <i>CURRENT</i>                                    |                  |                  |                  |
| <b>2.2.02. QUEEN'S PRINTER</b>                    |                  |                  |                  |
| Operating Accounts:                               |                  |                  |                  |
| <i>Employee Benefits</i>                          | -                | 400              | 400              |
| <i>Transportation and Communications</i>          | 817              | 1,400            | 1,400            |
| <i>Supplies</i>                                   | 2,170            | 300              | 300              |
| <i>Purchased Services</i>                         | 3,863            | 6,700            | 6,700            |
| 02. Operating Accounts                            | <u>6,850</u>     | <u>8,800</u>     | <u>8,800</u>     |
|   | 6,850            | 8,800            | 8,800            |
| 02. Revenue - Provincial                          | <u>(36,230)</u>  | <u>(97,000)</u>  | <u>(97,000)</u>  |
| <b>Total: Queen's Printer</b>                     | <u>(29,380)</u>  | <u>(88,200)</u>  | <u>(88,200)</u>  |
| <b>2.2.03. PRINTING AND MICROGRAPHIC SERVICES</b> |                  |                  |                  |
| 01. Salaries                                      | 928,719          | 973,400          | 973,400          |
| Operating Accounts:                               |                  |                  |                  |
| <i>Transportation and Communications</i>          | 5,209            | 9,000            | 9,000            |
| <i>Supplies</i>                                   | 210,223          | 217,900          | 308,600          |
| <i>Purchased Services</i>                         | 440,338          | 494,500          | 494,500          |
| <i>Property, Furnishings and Equipment</i>        | 3,204            | -                | 6,300            |
| 02. Operating Accounts                            | <u>658,974</u>   | <u>721,400</u>   | <u>818,400</u>   |
| <b>Total: Printing and Micrographic Services</b>  | <u>1,587,693</u> | <u>1,694,800</u> | <u>1,791,800</u> |
| TOTAL: OTHER SERVICES                             | <u>2,540,156</u> | <u>2,542,600</u> | <u>2,572,000</u> |
| TOTAL: REGULATORY AFFAIRS                         | <u>6,220,610</u> | <u>6,534,000</u> | <u>6,636,200</u> |

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REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

DEPARTMENT OF DIGITAL GOVERNMENT AND SERVICE NEWFOUNDLAND AND LABRADOR  
(CONTINUED)

|  | Actual           | Estimates |           |
|--|------------------|-----------|-----------|
|  |                  | Amended   | Original  |
|  | \$               | \$        | \$        |
| <b>GOVERNMENT SERVICES</b>                 |                  |           |           |
| <b>MOTOR VEHICLE REGISTRATION</b>          |                  |           |           |
| <i>CURRENT</i>                             |                  |           |           |
| <b>3.1.01. MOTOR REGISTRATION DIVISION</b> |                  |           |           |
| 01. Salaries                               | <b>6,037,226</b> | 6,257,800 | 6,476,300 |
| Operating Accounts:                        |                  |           |           |
| <i>Employee Benefits</i>                   | -                | 4,000     | 4,000     |
| <i>Transportation and Communications</i>   | <b>996,074</b>   | 1,146,900 | 1,087,900 |
| <i>Supplies</i>                            | <b>478,939</b>   | 490,300   | 490,300   |
| <i>Professional Services</i>               | -                | 3,000     | 3,000     |
| <i>Purchased Services</i>                  | <b>2,184,272</b> | 2,033,100 | 1,874,600 |
| <i>Property, Furnishings and Equipment</i> | <b>5,389</b>     | 12,000    | 12,000    |
| 02. Operating Accounts                     | <b>3,664,674</b> | 3,689,300 | 3,471,800 |
| 10. Grants and Subsidies                   | <b>42,558</b>    | 42,600    | 41,600    |
|  | <b>9,744,458</b> | 9,989,700 | 9,989,700 |
| 01. Revenue - Federal                      | <b>(236,364)</b> | (191,500) | (191,500) |
| 02. Revenue - Provincial                   | <b>(3,358)</b>   | (20,000)  | (20,000)  |
| <b>Total: Motor Registration Division</b>  | <b>9,504,736</b> | 9,778,200 | 9,778,200 |
| TOTAL: MOTOR VEHICLE REGISTRATION          | <b>9,504,736</b> | 9,778,200 | 9,778,200 |



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REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

DEPARTMENT OF DIGITAL GOVERNMENT AND SERVICE NEWFOUNDLAND AND LABRADOR  
(CONTINUED)

|  | Actual           | Estimates        |                  |
|--|------------------|------------------|------------------|
|  |                  | Amended          | Original         |
|  | \$               | \$               | \$               |
| <b>GOVERNMENT SERVICES</b>                       |                  |                  |                  |
| <b>PERMITTING AND INSPECTION SERVICES</b>        |                  |                  |                  |
| <i>CURRENT</i>                                   |                  |                  |                  |
| <b>3.2.01. SUPPORT SERVICES</b>                  |                  |                  |                  |
| 01. Salaries                                     | 2,417,391        | 2,422,400        | 2,251,900        |
| Operating Accounts:                              |                  |                  |                  |
| <i>Employee Benefits</i>                         | 175              | 5,800            | 5,800            |
| <i>Transportation and Communications</i>         | 197,385          | 287,700          | 287,700          |
| <i>Supplies</i>                                  | 22,866           | 20,800           | 20,800           |
| <i>Professional Services</i>                     | 50               | 6,500            | 6,500            |
| <i>Purchased Services</i>                        | 53,160           | 66,100           | 66,100           |
| <i>Property, Furnishings and Equipment</i>       | 39,520           | 4,800            | 4,800            |
| 02. Operating Accounts                           | 313,156          | 391,700          | 391,700          |
|  | 2,730,547        | 2,814,100        | 2,643,600        |
| 02. Revenue - Provincial                         | (1,197,938)      | (1,516,800)      | (1,516,800)      |
| <b>Total: Support Services</b>                   | <b>1,532,609</b> | <b>1,297,300</b> | <b>1,126,800</b> |
| <b>3.2.02. REGIONAL SERVICES</b>                 |                  |                  |                  |
| 01. Salaries                                     | 7,001,586        | 7,104,500        | 7,275,000        |
| Operating Accounts:                              |                  |                  |                  |
| <i>Employee Benefits</i>                         | -                | 2,100            | 2,100            |
| <i>Transportation and Communications</i>         | 327,997          | 489,600          | 489,600          |
| <i>Supplies</i>                                  | 43,795           | 48,000           | 48,000           |
| <i>Purchased Services</i>                        | 36,771           | 39,300           | 39,300           |
| <i>Property, Furnishings and Equipment</i>       | 22,241           | 9,300            | 9,300            |
| 02. Operating Accounts                           | 430,804          | 588,300          | 588,300          |
|  | 7,432,390        | 7,692,800        | 7,863,300        |
| 02. Revenue - Provincial                         | (672,000)        | (2,022,200)      | (2,022,200)      |
| <b>Total: Regional Services</b>                  | <b>6,760,390</b> | <b>5,670,600</b> | <b>5,841,100</b> |
| <b>TOTAL: PERMITTING AND INSPECTION SERVICES</b> | <b>8,292,999</b> | <b>6,967,900</b> | <b>6,967,900</b> |

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REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

DEPARTMENT OF DIGITAL GOVERNMENT AND SERVICE NEWFOUNDLAND AND LABRADOR  
(CONTINUED)

|  | Actual          | Estimates     |               |
|--|-----------------|---------------|---------------|
|  |                 | Amended       | Original      |
|  | \$              | \$            | \$            |
| <b>GOVERNMENT SERVICES</b>                                   |                 |               |               |
| <b>OCCUPATIONAL HEALTH AND SAFETY</b>                        |                 |               |               |
| <i>CURRENT</i>   |                 |               |               |
| <b>3.3.01. OCCUPATIONAL HEALTH AND SAFETY INSPECTIONS</b>    |                 |               |               |
| 01. Salaries   | 2,979,316       | 3,771,600     | 3,771,600     |
| Operating Accounts:  |                 |               |               |
| <i>Employee Benefits</i>                                     | 34,667          | 26,900        | 26,900        |
| <i>Transportation and Communications</i>                     | 98,449          | 323,400       | 323,400       |
| <i>Supplies</i>  | 80,055          | 77,500        | 77,500        |
| <i>Professional Services</i>                                 | 3,055           | 16,800        | 16,800        |
| <i>Purchased Services</i>                                    | 44,045          | 111,400       | 111,400       |
| <i>Property, Furnishings and Equipment</i>                   | 28,743          | 35,800        | 35,800        |
| 02. Operating Accounts                                       | 289,014         | 591,800       | 591,800       |
|  | 3,268,330       | 4,363,400     | 4,363,400     |
| 02. Revenue - Provincial                                     | (3,189,175)     | (4,363,400)   | (4,363,400)   |
| <b>Total: Occupational Health and Safety Inspections</b>     | <b>79,155</b>   | <b>-</b>      | <b>-</b>      |
| TOTAL: OCCUPATIONAL HEALTH AND SAFETY                        | 79,155          | -             | -             |
| <b>FINANCIAL ASSISTANCE</b>                                  |                 |               |               |
| <i>CURRENT</i>   |                 |               |               |
| <b>3.4.01. ASSISTANCE TO ST. LAWRENCE MINERS' DEPENDENTS</b> |                 |               |               |
| 09. Allowances and Assistance                                | 18,920          | 23,500        | 23,500        |
| <b>Total: Assistance to St. Lawrence Miners' Dependents</b>  | <b>18,920</b>   | <b>23,500</b> | <b>23,500</b> |
| <b>3.4.02. ASSISTANCE TO OUTSIDE AGENCIES</b>                |                 |               |               |
| 10. Grants and Subsidies                                     | -               | 8,000         | 8,000         |
|  | -               | 8,000         | 8,000         |
| 02. Revenue - Provincial                                     | (14,000)        | (8,000)       | (8,000)       |
| <b>Total: Assistance to Outside Agencies</b>                 | <b>(14,000)</b> | <b>-</b>      | <b>-</b>      |
| TOTAL: FINANCIAL ASSISTANCE                                  | 4,920           | 23,500        | 23,500        |
| TOTAL: GOVERNMENT SERVICES                                   | 17,881,810      | 16,769,600    | 16,769,600    |
| TOTAL: DEPARTMENT  | 25,379,607      | 24,402,100    | 24,402,100    |

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REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

## DEPARTMENT OF DIGITAL GOVERNMENT AND SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)

### Summary of Gross Expenditure and Unexpended Balances

|  |                         |
|--|-------------------------|
|  | \$                      |
| Original estimates (net)                           | 24,402,100              |
| Add (subtract) transfers of estimates              | -                       |
| Addback revenue estimates net of transfers         | 10,124,900              |
| Original estimates of expenditure                  | <u>34,527,000</u>       |
| Supplementary supply                               | -                       |
| Total Appropriation                                | <u>34,527,000</u>       |
| Total net expenditure                              | 25,379,607              |
| Add revenue less transfers and statutory payments  | 6,672,799               |
| Total gross expenditure (budgetary, non-statutory) | <u>32,052,406</u>       |
| Unexpended balance of appropriation                | <u><u>2,474,594</u></u> |

### Summary of Cash Payments and Receipts

|                 | Payments                 | Receipts                | Net                      |
|-----------------|--------------------------|-------------------------|--------------------------|
|                 | \$                       | \$                      | \$                       |
| Current Account | 31,789,254               | 6,672,799               | 25,116,455               |
| Capital Account | <u>263,152</u>           | -                       | <u>263,152</u>           |
| Totals          | <u><u>32,052,406</u></u> | <u><u>6,672,799</u></u> | <u><u>25,379,607</u></u> |

DAVID HEFFERNAN  
Deputy Minister  
Digital Government and Service  
Newfoundland and Labrador

