

ANNUAL REPORT 2019/20



Digital Government and Service NL



MESSAGE FROM THE MINISTER

I am pleased to submit the 2019-20 Annual Report for Digital Government and Service NL (formerly Service NL) 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, 2019 and March 31, 2020 in achieving the goals and objectives outlined in the 2017-20 Strategic Plan. Promoting enhanced program and service delivery and enhancing consumer protection and safety were the department's two primary areas of focus during this reporting period. As Minister, I am accountable for the 2019-20 Annual Report and the results reported. I wish to acknowledge the contributions of my colleague, the Honourable Sherry Gambin-Walsh, who was Minister of the department during the reporting period.

This report highlights other important work completed with internal and external stakeholders during 2019-20, and identifies opportunities and challenges for the upcoming fiscal year. In 2019-20, 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.

I would like to thank departmental staff, the public and our partners for the significant progress of this past year. I look forward to continued success guiding Digital Government and Service NL into 2020-21.

A handwritten signature in black ink that reads "Sarah Stoodley". The signature is written in a cursive, flowing style.

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.

Digital Government and Service NL is at the forefront of government service delivery and functions in large part as government's primary single-window service delivery centre. Digital Government and Service NL delivers citizen protection services to the public in the areas of public health and safety, environmental health and protection, highway safety, occupational health and safety, consumer and financial interests. The department is also responsible for the provision and preservation of vital events and documents, commercial registries, and 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.

A brief overview of Digital Government and Service NL's two branches and their respective divisions and operational units is outlined in the 2017-2020 Strategic Plan. A full description of the department's mandate and lines of business is available online: <https://www.gov.nl.ca/dgsnl/department/>.

Staff and Budget

Digital Government and Service NL 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
Minister's Office	3
Executive Support Services	15
Government Services Branch	284
Regulatory Affairs Branch	110
Office of French Services	4
Totals	416

As per the Estimates of the Program Expenditure and Revenue of the Consolidated Revenue Fund for Fiscal Year 2019-20, the total net expenditure for the Department of Digital Government and Service NL for fiscal year 2019-20 is \$22,187,002.

Highlights and Partnerships

Increased Information and Services in French

The Office of French Services (OFS), through the Canada-Newfoundland and Labrador Agreement on French Language Services (2018-2022), 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.

The OFS identified and facilitated partnerships and funding arrangements between departments and a number of not-for-profit Francophone community groups. In 2019-20, government funding was approved for the Réseau culturel francophone (Francophone Cultural Network), for the Francophone tent at the Newfoundland and Labrador Folk Festival, and for the Conseil scolaire francophone provincial (Provincial Francophone School District) for its Cultural Theatre workshops project.

A navigator is a contact person within a department who acts as a direct link or liaison with the OFS for instances when a member of the public requests services in French, and helps promote awareness about the OFS services, including translation and linguistic support. In 2019-20, the OFS identified three new navigators: one in Justice and Public Safety (Family Division), and two in Digital Government and Service NL (Consumer Affairs Division and the Government Service Centre in Corner Brook).

Government promoted greater awareness of the Francophone and Acadian community in Newfoundland and Labrador by hosting the 20th annual flag-raising ceremony at Confederation Building in St. John's, and through social media on significant community celebrations such as Rendez-vous de la Francophonie, International Francophonie Day and National Acadian Day.

Government continues to enhance its communications with the public in French – in 2019-20, government approved 50 bilingual news releases compared to 33 the previous year. Two examples of significant French translations in 2019-20 were Tourism, Culture, Arts and Recreation’s Cultural Plan, and Education’s Early Childhood Learning Framework.

Throughout 2019-20, OFS worked 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. This new service will be phased in during 2020-21 and 2021-22.

BizPal Continues to Grow

BizPal offers a self-service, web-based tool that allows entrepreneurs to generate a customized list of permits, licences and other approvals that they require from all three levels of government (federal, provincial and municipal). The service is free for entrepreneurs to use and municipalities to join. As of March 31, 2020, BizPal has expanded to include 118 municipalities. The following communities were added in 2019-20: Come By Chance, Cupids, Dover, Irishtown-Summerside, Logy Bay-Middle Cove-Outer Cove, Meadows, Mount Moriah, New-Wes-Valley and Peterview.

The pilot for the restaurant bundle is now complete and successful elements from the project were rolled into the new release of BizPal in September 2019.

BizPal has two new objectives; the first is to expand to a transactional service offering for permits and licences. This will be tested this year through small pilots across the country. The second objective is to further support the reduction in red tape. BizPal has begun a new multi-year pilot project to develop a tool to support government regulators in providing an overall compliance view by linking all requirements for a given industry. For additional information on BizPal, visit www.bizpal.gov.nl.ca.

Wabush Mines Pension Plans

The 2018 decision by the Newfoundland and Labrador Court of Appeal found that all amounts including unpaid wind-up deficits are within the deemed trust, which was consistent with the position argued by Digital Government and Service NL. With the benefit of this decision, the Department continued to work to ensure the best possible outcome for the former workers of Wabush Mines.

As a result of the settlement sanctioned by the Quebec Superior Court overseeing the proceedings under the federal **Companies' Creditors Arrangement Act**, which resulted in a total of \$36 million being paid into the two Wabush Mines pensions plans, the funded positions of the pension plans improved significantly. When the pension plan wind-ups were first declared in December 2015, it was estimated that the plans were 75 to 80 per cent funded; however, as a result of the significant effort by all parties involved, including the Wabush Mines Pension Committee, former members of the plans who were covered under the **Pension Benefits Act, 1997** are to receive approximately 93 per cent of their pension entitlement. The administrator continues to process lump sum payments from the plans and the annuity purchase was completed, with payments from the insurance company beginning on May 1, 2019.

Injury Prevention Strategy

Workplace NL, in partnership with the Occupational Health and Safety Division of Digital Government and Service NL, continued work on implementing the five-year workplace injury prevention strategy entitled *Advancing a Strong Safety Culture in Newfoundland and Labrador*. This strategy is the result of collaboration among many injury prevention partners and stakeholders and represents the opportunity for everyone to help protect workers from hazards in the workplace. The strategy is available online:

<https://workplacenl.ca/site/uploads/2019/06/advancing-a-strong-safety-culture-in-nl.pdf>

Report on Performance

Strategic Issue # 1: Enhanced Program and Service Delivery

This issue supports the department's primary objective to enhance program and service delivery through enhanced customer service capacity and improved client services. Digital Government and Service NL provides Newfoundlanders and Labradorians with a single point of access for a wide range of required permits, licences and registrations. The department creates a culture which encourages employees, from front line service representatives to those behind the scenes making policy decisions, to develop and deliver client-centred services. The commitment and effort of every employee is critical in providing seamless customer service, whether it is through new online application processes, in-person counter visits, through the mail, or by telephone. Working to improve the lives of residents is a key focus of employees, as they continue to improve and enhance the delivery of services to customers.

Goal Statement

By March 31, 2020, Digital Government and Service NL will have enhanced the delivery of its programs and services.

2019-20 Objective and Indicators

By March 31, 2020, Digital Government and Service NL will have completed the implementation of identified changes and enhancements to improve the overall quality of, and access to, its programs and services.

Results Achieved:

The following details the department's progress toward the achievement of the planned results for 2019-20 with respect to Enhanced Program and Service Delivery.

Indicator 1: Applications for electrical permits available online

A new online service that provides registered electrical contractors with online applications for electrical permits is now available, providing a more efficient way to obtain electrical permits and annual contractor registration certificates. Access to the online applications (<https://www.gov.nl.ca/dgsnl/licenses/electrical/>) is available 24 hours a day, seven days a week. This service allows registered electrical contractors to: complete and submit applications online through a user-friendly interface; pay for applications online using a credit or debit card; receive email confirmation of receipt of applications and payments; and receive certificates and permits electronically via email. As a result of this initiative, electrical contractors will no longer have to visit a Government Service Centre location to apply for or pick up their electrical permits, saving valuable time.

Indicator 2: Lottery licence applications available online

Not-for-profit and charitable organizations can now apply online for a lottery licence. The new online application (<https://myapplications.gov.nl.ca/>) provides step-by-step instructions and lets applicants track the status of their application and allows license holders to submit their financial reports. When the client submits an online application, it is automatically entered into the system, reducing time spent managing incomplete or incorrect forms and data, and decreasing turnaround times for lottery licence applications. Online applications also decrease paper, printing and postage costs without affecting frontline services. Each year, Government receives more than 3,600 ticket lottery requests. The online application process provides a more efficient and streamlined process for organizations.

Indicator 3: Develop workforce-related e-learning and simulation tools

SkillsPass NL (<https://myskillspass.bluedrop.io/client/msp/servicenl/>) is a workforce development project with the goal to increase worker employability, workplace productivity, and regulatory compliance in the workplace by enhancing workforce knowledge and skills through interactive online training opportunities. Under

Government's contract with Bluedrop Performance Learning, workforce e-learning opportunities were to be developed for eight areas within Digital Government and Service NL's mandate: food premises, tobacco and vapour product retailers, public swimming pools, marriage licences, electrical installations, building accessibility, private sewage systems, and commercial driving. In 2019-20, courses were developed and made available through SkillsPass NL for commercial drivers, building accessibility, and electrical installations. Previously, courses were developed for food premises, tobacco and vapour product retailers, public swimming pools and marriage licences.

Indicator 4: Continue review of Buildings Accessibility Act and regulations to increase accessibility and inclusion

Government is committed to safe and sustainable communities, and improving accessibility and equity, creating environments that promote greater participation in our communities, employment opportunities and public services. Six individuals were appointed to the Buildings Accessibility Advisory Board in August 2018 and the Board has reviewed the **Buildings Accessibility Act**. The Board met in January, March, July, and November 2019 and engaged with stakeholders as part of the legislative review. Recommendations to the Minister regarding proposed amendments to the Act are forthcoming from the Board.

Indicator 5: Continued consultations with government departments and external stakeholders to determine costs and benefits of implementation of Single Business Number

During 2019-20, Digital Government and Service NL continued the analysis process to identify areas where the implementation of a single business number would benefit the delivery of programs and services to the business community. To facilitate thorough analysis and the development of appropriate recommendations, Digital Government and Service NL continued consultations with other government departments and agencies along with government officials from other provinces.

2017-20 Goal Reporting

The following details the department's progress toward the achievement of the planned results for the 2017-20 Strategic Plan as they relate to Enhanced Program and Service Delivery.

Indicator 1: LEAN processes implemented in multiple divisions

The Office of the Queen's Printer implemented Lean Continuous Improvement through a number of areas. The division implemented changes in the physical layout of the printing production environment which allow a direct path, and shortest distance, for material flow along the production path from entry into the workflow to finished product. Improvements have also been made to the materials storage area.

Motor Registration Division implemented LEAN processes in the medical driver records section, with a specific focus on mandatory reports to the Registrar from medical practitioners and law enforcement. This resulted in better management of high volumes of incoming documents, shorter processing times, and an increase in public safety with the suspension of high risk drivers.

Indicator 2: Identification and development of online service delivery options

The department has increased services available through the MyGovNL (<https://my.gov.nl.ca>) platform. Residents can manage their licence and vehicle renewals in one combined online platform and receive notification alerts for upcoming renewals. Residents can update their mailing address and advise government if they no longer own a vehicle.

Digital Government and Service NL has been working with Bluedrop to develop workforce e-learning opportunities in eight areas the Department regulates. The regulated areas are food premises, tobacco and vapour product retailers, public swimming pools, marriage licences, electrical installations, building accessibility, private sewage systems, and commercial driving. In total 15 courses have been developed and

made available through [SkillsPass NL](#) including six food related courses, two tobacco and vapour product retailing courses, two public pool operator courses, one marriage commissioner course, one marriage licence issuer course. Courses have been developed for commercial drivers, building accessibility, and electrical installations.

Indicator 3: Increased access to online services

In addition to online lottery licence applications and electrical permits, enhancements to the Companies and Deeds Online (CADO) system have resulted in a document management system which improves access for clients on any web browser.

Indicator 4: Streamlined business processes

Motor Registration Division issues Accessible Parking Permits to individuals who are not able to walk more than 50 metres without assistance. Applications can be made in person, by mail or fax at the Motor Registration Office in Corner Brook, Grand Falls/Windsor and Mount Pearl. The processing normally takes two weeks; however, the permits can be issued immediately at these offices if all requirements are met. Driver's licences and photo identification cards are issued from one location, and mailed to clients, eliminating the requirement for maintaining and managing inventory at each location, and saving significant time in the completion of driver's licence transactions. It reduces wait-times for clients and improves service quality while providing more secure driver's licences and photo identification cards.

Digital Government and Service NL has developed the following service standards for seven programs and services, including; electrical inspections completed within 10 working days, backfill inspections for private septic systems completed within five working days and inspections of pressure systems carried out within four business days of the request. Upon receipt of a fully completed application, a permit to install or alter a pressure system is issued within 10 business days and a driver's licence and photo identification (photo ID) processed, produced and mailed to the client within 48 hours. Online birth, marriage and death certificates are processed and mailed within three business days. All registered school buses are inspected by October 31 each year.

Strategic Issue # 2: Enhanced Consumer Protection and Safety

Digital Government and Service NL is principally mandated to protect the public and the environment, and the citizen as a consumer. Providing such protection is a considerable responsibility that is primarily achieved through the establishment of timely and relevant standards and enforcement practices designed to ensure compliance. The department empowers consumers and regulates Newfoundland and Labrador's consumer marketplace by administering modern legislation that protects the public interest.

Goal Statement

By March 31, 2020, Digital Government and Service NL will have implemented new measures to protect consumers and enhance safety for workers and the public.

2019-20 Objective and Indicators

By March 31, 2020, Digital Government and Service NL will have completed the implementation of identified measures 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 2019-20 with respect to Enhanced Consumer Protection and Safety.

Indicator 1: Recommended changes to the Real Estate Trading Act and Regulations

In December 2019, the Provincial Government passed amendments to the **Real Estate Trading Act** (Bill 13) for the benefit of both consumers and real estate professionals.

Significant changes in the legislation allow for the streamlined release of trust deposits and a mechanism for aged trust deposits; restriction of a licensed real estate person from providing both real estate and mortgage brokerage services; establishment of personal real estate corporations, and establishment of a real estate recovery fund to be financed by industry; authority for the Superintendent of Real Estate Brokers and Salespersons to impose terms and conditions on a licence; and establishment of continuing education requirements.

The new legislation is in keeping with Government's focus on measures to enhance consumer protection by allowing for the introduction of a Code of Conduct and requiring real estate licensees to purchase errors and omissions insurance.

Indicator 2: Recommended changes resulting from the Automobile Insurance review

In April 2019, the Provincial Government passed amendments to the **Automobile Insurance Act** and the **Insurance Companies Act** (Bill 3 and Bill 6, respectively) intended to help stabilize insurance rates while enhancing consumer protection to benefit the people of the province.

Some of the key changes to the legislation include:

- an increase in the deductible from \$2,500 to \$5,000 for bodily injury claims;
- introduction of treatment protocols for common injuries as the primary payer;
- no access to the Uninsured Automobile Fund for losses by uninsured motorists;
- direct compensation for property damage;
- requirement for insurance companies to notify the Registrar of Motor Vehicles of the cancellation or expiration of insurance policies; and
- changes to procedural rules for motor vehicle collision claims.

The amendments include a mandated insurance discount for winter tire usage, guidelines concerning the optional use of telematics, and changes to the rate setting

process. The amendments strike a balance between trying to stabilize insurance rates for the consumer while maintaining access to justice for victims.

Indicator 3: Initiated safety enhancements arising from consultations on Automobile Insurance review

Government is continually looking for enhancements to ensure safety for all road users. A number of safety measures identified during the consultations on Automobile Insurance have been implemented. To encourage enhanced safety practices, such as increased use of winter tires, the amendments to the **Automobile Insurance Act** mandate an insurance discount for winter tire usage.

Vehicle monitoring devices provide an optional method to develop and reward safe drivers. In September 2019, the Provincial Government passed legislation to provide guidelines for the appropriate use of vehicle monitoring devices or telematics. This permits an optional method to develop and reward safe drivers.

Indicator 4: Completed review of the Credit Union Act, 2009

The Credit Union Deposit Guarantee Cooperation (CUDGC), in collaboration with Digital Government and Service NL, completed a review of the **Credit Union Act, 2009**. Consultations with industry, jurisdictional scans and review of international standards helped to identify opportunities to improve and modernize the legislation. The review reported on a number of issues, including: allowance for the operation of Federal Credit Unions, increased privacy protection for members and directors, conflict of interest provisions for board directors of credit unions and CUDGC, and the ability to hold virtual meetings. The review has been completed and it is anticipated that amendments will be brought forward in the next reporting period.

Indicator 5: Implemented changes to Radiation Health and Safety Act

Digital Government and Service NL continued to engage with stakeholders during the review of the **Radiation Health and Safety Act**. The proposed amendments required further consultations with Health Authorities and other key stakeholders and it is expected that recommendations and amendments will be brought forward in the next reporting period.

Indicator 6: Initiated a review on the Motorized Snow Vehicles and All-Terrain Vehicles Act and Regulations

Digital Government and Service NL initiated a comprehensive review of the **Motorized Snow Vehicles and All-Terrain Vehicles Act** and Regulations to identify opportunities to improve safety for all users and riders. Issues identified for review include minimum age requirements for operation and mandatory helmet usage for snowmobilers. Consultations have been completed and it is anticipated that recommendations and amendments will be brought forward in the next reporting period.

Indicator 7: Implemented changes to the Occupational Health and Safety Regulations including changes to first-aid kit requirements

Amendments to the **Occupational Health and Safety (OHS) Regulations** came into force January 1, 2020. The amendments capture incidents regarding worker-on-worker violence, and include provisions related to harassment in the workplace. Employers are required to apply and comply with a harassment prevention plan that is accessible to all employees. Employees are provided with a secure and confidential means to file a complaint, a clear manner in which the complaint is investigated, as well as training for both the employer and employees on harassment prevention.

Federal, provincial and territorial labour ministers met in January 2019 to discuss important workplace issues. Ministers agreed to reconcile important occupational health and safety standards for personal protection and standards for first-aid kits.

Amendments to the **OHS First Aid Regulations** to adopt new first aid kit requirements based on the Canadian Standards Association (CSA) guidelines are anticipated in the next reporting period.

Indicator 8: Identified further opportunities to improve highway safety

Road camera monitoring devices have been identified as a method to increase road safety. A construction zone pilot project, using equipment to detect vehicles that were speeding, recognize vehicle license plate numbers and record relevant information, found that close to half of the vehicles it monitored were travelling higher than the construction zone speed limit. In December 2019, the **Highway Traffic Act** was amended to enable the use of image capture systems to help increase road safety on our province's roads and highways. The changes allow for highway cameras to be used as a means of increasing compliance with the rules of the road and increasing safety for all road users in the province, including in construction zones and school bus zones.

Indicator 9: Initiated review of process for insurance company notifications of automobile policy cancellations to MRD

The Automobile Insurance review noted Newfoundland and Labrador has the highest claim frequency of uninsured motorists in Atlantic Canada. Amendments to the **Automobile Insurance Act** include a requirement for insurance companies to notify the Registrar of Motor Vehicles of the cancellation or expiration of insurance policies. Digital Government and Service NL is reviewing a process to allow for timely electronic confirmation of valid automobile insurance. It is expected the full implementation of the notification system will result in fewer uninsured drivers on our roads.

Indicator 10: Initiated review of means to assign the licence plate to the individual instead of the vehicle

Digital Government and Service NL is evaluating potential solutions to move the Motor Registration system to a plate to owner versus a plate to vehicle system. Recommendations are expected in the next reporting period.

2017-20 Goal Reporting

The following details the department's progress toward the achievement of the planned results for the 2017-20 Strategic Plan as they relate to Enhance Consumer Protection and Safety.

Indicator 1: Reviewed regulatory regimes of other jurisdictions

An assessment of the department's legislative inventory occurs regularly. Relevant issues are discussed in relation to the legislation, including changes in other jurisdictions and current issues requiring policy analysis. The reviews help inform a number of amendments to legislation. During the 2017-20 reporting period, 14 Acts and 14 Regulations were amended or newly enacted, including allowing individuals to choose an X on their birth certificate, regulating payday lenders and harmonizing the Workplace Hazardous Materials Information System regulations. Significant reviews were conducted and amendments made to automobile insurance and real estate legislation as previously highlighted.

Amendments to the **Residential Tenancies Act, 2000** came into force January 1, 2019. Significant changes in the legislation allow for early termination of rental agreements as a result of domestic violence situations, and the inclusion of boarding houses. The amendments include significant increases in penalties, and covers extended timelines regarding notices for rent increases, privacy enhancements, shorter timelines to deal with situations such as unpaid rent, abandonment of personal property, and the return of damage deposits.

Indicator 2: Strengthened provincial safety regulations

A number of amendments to the **Occupational Health and Safety (OHS) Regulations** have been implemented, and as noted previously, include the capture of incidents

regarding worker-on-worker violence and new provisions related to harassment in the workplace. Amendments to the Workplace Hazardous Materials Information System (WHMIS) regulations occurred in 2017 and enhance chemical safety and also harmonize our regulations with the federal hazardous products legislation and the WHMIS legislation of other provinces and territories.

The department has implemented a number of amendments under highway safety, to strengthen impaired driving laws, expand the province's vehicle impoundment program, require the mandatory ignition interlock program as a condition for driver's licence reinstatement following a conviction for impaired driving, and drivers under the age of 22 years will be required to maintain blood alcohol content of zero per cent. Significant increases have been implemented to fines, for a number of offences that had been less than \$100 with an aim of increasing compliance and enhancing public safety.

Amendments designed to improve highway safety and to reduce excessive speeding, stunting and street racing added licence suspensions and vehicle impoundments as new penalties. Amendments also allow for the use of image capture systems as a means of increasing compliance with the rules of the road and increasing safety for all road users in the province, including in construction zones and school bus zones.

Indicator 3: Identified deterrents to bad business practices

The department has identified deterrents to bad business practices and implemented new legislation that caps the total cost of borrowing for payday loans to a maximum of \$21 per \$100 borrowed and new regulations allow for a 48-hour cooling-off period. If a consumer decides to change their mind, the loan can be cancelled within 48 hours with no questions asked.

Amendments to real estate include the restriction of a licensed real estate person from providing both real estate and mortgage brokerage services and authority for the introduction of a Code of Conduct.

Indicator 4: Increased availability of information for consumers

The department has increased availability of information for consumers in the area of food establishment inspection. Food premises health inspection reports completed two years prior to the current date will be available online. Reports prior to that date are available in hard copy from the relevant regional Government Service Centre. Reports indicate what critical items and non-critical items were identified at the time of the inspection. Critical items are violations of the **Food Premises Regulations**. They are normally corrected at the time of the inspection. Non-critical items are generally preventative in nature and are usually given a period of time for compliance.

The department has provided residents of the province with access to a new Consumer Advisories and Alerts webpage (<https://www.gov.nl.ca/dgsnl/advisories/>) which includes a consolidation of information for consumers interested in bad business practices, public advisories, consumer alerts and consumer product recalls. The updated webpage provides consumers' with quick access to information to help make informed choices and protect their well-being. Regular updates provide additional information and ensures consumers have access to the most current notifications.

All school buses in the province must comply with applicable standards and are thoroughly inspected several times a year. Mandatory school bus inspection results are published online at <https://www.gov.nl.ca/dgsnl/bus-inspections/>.

Opportunities and Challenges

Digital Government and Service NL is continuously looking at ways to improve the delivery of programs and services for residents of the Province. The COVID-19 pandemic brought new challenges to all lines of business, especially those with front-line customer services. Extensive efforts have been taken to maintain public health measures, while continuing to deliver programs and services.

From these challenges arise opportunities for new service delivery options through Digital Government and Service NL. This includes MyGovNL.ca and E-services, such as Motor Registration online appointments and the Vital Statistics online services. Moving from in-person appointments to a wider range of online services will help reduce wait times and provide residents with the freedom to complete these tasks at a time and place convenient for them.

Offshore Occupational Health and Safety Regulations

The Governments of Canada, Nova Scotia and Newfoundland and Labrador, together with the offshore regulators, the Canada-Nova Scotia Offshore Petroleum Board and the Canada-Newfoundland and Labrador Offshore Petroleum Board, have embarked on an initiative to develop permanent regulations to support the OHS regime. It is expected that these will be recommended in the next reporting period.

Financial Information

Expenditure and revenue figures included in this document are based on public information provided in the Report on the Program Expenditures and Revenues of the Consolidated Revenue Fund for Fiscal Year Ended 31 March 2020.

REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

DEPARTMENT OF SERVICE NEWFOUNDLAND AND LABRADOR
Statement of Expenditure and Related Revenue
FOR THE YEAR ENDED 31 MARCH 2020

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
EXECUTIVE AND SUPPORT SERVICES			
MINISTER'S OFFICE			
<i>CURRENT</i>			
1.1.01. MINISTER'S OFFICE			
01. Salaries	195,292	196,900	196,900
Operating Accounts:			
<i>Employee Benefits</i>	202	200	200
<i>Transportation and Communications</i>	22,545	29,300	29,300
<i>Supplies</i>	1,312	1,400	1,400
<i>Purchased Services</i>	50	1,100	1,100
<i>Property, Furnishings and Equipment</i>	-	400	400
02. Operating Accounts	24,109	32,400	32,400
Total: Minister's Office	219,401	229,300	229,300
TOTAL: MINISTER'S OFFICE	219,401	229,300	229,300
GENERAL ADMINISTRATION			
<i>CURRENT</i>			
1.2.01. EXECUTIVE SUPPORT			
01. Salaries	1,336,506	1,371,900	1,376,900
Operating Accounts:			
<i>Employee Benefits</i>	153,850	145,400	75,400
<i>Transportation and Communications</i>	30,922	39,100	39,100
<i>Supplies</i>	2,896	2,000	2,000
<i>Purchased Services</i>	10,444	12,500	12,500
<i>Property, Furnishings and Equipment</i>	603	500	500
02. Operating Accounts	198,715	199,500	129,500
	1,535,221	1,571,400	1,506,400
02. Revenue - Provincial	(1,012,617)	(1,040,000)	(1,040,000)
Total: Executive Support	522,604	531,400	466,400

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REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

DEPARTMENT OF SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
EXECUTIVE AND SUPPORT SERVICES			
GENERAL ADMINISTRATION			
<i>CURRENT</i>			
1.2.02. FRENCH LANGUAGE SERVICES			
01. Salaries	349,400	349,400	349,400
Operating Accounts:			
<i>Transportation and Communications</i>	8,231	8,600	8,600
<i>Supplies</i>	165	2,700	2,700
<i>Professional Services</i>	123,648	134,400	134,400
<i>Purchased Services</i>	595	500	500
02. Operating Accounts	132,639	146,200	146,200
10. Grants and Subsidies	4,000	4,000	4,000
	486,039	499,600	499,600
01. Revenue - Federal	(525,000)	(350,000)	(350,000)
Total: French Language Services	(38,961)	149,600	149,600
TOTAL: GENERAL ADMINISTRATION	483,643	681,000	616,000
TOTAL: EXECUTIVE AND SUPPORT SERVICES	703,044	910,300	845,300
REGULATORY AFFAIRS			
CONSUMER AND COMMERCIAL AFFAIRS			
<i>CURRENT</i>			
2.1.01. CONSUMER AFFAIRS			
01. Salaries	746,125	747,500	721,600
Operating Accounts:			
<i>Employee Benefits</i>	6,475	600	600
<i>Transportation and Communications</i>	18,225	28,200	28,200
<i>Supplies</i>	7,505	10,100	10,100
<i>Purchased Services</i>	6,311	15,500	15,500
<i>Property, Furnishings and Equipment</i>	1,049	1,700	1,700
02. Operating Accounts	39,565	56,100	56,100
	785,690	803,600	777,700
02. Revenue - Provincial	(21,988)	(16,000)	(16,000)
Total: Consumer Affairs	763,702	787,600	761,700

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REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

DEPARTMENT OF SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
REGULATORY AFFAIRS			
CONSUMER AND COMMERCIAL AFFAIRS			
<i>CURRENT</i>			
2.1.02. FINANCIAL SERVICES REGULATION			
01. Salaries	740,589	927,300	1,014,800
Operating Accounts:			
<i>Employee Benefits</i>	219	1,700	1,700
<i>Transportation and Communications</i>	18,591	24,900	24,900
<i>Supplies</i>	8,471	5,100	5,100
<i>Professional Services</i>	-	4,000	4,000
<i>Purchased Services</i>	57,438	65,600	65,600
<i>Property, Furnishings and Equipment</i>	96	800	800
02. Operating Accounts	84,815	102,100	102,100
Total: Financial Services Regulation	825,404	1,029,400	1,116,900
2.1.03. PENSIONS BENEFIT STANDARDS			
01. Salaries	125,718	169,200	244,200
Operating Accounts:			
<i>Transportation and Communications</i>	1,984	5,000	5,000
<i>Supplies</i>	-	400	400
<i>Purchased Services</i>	4,402	4,400	4,400
<i>Property, Furnishings and Equipment</i>	-	100	100
02. Operating Accounts	6,386	9,900	9,900
Total: Pensions Benefit Standards	132,104	179,100	254,100
2.1.04. COMMERCIAL REGISTRATIONS			
01. Salaries	1,066,525	1,116,000	1,116,000
Operating Accounts:			
<i>Employee Benefits</i>	719	1,700	1,700
<i>Transportation and Communications</i>	85,445	90,200	90,200
<i>Supplies</i>	10,591	14,000	14,000
<i>Purchased Services</i>	800,560	826,500	826,500
<i>Property, Furnishings and Equipment</i>	5,297	3,200	3,200
02. Operating Accounts	902,612	935,600	935,600
Total: Commercial Registrations	1,969,137	2,051,600	2,051,600
TOTAL: CONSUMER AND COMMERCIAL AFFAIRS	3,690,347	4,047,700	4,184,300

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DEPARTMENT OF SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
REGULATORY AFFAIRS			
OTHER SERVICES			
<i>CURRENT</i>			
2.2.01. VITAL STATISTICS REGISTRY			
01. Salaries	788,651	790,200	788,000
Operating Accounts:			
<i>Transportation and Communications</i>	58,499	68,700	68,700
<i>Supplies</i>	9,536	12,300	12,300
<i>Purchased Services</i>	62,645	66,400	66,400
<i>Property, Furnishings and Equipment</i>	3,153	500	500
02. Operating Accounts	133,833	147,900	147,900
	922,484	938,100	935,900
01. Revenue - Federal	(716,951)	(50,000)	(50,000)
02. Revenue - Provincial	(20,794)	(50,000)	(50,000)
Total: Vital Statistics Registry	184,739	838,100	835,900
2.2.02. QUEEN'S PRINTER			
Operating Accounts:			
<i>Employee Benefits</i>	-	300	300
<i>Transportation and Communications</i>	645	1,500	1,500
<i>Supplies</i>	-	400	400
<i>Purchased Services</i>	9,041	17,000	17,000
02. Operating Accounts	9,686	19,200	19,200
	9,686	19,200	19,200
02. Revenue - Provincial	(34,859)	(101,400)	(101,400)
Total: Queen's Printer	(25,173)	(82,200)	(82,200)

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DEPARTMENT OF SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
REGULATORY AFFAIRS			
OTHER SERVICES			
<i>CURRENT</i>			
2.2.03. PRINTING AND MICROGRAPHIC SERVICES			
01. Salaries	829,559	829,600	863,800
Operating Accounts:			
<i>Employee Benefits</i>	-	-	-
<i>Transportation and Communications</i>	7,538	9,100	9,100
<i>Supplies</i>	299,478	307,900	307,900
<i>Purchased Services</i>	507,924	523,800	489,600
<i>Property, Furnishings and Equipment</i>	12,401	6,100	6,100
02. Operating Accounts	827,341	846,900	812,700
Total: Printing and Micrographic Services	1,656,900	1,676,500	1,676,500
TOTAL: OTHER SERVICES	1,816,466	2,432,400	2,430,200
TOTAL: REGULATORY AFFAIRS	5,506,813	6,480,100	6,614,500
GOVERNMENT SERVICES			
MOTOR VEHICLE REGISTRATION			
<i>CURRENT</i>			
3.1.01. MOTOR REGISTRATION DIVISION			
01. Salaries	6,132,016	6,265,800	6,265,800
Operating Accounts:			
<i>Employee Benefits</i>	2,036	3,800	3,800
<i>Transportation and Communications</i>	996,496	1,081,600	1,081,600
<i>Supplies</i>	484,855	474,300	474,300
<i>Professional Services</i>	-	13,800	13,800
<i>Purchased Services</i>	1,861,499	1,894,000	1,894,000
<i>Property, Furnishings and Equipment</i>	9,846	12,100	13,000
02. Operating Accounts	3,354,732	3,479,600	3,480,500
09. Allowances and Assistance	10,000	10,000	-
10. Grants and Subsidies	41,950	42,000	41,100
	9,538,698	9,797,400	9,787,400
01. Revenue - Federal	(188,964)	(191,500)	(191,500)
02. Revenue - Provincial	(18,837)	(20,000)	(20,000)
Total: Motor Registration Division	9,330,897	9,585,900	9,575,900
TOTAL: MOTOR VEHICLE REGISTRATION	9,330,897	9,585,900	9,575,900

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DEPARTMENT OF SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
GOVERNMENT SERVICES			
PERMITTING AND INSPECTION SERVICES			
<i>CURRENT</i>			
3.2.01. SUPPORT SERVICES			
01. Salaries	2,329,471	2,330,500	2,271,100
Operating Accounts:			
<i>Employee Benefits</i>	1,145	5,900	5,900
<i>Transportation and Communications</i>	249,200	293,600	293,600
<i>Supplies</i>	15,968	20,200	20,200
<i>Professional Services</i>	9,990	4,400	4,400
<i>Purchased Services</i>	60,850	66,300	66,300
<i>Property, Furnishings and Equipment</i>	4,152	3,500	3,500
02. Operating Accounts	341,305	393,900	393,900
	2,670,776	2,724,400	2,665,000
02. Revenue - Provincial	(1,512,097)	(1,516,800)	(1,516,800)
Total: Support Services	1,158,679	1,207,600	1,148,200
3.2.02. REGIONAL SERVICES			
01. Salaries	6,755,299	6,876,800	6,876,800
Operating Accounts:			
<i>Employee Benefits</i>	350	2,200	2,200
<i>Transportation and Communications</i>	432,276	494,900	494,900
<i>Supplies</i>	31,221	48,200	48,200
<i>Purchased Services</i>	41,218	40,000	40,000
<i>Property, Furnishings and Equipment</i>	7,226	6,000	6,000
02. Operating Accounts	512,291	591,300	591,300
	7,267,590	7,468,100	7,468,100
02. Revenue - Provincial	(1,557,821)	(2,372,200)	(2,372,200)
Total: Regional Services	5,709,769	5,095,900	5,095,900
TOTAL: PERMITTING AND INSPECTION SERVICES	6,868,448	6,303,500	6,244,100

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DEPARTMENT OF SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
GOVERNMENT SERVICES			
OCCUPATIONAL HEALTH AND SAFETY			
<i>CURRENT</i>			
3.3.01. OCCUPATIONAL HEALTH AND SAFETY INSPECTIONS			
01. Salaries	3,076,444	3,621,900	3,631,900
Operating Accounts:			
<i>Employee Benefits</i>	40,555	27,000	27,000
<i>Transportation and Communications</i>	227,497	334,600	334,600
<i>Supplies</i>	79,361	93,700	93,700
<i>Professional Services</i>	19,057	55,000	55,000
<i>Purchased Services</i>	87,271	58,700	58,700
<i>Property, Furnishings and Equipment</i>	29,990	36,000	36,000
02. Operating Accounts	483,731	605,000	605,000
	3,560,175	4,226,900	4,236,900
02. Revenue - Provincial	(3,822,784)	(4,236,900)	(4,236,900)
Total: Occupational Health and Safety Inspections	(262,609)	(10,000)	-
TOTAL: OCCUPATIONAL HEALTH AND SAFETY	(262,609)	(10,000)	-
FINANCIAL ASSISTANCE			
<i>CURRENT</i>			
3.4.01. ASSISTANCE TO ST. LAWRENCE MINERS' DEPENDENTS			
09. Allowances and Assistance	24,085	25,000	25,000
Total: Assistance to St. Lawrence Miners' Dependents	24,085	25,000	25,000
3.4.02. ASSISTANCE TO OUTSIDE AGENCIES			
10. Grants and Subsidies	15,000	18,000	8,000
02. Revenue - Provincial	(16,500)	(8,000)	(8,000)
Total: Assistance to Outside Agencies	(1,500)	10,000	-
TOTAL: FINANCIAL ASSISTANCE	22,585	35,000	25,000
TOTAL: GOVERNMENT SERVICES	15,959,321	15,914,400	15,845,000

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REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

DEPARTMENT OF SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
WORKPLACE HEALTH, SAFETY AND COMPENSATION REVIEW			
WORKPLACE HEALTH, SAFETY AND COMPENSATION REVIEW			
<i>CURRENT</i>			
4.1.01. WORKPLACE HEALTH, SAFETY AND COMPENSATION REVIEW			
01. Salaries	1,093,925	1,158,000	1,158,000
Operating Accounts:			
<i>Employee Benefits</i>	3,156	3,600	3,600
<i>Transportation and Communications</i>	31,299	69,400	69,400
<i>Supplies</i>	11,987	15,700	15,700
<i>Professional Services</i>	13,135	75,000	75,000
<i>Purchased Services</i>	12,639	45,000	45,000
<i>Property, Furnishings and Equipment</i>	1,207	3,500	3,500
02. Operating Accounts	73,423	212,200	212,200
	1,167,348	1,370,200	1,370,200
02. Revenue - Provincial	(1,149,524)	(1,370,200)	(1,370,200)
Total: Workplace Health, Safety and Compensation Review	17,824	-	-
TOTAL: WORKPLACE HEALTH, SAFETY AND COMPENSATION REVIEW	17,824	-	-
TOTAL: WORKPLACE HEALTH, SAFETY AND COMPENSATION REVIEW	17,824	-	-
TOTAL: DEPARTMENT	22,187,002	23,304,800	23,304,800

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REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

DEPARTMENT OF SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)

Summary of Gross Expenditure and Unexpended Balances

	\$
Original estimates (net)	23,304,800
Add (subtract) transfers of estimates	-
Addback revenue estimates net of transfers	<u>11,323,000</u>
Original estimates of expenditure	34,627,800
Supplementary supply	<u>-</u>
Total Appropriation	<u>34,627,800</u>
Total net expenditure	22,187,002
Add revenue less transfers and statutory payments	<u>10,598,736</u>
Total gross expenditure (budgetary, non-statutory)	<u>32,785,738</u>
Unexpended balance of appropriation	<u><u>1,842,062</u></u>

Summary of Cash Payments and Receipts

	<u>Payments</u>	<u>Receipts</u>	<u>Net</u>
	\$	\$	\$
Current Account	<u>32,785,738</u>	<u>10,598,736</u>	<u>22,187,002</u>
Totals	<u><u>32,785,738</u></u>	<u><u>10,598,736</u></u>	<u><u>22,187,002</u></u>

JAMIE CHIPPETT
Deputy Minister
Service Newfoundland and Labrador

