

Service NL

Annual Report

2018-19





MESSAGE FROM THE MINISTER

I am pleased to submit the 2018-19 Annual Report for 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, 2018 and March 31, 2019 in achieving the goals and objectives outlined in the 2017-20 Strategic Plan. Promoting a citizen-centered approach to program and service delivery, enhancing consumer protection and safety, and continuously evaluating the department's legislative framework were Service NL's three primary areas of focus during this reporting period. As Minister, I am accountable for the 2018-19 Annual Report and the results reported.

This report also highlights other important work completed during 2018-19 with internal and external stakeholders, and identifies opportunities and challenges for the upcoming fiscal year. In 2018-19, the department demonstrated its commitment to enhancing public safety and consumer protection as outlined in **The Way Forward**, advancing initiatives that support **The Way Forward's** commitments to a digital-by-design approach, and enhancing government-wide service delivery.

I would like to thank departmental staff and our partners for the significant progress of this past year. I look forward to continued success guiding Service NL into 2019-20.

A handwritten signature in black ink that reads "Sherry Gambin - Walsh". The signature is written in a cursive, flowing style.

Sherry-Gambin Walsh, MHA
Minister of Service NL

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Departmental Overview

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.

Service NL is at the forefront of government service delivery and functions as government's primary single-window service delivery mechanism. Service NL 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.

A brief overview of 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 at:

www.servicenl.gov.nl.ca/department

Staff and Budget

Division	Number of Employees	Budget
Minister's Office	3	\$183,682
Executive Support Services	15	\$1,374,653
Government Services Branch	306	\$18,166,483
Regulatory Affairs Branch	89	\$4,902,986
Office of French Services	4	\$349,402
Totals	417	\$24,977,206

Source: Departmental Salary Details, Budget 2019

(https://www.gov.nl.ca/budget/2019/wp-content/uploads/sites/2/2019/04/gov_salary_details_report.pdf)

Highlights and Partnerships

Service NL has collaborative relationships with several partner departments and agencies and other stakeholders to fulfill its mandate. The following highlights some of the accomplishments completed in conjunction with internal and external partners.

Public Service Award of Excellence Recipients

One employee of Service NL, Nancy Pike, received the Public Service Award of Excellence (PSAE) in 2018. The PSAE is the highest honour an employee can receive from the Government of Newfoundland and Labrador and highlights exceptional work, commitment and creativity of employees who are making a notable contribution to the people of the province.

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 for municipalities to join. In support of The Way Forward's commitment to digital-by-design, as of March 31, 2019, BizPaL has expanded to include 109 municipalities. The following communities were added to BizPaL in 2018-19: St. Lunaire-Griquet, Raleigh, Hawke's Bay, Cook's Harbour, River of Ponds, Goose Cove East, Cow Head and Glenwood.

A new one year pilot project, Restaurant Bundle Checklist, offered through BizPaL simplifies regulatory process for anyone interested in opening a new restaurant in St. John's. The checklist includes required inspections, permits and licences necessary at different stages of the business process, as well as potential wait times and costs. For additional information on BizPaL, visit www.bizpal.gov.nl.ca

Wabush Mines Pension Plans

The 2018 opinion 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 Service NL. With the benefit of this opinion, Service NL continued to work to ensure the best possible outcome for the former workers of Wabush Mines.

The Quebec Superior Court overseeing the proceedings under the federal **Companies' Creditors Arrangement Act** sanctioned a plan of arrangement in June 2018 and, as a result, \$18 million was paid into each of the Wabush Mines pension plans at the end of August 2018. Additional amounts were also made available for retiree health benefits which had been lost.

As a result of this settlement, the funded positions of the pension plans improved significantly. The administrator began processing lump sum payments in February 2019 and the annuity purchase was completed, with payments from the insurance company to begin on May 1, 2019. 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.

Road Safety

Service NL continues to work with the Council of Ministers Responsible for Transportation and Highway Safety to strengthen road safety in Canada, emphasizing a collaborative approach.

Initiatives to strengthen commercial motor vehicle safety include developing a standard for mandatory entry-level training for commercial drivers in Canada by January 2020 to help ensure drivers have the necessary knowledge and skills to safely operate commercial vehicles. Other initiatives include advancing the dialogue on finalizing a

harmonized technical standard for electronic logging devices and examining the use of emerging automated and connected technologies to improve road safety in Canada.

A Task Force has been created to bring together federal, provincial and territorial government representatives as well as a diverse stakeholder community (e.g. safety associations, manufacturers, school board representatives) to identify and assess potential measures to improve school bus safety, including seatbelts.

Further legislative measures to increase safety under the **Highway Traffic Act** are detailed under Strategic Issue 2: Indicator 10.

Injury Prevention Strategy

Workplace NL, in partnership with the Occupational Health and Safety Division of 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 at:

workplaceni.ca/site/uploads/2019/06/advancing-a-strong-safety-culture-in-nl.pdf

Increased Information and Services in French

The Office of French Services (OFS) continues its work to build capacity within the Provincial Government to provide information and services in French for the benefit of the Francophone community in Newfoundland and Labrador. In 2018-19, a renewed five-year Canada/Newfoundland and Labrador Agreement on French Language Services (2018-2022) was signed. This cost-shared agreement with the federal Department of Canadian Heritage allows government, through the OFS, to continue to carry out activities aimed at increasing services in French to Francophone citizens of the province. Signing this partnership agreement continues the Government of Newfoundland and Labrador's commitment to leveraging federal funding programs, as outlined in The Way Forward.

The OFS identified and facilitated partnerships and funding arrangements between departments and a number of not-for-profit Francophone community groups. Groups that received project funding from provincial government departments were then eligible to receive match funding from the Government of Québec under the Agreement for Cooperation and Exchange with respect to Francophonie. Funding was provided to the Réseau culturel francophone/Francophone Cultural Network for the Francophone tent at the Newfoundland and Labrador Folk Festival, and to the Réseau de développement économique et d'employabilité/Economic Development and Employability Network to hold the Bilingual Postsecondary Career and Entrepreneurship Day.

In 2018-19, building on a pilot project from the previous year to improve service in French to the public, the OFS identified two new navigators, one in the Medical Care Plan (MCP) and one at the Government Service Centre in Gander. 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 January 2019, in collaboration with the Motor Registration Division, Francophone residents of the province began receiving email notices and friendly reminders to renew their vehicle registration and/or driver's licence in both English and French.

Immigration Initiatives

In May 2018, the Government of Newfoundland and Labrador amended the **Corporations Act** to make it easier for international graduates and entrepreneurs to establish businesses and create jobs in Newfoundland and Labrador. The introduction of new categories is a commitment in The Way Forward on Immigration to Newfoundland and Labrador, the province's collaborative, partnership-driven immigration action plan.

The Act requires at least 25 per cent of the directors of a corporation to be resident Canadians. This requirement promotes Canadian participation in corporate decision-

making, fosters compliance and enforcement of legal obligations and reduces the potential for fraud, negligence and flight risk. The amendments extend the definition of a resident Canadian to include those who are approved and participating in the Newfoundland and Labrador Provincial Nominee Program (NLPNP) as International Entrepreneurs and International Graduate Entrepreneurs.

The NLPNP operates under the Canada-Newfoundland and Labrador Immigration Agreement (2016). The creation of new categories is governed by the agreement, and the amendments are in collaboration with the Federal Government. These amendments to the **Corporations Act** deliver on commitments in The Way Forward to strengthen the province's economic foundation.

In 2018, the province amended the **Private Investigation and Security Services Act** to encourage the hiring of international students, immigrants and permanent residents by removing the requirement that anyone employed as a security guard or an agent (private investigator, armoured vehicle guard, security consultant or burglar alarm agent) be a Canadian citizen. This change will allow those legally entitled to work in Canada to gain employment, helping grow our provincial workforce and make Newfoundland and Labrador their home.

Report on Performance

Outcomes of 2018-19 Objectives

The following section describes the outcomes of the department's 2018-19 objectives, the second year of the 2017-20 Strategic Plan.

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. 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 that 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 of Newfoundland and Labrador is a key focus of the employees of Service NL as they continue to improve and enhance the delivery of services to customers.

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

2018-19 OBJECTIVE	By March 31, 2019, Service NL will have continued to enhance program and service delivery in select areas.
Indicator	Enhanced communication with Motor Registration Division clients through email based processes
Indicator	Implemented new approach to vehicle registration renewal dates
Indicator	Developed workforce-related e-learning and simulation tools
Indicator	Initiated review of Buildings Accessibility Act and regulations to increase accessibility and inclusion
Indicator	Continued consultations with government departments and external stakeholders to determine costs and benefits of implementation of Single Business Number

Results Achieved:

The following details the department’s progress toward the achievement of the planned results for 2017-20 as they relate to the strategic issue ‘Enhanced Program and Service Delivery’.

Indicator 1: Enhanced Communication with Motor Registration Division clients through email based processes

The Motor Registration Division (MRD) has implemented an electronic notification system for driver's licence and vehicle registration renewal reminders and, as of April 30, 2018, renewals are no longer sent out through regular mail. Renewal notices generate approximately 10,000 lbs of waste annually. Discontinuing sending these reminders by mail will save approximately \$460,000 annually in printing and mail costs without affecting front-line services. As of March 31, 2019, over 132,000 MRD customers had registered to receive their renewal reminders by email and for the reporting period 69 per cent of vehicle renewals were completed online. Although reminders are no longer sent by regular mail, all renewals can be completed online, in person at a Motor Registration Division or Government Service Centre office, or by mail or fax by filling out an application form.

A pilot project, launched in June 2018 at MRD in Mount Pearl and January 2019 at the local Advanced Education, Skills and Labour office in Dunville encourages clients to avail of eServices and take advantage of online discounts. If the transaction can be conducted online, clients will be encouraged to use the terminals and, with support from staff, they are guided through eServices to complete their transaction to take advantage of online discounts. This new service option will help reduce customer wait times and improve efficiency, reflecting government's commitment to enhance service delivery through a digital-by-design approach.

Other, recent improvements to reduce wait times at MRD in Mount Pearl include online appointment bookings for a specific day and time; text message alerts that indicate the customer's place in line; and a new secure driver's licence and photo ID that supports the use of electronic applications and forms.

Continuing to build on the digital-by-design model, the MyGovNL pilot project for MRD launched in March 2019. This is the first publicly available digital service under The Digital Way Forward - a five-year plan that was announced in April 2018. MyGovNL will

allow users to manage their licence and vehicle renewals in one combined online platform, replacing several separate online functions. This pilot uses several systems, including MyGovNL digital ID, profile and dashboard. The alerts and notifications system allows government to send alerts regarding upcoming renewals directly to participants.

At the end of the five-year plan, this digital ID will be used for services government-wide. The profile will allow each individual to update their personal information across government accounts in one centralized place. Users will be able to manage digital interactions across government using this dashboard, and the system will allow government to update residents about matters of importance to them, and users will also be able to set personalized alerts and receive the notifications however they prefer.

Five thousand motorists were invited to take part in the pilot project for MRD. Residents who wish to participate in the pilot can sign up at www.gov.nl.ca/digitalgovernment/. The Digital Way Forward is the Provincial Government's plan to enhance government services for residents and businesses. Through this plan, government will fully realize the new approach of "One Client. One GovNL. One Relationship."

MyGovNL delivers on commitments of The Way Forward to operate a more efficient public sector and deliver better services and better outcomes for residents.

Indicator 2: Implemented new approach to vehicle registration renewal dates

Email is the primary means of reminding clients about their driver's licence or vehicle registration renewals. Once clients register their email addresses with MRD, they will be sent an email reminder at least 75 days prior to the expiry of their driver's licence and 45 days prior to the expiry of their vehicle registration. The expiry date for driver's licences is aligned with the driver's date of birth and vehicle registrations expire at the end of the month that is printed on the licence plate sticker.

To assist the public in adjusting to a paperless process, MRD can align the vehicle renewal date with the owner's month of birth as well, rather than the date of vehicle

purchase. For those with multiple vehicles, MRD also offers the option to align the vehicle expiration dates. This can help individuals remember their renewal date, as well as limit the number of times they need to complete transactions throughout the year.

In January 2019, MRD began issuing a new, more secure, vehicle registration document for all future commercial and non-commercial vehicle transactions. The new registration document has the sticker embedded in the paper with the expiry month and year printed on it. In addition, a new feature has been added – the licence plate number will now also be listed on the sticker, reducing the risk of fraud or theft.

Customers visiting a Service NL office to perform vehicle transactions will no longer receive their registration or sticker over the counter; instead, the sticker is mailed the next business day. Customers will receive a printed receipt, reducing the wait time for basic renewal transactions by about half.

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

SkillsPass NL 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. In keeping with these objectives, in May of 2018, Government entered into a four-year partnership with Bluedrop Performance Learning to develop SkillsPass NL.

Service NL has been working with Bluedrop to develop workforce e-learning opportunities in eight areas that Service NL 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.

The first two courses, both food safety-related courses, launched in October of 2018. Since then, 10 additional courses have been developed and made available through SkillsPass NL. At the end of 2018-2019, there were six food safety courses,

two tobacco and vapour product retailing courses, two public pool operator courses, one marriage commissioner course and one marriage licence issuer course. The development of the remaining courses is to occur in 2019-2020.

Indicator 4: Initiated 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. In April 2018, amendments to the Buildings Accessibility Regulations under the **Buildings Accessibility Act** came into force. The amendments were the result of recommendations brought forward by the Buildings Accessibility Advisory Board, Provincial Advisory Council for the Inclusion of Persons with Disabilities, disability community organizations, Engineering and Inspection Services Division of Service NL, and individual advocates. The outcome of decisions of the Buildings Accessibility Appeal Tribunal also informed some of the changes.

The amendments include the following requirements:

- New and renovated buildings to have automated door operators;
- Van-sized accessible parking spaces;
- Increased percentage of parking spaces required to be accessible;
- Increased number of accessible units in an apartment complex with more than four units; and
- Improved accessibility in public washroom including clarification of counter height requirements to ensure counters in public buildings are accessible.

In October 2017, the Minister of Service NL also announced that government will conduct a review of the **Buildings Accessibility Act**. Six individuals were appointed to the Buildings Accessibility Advisory Board in August 2018 and the Board is now engaged in this review.

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

In support of government’s commitments to reducing red tape and improving service delivery (lean process improvements and digital-by-design concepts outlined in The Way Forward), Service NL undertook a process in 2017-18 to examine the costs and benefits of partnering with the Canada Revenue Agency (CRA) to adopt provincial use of the federal Business Number (BN). The BN is used by the Federal Government as a common identifier for businesses to replace the multiple account numbers used by CRA for tax purposes.

During 2018-19, Service NL consulted with other government departments and agencies to identify areas where BN implementation would benefit the delivery of programs and services to the business community. Eight other provinces that have implemented the BN were also consulted, along with the CRA, to assist Service NL in formulating its recommendations on potential BN implementation in Newfoundland and Labrador. In September 2018, the Business Number Playbook was developed by Public Sector Service Delivery Council, of which Service NL is a member.

Discussion of Overall Results:

The performance indicators for Issue 1, as identified in the 2017-20 Strategic Plan, focused on enhancing program and service delivery for clients. Specific issues identified were addressed with improvements made in many areas. The indicators for 2018-19 were achieved and additional work is ongoing to advance these and other initiatives in 2019-20.

<p>2019-20 OBJECTIVE</p>	<p>By March 31, 2020, 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.</p>
<p>Indicator</p>	<p>Applications for electrical permits available online</p>

Indicator	Lottery licence applications available online
Indicator	Develop workforce-related e-learning and simulation tools
Indicator	Continue review of Buildings Accessibility Act and regulations to increase accessibility and inclusion
Indicator	Continued consultations with government departments and external stakeholders to determine costs and benefits of implementation of Single Business Number

Strategic Issue 2: Enhanced Consumer Protection and Safety

Service NL is principally mandated to protect the public and the environment generally, 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. The department will begin implementing a series of new measures to protect consumers against fraud or bad business practices.

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

2018-19 OBJECTIVE	By March 31, 2019, Service NL will have initiated additional activities to protect consumers and enhance safety for workers and the public.
Indicator	Implemented payday loan regulations
Indicator	Implemented a searchable consumer alert website
Indicator	Completed review of the Real Estate Trading Act

Indicator	Completed review of Automobile Insurance
Indicator	Initiated safety enhancements arising from consultations on Automobile Insurance review
Indicator	Implemented new requirements for taxi drivers and taxi inspections
Indicator	Completed review of Radiation Health and Safety Act
Indicator	Completed review of Residential Tenancies Act
Indicator	Completed review of Occupational Health and Safety Regulations
Indicator	Identified further opportunities to improve highway safety

Results Achieved:

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

Indicator 1: Implemented payday loan regulations

In December 2016, the Provincial Government passed legislation to protect consumers who use payday lending services and also increase consumers' awareness of their rights when entering into a payday loan agreement.

The province could not proclaim the legislation into law until the Federal Government allowed for the exemption of Section 347 of the Criminal Code of Canada – the criminal interest rate provision – as it relates to payday loan agreements. In August 2017, the Provincial Government made a formal request for exemption and, in December 2018, the exemption was granted. Government moved forward with gazetting the associated regulations and proclaimed the legislation to come in to effect on April 1, 2019.

The legislation enables the Provincial Government to provide enhanced protection for

users of payday loans. Regulations include:

- Limiting the total cost of borrowing for payday loans;
- Requiring payday loan agreements to include specified terms, information and disclosure statements;
- Cancellation rights during a 48 hour cooling-off period;
- Prohibiting certain payday lender practices; and
- Providing borrowers with remedies when payday lenders do not honour their responsibilities.

The new legislation is in keeping with the Provincial Government's focus on measures to enhance consumer protection by ensuring lenders are operating responsibly and helping consumers understand the terms of their loans.

Indicator 2: Implemented a searchable consumer alert website

In November 2018, residents of the province were provided with access to a new consumer advisories and alerts webpage that includes a consolidation of information for consumers interested in bad business practices, public advisories, consumer alerts and consumer product recalls. The updated webpage is easy to navigate, giving consumers' quick access to information to help them make informed choices and protect their well-being. Regular updates provide additional information and ensures consumers have access to the most current notifications. The page can be accessed at www.servicenl.gov.nl.ca/advisories

Indicator 3: Completed review of the Real Estate Trading Act

In March 2019, Service NL released the results of its public consultations related to potential changes to the **Real Estate Trading Act**. The "What We Heard Document" summarizes feedback received from the real estate industry and the general public. Issues such as handling of trust deposit disputes, aged trust deposits, conflicts of interest, licensing requirements, continuing education, and a code of ethics were some key topics. The NL Association of Realtors® suggested such reforms as a requirement

for mandatory errors and omissions insurance, the establishment of a recovery fund financed by industry as a replacement for the bond requirement and provisions to allow sales people to incorporate.

Analysis of the information will inform changes to the **Real Estate Trading Act** and Regulations in 2019-20.

Indicator 4: Completed review of Automobile Insurance

The Board of Commissioners of Public Utilities (PUB) completed their review of private passenger automobile insurance and taxi claims, and submitted their final report to government in January 2019. The Terms of Reference requested the PUB to review and report on a number of issues, including the reasons behind increasing claims costs for private passenger vehicles and taxi operators, and options to reduce these costs. The PUB was specifically asked to examine the impact on rates and implications for claimants of introducing a monetary cap on claims for non-economic loss for mild/minor injuries, and the impact on rates of continuing with the current deductible of \$2,500 or increasing the deductible. The review included completion of a number of actuarial studies and consultant reports, collection of input from stakeholders through presentations, submissions and comments, as well as public hearings.

Service NL completed its own review of six key areas, outside the scope of the PUB mandate, including: the automobile insurance rate setting process; encouraging increased competition in the marketplace; emerging issues (e.g. telematics, ride-sharing); vicarious liability with respect to rental vehicles; improving highway safety; and other issues. A questionnaire was available from April 9 to May 31, 2018 through the EngageNL portal. Submissions were also submitted through the autoinsurance@gov.nl.ca email address and staff met with various stakeholders, including the insurance industry, the legal community and taxi operators. A “What We Heard” document was released on February 25, 2019.

Analysis of the information will inform changes to the **Automobile Insurance Act** and

the **Insurance Companies Act** and Regulations in 2019-20.

Indicator 5: 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 were identified during the consultations on Automobile Insurance. Service NL has initiated a review to determine how best to encourage enhanced safety practices such as increased use of winter tires. Vehicle monitoring devices provide an optional method to develop and reward safe drivers. Service NL initiated a review of how insurers use vehicle monitoring devices to determine drivers risk and premium, and the necessary regulations and guidance to allow for the appropriate use of these devices.

Road camera monitoring devices have been identified as a method to increase road safety. A pilot project was undertaken utilizing this technology to monitor vehicle speeds in highway construction zones. The project was undertaken as a result of frequent reports of motorists ignoring reduced speed limits and other highway traffic signs posted in areas where construction or maintenance work is being carried out. This type of behaviour can pose a serious risk to the safety of road construction and maintenance workers, as well as other members of the travelling public.

The equipment was set up to detect vehicles that were speeding, recognize vehicle license plate numbers and record relevant information. The evaluation of the pilot project has found that close to half of the vehicles it monitored were travelling higher than the construction zone speed limit.

With the pilot project completed, the Department of Transportation and Works will now work with Service NL and the Department of Justice and Public Safety to determine how these technologies can be used for enforcement.

Indicator 6: Implemented new requirements for taxi drivers and taxi inspections

In July 2018, in an effort to help strengthen the taxi industry in Newfoundland and

Labrador, Government introduced more stringent requirements for taxi drivers and vehicles. The Provincial Government listened to concerns and suggestions of the taxi industry to inform development of the amendments, realizing the importance of the industry to the provincial economy and the valuable service provided to Newfoundlanders and Labradorians.

The changes include increased requirements for new drivers seeking a taxi driver's licence including completion of the defensive driving course, a written exam, a driver record review and a driving road test component. New applicants are required to have a Class 5 licence for the previous two years. The driving records for taxi licences will be reviewed on an annual basis and the licence will be revoked where there are three or more **Highway Traffic Act** (HTA) driving-related convictions or accidents in a two-year period, or a Criminal Code Conviction related to driving or HTA conviction related to bodily harm and/or death. Taxis are required to provide a copy of their Official Inspection Station inspection to MRD, which will randomly select and inspect a minimum of 30 per cent of the operator's fleet.

In December 2018, amendments to the HTA (under Bill 39) came into effect in an effort to increase safety for both the taxi industry and their passengers. The changes include a zero tolerance policy for drugs or drugs and alcohol when operating a taxi and may result in a seven-day vehicle impoundment.

Indicator 7: Completed review of Radiation Health and Safety Act

In 2018-19, Service NL completed consultations of the **Radiation Health and Safety Act** and the **Radiation Health and Safety Regulations**. EngageNL gathered information and opinions on issues of priority from owners, users, sellers and maintainers of equipment which produces ionizing radiation. Feedback was sought on patient safety requirements – therapeutic and diagnostic x-ray doses; registration; registration by sellers/servicers; worker exposures and maximum permissible doses; radiation protection surveys; Health Canada Safety Codes; Radiation Health and Safety Advisory Committee; and other issues.

Analysis of the information will inform changes to the **Radiation Health and Safety Act** and **Regulations** in 2019-20.

Indicator 8: Completed review of Residential Tenancies Act

The **Residential Tenancies Act** was passed May 31, 2018 and came into effect January 1, 2019. Amendments to the Regulations under this Act were announced December 21, 2018. Several significant changes in the legislation allow for early termination of rental agreements in domestic violence situations and the inclusion of boarding houses under the Act. The Act also includes 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. Other highlights include group eviction notices and the ability to deliver and receive documentation electronically.

A guide outlining the changes can be found online at

www.releases.gov.nl.ca/releases/2018/servicenl/0517n01.aspx

Indicator 9: Completed review of Occupational Health and Safety Regulations

In January 2019, Service NL announced improvements to the Occupational Health and Safety (OHS) Regulations, including provisions to address workplace harassment and worker-on-worker violence. The changes to the regulations will now capture incidents regarding worker-on worker violence, and will include provisions related to harassment in the workplace, which was not previously included.

Recognizing the current environment and the realities of workplace violence and harassment, the expanded regulations require employers to apply and comply with a harassment prevention plan that is accessible to all employees. The improvements provide employees with a secure and confidential means to file a complaint and complaint investigation is set out in a clear manner. Improvements include training for

both the employer and employees on harassment prevention.

The new regulations will come into force on January 1, 2020, to allow time for training, conduct of risk assessments and prevention plan development or updating.

In July 2018, amendments to the Workplace Hazardous Materials Information System (WHMIS) Regulations came into effect. WHMIS is an integrated system of federal, provincial and territorial legislation and regulations that was first implemented in 1988. It is aimed at ensuring that workers and workplaces can identify potentially harmful chemicals and have the information needed to ensure safety. The system comprises images and labels to identify potentially harmful chemicals; standardized documents to provide necessary safety information; and education and training requirements to ensure workers know what they need to stay safe.

Across Canada, including Newfoundland and Labrador, WHMIS legislation has been amended to adopt elements of the Globally Harmonized System of Classification and Labelling of Chemicals (GHS) which is used internationally. The new Canadian WHMIS regime is known as WHMIS 2015.

In January 2019, federal, provincial and territorial labour ministers met to discuss important workplace issues, including occupational health and safety harmonization. During the meeting, the principle of the National Occupational Health and Safety Reconciliation Agreement that aims to reduce or eliminate trade barriers within Canada was endorsed and the agreement was signed by the Minister of Service NL. Ministers agreed to reconcile important occupational health and safety standards for a number of issues including adopting a national standard for first-aid kits.

Work is also ongoing with the Governments of Canada and Nova Scotia, and the offshore petroleum boards in both provinces, to develop comprehensive regulations for Occupational Health and Safety in the offshore under the **Accord Acts**.

Indicator 10: Identify further opportunities to improve highway safety

Government is constantly looking for ways to improve road safety in the province. In consultation with stakeholders, including Mothers Against Drunk Driving (MADD), families of road crash victims, the Royal Canadian Mounted Police (RCMP), the Royal Newfoundland Constabulary (RNC), the Newfoundland and Labrador Association of Fire Services, the commercial trucking industry including the Atlantic Provinces Trucking Association, the Private Motor Truck Council of Canada and the Canadian Trucking Alliance a number of significant legislative changes were initiated or came into effect in 2018-19.

In June 2018, amendments to the **Highway Traffic Act** (HTA), aimed at improving road safety came into effect. These amendments, supported by the RCMP, the RNC and families of road crash victims, are designed to reduce excessive speeding, stunting and street racing by adding licence suspensions and vehicle impoundments as new penalties. Move over provisions were also enhanced by requiring drivers to reduce their speed and move to an adjacent lane when approaching law enforcement or other emergency vehicles stopped at roadside.

A new offence for driving without due care and attention or without reasonable consideration for other persons causing bodily harm or death was also added to the HTA. The new penalties for this offence are: a minimum fine of \$2,000 and a maximum fine of \$20,000 or up to two years imprisonment, or both; licence suspension of not more than five years; and six demerit points. The amendments also increase the existing fines for driving without due care and attention or without reasonable consideration for other persons.

In October 2018, amendments to the HTA came into effect to coincide with the legalization of cannabis. These amendments are supported by MADD, the RCMP, the RNC and the commercial trucking industry including the Atlantic Provinces Trucking Association, the Private Motor Truck Council of Canada and the Canadian Trucking Alliance. The amendments strengthen impaired driving legislation to include zero

tolerance for the presence of tetrahydrocannabinol, or THC, for novice drivers, drivers under age 22 and drivers of commercial vehicles including a seven-day vehicle impoundment. The amendments also include a thirty-day vehicle impoundment for all drivers for refusal or failure to comply with a demand, consistent with alcohol. Medical exemption provisions exist subject to legal authorization and the individual not being impaired. As stated earlier, a zero tolerance policy for drugs or drugs and alcohol when operating a taxi came into effect December 18, 2018 to increase safety for both the taxi industry and their passengers.

In March 2019, amendments to the HTA aimed at increasing safety for cyclists and pedestrians came into effect. The one-metre rule requires a driver of a motor vehicle to leave one metre of open space between the vehicle and bicycle or pedestrian on highways with posted speed limits of 60 kilometres per hour or less. Where posted speed limits are greater than 60 kilometers per hour, the required distance is one and a half metres. The penalty for violations of the one-metre rule range between \$100 and \$400, or 2-14 days imprisonment, as well as two demerit points.

As part of government's commitment to safety, all school buses registered in Newfoundland and Labrador are inspected a minimum of three times per year to ensure they continue to meet all provincial and federal safety standards. In July and December each year, all buses are subject to mandatory inspection at an Official Inspection Station. From August to October, highway enforcement officers inspect 100 per cent of each school bus carrier's fleet. From January to April, highway enforcement officers conduct inspection, at random, of a minimum of 30 per cent of the fleet again. Random inspections may also be conducted at any time throughout the year, especially in cases where a complaint has been received.

Discussion of Overall Results:

The performance indicators for Issue 2, as identified in the 2017-2020 Strategic Plan, focused on protecting consumers and enhancing safety for the public and workers. The indicators for 2018-19 were implemented and enhancements were made in a number of

areas. Additional work will continue to advance these and other initiatives in 2019-20.

2019-20 OBJECTIVE	By March 31, 2020, Service NL will have completed the implementation of identified measures to protect consumers and enhance safety for workers and the public.
Indicator	Recommended changes to the Real Estate Trading Act and Regulations
Indicator	Recommended changes resulting from the Automobile Insurance review
Indicator	Initiated safety enhancements arising from consultations on Automobile Insurance review
Indicator	Completed review of the Credit Union Act, 2009
Indicator	Implemented changes to Radiation Health and Safety Act
Indicator	Initiated a review on the Motorized Snow Vehicles and All-Terrain Vehicles Act and Regulations
Indicator	Implemented changes to the Occupational Health and Safety Regulations including changes to first-aid kit requirements
Indicator	Identified further opportunities to improve highway safety
Indicator	Initiated review of process for insurance company notifications of automobile policy cancellations to MRD
Indicator	Initiated review of means to assign the licence plate to the individual instead of the vehicle

Opportunities and Challenges

Service NL is continuously looking at ways to improve the delivery of programs and services. The department intends to continue this in 2019-20 by making further enhancements to consumer protection and worker and public safety in the following areas:

Single Business Number

In alignment with government's commitments in The Way Forward to reduce red tape and to enhance government-wide service delivery, Service NL will continue to consult with other government departments and agencies in 2019-20 with a view to assessing the costs and benefits associated with potential implementation of the Single Business Number.

Review of the Motorized Snow Vehicles and All-Terrain Vehicles Act and Regulations

In alignment with the department's ongoing commitment to improve public safety, Service NL has initiated a review of the **Motorized Snow Vehicles and All-Terrain Vehicles Act**. All-terrain vehicles (ATVs) currently require the use of helmets during operation in the province, snowmobiles and side-by-sides are exempt and, while the original intent of the consultations was to determine the level of support for mandatory snowmobile helmet usage, stakeholders, Indigenous Governments, and organizations raised a number of other safety concerns. Additionally, the latest report from the Child Death Review Committee recommended a full review of the **Motorized Snow Vehicles and All-Terrain Vehicles Act** and Regulations.

Service NL plans to hold consultations with Indigenous Governments and organizations, stakeholders, and the general public to offer them an opportunity to provide feedback on all aspects of safety related to the operation of off-road vehicles in the province.

Enhancement resulting from consultations on Automobile Insurance review

The PUB report stated, “Newfoundland and Labrador has the highest claim frequency and costs for uninsured drivers in Atlantic Canada, the costs of which must be paid by other insureds. Suggestions to address this issue included assigning the licence plate to the individual instead of the vehicle and requiring insurance companies to notify the Motor Registration Division when a policy is cancelled.” The system cost and complexities of implementing these changes will be determined in the review process.

The use of road camera monitoring devices have the potential to increase safety for all road users. The pilot project undertaken, utilizing this technology to monitor vehicle speeds in highway construction zones, will inform the potential for a broader application of road cameras to increase road safety.

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. These regulations are expected to come into force in the fall 2020.

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 2019.

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 2019			
	Actual	Estimates	
	\$	Amended	Original
	\$	\$	\$
EXECUTIVE AND SUPPORT SERVICES			
MINISTER'S OFFICE			
<i>CURRENT</i>			
1.1.01. MINISTER'S OFFICE			
01. Salaries	231,628	232,600	195,600
Operating Accounts:			
<i>Employee Benefits</i>	40	100	100
<i>Transportation and Communications</i>	25,507	29,500	29,500
<i>Supplies</i>	508	1,500	1,500
<i>Purchased Services</i>	-	1,000	1,000
<i>Property, Furnishings and Equipment</i>	1,726	300	300
02. Operating Accounts	<u>27,781</u>	<u>32,400</u>	<u>32,400</u>
Total: Minister's Office	<u>259,409</u>	<u>265,000</u>	<u>228,000</u>
TOTAL: MINISTER'S OFFICE	<u>259,409</u>	<u>265,000</u>	<u>228,000</u>
GENERAL ADMINISTRATION			
<i>CURRENT</i>			
1.2.01. EXECUTIVE SUPPORT			
01. Salaries	1,582,179	1,592,600	1,322,600
Operating Accounts:			
<i>Employee Benefits</i>	1,288	2,900	2,900
<i>Transportation and Communications</i>	24,267	35,800	35,600
<i>Supplies</i>	1,663	2,500	2,500
<i>Purchased Services</i>	15,731	15,000	15,000
<i>Property, Furnishings and Equipment</i>	302	1,000	1,000
02. Operating Accounts	<u>43,251</u>	<u>57,000</u>	<u>57,000</u>
	<u>1,625,430</u>	<u>1,649,600</u>	<u>1,379,600</u>
02. Revenue - Provincial	<u>(1,183,414)</u>	<u>(1,040,000)</u>	<u>(1,040,000)</u>
Total: Executive Support	<u>442,016</u>	<u>609,600</u>	<u>339,600</u>

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	300,883	307,900	192,400
Operating Accounts:			
<i>Employee Benefits</i>	-	400	400
<i>Transportation and Communications</i>	7,066	8,300	8,300
<i>Supplies</i>	822	2,100	2,100
<i>Professional Services</i>	108,252	134,500	134,500
<i>Purchased Services</i>	249	900	900
02. Operating Accounts	116,389	146,200	146,200
10. Grants and Subsidies	4,000	4,000	4,000
	421,272	458,100	342,600
01. Revenue - Federal	(350,000)	(350,000)	(350,000)
Total: French Language Services	71,272	108,100	(7,400)
TOTAL: GENERAL ADMINISTRATION	513,288	717,700	332,200
TOTAL: EXECUTIVE AND SUPPORT SERVICES	772,697	982,700	560,200
REGULATORY AFFAIRS			
CONSUMER AND COMMERCIAL AFFAIRS			
<i>CURRENT</i>			
2.1.01. CONSUMER AFFAIRS			
01. Salaries	702,128	702,200	692,600
Operating Accounts:			
<i>Employee Benefits</i>	2,346	500	500
<i>Transportation and Communications</i>	20,019	28,800	28,800
<i>Supplies</i>	8,868	9,600	9,600
<i>Purchased Services</i>	6,248	15,400	15,400
<i>Property, Furnishings and Equipment</i>	1,161	1,800	1,800
02. Operating Accounts	38,642	56,100	56,100
	740,770	758,300	748,700
02. Revenue - Provincial	(19,104)	(16,000)	(16,000)
Total: Consumer Affairs	721,666	742,300	732,700

REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

DEPARTMENT OF SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)

	Estimates		
	Actual	Amended	Original
	\$	\$	\$
REGULATORY AFFAIRS			
CONSUMER AND COMMERCIAL AFFAIRS			
<i>CURRENT</i>			
2.1.02. FINANCIAL SERVICES REGULATION			
01. Salaries	862,245	1,007,100	1,007,100
Operating Accounts:			
<i>Employee Benefits</i>	2,300	1,900	1,900
<i>Transportation and Communications</i>	19,467	24,700	24,700
<i>Supplies</i>	5,229	5,000	5,000
<i>Professional Services</i>	510	4,100	4,100
<i>Purchased Services</i>	59,078	65,500	65,500
<i>Property, Furnishings and Equipment</i>	570	900	900
02. Operating Accounts	87,154	102,100	102,100
Total: Financial Services Regulation	949,399	1,109,200	1,109,200
2.1.03. PENSIONS BENEFIT STANDARDS			
01. Salaries	178,077	244,200	244,200
Operating Accounts:			
<i>Transportation and Communications</i>	5,194	6,100	6,100
<i>Supplies</i>	716	300	300
<i>Purchased Services</i>	3,841	3,300	3,300
<i>Property, Furnishings and Equipment</i>	-	200	200
02. Operating Accounts	9,751	9,900	9,900
Total: Pensions Benefit Standards	187,828	254,100	254,100
2.1.04. COMMERCIAL REGISTRATIONS			
01. Salaries	993,180	1,172,400	1,172,400
Operating Accounts:			
<i>Employee Benefits</i>	997	1,800	1,800
<i>Transportation and Communications</i>	84,827	84,300	84,300
<i>Supplies</i>	14,453	15,300	15,300
<i>Purchased Services</i>	783,372	832,900	832,900
<i>Property, Furnishings and Equipment</i>	3,139	1,500	1,500
02. Operating Accounts	886,788	935,800	935,800
Total: Commercial Registrations	1,879,968	2,108,200	2,108,200
TOTAL: CONSUMER AND COMMERCIAL AFFAIRS	3,738,861	4,213,800	4,204,200

REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

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	780,028	780,100	739,900
Operating Accounts:			
<i>Employee Benefits</i>	9,226	-	-
<i>Transportation and Communications</i>	45,584	68,800	68,800
<i>Supplies</i>	11,195	12,200	12,200
<i>Purchased Services</i>	62,543	66,300	66,300
<i>Property, Furnishings and Equipment</i>	-	600	600
02. Operating Accounts	128,548	147,900	147,900
	908,576	928,000	887,800
01. Revenue - Federal	(92,736)	(50,000)	(50,000)
02. Revenue - Provincial	(22,110)	(50,000)	(50,000)
Total: Vital Statistics Registry	793,730	828,000	787,800
2.2.02. QUEEN'S PRINTER			
01. Salaries	-	44,800	44,800
Operating Accounts:			
<i>Employee Benefits</i>	-	400	400
<i>Transportation and Communications</i>	1,051	1,400	1,400
<i>Supplies</i>	-	300	300
<i>Purchased Services</i>	2,438	7,100	17,100
02. Operating Accounts	3,489	9,200	19,200
	3,489	54,000	64,000
02. Revenue - Provincial	(57,000)	(95,000)	(95,000)
Total: Queen's Printer	(53,511)	(41,000)	(31,000)

REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

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	851,412	871,900	899,900
Operating Accounts:			
<i>Employee Benefits</i>	367	-	-
<i>Transportation and Communications</i>	9,229	9,000	9,000
<i>Supplies</i>	199,052	336,000	308,000
<i>Professional Services</i>	40,052	-	-
<i>Purchased Services</i>	554,901	499,700	489,700
<i>Property, Furnishings and Equipment</i>	21,185	6,000	6,000
02. Operating Accounts	824,786	850,700	812,700
Total: Printing and Micrographic Services	1,676,198	1,722,600	1,712,600
TOTAL: OTHER SERVICES	2,416,417	2,509,600	2,489,400
TOTAL: REGULATORY AFFAIRS	6,155,278	6,723,400	6,873,600
GOVERNMENT SERVICES			
MOTOR VEHICLE REGISTRATION			
<i>CURRENT</i>			
3.1.01. ADMINISTRATION			
01. Salaries	624,879	669,600	669,600
Operating Accounts:			
<i>Employee Benefits</i>	211	400	400
<i>Transportation and Communications</i>	784,365	814,400	929,900
<i>Supplies</i>	70,075	62,600	62,600
<i>Purchased Services</i>	149,175	127,100	87,100
<i>Property, Furnishings and Equipment</i>	655	500	500
02. Operating Accounts	1,004,481	1,005,000	1,080,500
10. Grants and Subsidies	41,068	41,100	39,100
Total: Administration	1,670,428	1,715,700	1,789,200

REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

DEPARTMENT OF SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
GOVERNMENT SERVICES			
MOTOR VEHICLE REGISTRATION			
<i>CURRENT</i>			
3.1.02. SERVICE - LICENCE AND REGISTRATION			
01. Salaries	2,973,513	3,031,700	3,031,700
Operating Accounts:			
<i>Employee Benefits</i>	56,593	45,000	45,000
<i>Transportation and Communications</i>	45,336	50,500	50,500
<i>Supplies</i>	353,381	343,000	343,000
<i>Professional Services</i>	-	7,800	7,800
<i>Purchased Services</i>	1,614,433	1,696,800	1,738,800
<i>Property, Furnishings and Equipment</i>	23,629	8,100	8,100
02. Operating Accounts	2,093,372	2,151,200	2,193,200
Total: Service - Licence and Registration	5,066,885	5,182,900	5,224,900
3.1.03. ENFORCEMENT			
01. Salaries	2,713,830	2,794,600	3,114,400
Operating Accounts:			
<i>Employee Benefits</i>	2,717	11,800	11,800
<i>Transportation and Communications</i>	105,147	133,200	133,200
<i>Supplies</i>	43,558	46,200	46,200
<i>Professional Services</i>	-	8,000	8,000
<i>Purchased Services</i>	18,829	44,000	44,000
<i>Property, Furnishings and Equipment</i>	10,203	6,900	6,900
02. Operating Accounts	180,454	250,100	250,100
	2,894,284	3,044,700	3,364,500
01. Revenue - Federal	(188,964)	(191,500)	(191,500)
Total: Enforcement	2,705,320	2,853,200	3,173,000
TOTAL: MOTOR VEHICLE REGISTRATION	9,442,633	9,751,800	10,187,100

REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

DEPARTMENT OF SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)

	Estimates		
	Actual	Amended	Original
	\$	\$	\$
GOVERNMENT SERVICES			
PERMITTING AND INSPECTION SERVICES			
<i>CURRENT</i>			
3.2.01. SUPPORT SERVICES			
01. Salaries	2,319,579	2,357,200	2,357,200
Operating Accounts:			
<i>Employee Benefits</i>	7,525	10,400	10,400
<i>Transportation and Communications</i>	264,389	293,700	293,700
<i>Supplies</i>	20,494	20,000	20,000
<i>Professional Services</i>	140	4,500	4,500
<i>Purchased Services</i>	63,510	66,000	66,000
<i>Property, Furnishings and Equipment</i>	2,084	3,700	3,700
02. Operating Accounts	<u>358,142</u>	<u>398,300</u>	<u>398,300</u>
	<u>2,677,721</u>	<u>2,755,500</u>	<u>2,755,500</u>
02. Revenue - Provincial	<u>(1,510,840)</u>	<u>(1,516,800)</u>	<u>(1,516,800)</u>
Total: Support Services	<u>1,166,881</u>	<u>1,238,700</u>	<u>1,238,700</u>
3.2.02. REGIONAL SERVICES			
01. Salaries	6,862,535	6,869,500	6,884,500
Operating Accounts:			
<i>Employee Benefits</i>	53,090	15,300	15,300
<i>Transportation and Communications</i>	466,167	502,000	495,000
<i>Supplies</i>	42,106	57,400	49,400
<i>Purchased Services</i>	50,456	39,000	39,000
<i>Property, Furnishings and Equipment</i>	5,665	6,100	6,100
02. Operating Accounts	<u>617,484</u>	<u>619,800</u>	<u>604,800</u>
	<u>7,480,019</u>	<u>7,489,300</u>	<u>7,489,300</u>
02. Revenue - Provincial	<u>(1,938,558)</u>	<u>(2,372,200)</u>	<u>(2,372,200)</u>
Total: Regional Services	<u>5,541,461</u>	<u>5,117,100</u>	<u>5,117,100</u>
TOTAL: PERMITTING AND INSPECTION SERVICES	<u>6,708,342</u>	<u>6,355,800</u>	<u>6,355,800</u>

REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

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	3,371,842	3,631,900	3,631,900
Operating Accounts:			
<i>Employee Benefits</i>	42,104	26,000	26,000
<i>Transportation and Communications</i>	287,756	334,000	334,000
<i>Supplies</i>	73,232	93,000	93,000
<i>Professional Services</i>	25,331	54,500	54,500
<i>Purchased Services</i>	75,297	66,200	66,200
<i>Property, Furnishings and Equipment</i>	21,561	35,000	35,000
02. Operating Accounts	525,281	608,700	608,700
	3,897,123	4,240,600	4,240,600
02. Revenue - Provincial	(4,890,323)	(4,240,600)	(4,240,600)
Total: Occupational Health and Safety Inspections	(993,200)	-	-
TOTAL: OCCUPATIONAL HEALTH AND SAFETY	(993,200)	-	-
FINANCIAL ASSISTANCE			
<i>CURRENT</i>			
3.4.01. ASSISTANCE TO ST. LAWRENCE MINERS' DEPENDENTS			
09. Allowances and Assistance	24,946	27,100	27,100
Total: Assistance to St. Lawrence Miners' Dependents	24,946	27,100	27,100
3.4.02. ASSISTANCE TO OUTSIDE AGENCIES			
10. Grants and Subsidies	5,500	9,000	9,000
02. Revenue - Provincial	(1,000)	(9,000)	(9,000)
Total: Assistance to Outside Agencies	4,500	-	-
TOTAL: FINANCIAL ASSISTANCE	29,446	27,100	27,100
TOTAL: GOVERNMENT SERVICES	15,187,221	16,134,700	16,570,000

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)	23,803,800
Add (subtract) transfers of estimates	37,000
Addback revenue estimates net of transfers	11,089,200
Original estimates of expenditure	34,930,000
Supplementary supply	-
Total Appropriation	<u>34,930,000</u>
Total net expenditure	21,824,156
Add revenue less transfers and statutory payments	11,478,253
Total gross expenditure (budgetary, non-statutory)	<u>33,302,409</u>
Unexpended balance of appropriation	<u>1,627,591</u>

Summary of Cash Payments and Receipts

	Payments	Receipts	Net
	<u>\$</u>	<u>\$</u>	<u>\$</u>
Current Account	33,302,409	11,478,253	21,824,156
Totals	<u>33,302,409</u>	<u>11,478,253</u>	<u>21,824,156</u>

SEAN DUTTON
Deputy Minister
Service Newfoundland and Labrador

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	807,386	922,600	922,600
Operating Accounts:			
<i>Employee Benefits</i>	1,860	3,700	3,700
<i>Transportation and Communications</i>	21,556	42,000	42,000
<i>Supplies</i>	12,796	15,800	15,800
<i>Professional Services</i>	38,568	139,800	139,800
<i>Purchased Services</i>	41,679	30,900	30,900
<i>Property, Furnishings and Equipment</i>	9,319	3,300	3,300
02. Operating Accounts	<u>125,778</u>	<u>235,500</u>	<u>235,500</u>
	<u>933,164</u>	<u>1,158,100</u>	<u>1,158,100</u>
02. Revenue - Provincial	<u>(1,224,204)</u>	<u>(1,158,100)</u>	<u>(1,158,100)</u>
Total: Workplace Health, Safety and Compensation Review	<u>(291,040)</u>	-	-
TOTAL: WORKPLACE HEALTH, SAFETY AND COMPENSATION REVIEW	<u>(291,040)</u>	-	-
TOTAL: WORKPLACE HEALTH, SAFETY AND COMPENSATION REVIEW	<u>(291,040)</u>	-	-
TOTAL: DEPARTMENT	<u>21,824,156</u>	<u>23,840,800</u>	<u>23,803,800</u>