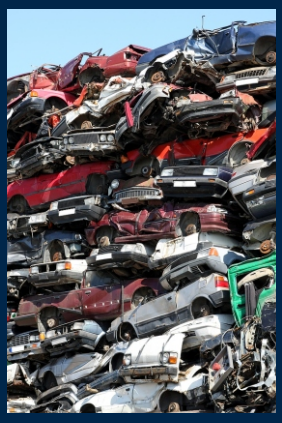
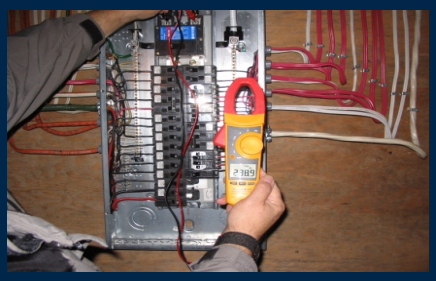
Department of Government Services

Annual Performance Report

2010-2011





Newfoundland Labrador

Department of Government Services
Annual Performance Report
2010-11

Newfoundland
Labrador

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Message from the Minister

I am pleased to submit the 2010-11 Annual Performance Report for the Department of Government Services in accordance with its requirements as a category one government entity under the *Transparency and Accountability Act*. This Department was part of government's October 2011 restructuring and the services provided by this former department now fall under my mandate as Minister of Service NL. The reported outcomes reflect government's strategic directions for fiscal years 2008-11 and my signature below is indicative of my accountability for the reported results.

This report marks the final year of the Department's 2008-11 Strategic Plan. It also marks the final year of the Department's 2006-11 mission. As outlined in this report, my Department has worked diligently this past fiscal year to address the priority issues identified in our three-year plan. These priorities focused on three principal areas related to service delivery. They included: increasing ease of access to our services; increasing types of services available through our Government Service Centres; and, increasing our capacity to support improved customer service. This report provides evidence of the progress and achievements we have made in these areas.

I would like to acknowledge and thank all staff of the Department for their efforts and commitment in helping to contribute to the Department's many accomplishments this past fiscal year and throughout the 2008-11 planning period. I look forward to building upon these efforts as we work together to meet the goals and objectives set out in our 2011-14 Strategic Plan.

Paul Davis
Minister

Departmental Overview

Service NL (formerly the Department of Government Services) delivers citizen protection services to the public in areas of public health and safety, environmental protection, occupational health and safety, consumer and financial interests and in the provision and preservation of vital documents and events. In addition, through the Office of the Queen's Printer, the Department provides printing, micrographic and digital document services for Government and the general public (including copies of provincial legislation, *The Newfoundland and Labrador Gazette* and select documents and books).

The Department 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 related regulations, standards and codes of practice.

The Department is comprised of three branches: Government Services Branch; Consumer and Commercial Affairs Branch; and Occupational Health and Safety Branch. A brief description of these branches can be found in the Department's 2008-11 Strategic Plan, available online: http://www.servicenl.gov.nl.ca/publications/.

The Minister is also accountable for nine public entities and the oversight of the Public Utilities Board's mandate with respect to auto insurance and the Petroleum Products Pricing Office. The Government Purchasing Agency and the Credit Union Deposit Guarantee Corporation, both of which report independently to the Minister, each prepare independent annual reports.

Finally, under the shared services model for the delivery of Strategic Human Resources Management, the Director of Strategic Human Resources Management for the social sector reports to the Deputy Minister for this Department. In 2010-11, the social sector included the Departments of: Education; Human Resources, Labour and Employment; Municipal Affairs; Health and Community Services; and Government Services. It was also responsible for the Labour Relations Agency; the Government Purchasing Agency; and Fire and Emergency Services-Newfoundland and Labrador.

Vision

Newfoundlanders and Labradorians living and working in a healthy and safe environment with access to an open, fair, and responsive regulatory system.

Mission Statement

By March 31, 2011 the Department of Government Services will have improved citizen protection in the areas of public health and safety, worker health and safety and consumer interests.

Lines of Business

The Department has four basic lines of business:

- enforcement of legislated requirements;
- licensing, permitting, inspections and registrations;
- conflict resolution; and,
- printing services.

Enforcement of Legislated Requirements

The Department enforces legislated requirements in all mandated aspects of public health and safety, occupational health and safety, environmental protection, provincially-regulated financial services and consumer protection.

Licensing, Permitting, Inspections, and Registrations

The Department provides licences, permits, inspections and registration services at its offices around the province for the following:

Public safety activities
Boilers and pressure vessels, elevating devices, amusement rides, electrical installations, electrical contractors and building design for accessibility and fire/life safety.

Environmental health activities
Food establishments, tobacco retailers, septic and other waste water disposal systems, municipal water supplies, abattoirs, public pools, recreational facilities, daycares, personal care homes and long term care facilities, dairy farms (milk and water sampling) and housing sanitation.

Environmental protection activities
Waste disposal sites, spill responses, petroleum storage tank systems, dry cleaners, sawmills, quarries, asphalt plants, scrap yards, used tire facilities, used oil storage facilities, PCB storage sites, farm waste management facilities, soil treatment facilities and illegal dumping.

Provincial financial services activities
Insurance, securities, real estate, mortgage brokers and prepaid funeral services.

Pension Benefit Standards
Regulation of private employer pension plans and public sector pension plans.

Consumer protection activities
Consumer affairs, collection agencies, private investigators and security guards, charitable gaming and residential tenancies.

Commercial registrations activities
Deeds, companies, personal property, co-operatives, limited partnerships, mechanics liens, condominiums and lobbyists.

Occupational health and safety activities
Workplaces, radiation emitting devices, asbestos abatement contractors, explosive magazines on mine sites and underground diesel equipment.

Motor vehicle activities
Driver licensing and vehicle registrations, highway safety-related activities, and commercial vehicle inspections (e.g. for buses, school buses and ambulances and trucks) and other highway-safety related activities.

Vital statistics activities
Registration and certificates for vital events, including: birth, marriage, death, legal name changes, adoptions and gender changes.

Angling and small game licence sales and distribution
Sales to vendors and individuals. Select licensing information is also available on the Department's website at www.servicenl.gov.nl.ca.

Printing Services

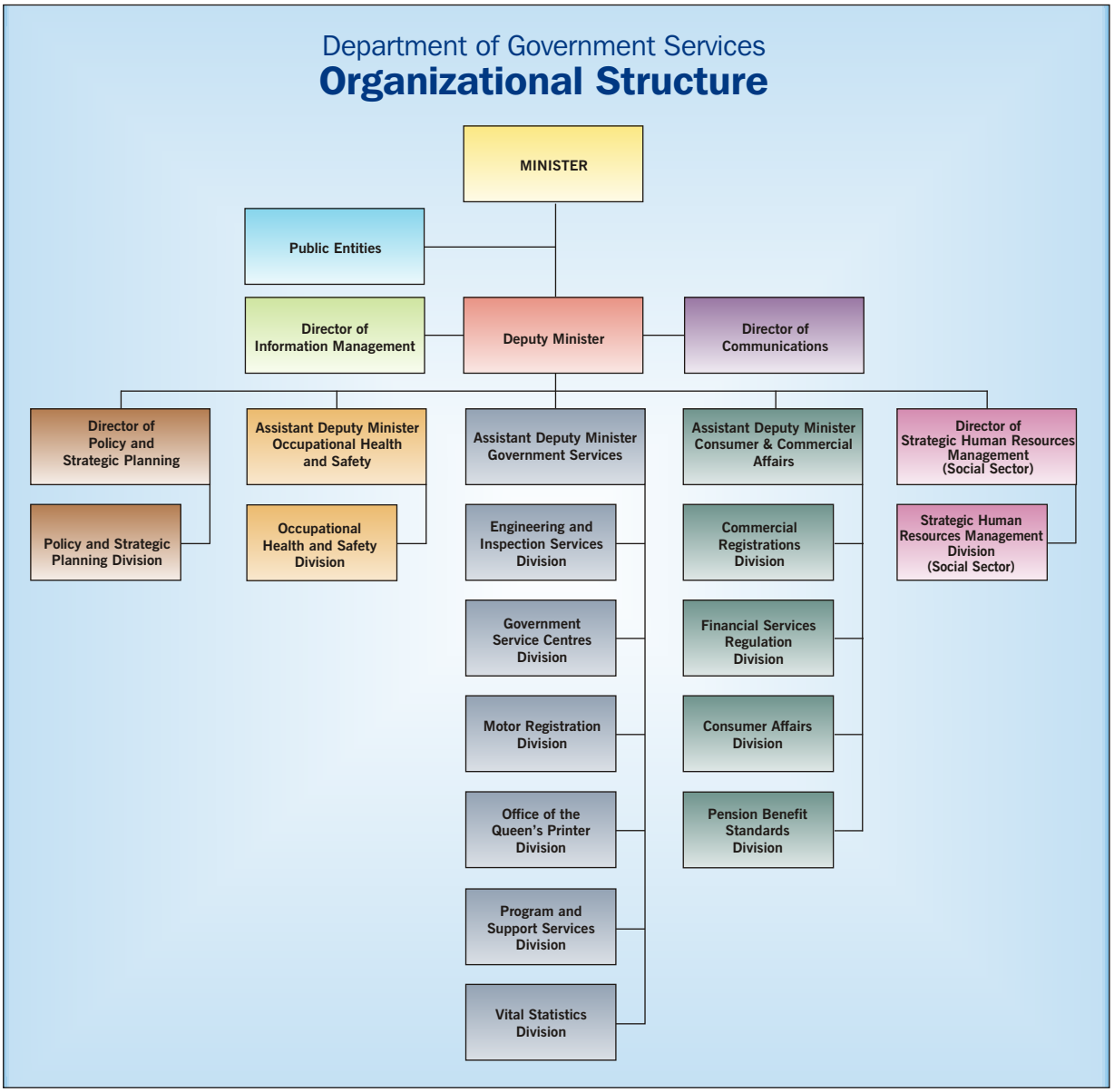
The Department provides printing, microfilming and digitizing services for government departments and agencies through the Office of the Queen's Printer. Provincial Government legislation and various Provincial Government reports are available to the public for purchase though the Queen's Printer Bookstore, located in the East Block of the Confederation Building complex. Purchasing information and select documents, including legislation for free download, are available on the Queen's Printer website at www.servicenl.gov.nl.ca/printer/.

Conflict Resolution

The Department provides conflict resolution services for disputes such as residential tenancies and issues related to legislative compliance with respect to the provincially-regulated financial services industry, occupational health and safety, buildings accessibility, consumer protection and public safety.

Organizational Structure

The organizational chart below illustrates the Department's reporting structure.

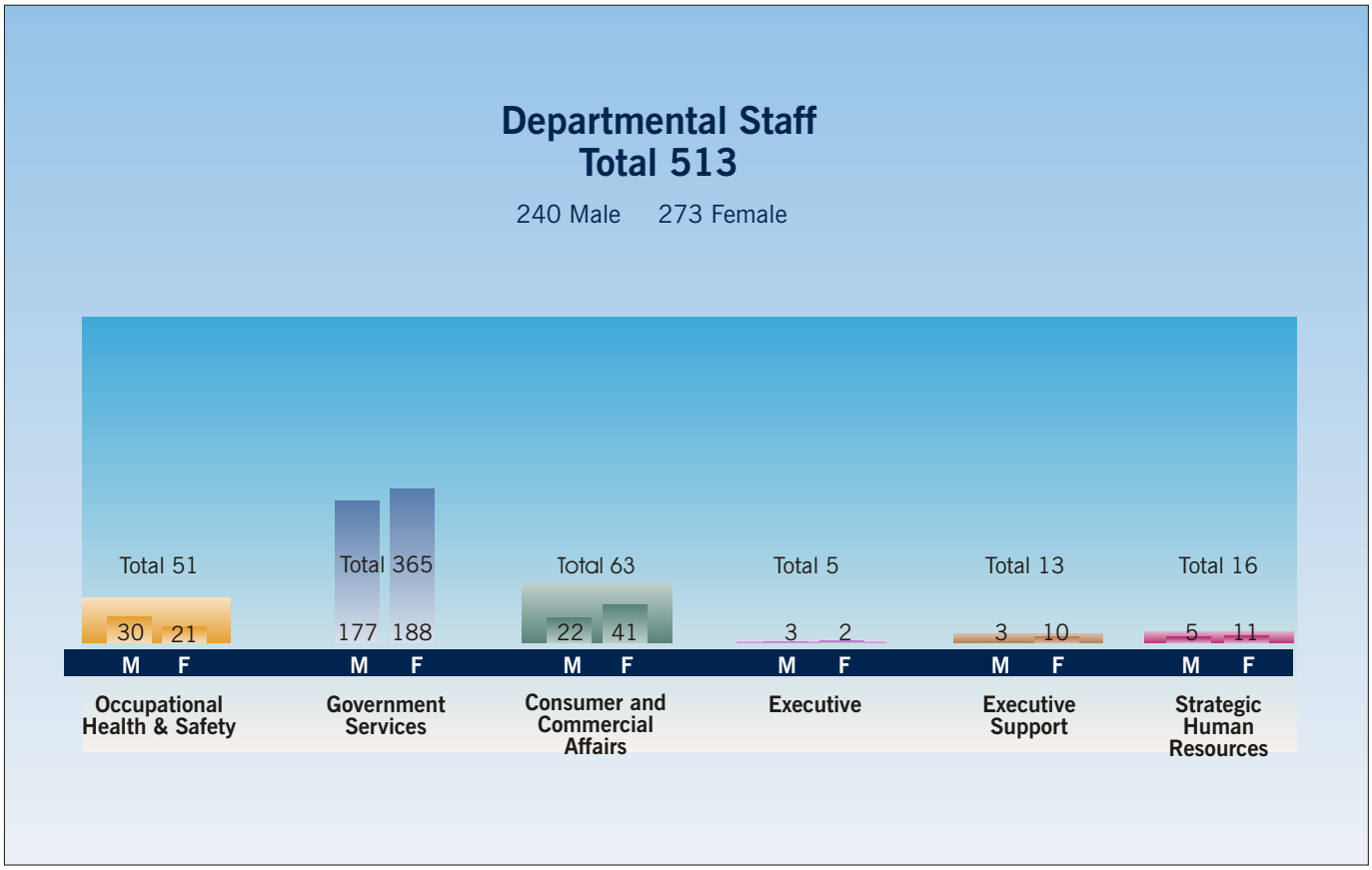


Key Statistics

Number of employees

The Department employs 513 people in the following areas: Government Services Branch; Consumer and Commercial Affairs Branch; Occupational Health and Safety Branch; Executive and Executive Support, including Information Management, Communications, and Policy and Strategic Planning; and the Strategic Human Resources Management Division for the social sector. Table A below provides a breakdown of departmental staff according to gender, while Table B on the following page is a map of employee distribution according to region.

Table A



Physical Locations

Services offered by the Department are available in-person through a number of office locations throughout the province, as well as through the Internet, telephone, mail, and fax. The headquarters for the Department is located in the West Block of the Confederation Building complex in St. John's.

The Government Service Centres (GSC) have five main offices - St. John's, Clarenville, Gander, Corner Brook, and Happy Valley-Goose Bay. Six other GSC offices are located in Harbour Grace, Grand Falls-Windsor, St. Anthony, Stephenville, Labrador City and Marystown. These offices provide licensing, permitting, inspection, and registration services to the public, while offices in Grand Bank, Springdale, Lewisporte and Port aux Basques serve as staff-only and water sample drop-off locations. The Vital Statistics Division, Engineering and Inspection Services Division, Consumer Affairs Division and Motor Registration Division also offer select services through some of the GSC sites.

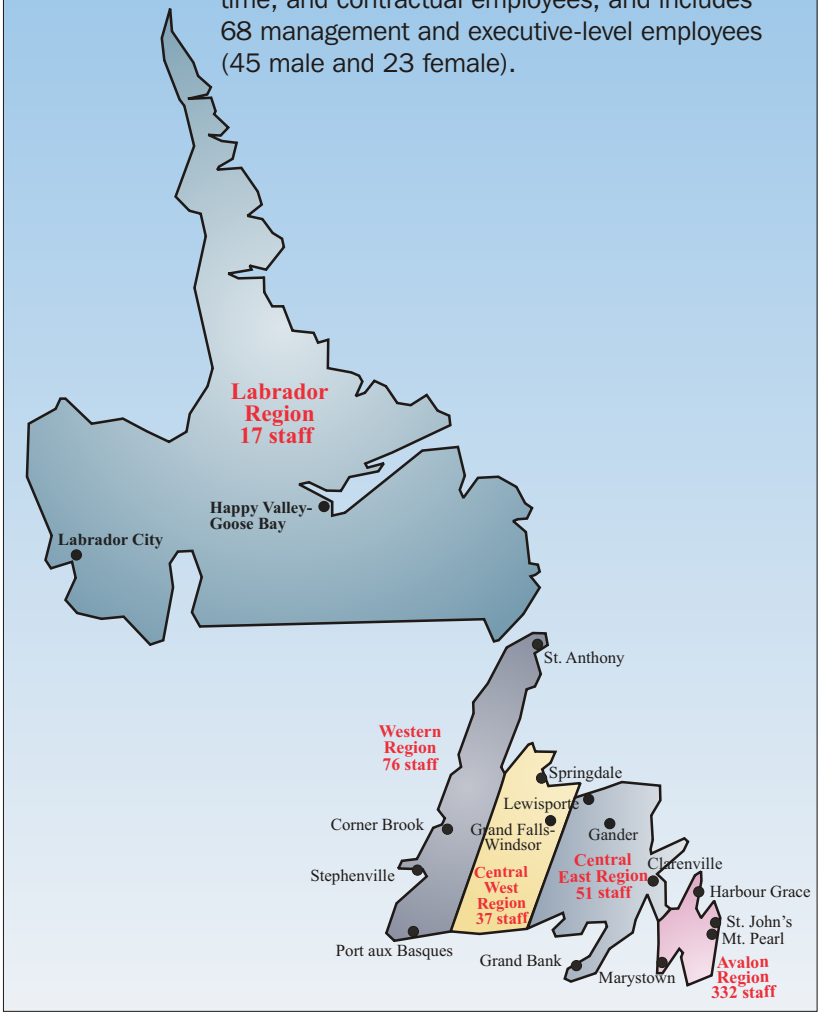
The Motor Registration Division delivers most of its programs and services from locations in Mount Pearl, Grand Falls-Windsor, Corner Brook, and Labrador City, as well as through regional GSC offices in Clarenville, Gander, Happy Valley-Goose Bay, and Harbour Grace, with more limited services in Stephenville, St. Anthony, and Marystown. In addition, the Motor Registration Teleservices Centre is located in Corner Brook. There are also various driver examination satellite offices and both fixed and portable weigh scale sites throughout the province.

The Occupational Health and Safety Branch operates its programs from locations in Mount Pearl, Grand Bank, Grand Falls-Windsor, Corner Brook, and Wabush. The Office of the Queen's Printer, Commercial Registrations Division, Consumer Affairs Division, Pension Benefit Standards Division, and Financial Services Regulation Division provide services province-wide from the St. John's area.

Table B

Employee Distribution by Region

This total was accurate as of March 31, 2011. It is made up of permanent, temporary, part-time, and contractual employees, and includes 68 management and executive-level employees (45 male and 23 female).



Budget

The Department collected $113.1 million in current account and related revenues in 2010-11. The Department had an operating budget of $42 million in 2010-11, while its gross expenditures were $40.4 million. These figures do not include the Government Purchasing Agency and the Credit Union Deposit Guarantee Corporation given that these entities are required to prepare and submit independent reports in accordance with the *Transparency and Accountability Act*. The Department's Statement of Expenditures and Revenues (unaudited) for the year ended 2010-11 is attached as Annex B.

Ministerial Entities

The Minister is accountable for nine public entities. These entities are required to report annually as set out in the *Transparency and Accountability Act*. Two of these entities, the Credit Union Deposit Guarantee Corporation (CUDGC) and the Government Purchasing Agency (GPA), are category two entities as defined by the Act, and provide independent annual reports to the House of Assembly upon approval of the Minister. The remaining seven entities are considered category three entities by the Act. The following entities provided activity reports for 2010 or 2010-11, depending on the respective entitys' fiscal year end:

- Public Accountants Licensing Board (2010)*
- Public Safety Appeal Board (2010-11)
- Advisory Council on Occupational Health and Safety (2010-11)
- Buildings Accessibility Advisory Board (2010-11)

These reports are available online at www.servicenl.gov.nl.ca/publications/. Inactive category three entities for 2010-11 include:

- Buildings Accessibility Appeal Tribunal
- Financial Services Appeal Board
- Radiation Health and Safety Advisory Committee

A brief description of these Ministerial entities may be viewed in Annex A.

* The *Public Accountancy Act* was repealed and replaced by the *Public Accountants Act* in June 2011. As a result of these legislative changes the Public Accountants Licensing Board (PALB) is no longer considered a ministerial entity pursuant to the *Transparency and Accountability Act*.

Shared Commitments

The Department does not fulfill its mandate on its own. Collaborative relationships with our partners and stakeholders are essential to allow us to meet our legislative and regulatory obligations and help achieve the strategic directions of government. Key partners include other provincial government departments and agencies, industry, organized labour, regulatory bodies, and federal, provincial and territorial governments.

Further, the Department delivers many of its permitting, inspection, licensing, and enforcement services through its Government Service Centres. These services are delivered on behalf of a number of partner departments, agencies, and other governments through agreements in which the partners retain legislative and policy responsibility while the Department is responsible for field operations and enforcement services. Memoranda of Understanding (MOUs) serve to clarify the roles and responsibilities of these partners.

The following list highlights some of the many collaborative relationships, key partnerships and affiliations the Department maintained during the fiscal year 2010-11.

Financial Services Regulation
The Financial Services Regulation Division works with organizations such as the Canadian Council of Insurance Regulators (CCIR), the Canadian Insurance Services Regulatory Organization (CISRO), the Insurance Bureau of Canada (IBC), the Insurance Brokers Association of Newfoundland (IBAN) and the Canadian Securities Administrators (CSA) to facilitate effective and efficient regulation of these industries. The Division also regularly seeks the input of a variety of industry organizations such as the Newfoundland and Labrador Association of Realtors (NLAR) and the General Insurance Statistical Agency (GISA) and is a participant of the Joint Forum of Market Regulators.

Pension Benefit Standards
The Pension Benefit Standards Division works with organizations such as the Canadian Association of Pensions Supervisory Authorities (CAPSA), Canada Revenue Agency, Statistics Canada as well as federal and provincial jurisdictions regarding regulation of multi-jurisdictional pension plans. The Division is also a participant of the Joint Forum of Market Regulators.

Consumer Affairs
The Consumer Affairs Division liaises with the Consumer Measures Committee, the Canadian Association of Gambling Regulators, the Canadian Motor Registration Arbitration Plan, the Better Business Bureau (BBB), Equifax Canada Inc., TransUnion Canada Inc., and the Canadian Registrars of Private Security. The Division also works closely with the Royal

Newfoundland Constabulary (RNC), the Royal Canadian Mounted Police (RCMP) and the Sheriff's Office.

Commercial Registrations
The Commercial Registrations Division is a member of the Canadian Conference on Personal Property Security Law, the Canadian Conference of Land Titles Officers, the Canadian Association of Corporate Law Administrators, the Personal Property Registry System Inter-jurisdictional Operations Committee and the Canadian Association of Lobbyist Registrars and Commissioners. The Division also works closely with the Condominium Registrars across Canada, the Newfoundland and Labrador Law Society, various federal, provincial and municipal government departments, the Royal Newfoundland Constabulary and Royal Canadian Mounted Police, and provincial industry associations such as the Appraisal Institute of Canada - Newfoundland and Labrador, Association of Newfoundland Land Surveyors, and the Canadian Condominium Institute Newfoundland and Labrador Chapter.

Occupational Health and Safety
The Occupational Health and Safety Branch conducts health and safety initiatives in the mining industry. The Branch, along with Workplace Health Safety and Compensation Commission (WHSCC) and Workplace Safety North (WSN), monitors the jointly developed Mines Rescue Training standard for the Mining Sector. The Branch also continues to collaborate with WHSCC in its data and information sharing.

The Department is represented on the Municipalities Governance Committee (MGC) through its Occupational Health and Safety Branch in conjunction with Municipalities Newfoundland and Labrador, other government departments, the Federation of Labour, Newfoundland and Labrador Employers Council, Workplace Health Safety and Compensation Commission (WHSCC), various union groups and representatives from various municipalities. Collaborative efforts to improve worker safety have been ongoing for some time, proving an effective means of reducing accidents and claims cost in the province.

Office of the Queen's Printer
The Office of the Queen's Printer works closely with many government departments and agencies to manage and fulfill its document, reporting and promotional needs through its printing, microfilming and digitizing services. For example, the Office supports the Department of Finance in producing Budget documents and produces the Speech from the Throne and Hansard for the House of Assembly. The Queen's Printer Bookstore is the legal agent of Government that publishes all of the instruments that bring into effect provincial laws and regulations, principally *The Newfoundland and Labrador Gazette*.

School Bus Safety
Responsibility for school buses in Newfoundland and Labrador is shared with the Department of Education. This Department is responsible for the highway and motor vehicle safety aspects of school bus regulation, including vehicle registration, inspections, carrier safety ratings, driver testing and licensing and other regulatory issues. The Department of Education is responsible for providing funding for school transportation, developing policies pertaining to school bussing and reviewing tenders for school bus contracts.

Engineering and Inspections
The Engineering and Inspection Services Division conducts plan reviews under an MOU with the Office of the Fire Commissioner (Fire and Emergency Services-Newfoundland and Labrador), fire and life safety inspections for daycares and personal care homes under an MOU with the Department of Health and Community Services, and both boiler and pressure vessel inspections and elevating device inspections on federal property under MOUs with the federal government. The Division also issues Certificates of Approvals for wastewater and septic systems under an MOU with the Department of Environment and Conservation. In addition, the Engineering and Inspection Services Division represents the province on numerous national committees, including the Association of Chief Boiler and Pressure Vessel Inspectors Committee and various Canadian Standards Association committees.

Environmental Health
Environmental health services are provided under an MOU with the Department of Health and Community Services and the Regional Health Authorities, as well as a separate MOU with the Departments of Natural Resources (Forestry and Agrifoods Agency) and Environment and Conservation for agricultural-type operations.

Environmental Protection
Environmental protection services are provided under an MOU with the Department of Environment and Conservation. Government Service Centres also work with the Department of Municipal Affairs, the Department of Environment and Conservation, and the Multi-Materials Stewardship Board (MMSB) to administer the province's Solid Waste Management Strategy.

Motor Registration
The Motor Registration Division (MRD) operates in conjunction with the Department of Transportation and Works, the RNC and the RCMP to improve highway safety in the province. The Motor Registration Division's Traffic Safety Committee also brings traffic safety oriented organizations and individuals together with the police, in a collaborative approach to bringing traffic safety issues to the forefront and seeking possible solutions. The committee's membership includes representatives from MRD, the RNC, RCMP, the Departments of Transportation and Works and Health and Community Services, the City of St. John's and Safety Services Newfoundland and Labrador.

Development Control
The Government Service Centres work with the Department of Municipal Affairs to conduct inspections and issue permits under the Department of Municipal Affair's *Urban and Rural Planning Act*.

Service Excellence
The Department works in partnership with the Department of Advanced Education and Skills (formerly the Department of Human Resources, Labour and Employment), the Strategic Human Resources Management Division, the Workplace Health, Safety and Compensation Commission and Service Canada, to deliver "Service Excellence: Putting Citizens First" training to staff.

Intergovernmental Affairs
The Department continuously provides feedback to the Department of Innovation, Business and Rural Development and the Intergovernmental and Aboriginal Affairs Secretariat regarding issues associated with the Comprehensive Economic and Trade Agreement negotiations between Canada and the European Union as it relates to the regulatory mandate and overall services provided by the Department.

Public Sector Service Delivery
The Department is actively involved in the Public Sector Service Delivery Council (PSSDC). The PSSDC is a network of federal, provincial, and territorial governments that come together to explore common issues, develop partnerships and coordinate solutions, and share best practices in the field of public sector service delivery. The Council reports to a Deputy Ministers of Service Delivery Table, of which the Department is also a member.

Highlights and Accomplishments

Regulatory Improvement/Red Tape Reduction

In fiscal year 2010-11, the Department of Government Services continued its efforts to reduce the regulatory burden associated with some of the Department's legislative and regulatory requirements. As part of its Regulatory Improvement Plan, the Department regularly reviews and evaluates its legislation, including statutes and regulations as well as policies and operational procedures to identify areas for improvement and potential red tape reduction. These efforts are made while keeping in mind the Department's mandate and mission for improving citizen protection in the areas of public health and safety, worker health and safety and consumer interests and its overall responsibility to the people of Newfoundland and Labrador. Throughout this report there is detailed evidence regarding the Department's regulatory reform efforts during 2010-11.

Improvements Made to Cost of Consumer Credit Disclosure Legislation

The Cost of Consumer Credit Disclosure provisions of the *Consumer Protection and Business Practices Act* were amended in Spring 2010. These amendments resulted in a greater alignment of these provisions with those in similar legislation in other Canadian jurisdictions. This legislation is harmonized with other jurisdictions and federal legislation which is beneficial to consumers as they can accurately compare the cost of consumer credit from a provincial lending institution and a federally regulated bank. The new *Cost of Consumer Credit Disclosure Regulations*, which came into force March 31, 2011, enhance consumer protection by prescribing requirements for the full disclosure on the absolute cost of borrowing and prescribing the detailed method of calculating the Annual Percentage Rate (APR) for various types of credit.

Updated and Streamlined Legislative Appeal Processes

The *Public Safety Act* and the *Private Investigation and Security Services Act* appeal provisions were amended in the Spring 2010 and Fall 2010 sessions of the House of Assembly. These amendments updated and streamlined the appeal process and ensured consistency with other statutes under the responsibility of the Department. Amendments to the *Private Investigation and Security Services Act* streamlined the appeal process along the lines of the process contained in the *Consumer Protection and Business Practices Act*. The *Public Safety Act* was amended to include additional provisions related to the appeal process and ensure consistency with provisions in the *Financial Services Appeal Board Act*.

Speeding Fines Doubled in School Zones

In an effort to ensure the safety of children, fines for speeding in school zones were doubled effective September 1, 2010. Amendments were made to the *Highway Traffic Act* that resulted in fines now ranging from a minimum $100 for a first offence up to a maximum of $1,500.

New Impaired and Distracted Driving Laws

On October 1, 2010, amendments to the *Highway Traffic Act* came into force. These amendments enhance enforcement against impaired and distracted driving and include:

- Authorizing police to use traffic safety stops as a means of determining whether drivers are impaired, driving while suspended or driving without insurance, among other serious offences;
- Increasing the current 24-hour suspension to a minimum of seven days (14 days for a repeat offence) for drivers with a blood alcohol level of greater than 50 mgs/100 ml;
- Reducing the allowable blood alcohol level to 0.0 per cent from the current 0.05 per cent, for drivers accompanying a novice driver; and,
- Expanding the prohibition against cell phone use by drivers to include other aspects, such as texting, which can distract from safe driving.

These substantive changes are a part of the provincial government's on-going commitment to raising awareness of unsafe driving habits and preventing vehicle collisions and injuries on the province's roadways.

Road Safety Awareness

Enforcement Officers with the Motor Registration Division joined with local police forces to check compliance of trucks, buses and their drivers with road safety rules as the Department participated in the three-day North American Roadcheck Blitz for the commercial trucking and motor coach industries. Although enforcement activities take place every day on our roads and highways, blitzes help raise the awareness of how important it is for all vehicles to operate safely by placing the spotlight on

commercial vehicle safety. This initiative and other similar highway safety activities conducted by the Department and its partners are helping make our highways safer for the people of Newfoundland and Labrador and visitors to our province.

Driver's Licence Reciprocity Agreement Signed with France

In July 2010, Newfoundland and Labrador entered into a driver's licence reciprocity agreement with the Republic of France. As a result of this agreement, residents of France, including St. Pierre and Miquelon, who come to Newfoundland and Labrador to live, can exchange their existing driver's licence for a Newfoundland and Labrador licence without having to undergo additional written, visual or road testing. The agreement also allows the same privileges for Newfoundlanders and Labradorians taking up residence in France. The *Highway Traffic Act* allows for this type of reciprocal agreement with other jurisdictions.

Enhanced Consumer Protection

In keeping with the Department's mandate to improve consumer protection, enhancements were made to the following legislation: *Securities Act; Insurance Adjusters, Agents and Brokers Act; Insurance Companies Act; and the Prepaid Funeral Services Act*.

Enforcement Strategy Developed for Quarries

In 2010-11, an enforcement strategy was developed for quarries in Newfoundland and Labrador regarding potential hazards associated with this type of workplace, especially with respect to the hazard related to dust exposure. This strategy also included the distribution of a quarry hazard alert that was developed by the Occupational Health and Safety Branch to assist employers and employees with identifying deficiencies and unacceptable practices and to highlight safe practices by referencing the requirements under the *Occupational Health and Safety Regulations, 2009*.

Greater Focus on Occupational Health and Safety in the Service Sector

The Occupational Health and Safety Branch commenced a new initiative that will broaden its focus to encompass employers and employees in the retail and service sector. As a start to this initiative, the Branch sent out information packages to targeted employers, which included a CD of the revised *Occupational Health and Safety Act* and new *Regulations* and

information outlining some of the key areas Occupational Health and Safety Officers inspect in the service sector workplace.

Increased Occupational Health and Safety Enforcement

In 2010-11, a total of 4,272 inspections were conducted by the Occupational Health and Safety Branch. This represented a 7.8% increase in inspections from the previous year. The number of directives issued also increased this fiscal year by 24.4%, for a total of 8,942. The number of stop work orders issued by the Branch also increased by 23.6% for a total of 876.

Implementation of an Enforcement Management Model

The Occupational Health and Safety Branch developed and implemented an enforcement management model to aid in the application of the legislation to ensure a foundation for impartial and balanced enforcement activities. This model demonstrates the principles of proportionality in applying the law and securing compliance; consistency of approach; openness to the provision of information internally and externally; standards that communicate the desired course of action; and monitoring that provides accountability when enforcing occupational health and safety legislation.

Creative Sentencing Benefits Newfoundland and Labrador Association of Fire Services

In May 2010, the Newfoundland and Labrador Association of Fire Services was presented with a cheque totaling $2,500, to help provide improved respiratory protection for volunteer firefighters. This cheque was made possible by an option included under the *Occupational Health and Safety Act* termed creative sentencing. A case from 2008 resulted in a “creative sentencing” fine with proceeds being provided to the Minister of this Department. After careful consideration it was determined that the funds from the fine should be given to this association to help purchase fit testing gear.

Review of the Office of the Queen's Printer

In order to improve customer service to its clients, the Office of the Queen's Printer has embarked

on a “generational upgrade” of its capabilities. To meet the demand for greater speed and quality as well as timeliness, a review of operations has been undertaken. The ultimate goal is to streamline and improve the quality of service to all departments, agencies and the general public served by the Office. The expectation of our clients is that key government information and publications will be available in a timely, efficient and appropriate format, whether printed or in electronic format. The Office of the Queen's Printer is committed to meeting this expectation.

New Legislation for Self-Regulating Occupations in Force

The new *Certified Management Accountants Regulations* and the *Architects Act* and *Regulations* came into force in 2010. The principal changes to these Acts relate to the governance and accountability structure of these respective public entities.

Outcome of 2006-2011 Mission

The following section describes the outcomes of the Department's mission for the 2006-08 and 2008-11 planning periods, fulfilling requirements outlined in the *Transparency and Accountability Act* to report to the people of Newfoundland and Labrador on the Department's progress. As demonstrated through the Department's activities and in concluding its mission over the course of these planning years significant enhancements have been achieved in the Department's delivery of its mandate to improve citizen protection in the area of public health and safety, worker health and safety, and consumer interests.

Mission
By 2011, the Department of Government Services will have improved citizen protection in the areas of public health and safety, worker health and safety, and consumer interests.

Measure 1: Improved protection in public health and safety

Indicators
Timely and relevant standards in the areas of:

- inspections of public facilities for environmental health;
- review of building designs for fire and life safety;
- inspections of commercial vehicles;
- inspection of waste disposal sites.

Increased achievement of enforcement standards for environmental health.

Results Achieved

Timely and relevant standards in the area of inspections of public facilities for environmental health:

Alternate Sewage Disposal Systems Standard
The *Sanitation Regulations* under the *Health and Community Services Act*, require private sewage disposal systems to be inspected and approved by Environmental Health Officers. Traditional sub-surface sewage disposal systems, as described in the *Private Sewage Disposal and Water Supply Standards, 2006*, require the submission of an application with information related to the soil conditions, as well as a plot plan of the placement of the disposal field. This information is typically obtained by an approved designer on behalf of the property owner.

As well, pursuant to section 7 of the *Sanitation Regulations*, the Department is required to assess new emerging sewage disposal system technologies as viable alternatives to traditional sub-surface sewage disposal systems. These new technologies offer alternate solutions in areas where poor soil conditions exist. In 2009, a protocol was developed to formalize the requirements for approval of “alternate sewage systems” when submissions are made to the Department of Government Services.

The objective of the protocol is to ensure that a consistent and fair application assessment is conducted for all "alternate sewage system" submissions and that a minimum standard of inclusion in the Engineering Report is defined. The consistent application of these standards to the various engineering firms that are coming forward has become more relevant with the increase in property values, as well as the decrease in land with available satisfactory soil conditions, particularly on the Avalon Peninsula.

Dairy Farm Bacteriological Water Quality Standard

Dairy farms are inspected under the authority of the *Food Premises Regulations* under the *Food and Drug Act*. Food premises are required to have a supply of water that is potable (fit for human consumption). Most licensed dairy farms in this province do not obtain water from a municipally approved water supply, but utilize their own dug or drilled well as the source of potable water. On dairy farms, water is used to wash out bulk milk tanks after the transfer of milk occurs to the milk trucks, to clean the facilities and to provide sewage disposal functionality.

In September 2008, a Dairy Farm Bacteriological Water Quality Standard was established in consultation with the Departments of Environment and Conservation and Health and Community Services. This standard will ensure the water on farms is potable to a level that protects the milk product, in combination with other bacteriological barriers such as disinfection of milking equipment and bulk milk holding/storage tanks. The standard requires that

dairy farms that do not obtain water from a municipally approved water supply have a minimum of one monthly sample collected from the farm's potable water supply for bacteriological testing. Any farms with water quality issues are required to take corrective action.

Timely and relevant standards in the area of review of building designs for fire and life safety:

Newfoundland and Labrador Fire and Life Safety Guidance Document

Plan reviews for building construction conducted under the authority of the *Fire Prevention Act, 1991* and its associated regulations are carried out by the Department under a Memorandum of Understanding with the Department of Municipal Affairs, Fire and Emergency Services-Newfoundland and Labrador (FES-NL). These reviews are completed to ensure that building designs are in compliance with the fire protection requirements of the National Building Code of Canada, the National Fire Code of Canada, and the National Fire Protection Association Life Safety Code.

In April of 2007, a guidance document to provide clarification on the application and use of the various fire and life safety codes was issued by FES-NL. The Department's Engineering and Inspection Services Division participated on the committee to develop the document. It includes chapters for the design, construction, and operation of new structures as well as the use and operation of existing structures. It also identifies the procedures that owners and/or developers must follow in the repair, renovation, modification, reconstruction, addition to, and change of use or occupancy of existing structures, including historic buildings.

The development and implementation of this standard has contributed to the Mission of the Department of Government Services to improve protection in the area of public safety by 2011.

Timely and relevant standards in the area of inspections of commercial vehicles

National Safety Code / Commercial Vehicle Safety Alliance

In 1987, the federal, provincial and territorial ministers responsible for transportation and highway safety agreed to develop and implement a National Safety Code (NSC) to encourage trucking safety, promote efficiency in the motor carrier industry, and achieve consistent highway safety standards across Canada. The NSC was based on a consolidation of existing provincial and territorial legislation and regulations, supplemented with new initiatives designed to further enhance safety across the country.

Safety-related NSC standards include carrier safety ratings, facility audits, driver and carrier profile systems, trip inspection reports, drivers' hours of service, commercial vehicle maintenance and inspections, and load security. The NSC's administrative standards cover self-certification for drivers, single-driver licensing, a classified driver licence system, medical standards, knowledge and performance testing and a driver examiner training program. Under prior federal-provincial agreements to provide federal financial contributions for the NSC program, performance targets included minimum numbers of Commercial Vehicle Safety Alliance (CVSA) inspections, which provinces and territories were required to conduct on commercial vehicles.

The Commercial Vehicle Safety Alliance (CVSA) is an international not-for-profit organization comprised of local, state, provincial, territorial and federal motor carrier safety officials and industry representatives from the United States, Canada, and

Mexico. Its mission is to promote commercial motor vehicle safety and security by providing leadership to enforcement personnel, industry and policy makers, to help achieve the goals of uniformity, compatibility and reciprocity of commercial vehicle inspections and enforcement activities throughout North America. Newfoundland and Labrador has been signatory to a Memorandum of Understanding with CVSA since the mid to late 1980s.

Under the National Safety Code Agreement, the target for CVSA inspections in Newfoundland and Labrador on an annual basis was a minimum of 1243 inspections. In fiscal year 2008-09, Newfoundland and Labrador exceeded the standard, with 1264 inspections. For fiscal year 2009-10, the target was again exceeded with 1724 inspections, while a total of 1690 inspections were completed in fiscal year 2010-11.

Although specific targets for numbers of inspections are no longer part of the renewed federal-provincial NSC agreement, the province will continue to conduct a minimum of 1250 CVSA inspections annually, to ensure that these vehicles are safe to operate on provincial roads, directly contributing to public safety.

Weigh-in-Motion sites

In 2009, as part of an effort to enhance the enforcement for suspected overweight commercial vehicles on the highway, four Weigh-in-Motion (WIM) sensor sites were installed on highways in the province: Northern Peninsula Highway (Route 430) near Cormack; TCH (Route 1) Outer Ring Road in St. John's; CBS Bypass (Route 2) near Manuals; and TCH (Route 1) near Port aux Basques.

These sites are intended to supplement the portable and fixed weigh scale sites in the enforcement of commercial vehicle weight limits. Data monitoring from the system began in late May 2010 and is being used to target enforcement activities to better allocate resources to ensure compliance with weight limits.

Regulating vehicle weights to ensure they are being operated within regulated limits as well as within manufacturers' specifications, enhances public safety and protects infrastructure.

Timely and relevant standards in the area of inspections of waste disposal sites:

The Department is responsible for inspecting waste disposal sites in the province in order to ensure that the facilities are operated according to provincial environmental standards. Through a Memorandum of Understanding with the Department of Environment and Conservation, it has been agreed that inspections of waste disposal sites should be

conducted at a rate of two inspections per fiscal year. Waste disposal site inspections are conducted by the Department's Environmental Protection Officers throughout the province.

The program's performance report for the 2009-10 fiscal year indicated that there were 195 waste disposal sites in the province, thereby requiring a total of 390 inspections. However, the actual number of inspections conducted during this period was 439. By exceeding the established inspection target, the Department has been able to more closely monitor the operation of the province's waste disposal sites where necessary to ensure that activities are conducted in a manner which meets or exceeds the province's environmental standards.

Increased achievement of enforcement standards for environmental health:

Amendment to the Tobacco Control Act

In 2009, the *Tobacco Control Act* was amended to make it an offence for a person to obstruct an inspector in the performance of his/her duties. As a result, Environmental Health Officers (EHO) are now able to enforce the legislation more effectively. This new provision is similar to other tobacco control legislation in most other provincial jurisdictions. It is a tool that protects EHOs in cases of verbal or physical abuse and allows for a more authoritative approach by officers when performing their duties in the enforcement of the Act.

Regulatory Enforcement

Three Regulatory Enforcement Coordinator positions were staffed in 2010. These positions have resulted in significant improvements in the Department's enforcement capabilities by having dedicated staff to effectively coordinate enforcement activities. Prior to the creation of the Coordinator positions, warnings and directives were issued as the principal means of environmental health enforcement. However, by fiscal year end 2010-11, a total of six charges were laid under the *Tobacco Control Act*, four charges were laid under the *Smoke-Free Environment Act*, and three charges were laid under the *Health and Community Services Act* (two under the *Public Pools Regulations* and one under the *Sanitation Regulations*).

Measure 2: Improved protection in worker health and safety

Indicators

Timely and relevant standards in the areas of:

- General health and safety requirements and, in particular, mining health and safety standards.
- Targeted and strategic enforcement activities on a sector basis in all industrial sectors of the province.

Results Achieved

Timely and relevant standards in the area of general health and safety requirements and, in particular, mining health and safety standards:

Review of Mines Safety of Worker's Regulations

A review of the *Mines Safety of Worker's Regulations* was initiated in Fall 2009. Draft amendments to the Regulations were prepared in September 2010 and made available to stakeholders and a formal consultation process commenced. Submissions from stakeholders were received and accepted up to the end of January 2011. The new mining requirements will also be incorporated into the *Occupational Health and Safety Regulations*. It is intended that with the suggested changes resulting from these consultations, safety requirements for mining will be modernized, user friendly, reflect new technologies, incorporate industry accepted safe work practices and procedures for the mining sector, and ensure that workers will be better protected.

Officials of the Occupational Health and Safety Branch also met with and presented to various stakeholder groups individually to discuss the proposed changes and address any concerns or questions. The Branch kept major stakeholders informed of the status of the review process and provided feedback to stakeholders. One of the more significant issues that arose resulted in the development of a "Safety Standard for Mine Hoists, Shafts and Conveyances", which outlines the requirement for proper

maintenance, documentation and communication in relation to the operation of mine hoisting equipment and to establish the qualifications for hoist operators.

The Safety Standard for Mine Hoists, Shafts, and Conveyances was developed due to the highly technical and complex nature of such activities. Given this complexity and the limited number of hoists presently utilized and/or proposed, the branch determined a standard would better serve the needs of all stakeholders.

Timely and relevant standards in the area of targeted and strategic enforcement activities on a sector specific basis in all industrial sectors of the province:

Improved occupational health and safety legislation

In 2009, amendments were made to the *Occupational Health and Safety Act*. The substantive amendment to the Act was the inclusion of the duties and responsibilities of a supervisor for the purposes of ensuring a safe and healthy work environment. There were also several minor amendments to the Act to ensure it was in line with the new *Occupational Health and Safety Regulations, 2009*. These changes were the result of extensive stakeholder consultations and reviews. Implementation of the Regulations was very successful, mainly because of extensive internal and external communications, a thorough consultation process and an increased awareness of occupational health and safety in the workplace. The new regulations replace 30-year-old regulations.

The Branch developed CDs of the new regulations for distribution to stakeholders which further helped to increase awareness. Communication messages were also developed for various stakeholder groups to highlight some of the more prominent changes in the regulations such as violence prevention.

New occupational health and safety training standards and certification

During the consultation process, three main technical areas were identified as being high risk activities, including: confined space entry, fall protection and traffic control. The Occupational Health and Safety Branch concurred and consulted with Workplace, Health and Safety Compensation Commission, who are responsible for standards for safety certification as required by regulation. These standards have been developed, and the requirement for workers to complete the safety training will be phased in over a three-year period. The traffic control safety certification has been implemented effective January 1,

2011, fall protection will be implemented on January 1, 2012, and the safety certification for confined space will come into effect January 1, 2013.

The new regulations also include the requirement for crane operators to:

- have an appropriate trade qualification valid in the province; or
- be an apprentice indentured in the appropriate trade in the province; or
- have equivalent qualifications as determined by the Industrial Training Division of the Department of Education.

The effective implementation date of this certification will also be phased in over a three year period, based upon the type of crane (i.e. mobile cranes [other than a boom truck], tower crane or boom truck.)

The Occupational Health and Safety Branch is committed to targeted and strategic enforcement activities on a sector specific basis in all industrial sectors of the province

The Occupational Health and Safety (OHS) Officers who have lead responsibility for specific industry sectors continue to develop, with the support of management, enforcement initiatives and performance based work plans for their sectors, which set the priorities and activities for the current year. The work plans allow the officers to coordinate activities and align their sector's priorities with the goals and objectives of the Branch. The overall goals are to improve the consistency and efficiency of the inspection staff while increasing occupational health and safety awareness and inspection activity in all industrial sectors. For example, the OHS Officer responsible for the mining sector implemented a strategy to increase the consistency and inspection activity of quarries in the province. This included training other officers to ensure consistency in approach and setting inspection goals. Also, the Senior Industrial Hygienist developed a strategy for Officers inspecting cabinet manufacturing businesses helping to ensure that, in addition to safety concerns, occupational health issues were proactively being identified across the manufacturing sector. This activity supports the Branch's goal for consistency in the inspection process. The Branch will continue its commitment to targeted and strategic enforcement on a sector-specific basis for the other industrial sectors of the province.

Measure 3: Improved protection in consumer interests

Indicators

- Timely and relevant standards in the areas of:
  - registrations of deeds, companies, and cooperatives;
  - mechanics liens, condominiums, personal property and lobbyists;
  - resolution of residential tenancy disputes;
  - regulation of companies and individuals in the financial services sector;
  - registration of pension plans;
  - issuance of charitable gaming licences.
- Increased achievement of enforcement standards in the areas of:
  - insurance, securities, real estate, and mortgage brokers;
  - financial scams.

Results Achieved

Timely and relevant standards in the area of registrations of deeds, companies, and cooperatives:

Deeds microfilm digitization project

In June 2007 the Commercial Registrations Division began a digitization project where registrations in the Registry of Deeds from May 2004 back to 1982 (a total of 7.7 million frames of microfilm) were converted from microfilm into digital format and made available through the Department's Companies and Deeds Online (CADO) system. This digitized data compliments electronic registrations that have been recorded since the microfilm format ceased. Making this registration information accessible through the Department's CADO site regardless of a client's location or time of day greatly improves client access to this important information required to search title ownership of property.

Registration of limited liability partnerships

In 2008, the *Partnership Act* was amended to allow for the creation and extra-provincial registration of limited liability partnerships (LLP). The Commercial Registrations Division was tasked with establishing the associated LLP Registry.

Registration of Deeds Act, 2009 and Regulations

The *Registration of Deeds Act, 2009* and associated *Regulations* received Royal Assent on May 28, 2009 and came into force on December 13, 2010. This new legislation modernized a number of aspects for today's real property industry. In addition, the new legislation enabled the move to a notice-based system for mortgages, transfer of mortgages and release of mortgages. The Act also provides the capability for authorized users to file deeds and other documents electronically through the Department's Companies and Deeds Online (CADO) system. Allowing users to file deeds online moves the registry from a strictly paper-based system into an electronic system, which was a

core goal of CADO when it was first launched in 2004. By allowing electronic filing, users will enjoy quicker and easier service which will be passed along to their clients and customers.

Relocation of Commercial Registrations Division

On March 9, 2010 the Commercial Registrations Division opened its new modern facility at 59 Elizabeth Avenue in St. John's. The new location has been designed with client service, and record protection, and record preservation in mind. Land title registrations dating back to 1825, records of corporations dating back to 1900, and other real property and commercial records will be stored in a protected room featuring archival-standard environmental controls for preservation of these significant records. As well, the new site has a client-focused functional layout permitting ease of access to registry records in an appealing, publicly accessible, library atmosphere.

New research policies created to protect the collection of registry records

Coinciding with its office move in March 2010, the Commercial Registrations Division implemented new policies and procedures with respect to usage of the Registry's archival holdings. Many of the Registry holdings which date back to 1825 are irreplaceable original documents and and must be handled with due care and attention. Protection and preservation of these records are critical for stakeholders in the real estate and commercial industries.

Timely and relevant standards in the area of mechanics liens, condominiums, personal property and lobbyists:

Mechanics liens registry integrated into Companies and Deeds Online (CADO) system

In 2006, the Commercial Registrations Division integrated the Mechanics Liens Registry into the Companies and Deeds Online (CADO) system. Clients searching this Registry from their home or office regardless of time of day can now quickly determine the existence of any outstanding liens against real property.

Digitization of registries

In 2007, the Commercial Registrations Division commenced a paper conversion project for the Registry of Deeds that will digitize registrations from 1982 back to 1825. This project is currently ongoing and anticipated to be completed within five years. Once digitized, the entire Registry of Deeds will be electronically available and accessible through the Department's Companies and Deeds Online (CADO) system.

New condominium legislation to improve consumer protection

The *Condominium Act, 2009* received Royal Assent on December 22, 2009 and is pending proclamation. This new act will repeal and replace the former *Condominium Act*. The legislation was completely rewritten with aims to improve consumer protection (especially for first time buyers), improve the day-to-day operation of condominium corporations and allow for new types of condominium developments.

Enhancements made to Lobbyist Registration Act

On January 1, 2009 the *Lobbyist Registration Act* was amended to allow for the inclusion of the City of St. John's under the definition of a public office holder. This includes (i) a member of council, (ii) an officer, director or employee of the city, or (iii) a member of the board of a city-controlled entity and the chief executive officer, officers, directors and employees of that entity. The amendment broadened the registration and disclosure requirements making transparency and accountability more prevalent to the public.

Timely and relevant standards in the area of resolution of residential tenancy disputes:

The Residential Tenancies Division helps to mediate or adjudicate claims filed by landlords and tenants as mandated by the *Residential Tenancies Act, 2000*. On average, the Division resolves 500 claims per year. In 2002, the Residential Tenancies Division implemented a Policies and Procedures Guidebook which includes service standards related to residential tenancy disputes. The legislation and the guidebook provide for an effective and efficient residential dispute process. The process is clearly outlined from the initial stages when a claim or concern is identified up to and including potential appeal to the trial division. The Residential Tenancies Division makes every attempt to resolve disputes through mediation rather than through formal hearings and potential court action.

It has been determined through a review of the Division's policies and standards related to the dispute resolution process that the existing standards are still relevant. For instance, the Division has the following service standard related to timeliness of the issuing of orders arising from hearings: “orders are to be released within 30 days of the Hearing.” While there are exceptional circumstances when this standard cannot be met, this is the goal that the Division aims to achieve. It is recognized that opportunities exist to establish additional service standards in the area of residential tenancy disputes. Over the next year the Division is committed to establishing further performance management objectives and associated service standards to improve service quality.

Timely and relevant standards in the area of regulation of companies and individuals in the financial services sector:

Securities requirements modernized

In August 2007, a new *Securities Transfer Act* came into effect. This legislation harmonized securities transfer laws with other Canadian jurisdictions and markedly reduces cost and risk in the securities settlement system and improves the global competitiveness of Canadian capital markets. This harmonized Canadian legislation is recognized as being in the forefront internationally.

On February 1, 2008, the Department adopted Multilateral Instrument 62-104 - Take-Over and Issuer Bids - as a rule under the *Securities Act*. This harmonized the province's requirements with those in 11 other Canadian jurisdictions

thus eliminating duplication and inconsistencies for offerors that wish to conduct a multi-jurisdictional take-over bid. This also updated various provisions related to such bids and provided automatic exemptions from some requirements that were previously provided on a case by case basis through an exemption application process.

Effective March 17, 2008, the Department adopted Multilateral Instrument 11-102 Passport System; National Instrument 11-202 Process for Prospectus Reviews in Multiple Jurisdictions; and National Instrument 11-203- Process for Exemptive Relief Applications in Multiple Jurisdictions. The Passport System allows a public company or investment firm to access Canada's capital markets through a single window by having them deal only with their principal regulator. Passport focuses on the main areas of securities regulation: prospectus review; continuous disclosure; discretionary exemptions and registrations. The *Securities Act* was amended in December 2008 to provide for the implementation of a new national registration regime for firms and individuals that sell securities, offer investment advice or manage investment funds. This national regime became operational on September 29, 2009, when the Department adopted National Instrument 31-103 - Registration Requirements and Exemptions - as a rule under the *Securities Act*. This harmonizes, streamlines and modernizes registration requirements, which will help create a more efficient business environment resulting in cost savings for industry. There are new registration categories and higher proficiency standards for some registrants. These comprehensive requirements should benefit investors and allow for more effectively regulation of market participants.

Barrier removed to enable the movement of real estate agents throughout Canada

In 2008-09, the *Real Estate Trading Act* was amended to eliminate the barrier to the movement of real estate agents throughout Canada. This new requirement is in line with the Agreement on Internal Trade, permitting the movement of people and licences among provinces.

New real estate education program implemented

On February 1, 2010, the Newfoundland and Labrador Association of Realtors (NLAR) in partnership with the Financial Services Regulation Division, launched a new Real Estate education program for salespeople. The new program replaced an outdated program and now reflects current industry standards. It is based on national standards and is a self-study course with an examination component. The course for this program is administered by NLAR and exams are proctored by the College of the North Atlantic's campuses throughout the province. Moreover, where mutual recognition is in place, salespeople from other jurisdictions will now only have to complete the Newfoundland and Labrador specific portion of the course and pass the supplement exam to receive a licence to practice in this province.

Timely and relevant standards in the area of registration of pension plans:

Enhancements made to Pension Benefits Act, 1997

Amendments to the *Pension Benefits Act, 1997* were made in April 2008. As a result of these changes, a single employer pension plans is now required to fund any deficit in the pension plan if the plan was terminated. Previously, the employer, who is the plan sponsor, did not have to fund any deficit in the plan if it was terminated. This meant that member benefits could be reduced on wind-up of the plan. With this new legislation, the employer is required to pay the deficit and plan members still receive their full pension benefit.

Timely and relevant standards in the area of issuance of charitable gaming licences:

The Department regulates charitable and non-profit organizations' lottery fundraising activities. Licences are required for games that are conducted by charitable and not-for-profit organizations and include bingo, ticket lotteries, games of chance, card games, monte carlo events and breakopen tickets that are sold at bingos and other fundraising events.

The Consumer Affairs Division which is responsible for the issuing of charitable gaming licences determined in 2006 that inefficiencies existed in the issuing of these licences. In an effort to do a better job in meeting service expectations and to help customers make better use of these services, a decision was made to alter the service delivery methodology. Rather than provide this service through one Lottery Licencing Officer as was the case up to that time, all front counter staff within the Division were trained and are now able to answer routine questions concerning rules and the filing of applications thus providing ease of access to these licences. This basic training and mentoring continues to be offered on an as needed basis. As a result of this service improvement, the Division has been able to better correlate resources and service levels, while at the same time enhance customer service.

Increased achievement of enforcement standards in the area of insurance, securities, real estate, and mortgage brokers and increased achievement of enforcement standards in the area of financial scams:

In 2009, the Financial Services Regulation Division commenced legislative reviews related to the areas of insurance, securities, real estate, mortgage brokers, and financial scams. These reviews determined the need to amend legislation to enhance consumer protection in order to achieve increased enforcement in these areas.

As a result, enhancements were made to the following legislation in 2010-11: *Securities Act; Insurance Adjusters, Agents and Brokers Act; Insurance Companies Act;* and the *Prepaid Funeral Services Act*. The enhancements harmonized the investigation tools in each Act and strengthened the investigative powers by authorizing investigators to summon and compel testimony and compel production of documents, to seize evidence when executing a search warrant and to obtain a court order

to compel a business to produce and pass over documents to the investigator.

These Acts were also enhanced with the provision that an order can be issued to freeze funds in an account with a financial institution where evidence exists that the funds may have been obtained from consumers improperly. These funds would be returned to consumers where it was subsequently determined that they were indeed obtained inappropriately.

Fines for violating the legislation have been increased and it is now a violation of legislation to impede an investigator in carrying out his or her duties. Although legislation sets a maximum fine, in cases where the amount gained by the person who violated legislation exceeds the maximum fine a judge may impose a fine of up to three times the amount gained.

In 2009-10, the Department had discussions with the Newfoundland and Labrador Association of Realtors (NLAR) regarding self-regulation for the real estate industry. It was decided they would not pursue self regulatory status at this time. The Department is continuing to explore enforcement standards in relation to the real estate industry.

Outcome of 2008-11 Goals

The following section describes the outcomes of the Department's goals, fulfilling requirements outlined in the *Transparency and Accountability Act* to report to the people of Newfoundland and Labrador on the Department's progress for fiscal years 2008-11.

Strategic Issue 1: Service Access

Providing service to the province's widely dispersed population is a constant challenge for the Department. While there is a growing trend towards online access, there are still many services which require over-the-counter contact, and many citizens who prefer that method. The Department is committed to expanding ease of access to its services.

Goal:
By 2011, the Department of Government Services will have increased ease of access to it's services via one or more delivery channels.

Measure:	Increased access.
Indicator:	Increased access to information online.
Indicator:	Increased number of interactive services available online.
Indicator:	Improved phone system.
Indicator:	Increased number of offices offering full service.

Results Achieved

The following details the Department's progress toward the achievement of the planned results for 2008-11 as they relate to the strategic issue 'service access.'

Increased access to information online

Given that the initiatives identified in this section were intended to compliment the existing avenues for obtaining this information, thereby enhancing ease of access and convenience, a measurement by which to compare an increase in access to information online (i.e. number of website hits) was not established.

Enhancements Made to Departmental Website

In 2008-09, significant improvements were made to the Department's website in an effort to increase access to information online regarding the programs and services provided by the Department. The website now includes more intuitive navigational and search functions such as a 'Forms and Applications' section (i.e. Electrical Permit/Inspection, Fuel Storage and Handling Registration, Application for Real Estate Salespersons Licence, Application for Birth Certificate, etc), a 'Publications' section (e.g. Strategic Plans, Annual Reports, etc.), as well as a 'Frequently Asked Questions' section.

Registered Electrical Contractors by Region Made Available Online

In 2009, a list of active electricians, registered by region, was made available on the Department's website. This online

information provides convenience and ease of access to persons looking for a registered electrician in their region. These lists are available at the following website address: www.servicenl.gov.nl.ca/licenses/electrical.

List of Approved Septic Tank Designers Made Available Online

In 2009, a list of approved septic tank designers was also made available on the Department's website. Similarly, this list was put online to provide convenience and ease of access to persons looking for such services within the province. It can be found at the following website address: http://www.servicenl.gov.nl.ca/licenses/env_health/app_designer/approved_designers.pdf

Increased number of interactive services available online:

BizPaL

In February 2009, the Department of Government Services launched BizPaL, an innovative online service that provides entrepreneurs with simplified access to the information on permits and licences they need to establish and run their businesses. It is jointly managed by a partnership involving governments at the federal, provincial, territorial and municipal levels. As of March 31, 2011, 26 communities in the province have signed onto this initiative.

Online Registration of Deeds

The *Registration of Deeds Act, 2009*, proclaimed on December 13, 2010, facilitated the capability of authorized users to file deeds and other documents electronically through the Department's Companies and Deeds Online (CADO) system. Allowing users to file deeds online moves the registry from a strictly paper-based system into an electronic system, which was a core goal of the Department when CADO was first launched in 2004. By allowing electronic filing, users now enjoy quicker and easier service.

Online Vehicle Renewal

In 2009, vehicle owners were provided with the option to use a debit card to pay for their vehicle registration renewals online, in addition to the existing e-service option of paying with a credit card. The Motor Registration Division is the first provincial government service to avail of on-line debit card payment. Customers who pay for their vehicle registration on-line continue to receive a 10 per cent discount. This means that a $140 annual vehicle registration paid on-line now costs $126, regardless of the method of payment. In 2009-10, 54 per cent of vehicle registrations were renewed on-line and, in 2010-11, 56 per cent were renewed on-line.

Online Road Test Receipts

In June 2010, receipts for payment of road test fees were made available online through the Department's website. While customers are still able to obtain a road test receipt in person at a Motor Registration Division (MRD) location, the online receipt is intended to provide customers with greater efficiency. This service enables customers the convenience to pay for their road test online, rather than having to wait in line at an MRD or GSC office.

Improved phone system:

In fiscal year 2008-09, the Department of Government Services continued its pilot of a new phone system to handle calls to the Motor Registration Division (MRD). A Teleservice Centre was established in Corner Brook, with four dedicated staff members, and began taking calls on July 8, 2008. By the end of the fiscal year, the centre had received 88,658 calls, with the number steadily climbing. In 2010-11, six staff comprised the Teleservice Centre and a total of 159,886 calls were received. The total number of calls received as of March 31, 2011 was 391,697.

This new service delivery model has significantly improved service delivery by meeting the public's need for improved access and responsiveness. It also enhanced service quality for the MRD phone system, formerly a 35-channel, automated system which often resulted in dropped/unreturned calls, long waiting times and general dissatisfaction. The new system has also resulted in streamlined policies and work procedures among the regional offices, as outdated or inconsistent application of policies are being identified and addressed. These factors have resulted in a notable overall improvement in customer service.

Regional office staff also reported that they received fewer local calls and were therefore better able to concentrate on their face-to-face counter service and other required duties, such as the processing of mail and completion of banking services. Forms are being completed properly by clients in advance of being submitted, which reduces processing time and specialized program areas such as driver examinations, driver records and the medicals section only receive calls pertaining to their files, as opposed to fielding numerous general calls. Overall, the Department has received very positive feedback from users, while complaints to the Department regarding MRD telephone service have decreased significantly.

During the 2010-11 budget process, the Department received approval to make the Motor Registration Teleservices Centre in Corner Brook, and its associated staff, permanent.

Increased number of offices offering full service:

Providing seamless service delivery for the citizens of the province was a key area of focus for the Department in fiscal years 2008-11. Integral to this priority was a commitment to expand services to include full Motor Registration Division services at Government Service Centres (GSC's) in Happy Valley-Goose Bay and Gander. As a result, new services that are now available in both of these regional office locations include being able to obtain driver's licences, photo IDs, licence plates and stickers directly over the counter, and the ability to transfer vehicles from one owner to another. Previously, these offices could accept documents from customers but had to send them to another office for processing.

In addition, Motor Registration Division and Government Service Centre offices were integrated on the Burin Peninsula in Marystown and in Grand Falls-Windsor.

Additional staff resources were also added in St. Anthony and Stephenville in order to enhance service delivery. While these are not completely full service operations at this point, service offerings have been increased in these locations which has led to a significant improvement in service delivery

Strategic Issue 2: Service Type

The Department of Government Services was created with a view to consolidating licensing, permitting, inspection, and other regulatory functions within Government as much as possible, as well as providing a single-window of access with Government for citizens. The Department is committed to expanding the types of services which citizens can obtain through our Government Service Centres (GSCs), where it is feasible and efficient to do so.

Goal:
By 2011, the Department of Government Services will have increased the types of services delivered through the Government Service Centres as identified through a planning process.

Measure: Expanded single-window model.
Indicator: Increased number of service types.

Results Achieved

The following details the Department's progress toward the achievement of the planned results for 2008-11 as they relate to the strategic issue 'service type.'

Increased number of service types:

Single Window Delivery Model

In 2009-10, the Policy and Strategic Planning Division completed a preliminary review of services within Government for possible consideration within the single-window model, using a database of services compiled by the Office of the Chief Information Officer (OCIO). From that database, those involving licensing, permitting, inspections, issuance of certificates and provision of applications / forms were evaluated for potential addition to the Government Service Centres (GSC) offerings. As outlined within this document, strategies for the adoption of services offered by other departments within Government were considered, with likely candidates identified.

Initial consultations with departments respecting priority services which could be transferred and/or co-located were carried out in fiscal year 2009-10. All Deputy Ministers within the Provincial Government were

consulted on the Department's single-window service delivery model in an effort to determine potential mutual areas of interest as they relate to providing better service delivery and/or expansion. A departmental representative from each department was assigned to participate in this initiative and move it forward. Information sessions and one-on-one meetings with these representatives occurred in fiscal year 2010-11. Discussions with federal government officials about potential collaborative service delivery initiatives, including bundling of services (e.g. birth registrations and the issuing of social insurance numbers) also took place during the 2008-11 planning period. The Department continues to make progress towards this goal.

Government Service Centres expansions

In fiscal year 2007-08, in an effort to gain a clearer picture of how accessible our Government Service Centres (GSC) are to the public in terms of location and number, the Department engaged the services of the Newfoundland and Labrador Statistics Agency and its Geographic Information Science (GIS) technology. The review provided an evidence-based assessment to better determine current accessibility to citizens with existing infrastructure. It also evaluated future expansion alternatives based upon driving time to access various services, regional travel patterns and population density. The GSCs were also polled to identify areas of concern which had been raised by consumers regarding the location of GSC's and the types of services offered.

New St. Anthony GSC office

This review allowed the Department to identify opportunities for improved service delivery which resulted in a recommendation to Government, and subsequent approval, to expand services over the next couple of years. This recommendation was approved and as a result:

- In December 2009, the Department expanded MRD services in St. Anthony and Stephenville so that customers in these areas can now pay for and receive road tests, in-transit permits and can pay outstanding fines. Previously, consumers

were required to visit other GSC locations offering these services or a bank or credit union to complete their financial transactions.

- In fiscal year 2010-11, the GSC office in Grand Bank was relocated to Marystown to provide more centralized and consolidated services to Burin Peninsula residents.
- In fiscal year 2010-11, the GSC in Happy Valley-Goose Bay was expanded to provide full service, over-the-counter Motor Registration services.
- MRD offices and GSC offices in Grand Falls-Windsor were co-located in the Provincial Building in fiscal year 2010-11.
- The process of co-locating MRD offices and GSC offices in Corner Brook began in fiscal year 2010-11. It is expected that this process will be finalized in Fall 2011.

Strategic Issue 3: Customer Service

Not only do customers expect a variety of services, and easy access to them, but they also expect the quality of those services to be high. The Department of Government Services is committed to focusing on ways to improve the skills and resources needed to consistently provide superior service.

Goal:
By 2011, the Department of Government Services will have increased capacity to support improved customer service.

Measure:	Improved customer service.
Indicator:	Developed and implemented training program for all customer service personnel.
Indicator:	Developed customer service protocols in select areas.

Results Achieved
The following details the Department's progress toward the achievement of the planned results for 2008-11 as they relate to the strategic issue 'customer service.'

Developed and implemented training program for all customer service personnel:

In fiscal year 2008-09, the Department of Government Services partnered with the Strategic Human Resources Management Division to review “Service Excellence: Putting Citizens First,” a federal program offered by Service Canada at the Service Canada College in Regina, Saskatchewan. This program was subsequently adapted to suit the needs of provincial employees. A trial run of the program was

completed in the same fiscal year. It was completed in partnership with the Department of Human Resources, Labour and Employment with 15 employees from each Department, including a mix of front-line, supervisory, and management personnel. Upon completion of this pilot, feedback from participants was used in finalizing the training modules.

In 2009-10, the new "Service Excellence" training program was rolled out with an objective of having all front-line, supervisory and management staff participate over time. This training is part of the Department's overall initiative to enhance the service-oriented culture of the organization. The initial focus has been on 'front-line' service providers. To date, approximately 452 Departmental employees (88% of staff) have received this training.

In addition, in 2009, 25 departmental managers and supervisors took part in Level I Certified Service Manager (CSM) training offered by the Institute for Citizen-Centred Service (ICCS). This program has been developed by the ICCS in partnership with federal, provincial and territorial governments, based on a recognized need for effective transfer of knowledge related to the complexities of delivering and managing citizen-focused services. It is uniquely targeted at public sector managers and supervisors with responsibility for managing direct service delivery to the public. The next phase of this training program (Level II) will commence in fiscal year 2011-12.

Developed customer service protocols in select areas:

During the 2008-11 planning period, the Department focused on increasing its capacity to support improved customer service. This involved the preliminary development of a framework to enhance customer service by developing protocols in select areas. As such, the Department committed to the ongoing professional development of staff in relation to the delivery of service excellence. The above noted comprehensive training plan (indicator #1) constitutes a significant component of this framework. The Department is committed to the ongoing development and implementation of its professional development plan. A second component of the Department's customer service commitment framework involves the development of customer service standards. Details regarding the specific activities undertaken by the Department related to the development of customer service standards are outlined on page 43 of this report in the Outcome of Objectives section. Further development and implementation of this framework is addressed in the Department's 2011-14 Strategic Plan.

Outcome of 2011 Objectives

The following section describes the outcomes of the Department's objectives, fulfilling requirements outlined in the *Transparency and Accountability Act* to report to the people of Newfoundland and Labrador on the Department's progress for fiscal years 2010-11, the final year of our 2008-11 Strategic Plan.

Strategic Issue 1: Service Access

2010-11 Objective

By March 31, 2011, the Department of Government Services will have implemented changes to increase access to its services.

Measure:	Changes to increase access implemented
Indicator:	Expansion of Motor Registration Division services in the Marystown Government Service Centre.
Indicator:	More communities added to BizPaL.
Indicator:	Online registration of deeds available.
Indicator:	Undertake a study related to expansion of hours of service in select areas.

Results Achieved

The following details the Department's progress toward the achievement of the planned results for 2010-11 as they relate to the strategic issue 'service access.'

Expansion of Motor Registration Division Services in the Marystown Government Service Centre:

In February 2010, the Government Service Centre (GSC) office in Grand Bank was relocated to Marystown as part of an effort to consolidate and expand MRD and GSC services on the Burin Peninsula.

Prior to the relocation, residents in Grand Bank, Marystown and surrounding communities received limited MRD services through the Eastern regional GSC in Clarenville. The expansion of these services at Marystown eliminates the often lengthy waiting or travel time for clients on the Burin Peninsula to obtain services such as driver's licence photos and written tests as well as driver's licence abstracts. For example, prior to the expansion of these services, customers would first go see the driver examiner who would often give them forms that they would then have to take to the bank. This was time consuming and frustrating for customers.

More communities added to BizPaL:

Three more communities (St. John's, Stephenville, and Happy Valley-Goose Bay) were included in the initial launch of BizPaL in 2008. In fiscal year 2010-11, BizPaL was expanded to include an additional 12 communities, bringing the total number of communities with BizPaL access to 26. This innovative service provides entrepreneurs with simplified online access to the information on government (federal, provincial and municipal) permits and licences they need to establish and run their businesses. Through collaboration with Industry Canada and participating provincial, territorial and municipals partners, BizPaL is designed to reduce the time needed for business owners to obtain this key information. It also helps both business and governments ensure compliance with regulatory requirements such as public health and safety and environmental protection, among others. The communities in which BizPaL was launched in 2010-11 are:

- Glovertown
- Port Blandford
- Garnish
- Buchans
- Wabana
- Massey Drive
- Lewisporte
- Channel-Port aux Basques
- Conception Bay South
- Clarenville
- Holyrood
- Grand Falls-Windsor

For additional information on BizPaL visit www.bizpal.gov.nl.ca.

BizPaL
Your online source for Business Permits and Licences

Online Registration of Deeds Available:

On December 13, 2010, the registration of deeds was made possible online. This enabled authorized users such as law firms, title search firms, and financial institutions to file deeds and other documents electronically through the Department's Companies and Deeds Online (CADO) system. Enabling users to file deeds online moves the registry from a strictly paper-based system to a modernized electronic system, which was a core goal of the Department when CADO was first launched in 2004. It also provides users with a faster and more convenient service which is then passed along to their clients and customers.

Undertake a study related to expansion of hours of service in select areas:

The Department is constantly looking at ways to improve our service delivery, especially through our Government Service Centres and other customer service locations across the province. In the past year, a review of hours of operation at the Motor Registration Division facility in Mount Pearl was conducted to determine if it was feasible to extend the hours of service. This comprehensive study examined all of the staffing and associated resource requirements related to expansion of hours. It was determined that, without additional staffing and other resources, this would be difficult to do at this time without negatively affecting overall service levels. Therefore, no change in hours of operation will occur at this time. The Department is committed to service excellence and will continuously assess potential areas, such as this one, to achieve service delivery improvements.

Strategic Issue 2: Service Type

2010-11 Objective

By March 31, 2011, the Department of Government Services will have increased the types of services delivered through the single window delivery model as identified through the planning process.

Measure:	Increased number of service types.
Indicator:	Co-location of Motor Registration Division offices and Government Service Centres offices in Corner Brook and Grand Falls-Windsor.
Indicator:	At least one new service identified for potential inclusion in the Single-Window Service Delivery Model.
Indicator:	Identify potential priority services with other departments which could be transferred or co-located.

Results Achieved

The following details the Department's progress toward the achievement of the planned results for 2010-11 as they relate to the strategic issue 'service type.'

Co-location of Motor Registration Division offices and Government Service Centres offices in Corner Brook and Grand Falls-Windsor:

On June 28, 2010, the Government Services Centre (GSC) in Grand Falls-Windsor relocated from its main office located on 9 Queensway to the Provincial Building. Both GSC services and Motor Registration Division (MRD) services are now available at this location.

The co-location of the MRD and GSC offices in Corner Brook did not take place in fiscal year 2010-11 due to a delay in the public tendering process for renovations. The tender has since been awarded and the moving date for these offices is planned for Fall 2011.

At least one new service identified for potential inclusion in the Single-Window Service Delivery Model:

Based on initial discussion with the Department of Education, the dissemination of high school transcripts has been identified as an area for potential inclusion in the Department of Government Services' Single-Window Service Delivery model. Establishing a process to allow a client to request and pick up a transcript at their regional Government Service Centre (GSC) would provide a more efficient and convenient service. This would be of particular benefit for clients residing outside

St. John's, who would have the option to request and pick-up their transcript in person, rather than having to wait to receive it by mail. Clients would have to present proper identification at the GSC. Electronic records exist only for those students who attended high school since the implementation of grade 12. As such, transcripts for those clients who attended high school prior to the implementation of grade 12 will not be available through this service. Discussions regarding the feasibility of implementation are continuing.

Identify potential priority services with other departments which could be transferred or co-located:

Discussions have taken place with other departments regarding potential priority services which could be transferred or co-located within the Department of Government Services. Information sessions with other government departments were held in Fall 2010 and one-on-one meetings were conducted during the Winter 2011. Potential priority services were identified during these discussions; however, further analysis and information gathering is being undertaken to determine the viability of these opportunities, including information technology and resource considerations.

Strategic Issue 3: Customer Service

2010-11 Objective

By March 31, 2011, the Department of Government Services will have increased capacity to support improved customer service.

Measure:	Increased capacity to support customer service.
Indicator:	Service Excellence training delivered to an additional 150 staff.
Indicator:	Development of intranet and other internal communications strategies to support internal communications and employee engagement to enhance customer service.
Indicator:	Development of customer service standards in two areas.

Results Achieved

The following details the Department's progress toward the achievement of the planned results for 2010-11 as they relate to the strategic issue 'customer service.'

Service Excellence training delivered to an additional 150 staff:

In fiscal year 2010-11, training in 'Service Excellence: Putting Citizens First,' was delivered to an additional 155 Department of Government Services employees. This training course is intended to provide departmental employees with improved skills in delivering quality customer service and to enhance the service culture within the Department. Since its implementation in 2009-10, a total of 452 departmental employees have participated in this training. Further information regarding service training is available in the "Outcomes of 2008-11 Goals" section of this report.

Development of intranet and other internal communications strategies to support internal communications and employee engagement to enhance customer service:

Intranet

Development of the Department's intranet website commenced in Winter 2011. A small focus group of various departmental employees was established to lead the initial development of the website. This group helped develop the initial parameters of the website as it related to content and layout. Further development of the intranet site, including staff feedback and testing of the site's intuitive design is currently ongoing. It is expected that the intranet will be implemented by fiscal year end 2011-12. Once completed, the intranet website is intended to serve as a main portal of communication that will engage and inform staff throughout the province about any changes, developments, and achievements within the Department.

Internal Staff Survey

In December 2010, all Department of Government Services' employees were asked to provide direct and meaningful input into the Department's strategic planning process by completing an internal staff survey. Feedback received from this survey was instrumental in helping shape and determine some of the Department's key priorities and commitments for the 2011-14 planning period, particularly as they relate to customer service excellence.

Increased Communications Department-Wide

As a result of an internal communications plan developed by the Department's Director of Communications, electronic news releases are now delivered to all departmental staff. This initiative

engages employees and helps to enhance customer service by serving as another communications avenue for keeping staff updated and informed of what is happening within the Department in a timely manner.

Strategic Human Resources Management Workshops

In 2010-11, the Strategic Human Resource Management Division developed and delivered a series of workshops to the managers and employees of the Department. The intent of the workshops was to enhance managers' and employees' understanding of the human resource functions that can improve internal communications and increase employee engagement within the department. Improving employee relations knowledge is a key component in improving customer service. The workshops included: Understanding Employee Relations - Case Studies; Creating a Respectful Workplace - Employees; Organizational Development - What it is and how do I access?; and Integrated Disability Management - How it Works.

Development of customer service standards in two areas:

Septic Systems: Initial Design Approval and Post-Installation Inspection and Approval

Initial Design Approval

Applicants are required to submit a complete set of plans/designs for septic system approval which meet the requirements of the provincial *Private Sewage Disposal and Water Supply Standards, 2006*. These standards were developed in order to implement the requirements of the *Sanitation Regulations* under the *Health and Community Services Act*.

Further, the applicant (typically a homeowner or developer) is required to hire an Approved Designer who must be registered through a regional Government Service Centre (GSC). Lists of Approved Designers are available on the Department's website: http://www.servicenl.gov.nl.ca/licenses/env_health/app_designer/index.html as well as from any of the regional Government Service Centre locations.

Throughout 2010-11, customer service standards were developed to enhance the approval process for the initial design and post-installation inspection of septic systems. These standards were approved in March 2011. As a result, upon receipt of a complete set of plans, under normal circumstances, review and approval will now be completed within ten (10) working days, and a Certificate of Approval issued to the applicant within that time frame. Applications with missing information and/or submissions which need correction or revision may delay the approval process for up to a further ten (10) working days after complete information is received.

Given diverse weather and soil conditions in various parts of the province, site evaluations may not be possible for a portion of the year. As such, a regional GSC may not be able to accept submissions by Approved Designers year round. Regional offices should be contacted to determine response times for septic system inspections during certain times of the year or periods of prolonged adverse weather conditions. Contact information is available on the Department's website: www.servicenl.gov.nl.ca.

Post-installation Inspection and Final Approval:

In fiscal year 2010-11 customer service standards were also developed regarding notice to schedule a post-installation or backfill inspection. These standards were approved and implemented in March 2011. As such, advance notice of five (5) working days is now required to schedule a post-installation or backfill inspection. This inspection is done to ensure that the system has been installed in accordance with the approved design. Systems may not be covered over with soil until this inspection is completed and approval given. If the five day timeline cannot reasonably be met due to extenuating circumstances, the Environmental Health Officer responsible, or a designated staff person, will contact the client within this five day period to arrange another mutually acceptable response time.

Processing of Applications for Electrical Permits and Associated Inspections

Applications for Electrical Permits:

Registered Electrical Contractors planning to conduct electrical work on any residential or commercial property must purchase an electrical installation permit prior to the start of any electrical work. An application for a permit can be hand-delivered, mailed or faxed to the regional Government Service Centre (GSC). Electrical plans of the proposed installations are also required for commercial permits.

Throughout 2010-11, customer service standards were developed to enhance electrical permit application processing. These standards were approved in March 2011. As a result, upon receipt of a complete application and appropriate fee, applicants can now expect an electrical installation permit to be issued within one (1) hour for walk-in service. Further, all completed applications (with plans, if required) received by mail or fax are now processed within one (1) business day.

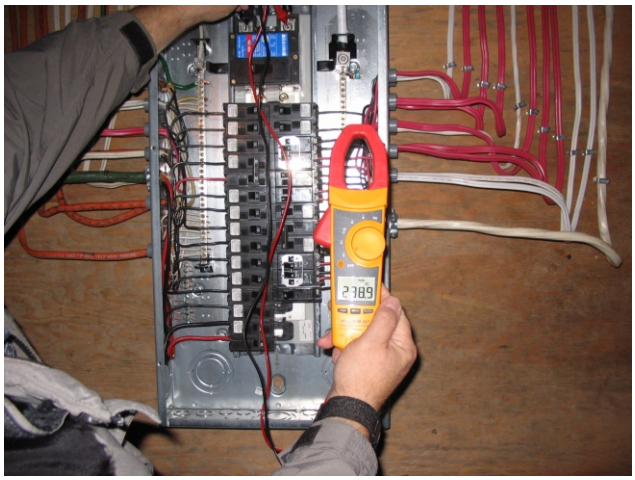
In all situations, permits can be picked up in-person or sent via regular mail. When applications are processed in the morning, permits will be mailed to applicants the same working day. When applications are processed in the afternoon, permits will be mailed the following working day.

If the application is not complete (i.e. all required documentation is not included), the applicant will be contacted by GSC staff immediately after review, to request the required information.

Electrical Inspections (Rough-in/Service Connection and Final Inspections):

The inspection process may involve three stages: rough-in/service connection, this will be the first inspection. The second inspection will normally be the final one. However, if a field order is issued in either a first or second inspection, a third inspection is completed to ensure compliance with field orders. Rough-in inspections are required once wiring and service is completed but before gyproc or other wallboard covering is installed (i.e. while wiring and service outlets are still exposed). Once electrical work has been completed, electrical contractors must contact the GSC indicating the scope of work completed and whether or not a service connection or final inspection is required. If a contractor is designated as a Code 1 contractor, they may file a representative report in lieu of an inspection. However, some Code 1 work will be inspected for audit purposes.

Customer service standards were also approved for electrical inspections in March 2011. These new standards specify that if an inspection is deemed necessary by the Technical Inspector II (Electrical), an inspection will normally be conducted within two (2) working days after the day on which the request is received. In the event that this inspection cannot be carried out within the timeframe, the Inspector, or a designated staff person, will contact the contractor within that same two day timeframe to arrange for another mutually agreed upon inspection time. Connection authorizations will now be issued to the electrical service provider (Newfoundland and Labrador Hydro or Newfoundland and Labrador Power)



within 48 hours of a satisfactory connection inspection. Once the final inspection has been completed to the satisfaction of the Inspector, a final certificate will be issued to the Electrical Contractor within two (2) working days.

Note: This permitting and inspection process applies to all areas of the province except the City of St. John's, where permits are issued and inspections are carried out by this City's own Electrical Inspectors.

Opportunities and Challenges

Registry of Deeds Verification Project

This fiscal year the verification project was renewed in the budget for another five years. This project is a conversion project for the Registry of Deeds that will digitize registrations from 1982 back to 1825. Once digitized the entire Registry of Deeds will be electronically based and accessible through the Department's Companies and Deeds Online (CADO) system.

Occupational Health and Safety Regime (Offshore) for the Atlantic Accord

The Province and the Federal Government are developing a comprehensive occupational health and safety regime for the Newfoundland and Labrador offshore. These activities will result in amendments to the *Canada-Newfoundland Atlantic Accord Implementation Act*. The provincial Occupational Health and Safety Branch will have administrative oversight for the updated regime. If approved, these new responsibilities may require additional resources and expertise. Consultations with stakeholders were concluded in fiscal year 2010-11.

Process Safety Management Code of Practice for Petroleum Sector

During the consultations with our stakeholders on the proposed Occupational Health and Safety Regulations in 2009, the need for a 'Process Safety Management Code of Practice' for the petroleum sector was identified. Given the anticipated increase of activity within this sector, including potential petroleum development projects, the creation of such a code of practice would be a very timely and proactive measure. A working group, which includes representation from the petroleum industry, labour and government, was established in 2009 to develop the parameters around this code of practice. To date, a draft Process Safety Management Code of Practice has been developed and distributed to targeted stakeholders for comment. Consultation is ongoing at this time.

Condominium Act* and *Regulations

The Condominium Act, 2009 received Royal Assent on December 22, 2009 and is expected to be proclaimed in the Fall of 2011. This new Act will repeal and replace the former *Condominium Act*. This new legislation aims to provide increased consumer protection for condominium owners (especially for first time buyers), to improve the day-to-day operation of condominium corporations and to allow for new types of condominium developments. The accompanying regulations, the *Condominium Regulations, 2011*, will come into force on the day the Act is proclaimed. The Regulations

aim to enhance consumer protection by ensuring appropriately qualified persons conduct reserve fund studies and prescribing requirements respecting the reserve fund studies.

Moose-Vehicle Collision Awareness

The Department's Motor Registration Division, in consultation with the Department of Environment and Conservation, has recently undertaken an initiative to develop revised driver training curriculum to cover moose-vehicle collision awareness. This new material will be incorporated into the Graduated Driver Licence Curriculum in the near future.

Legislative and Regulatory Framework

The Department recognizes there is a need to continuously ensure that its legislative and regulatory framework is relevant, meaningful and necessary. As such, one of the Department's key priorities for the 2011-14 planning cycle includes focusing on improving its legislative and regulatory framework. This commitment poses a significant opportunity in the area of regulatory reform for the province's citizens, yet poses a challenge for the Department given the over 175 pieces of legislation and associated regulations, standards and codes of practice under its authority. More detailed information regarding this key priority is available in the Department's 2011-14 Strategic Plan (available online at www.servicenl.gov.nl.ca/publications).

Annex A: Ministerial Entities

The Department is accountable for nine public entities. The Credit Union Deposit Guarantee Corporation (CUDGC) and the Government Purchasing Agency (GPA) are category two entities as defined by the *Transparency and Accountability Act*, and provide independent business plans and annual reports to the House of Assembly upon approval of the Minister. The remaining seven entities are considered category three entities. These include:

- Public Accountants Licensing Board *
- Public Safety Appeal Board
- Advisory Council on Occupational Health and Safety
- Buildings Accessibility Advisory Board
- Buildings Accessibility Appeal Tribunal
- Financial Services Appeal Board
- Radiation Health and Safety Advisory Committee

A brief description of each of these seven Ministerial entities are outlined below:

Public Accountants Licensing Board

The Board is established under Section 3 of the *Public Accountancy Act*. The powers of the Board include: the granting or refusal of licenses under the Act; the keeping and publishing of the Roll of Public Accountants in Newfoundland and Labrador in the *Gazette*; the consideration of matters of common interest and concern to public accountants; and the prescribing of standards and other qualification required of individual applicants for a license under the Act, the holding of examinations if found necessary, and the setting and marking of examination papers for the purpose of determining the existence of those qualifications. The Board may also revoke licenses and prescribe the titles that individuals engaged in public practice may use.

Public Safety Appeal Board

The Public Safety Appeal Board is established under Section 25(1) of the *Public Safety Act* to hear appeals from people who believe they have been wrongly treated regarding an order, notice, decision or action of the Chief Inspector of Amusement Rides and Elevating Devices, Boiler and Pressure Vessel Systems or Electrical Systems. It is an independent, quasi-judicial body which has the function of hearing and adjudicating an appeal, and may confirm, revoke or vary the notice, order, decision or action of the Chief Inspector. The Board comprises of five members appointed by the Lieutenant-Governor in Council upon recommendation by the Minister and meets only when an appeal has been filed pursuant to Section 26 of the Act. Decisions by the

* The *Public Accountancy Act* was repealed and replaced by the *Public Accountants Act* in June 2011. As a result of these legislative changes the Public Accountants Licensing Board (PALB) is no longer considered a ministerial entity pursuant to the *Transparency and Accountability Act*.

Board are based on review of written and oral submissions and documents. The Board's decision may be appealed to the courts.

Advisory Council on Occupational Health and Safety

The Advisory Council on Occupational Health and Safety is established under Section 12 of the *Occupational Health and Safety Act*. The duties and responsibilities of the Council include providing advise to the Minister on the administration of the Act and Regulations; and any matter relating to occupational health and safety that the Minister has referred to the Council for advice.

Buildings Accessibility Advisory Board

The Buildings Accessibility Advisory Board is appointed by the Lieutenant-Governor in Council under the authority of section 18 of the *Buildings Accessibility Act*, RSNL1990 B-10. The mandate of the Board is to report to and advise the Minister of Government Services on the application of the *Buildings Accessibility Act* and *Regulations*, and on all other matters related to the Act and the Regulations that may be assigned to the Board by the Minister. The Buildings Accessibility Advisory Board consists of a chairperson, representatives of persons with disabilities, one representative of the Department, other than the director, and those other members that the Lieutenant-Governor in Council may appoint. This public body serves in an advisory capacity only.

Buildings Accessibility Appeal Tribunal

The Buildings Accessibility Appeal Tribunal is appointed by the Lieutenant-Governor in Council under the authority of Section 20 of the *Buildings Accessibility Act*, RSNL1990 B-10. The Tribunal's mandate is to hear appeals of notices, decisions, directions or orders confirmed or varied by the director under Section 17 of the *Buildings Accessibility Act*. The Tribunal comes together as a group only when the need arises and was inactive for the 2010-11 fiscal year as there were no cases referred for its consideration.

Financial Services Appeal Board

The Financial Services Appeal Board is established under Section 3 of the Financial Services Appeal Board Act, SNL2005 F-9.1. The mandate of the Board is to hear appeals from persons impacted by a decision or order of the Superintendent of Securities under the Securities Act, Superintendent of Insurance under the *Insurance Adjusters, Agents and Brokers Act*, Superintendent of Real Estate Agents under the *Real Estate Trading Act*, and Registrar of Mortgage Brokers under the *Mortgage Brokers Act*. The Board comprises five individuals appointed by the Lieutenant-Governor in Council, with one member being appointed Chairperson. Board members have

the power of a commissioner appointed under the *Public Enquiries Act*. An appeal to the Board is to be heard by the Chairperson and two members. The Board comes together as a group only when the need arises and was inactive in fiscal year 2010-11.

Radiation Health and Safety Advisory Committee

The Radiation Health and Safety Advisory Committee is established under Section 11 of the *Radiation Health and Safety Act*. The mandate of the Committee is to, at the request of the Minister, provide advice to the Minister on the administration of the Act and regulations; promote educational programs to those who may be exposed to the dangers of radiation emitting devices in the workplace; advise the Minister with respect to non-ionizing radiation emitting devices; review professional qualifications of persons applying for appointment as inspectors; and any matter relating to radiation health and safety that the Minister has referred to the committee for its advice. The Radiation Health and Safety Advisory Committee is funded by the Department of Government Services. The committee was inactive for the 2010-11 fiscal year, thus, the submission of an Activity Plan for 2011-14 is not expected. In the years in which there is no activity, this information will be provided through departmental annual performance reports. The requirements under the *Transparency and Accountability Act* shall be fulfilled should there be activity. The committee has not been reconstituted under the Act.

Note: The activity reports and plans of those entities considered active in accordance with the *Transparency and Accountability Act* are available online at www.servicenl.gov.nl.ca/publications/.

Annex B: Financial Statements

REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED REVENUE FUND

(Unaudited)

DEPARTMENT OF GOVERNMENT SERVICES

Statement of Expenditure and Related Revenue

FOR THE YEAR ENDED 31 MARCH 2011

	Actual	Estimates Amended	Estimates Original
	$	$	$
EXECUTIVE AND SUPPORT SERVICES			
MINISTER'S OFFICE			
CURRENT			
1.1.01. MINISTER'S OFFICE			
01. Salaries	**219,456**	234,400	240,700
02. Employee Benefits	**-**	-	1,000
03. Transportation and Communications	**59,041**	59,900	40,000
04. Supplies	**1,554**	1,800	5,400
06. Purchased Services	**4,208**	7,500	18,800
07. Property, Furnishings and Equipment	**2,713**	2,800	500
Total: Minister's Office	**286,972**	306,400	306,400
TOTAL: MINISTER'S OFFICE	**286,972**	306,400	306,400
GENERAL ADMINISTRATION			
CURRENT			
1.2.01. EXECUTIVE SUPPORT			
01. Salaries	**1,417,354**	1,422,500	1,258,500
02. Employee Benefits	**3,935**	4,000	3,500
03. Transportation and Communications	**52,300**	70,500	78,300
04. Supplies	**23,500**	31,000	31,100
05. Professional Services	**7,502**	12,500	35,000
06. Purchased Services	**12,836**	14,000	13,500
07. Property, Furnishings and Equipment	**9,826**	9,900	3,000
	1,527,253	1,564,400	1,422,900
02. Revenue - Provincial	**(970,875)**	(589,700)	(589,700)
Total: Executive Support	**556,378**	974,700	833,200
1.2.02. STRATEGIC HUMAN RESOURCE MANAGEMENT			
01. Salaries	**900,806**	900,900	947,600
02. Employee Benefits	**4,446**	5,900	11,200
03. Transportation and Communications	**41,724**	60,500	67,800
04. Supplies	**8,364**	9,800	5,300
05. Professional Services	**-**	4,700	4,700
06. Purchased Services	**288,448**	323,500	324,300
07. Property, Furnishings and Equipment	**8,667**	8,900	-
Total: Strategic Human Resource Management	**1,252,455**	1,314,200	1,360,900

DEPARTMENT OF GOVERNMENT SERVICES (CONTINUED)

	Actual	Estimates Amended	Estimates Original
	$	$	$
EXECUTIVE AND SUPPORT SERVICES			
GENERAL ADMINISTRATION			
CAPITAL			
1.2.03. ADMINISTRATIVE SUPPORT			
07. Property, Furnishings and Equipment	**207,369**	207,400	181,200
01. Revenue - Federal	**-**	(80,000)	(80,000)
02. Revenue - Provincial	**(21,995)**	(25,000)	(25,000)
Total: Administrative Support	**185,374**	102,400	76,200
TOTAL: GENERAL ADMINISTRATION	**1,994,207**	2,391,300	2,270,300
TOTAL: EXECUTIVE AND SUPPORT SERVICES	**2,281,179**	2,697,700	2,576,700
CONSUMER AND COMMERCIAL AFFAIRS			
CONSUMER AND COMMERCIAL AFFAIRS			
CURRENT			
2.1.01. CONSUMER AFFAIRS			
01. Salaries	**835,728**	835,800	883,200
02. Employee Benefits	**3,785**	3,800	2,500
03. Transportation and Communications	**30,687**	49,200	65,400
04. Supplies	**8,886**	18,900	19,900
06. Purchased Services	**13,615**	20,100	20,100
07. Property, Furnishings and Equipment	**1,155**	5,900	5,900
	893,856	933,700	997,000
02. Revenue - Provincial	**(12,013)**	(6,500)	(6,500)
Total: Consumer Affairs	**881,843**	927,200	990,500
2.1.02. FINANCIAL SERVICES REGULATION			
01. Salaries	**1,159,899**	1,164,900	1,218,900
02. Employee Benefits	**1,243**	5,300	6,100
03. Transportation and Communications	**39,748**	51,800	52,200
04. Supplies	**7,813**	14,000	14,000
05. Professional Services	**7,126**	10,000	10,000
06. Purchased Services	**62,946**	65,000	32,500
07. Property, Furnishings and Equipment	**3,134**	3,200	2,000
Total: Financial Services Regulation	**1,281,909**	1,314,200	1,335,700

DEPARTMENT OF GOVERNMENT SERVICES (CONTINUED)

	Actual	Estimates Amended	Estimates Original
	$	$	$
CONSUMER AND COMMERCIAL AFFAIRS			
CONSUMER AND COMMERCIAL AFFAIRS			
CURRENT			
2.1.03. COMMERCIAL REGISTRATIONS			
01. Salaries	**1,228,324**	1,238,600	1,273,600
02. Employee Benefits	**1,196**	2,000	2,000
03. Transportation and Communications	**84,095**	84,500	81,800
04. Supplies	**26,500**	37,300	46,600
06. Purchased Services	**618,368**	655,600	665,600
07. Property, Furnishings and Equipment	**34,100**	34,900	34,900
Total: Commercial Registrations	**1,992,583**	2,052,900	2,104,500
TOTAL:	**4,156,335**	4,294,300	4,430,700
TOTAL: CONSUMER AND COMMERCIAL AFFAIRS	**4,156,335**	4,294,300	4,430,700
GOVERNMENT SERVICES			
MOTOR VEHICLE REGISTRATION			
CURRENT			
3.1.01. ADMINISTRATION			
01. Salaries	**1,343,811**	1,343,900	1,250,000
02. Employee Benefits	**1,074**	1,500	1,500
03. Transportation and Communications	**636,321**	655,600	669,700
04. Supplies	**284,650**	286,500	226,600
05. Professional Services	**22,363**	25,400	100,000
06. Purchased Services	**573,139**	581,500	379,900
07. Property, Furnishings and Equipment	**16,341**	16,500	13,000
10. Grants and Subsidies	**52,360**	110,400	136,600
Total: Administration	**2,930,059**	3,021,300	2,777,300
3.1.02. DRIVER EXAMINATIONS AND WEIGH SCALE OPERATIONS			
01. Salaries	**2,083,007**	2,083,100	2,240,900
02. Employee Benefits	**100**	200	4,000
03. Transportation and Communications	**148,039**	148,800	125,700
04. Supplies	**30,587**	33,700	36,500
06. Purchased Services	**95,141**	95,500	72,000
07. Property, Furnishings and Equipment	**94,966**	96,100	49,100
Total: Driver Examinations and Weigh Scale Operations	**2,451,840**	2,457,400	2,528,200

REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED REVENUE FUND

DEPARTMENT OF GOVERNMENT SERVICES (CONTINUED)

	Actual	Estimates Amended	Estimates Original
	$	$	$
GOVERNMENT SERVICES			
MOTOR VEHICLE REGISTRATION			
CURRENT			
3.1.03. LICENCE AND REGISTRATION PROCESSING			
01. Salaries	**2,156,114**	2,156,200	2,143,900
02. Employee Benefits	**77,471**	77,600	9,000
03. Transportation and Communications	**6,816**	6,900	3,300
04. Supplies	**315,196**	339,400	297,400
06. Purchased Services	**793,632**	823,900	1,273,800
07. Property, Furnishings and Equipment	**3,085**	5,500	7,000
Total: Licence and Registration Processing	**3,352,314**	3,409,500	3,734,400
3.1.04. NATIONAL SAFETY CODE			
01. Salaries	**1,393,131**	1,393,200	1,308,700
02. Employee Benefits	**100**	1,000	2,000
03. Transportation and Communications	**122,161**	125,100	115,100
04. Supplies	**10,618**	12,200	12,200
05. Professional Services	**37,835**	40,000	40,000
06. Purchased Services	**8,072**	9,400	9,400
07. Property, Furnishings and Equipment	**8,467**	10,100	22,100
	1,580,384	1,591,000	1,509,500
01. Revenue - Federal	**-**	(96,800)	(96,800)
Total: National Safety Code	**1,580,384**	1,494,200	1,412,700
TOTAL: MOTOR VEHICLE REGISTRATION	**10,314,597**	10,382,400	10,452,600
PERMITTING AND INSPECTION SERVICES			
CURRENT			
3.2.01. SUPPORT SERVICES			
01. Salaries	**2,484,224**	2,484,300	2,525,700
02. Employee Benefits	**6,660**	7,100	3,600
03. Transportation and Communications	**440,642**	460,700	460,700
04. Supplies	**46,173**	52,100	40,100
05. Professional Services	**13,396**	15,800	15,800
06. Purchased Services	**1,602,433**	1,638,800	1,646,800
07. Property, Furnishings and Equipment	**9,477**	16,500	29,000
09. Allowances and Assistance	**77,804**	154,000	154,000
	4,680,809	4,829,300	4,875,700
02. Revenue - Provincial	**(1,186,311)**	(1,783,400)	(1,783,400)
Total: Support Services	**3,494,498**	3,045,900	3,092,300

DEPARTMENT OF GOVERNMENT SERVICES (CONTINUED)

	Actual	Estimates Amended	Estimates Original
	$	$	$
GOVERNMENT SERVICES			
PERMITTING AND INSPECTION SERVICES			
CURRENT			
3.2.02. REGIONAL SERVICES			
01. Salaries	**7,400,283**	7,416,200	7,238,600
02. Employee Benefits	**15,184**	21,800	38,900
03. Transportation and Communications	**581,084**	600,000	689,200
04. Supplies	**178,937**	185,200	107,400
06. Purchased Services	**148,157**	148,400	80,300
07. Property, Furnishings and Equipment	**55,344**	61,200	96,900
09. Allowances and Assistance	**890**	1,100	-
	8,379,879	8,433,900	8,251,300
01. Revenue - Federal	-	(124,000)	(124,000)
02. Revenue - Provincial	**(2,266,191)**	(900,000)	(900,000)
Total: Regional Services	**6,113,688**	7,409,900	7,227,300
TOTAL: PERMITTING AND INSPECTION SERVICES	**9,608,186**	10,455,800	10,319,600
OTHER SERVICES			
CURRENT			
3.3.01. VITAL STATISTICS REGISTRY			
01. Salaries	**667,106**	669,300	669,300
02. Employee Benefits	**8,843**	8,900	6,000
03. Transportation and Communications	**41,808**	44,700	35,100
04. Supplies	**12,464**	13,000	10,000
05. Professional Services	**250,000**	250,000	252,000
06. Purchased Services	**66,560**	66,800	55,000
07. Property, Furnishings and Equipment	**80,049**	80,100	6,000
	1,126,830	1,132,800	1,033,400
01. Revenue - Federal	**(7,189)**	(9,200)	(9,200)
Total: Vital Statistics Registry	**1,119,641**	1,123,600	1,024,200
3.3.02. QUEEN'S PRINTER			
01. Salaries	**37,996**	38,000	36,700
02. Employee Benefits	**550**	1,800	2,000
03. Transportation and Communications	**3,077**	3,500	2,900
04. Supplies	**1,137**	1,200	2,000
06. Purchased Services	**80,960**	85,500	98,500
07. Property, Furnishings and Equipment	**13,340**	13,400	-
	137,060	143,400	142,100
02. Revenue - Provincial	**(169,690)**	(325,000)	(325,000)
Total: Queen's Printer	**(32,630)**	(181,600)	(182,900)

REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED REVENUE FUND

DEPARTMENT OF GOVERNMENT SERVICES (CONTINUED)

	Actual	Estimates Amended	Estimates Original
	$	$	$
GOVERNMENT SERVICES			
OTHER SERVICES			
CURRENT			
3.3.03. PRINTING AND MICROGRAPHIC SERVICES			
01. Salaries	**967,705**	969,300	929,300
02. Employee Benefits	**2,947**	3,000	-
03. Transportation and Communications	**13,148**	14,400	14,400
04. Supplies	**229,245**	266,500	399,400
05. Professional Services	**63,957**	64,100	-
06. Purchased Services	**374,397**	380,900	334,600
07. Property, Furnishings and Equipment	**19,489**	19,500	-
	1,670,888	1,717,700	1,677,700
02. Revenue - Provincial	**(871,451)**	(1,618,900)	(1,618,900)
Total: Printing and Micrographic Services	**799,437**	98,800	58,800
TOTAL: OTHER SERVICES	**1,886,448**	1,040,800	900,100
TOTAL: GOVERNMENT SERVICES	**21,809,231**	21,879,000	21,672,300
OCCUPATIONAL HEALTH AND SAFETY			
OCCUPATIONAL HEALTH AND SAFETY INSPECTIONS			
CURRENT			
4.1.01. OCCUPATIONAL HEALTH AND SAFETY INSPECTIONS			
01. Salaries	**3,277,687**	4,023,600	4,064,900
02. Employee Benefits	**38,632**	54,600	54,600
03. Transportation and Communications	**371,058**	434,100	434,100
04. Supplies	**130,220**	148,800	148,800
05. Professional Services	**29,280**	174,000	174,000
06. Purchased Services	**417,477**	489,000	489,000
07. Property, Furnishings and Equipment	**27,916**	81,900	81,900
	4,292,270	5,406,000	5,447,300
02. Revenue - Provincial	**(4,138,933)**	(5,447,300)	(5,447,300)
Total: Occupational Health and Safety Inspections	**153,337**	(41,300)	-
TOTAL: OCCUPATIONAL HEALTH AND SAFETY INSPECTIONS	**153,337**	(41,300)	-

DEPARTMENT OF GOVERNMENT SERVICES (CONTINUED)

	Actual	Estimates Amended	Estimates Original
	$	$	$
OCCUPATIONAL HEALTH AND SAFETY			
FINANCIAL ASSISTANCE			
CURRENT			
4.2.01. ASSISTANCE TO ST. LAWRENCE MINERS' DEPENDENTS			
09. Allowances and Assistance	**43,884**	56,000	56,000
Total: Assistance to St. Lawrence Miners' Dependents	**43,884**	56,000	56,000
4.2.02. ASSISTANCE TO OUTSIDE AGENCIES			
10. Grants and Subsidies	**15,660**	16,500	16,500
02. Revenue - Provincial	**(17,660)**	(16,500)	(16,500)
Total: Assistance to Outside Agencies	**(2,000)**	-	-
TOTAL: FINANCIAL ASSISTANCE	**41,884**	56,000	56,000
TOTAL: OCCUPATIONAL HEALTH AND SAFETY	**195,221**	14,700	56,000
GOVERNMENT PURCHASING AGENCY			
GOVERNMENT PURCHASING AGENCY			
CURRENT			
5.1.01. GOVERNMENT PURCHASING AGENCY			
01. Salaries	**1,941,280**	1,997,200	1,895,500
02. Employee Benefits	**5,949**	7,000	2,000
03. Transportation and Communications	**68,835**	80,000	80,000
04. Supplies	**23,465**	23,900	22,900
05. Professional Services	**21,278**	25,000	25,000
06. Purchased Services	**69,997**	123,000	183,900
07. Property, Furnishings and Equipment	**121,164**	121,600	1,700
	2,251,968	2,377,700	2,211,000
02. Revenue - Provincial	**(246,434)**	(258,000)	(258,000)
Total: Government Purchasing Agency	**2,005,534**	2,119,700	1,953,000
TOTAL: GOVERNMENT PURCHASING AGENCY	**2,005,534**	2,119,700	1,953,000
TOTAL: GOVERNMENT PURCHASING AGENCY	**2,005,534**	2,119,700	1,953,000
TOTAL: DEPARTMENT	**30,447,500**	31,005,400	30,688,700

REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED REVENUE FUND

DEPARTMENT OF GOVERNMENT SERVICES (CONTINUED)

Summary of Gross Expenditure and Unexpended Balances

	$
Original estimates (net)	30,688,700
Add (subtract) transfers of estimates	316,700
Addback revenue estimates net of transfers	11,280,300
Original estimates of expenditure	42,285,700
Supplementary supply	-
Total appropriation	42,285,700
Total net expenditure	30,447,500
Add revenue less transfers	9,908,742
Total gross expenditure (budgetary, non-statutory)	40,356,242
Unexpended balance of appropriation	1,929,458

Summary of Cash Payments and Receipts

	Payments	Receipts	Net
	$	$	$
Current Account	40,148,873	9,886,747	30,262,126
Capital Account	207,369	21,995	185,374
Totals	40,356,242	9,908,742	30,447,500

LARRY CAHILL
Chief Operating Officer
Government Purchasing Agency

DAVID NORMAN
Deputy Minister
Government Services

Current Account Revenue
(Cash Basis)
for the year ended 31 March 2011
with Comparative Figures for 2010

	2011 ($000)	2010 ($000)
DEPARTMENT OF GOVERNMENT SERVICES		
Vehicles and drivers licences	69,026	70,176
Registration fees	42,566	41,070
Birth certificates	681	858
Licences and certificates	499	558
Miscellaneous revenue	225	196
Marriage licences	116	119
Total: Department of Government Services	113,113	112,977

Newfoundland
Labrador