

Annual Performance Report 2012-13



Service NL

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2012-2013



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Table of Contents

Minister's Message	4
Departmental Overview	5
Vision	5
Mission Statement	5
Lines of Business	6
Enforcement of Legislated Requirements	6
Licensing, Permitting, Inspections and Registrations	6
Conflict Resolution	7
Printing Services	7
Other Key Statistics	9
Number of employees	9
Physical Locations	10
Budget	11
Shared Commitments	11
Highlights and Accomplishments	14
Outcomes of Objectives	17
Strategic Issue 1: Customer Service Culture	17
Strategic Issue 2: Program and Service Delivery Quality and Access	20
Strategic Issue 3: Legislative and Regulatory Framework	24
Strategic Issue 4: Regulatory Reform	26
Opportunities and Challenges	29
Annex A: Ministerial Entities	31
Annex B: Financial Statements	34

Message from the Minister

I am pleased to submit the 2012-13 Annual Performance Report for Service NL in accordance with our requirements as a Category One government entity under the *Transparency and Accountability Act*. This report details the achievements and progress made by the department this past year towards fulfilling our commitment to the strategic directions of government as outlined in our 2011-14 Strategic Plan.

Fiscal year 2012-13 was the second year of the department's 2011-14 Strategic Plan. Enhancing program and service delivery and improving regulatory processes are the two principal areas of focus for the department during this three-year period. As outlined in this report, the department worked collaboratively with all levels of government, industry and community partners as well as departmental public entities during the 2012-13 fiscal year to address our key priority issues: building a strong customer service culture, improving program and service quality and access, enhancing the department's legislative and regulatory framework and providing leadership toward achieving more efficient government service delivery through regulatory reform.

The past year was a notable one for the department; it was the first full year under our new name, Service NL, since the former Department of Government Services was re-branded in October 2011. This change was designed to reaffirm the department's designation as a 'single window' for businesses and citizens to access a wide variety of government services. During 2012-13, this designation was further enhanced through improvements to service delivery including better electronic service delivery, consolidation of programs and services, and a demonstrated commitment to a culture of service excellence. Service NL is dedicated to strengthening the concept of a citizen-centred approach to service delivery in which services are implemented and delivered to maximize convenience for businesses and citizens.

I would like to thank departmental staff, the public and our partners for the significant progress and efforts made this past fiscal year. As Minister, I am accountable for the development of the 2012-13 Annual Report and the results reported. I look forward to continued success and guiding Service NL into the 2013-14 fiscal year.



Nick McGrath
Minister



Departmental Overview

Service NL delivers citizen protection services to the public in the areas of public health and safety, environmental protection, occupational health and safety, consumer and financial interests and in the provision and preservation of vital events and documents. 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). During fiscal year 2012-13, the department was also responsible for the leadership and ongoing coordination of government's regulatory reform mandate (as of April 1, 2013, this responsibility has been transferred to Executive Council).

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 access point to the public for those services. Departmental re-branding in 2011 reinforced these goals and clarified Service NL's commitment to integrated and innovative service delivery. The authority to carry out the department's mandate is derived from approximately 180 statutes and regulations, as well as standards and codes of practice.

Service NL is comprised of three branches: the Government Services Branch; the Consumer and Commercial Affairs Branch; and the Occupational Health and Safety Branch. A brief description of these branches can be found in the department's 2011-14 Strategic Plan, available online at: <http://www.servicenl.gov.nl.ca/publications/>.

The Minister of Service NL is also responsible for 11 public entities (Annex A) in addition to oversight of the Public Utilities Board's mandate with respect to auto insurance. The Government Purchasing Agency, the Credit Union Deposit Guarantee Corporation, the Office of the Chief Information Officer, and the Workplace Health, Safety and Compensation Commission report independently to the minister. As such, each of these entities prepares an independent annual report, in accordance with the *Transparency and Accountability Act*.

In 2012-13, the Director of Strategic Human Resources Management (SHRM) for the social sector reported to the Deputy Minister of Service NL (as of April 1, 2013, this position reports to the Deputy Minister, Human Resource Secretariat, Executive Council). The social sector includes the Departments of: Education; Advanced Education and Skills; Municipal Affairs; Health and Community Services; and Service NL. SHRM is also responsible for the Government Purchasing Agency and Fire and Emergency Services-Newfoundland and Labrador.

A brief overview of the department's three branches and their respective divisions and operational units are outlined in the department's 2011-14 Strategic Plan, available online at: <http://www.servicenl.gov.nl.ca/publications/>.

Vision

People in Newfoundland and Labrador living and working in healthy and safe environments with access to efficient and responsive programs and services.

Mission Statement

By March 31, 2017, Service NL will have enhanced program and service delivery through improved standards and regulatory processes that promote living and working in a healthy, fair and safe environment.

Lines of Business

Service NL is responsible for carrying out four basic lines of business through its branches and divisions, including: enforcement of legislated requirements; licensing, permitting, inspections and registrations; conflict resolution; and printing services.

1. Enforcement of Legislated Requirements

Service NL 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.

2. Licensing, Permitting, Inspections, and Registrations

Service NL provides licenses, 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, 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, pension plans, real estate, mortgage brokers and prepaid funeral services.

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

Vital statistic activities

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

Angling and small game license 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.

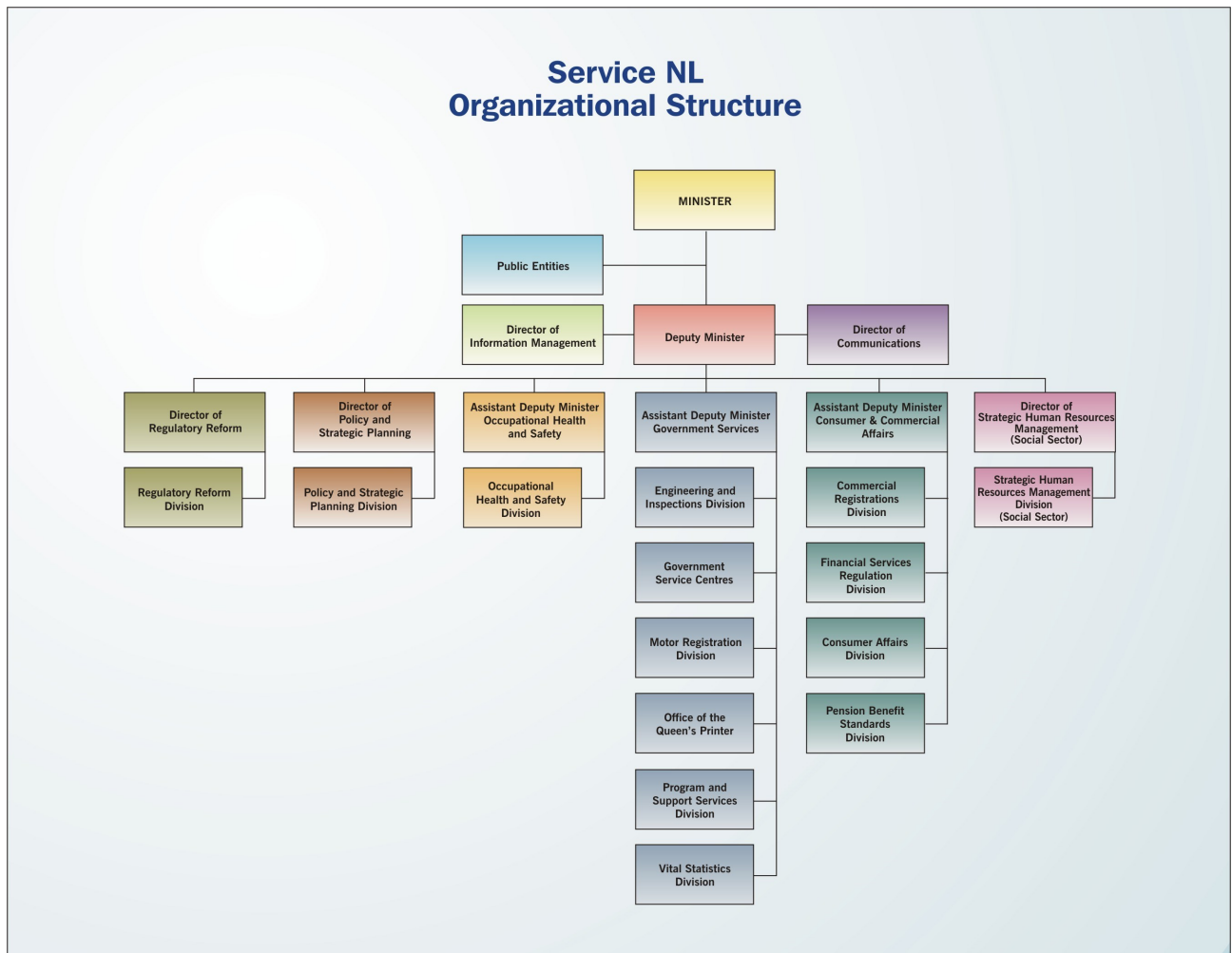
3. Conflict Resolution

Service NL provides conflict resolution services for disputes such as residential tenancies and specific 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.

4. Printing Services

Service NL 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 through 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/.

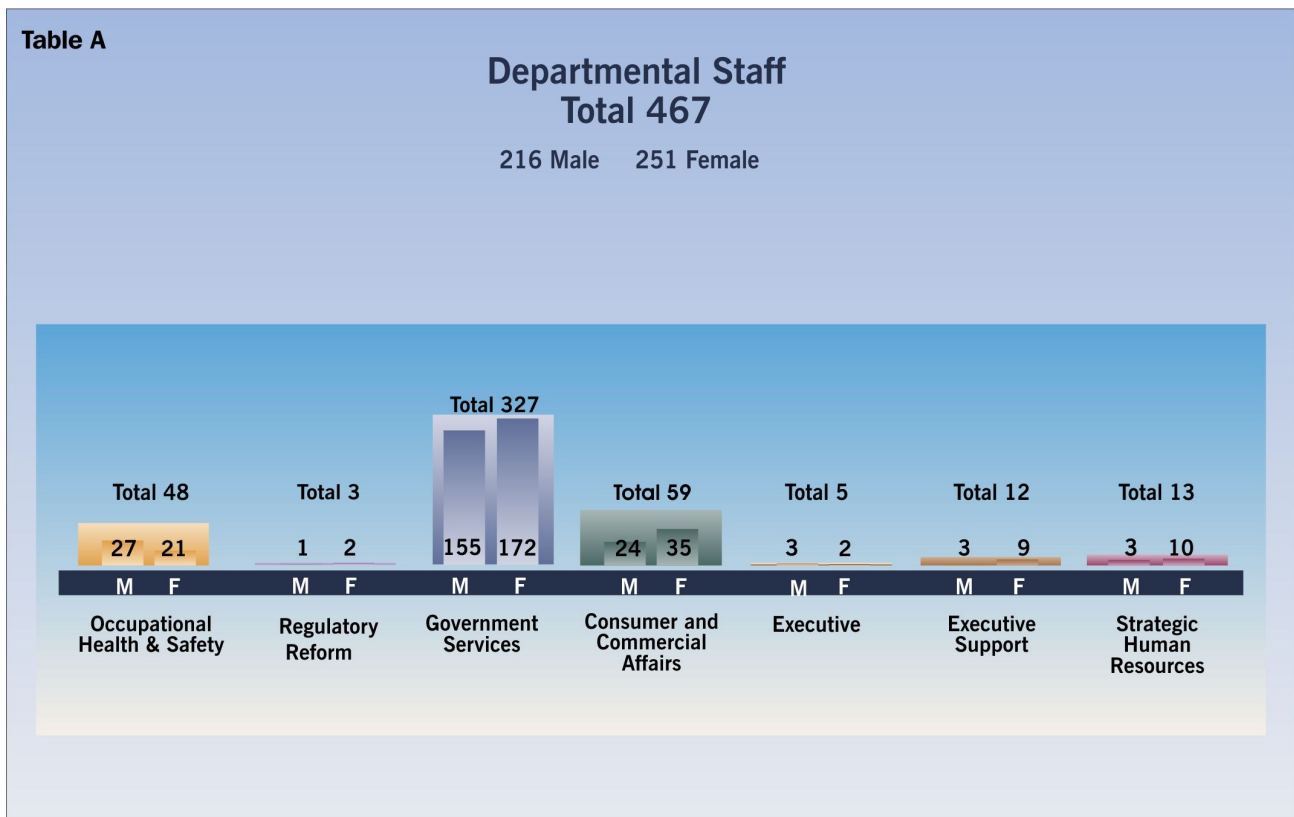
The organizational chart below illustrates the department's reporting structure (as of March 31, 2013).



Other Key Statistics

Number of employees

Service NL employs 467 employees (216 men and 251 women) across the province and is comprised of three branches: the Government Services Branch; the Consumer and Commercial Affairs Branch; and the Occupational Health and Safety Branch. 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.



Physical Locations

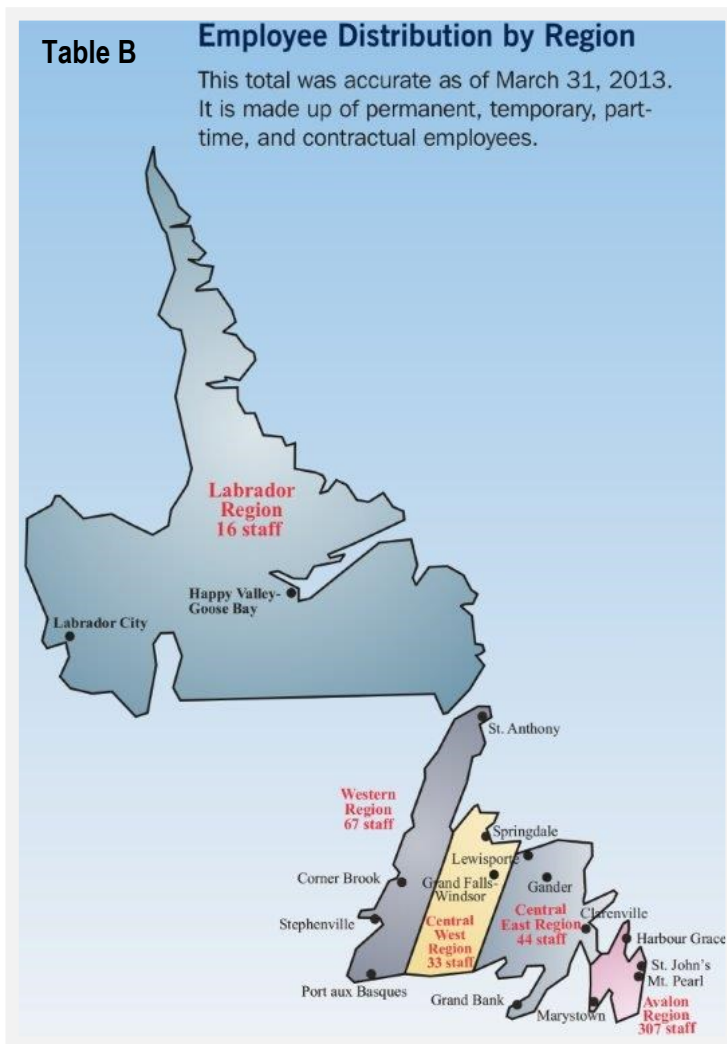
Services offered by the department are available in-person through a number of office locations throughout the province, as well as through the Internet, telephone, mail and fax. The headquarters for the department is located in the West Block of the Confederation Building complex in St. John's.

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 private 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. Select MRD services are also available 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, Regulatory Reform Office, 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.



Budget

The department collected \$132.8 million in current account and related revenues in 2012-13. The department had an operating budget of \$44.7 million in 2012-13, while its gross expenditures were \$40.8 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 for the year ended 2012-13 is attached as Annex B.

Shared Commitments

Service NL has collaborative relationships with several partner departments and agencies and other stakeholders in delivering its mandate. These relationships are essential in meeting legislative and regulatory obligations and achieving the strategic directions of government. Key partners include other provincial departments and agencies, industry, organized labour, employer groups, 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 various agreements in which the partners retain legislative and policy responsibility while Service NL is responsible for field operations and enforcement services.

The following highlights some of the many collaborative relationships, key partnerships and affiliations the department maintained during 2012-13.

Financial Services Regulation

The Financial Services Regulation Division works with regulators from across Canada in the areas of securities, insurance, real estate and mortgage brokers 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 Insurance Bureau of Canada (IBC), the Mortgage Broker Regulators Council of Canada (MBRCC), the Canadian Securities Administrators (CSA), the Insurance Brokers Association of Newfoundland (IBAN) and the Newfoundland and Labrador Association of Realtors (NLAR).

Pension Benefit Standards

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

Consumer Affairs

The Consumer Affairs Division liaises with the Consumer Measures Committee (CMC), the Canadian Association of Gambling Regulators, the Canadian Motor Vehicle Arbitration Plan (CAMVAP), 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 Office of the High Sheriff.

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, the 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 (OHS) Branch is responsible for health and safety regulation and inspection of the mining industry. The Branch, along with the 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 Department is also represented on a number of sector safety associations including the Municipalities Governance Committee (MGC), the Newfoundland and Labrador Construction Safety Association (NLCSA) and the Forestry Safety Association of Newfoundland and Labrador (FSANL). As well, representatives of the OHS Branch serve on the Advisory Council on Occupational Health and Safety which works with labour and management representatives to provide advice to the minister on the administration of the *Occupational Health and Safety Act* and Regulations.

Collaborative efforts to improve worker safety have been ongoing for some time in all industry sectors, proving an effective means of reducing incidents which result in injury, thereby helping to minimize costs to the workers' compensation system. The Branch also continues to work with the WHSCC on data and information sharing in support of injury and illness prevention and enforcement and regulatory initiatives. The Occupational Health and Safety Branch is also represented nationally on the Canadian Association of Administrators of Labour Legislation (CAALL) - Occupational Safety and Health (OSH) Committee.

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 their 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 statutes and regulations, principally *The Newfoundland and Labrador Gazette*.

School Bus Safety

Responsibility for school buses in Newfoundland and Labrador is shared between Service NL and the Department of Education. Service NL is responsible for the highway and motor vehicle safety aspects of school bus regulation, including vehicle registration, inspections, carrier safety ratings, driver testing, driver 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 Inspection Services

The Engineering and Inspection Services Division conducts plan reviews under an MOU with 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 larger wastewater and septic systems (over 4,546 litres per day) 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, there is an MOU with the Department of Natural Resources (Forestry and Agrifoods Agency) and the Department of Environment and Conservation for agricultural-type operations.

Environmental Protection

Environmental protection services are provided under an MOU with the Department of Environment and Conservation. The Program and Support Services Division of the Government Services Branch and the regional 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 Provincial Waste Management Strategy.

Motor Registration Division

The Motor Registration Division (MRD) operates in conjunction with the Department of Transportation and Works, the Royal Newfoundland Constabulary (RNC) and the Royal Canadian Mounted Police (RCMP) in support of highway safety. The division also brings traffic safety oriented organizations and individuals together with the police in a collaborative approach on traffic safety issues.

Development Control

The regional Government Service Centres work with the Department of Municipal Affairs to conduct inspections and issue permits for development in protected roads zones, under the auspices of the *Urban and Rural Planning Act, 2000*.

Service Excellence

Service NL has been working in partnership with the Strategic Human Resource Management Division of the Human Resource Secretariat to have departmental staff engage in professional development training with a specific focus on service delivery. As referenced later in this report, significant progress has been made as both front line and management employees have availed of these learning opportunities.

Public Sector Service Delivery

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

Planning and Service Delivery

The department collaborates with the Office of the Chief Information Office through an established Planning and Service Delivery Committee (PSDC). The mandate of the PSDC is to provide strategic business direction for Service NL's information technology (IT) and information management (IM) initiatives and monitor the delivery of these services. It is a forum for leadership, guidance and key decision making. The PSDC makes decisions on a consensus basis to support the effective provision of IT/IM services to the department, while respecting the priorities and resource constraints of the department, the OCIO and government.

Highlights and Accomplishments

Streamlining Legislation to Improve Public Safety on Roadways

The *Highway Traffic Act* was amended in 2012 to better enable law enforcement officials to deal with individuals driving while under a licence suspension and further to allow garage operators to dispose of low value vehicles in a more efficient manner. The amendments consolidate two sections of the Act relating to driving without a proper licence or driving while suspended. This consolidation clarifies the legislation which assists the police when laying charges. Further, amendments to the Vehicle Seizure and Impoundment Regulations will reduce administrative requirements for garage operators in relation to the disposal of vehicles where the value of the vehicle is less than the costs of towing, impoundment and legal processes. The regulations continue to protect the owner by ensuring appropriate notice of impoundment is given by the Registrar of Motor Vehicles, and will provide ample time for owners to pay outstanding charges and reclaim their vehicles if they choose to do so.

BizPaL Continues to Grow in Newfoundland and Labrador

BizPaL is an innovative service that provides entrepreneurs with simplified access to information such as permits, licences and other approvals required from the three levels of government—federal, provincial and municipal—to establish and run their businesses. The service inevitably saves businesses time and money and improves their planning processes. BizPaL is a unique partnership across three levels of government that is designed to reduce the paperwork burden and red tape that represent significant costs to small businesses. During the past year, 11 additional municipalities in the province joined the BizPaL partnership. The province now has 49 municipal partners representing 72 per cent of the municipal population in Newfoundland and Labrador. The new communities which joined BizPaL in 2012-13 were:

- Badger
- Centreville-Wareham-Trinity
- Gambo
- Musgrave Harbour
- Musgravetown
- Placentia
- Port Saunders
- Rocky Harbour
- St. Alban's
- Summerford
- Whitbourne

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

Support for Seniors

Recognizing the lifelong contribution of seniors to their communities and to the province is important to the Government of Newfoundland and Labrador. Budget 2012: People and Prosperity, allocated a 35 per cent reduction for seniors on fees for drivers' licences and vehicle registrations. The reduced fees complement the goals of the Provincial Healthy Aging Policy Framework developed by the Department of Health and Community Services which has as one of its objectives the encouragement of financial well-being of seniors. This is particularly significant given that Newfoundland and Labrador has a rapidly growing population of seniors who are continuing to be active long into their retirement years.

Legislative Changes to Enhance Snowmobile Trail System

Amendments to the *Motorized Snow Vehicle and All-Terrain Vehicle Act* and Regulations in December 2012 strengthen the ability of law enforcement agencies to patrol snowmobile trail systems in the province and enforce the requirements of the Act and Regulations. The amendments enable the enactment of regulations that enhance the powers of police and other enforcement personnel to conduct checkpoints to determine whether operators are in compliance with provincial laws. These laws specify requirements for safety, registration, insurance and environmental protection.

Province Maintains Status as a National Leader in Regulatory Reform

The Canadian Federation of Independent Business (CFIB) recognized Newfoundland and Labrador as a national leader in red tape reduction in its January 2013 annual report. The report gave the province a grade of B, tied in third place behind British Columbia and the Federal Government. The Provincial Government continues to achieve its objective of no net growth in the number of regulatory requirements. Further, during the past year, a new Accountability Framework for Regulatory Reform was launched. It is

the first framework of its kind in Canada and focuses on improving and modernizing regulations. It also ensures regular reporting by departments on any regulatory changes and represents a long term commitment by government to regulatory reform.

Accessible Parking Regulations Extended to Existing Properties

Amendments to the Designated Mobility Impaired Parking Regulations and the Buildings Accessibility Regulations to enhance the accessibility of “blue zone” parking spaces for people with mobility disabilities came into effect for existing buildings on September 30, 2012. These amendments require that signage denoting accessible parking spaces must be made permanent, visible to the public and kept in good repair. Service NL has developed promotional materials which clearly outline the requirements.

Under the previous regulations, the requirements for permanent placement of these signs were not clear. In some instances, signs were being moved for snow clearing and not properly replaced. This led to issues with enforcement, and caused problems for drivers who were unable to identify these spaces when parking. In addition to these changes, amendments to the Designated Mobility Impaired Parking Regulations came into effect on April 1, 2012 which increased fines for illegal parking in designated spaces without the proper permit. (The previous fines ranged from \$45 to \$180 and now range from \$100 to \$400).

Legislation to Protect Consumers

Amendments to the *Consumer Protection and Business Practices Act* in 2012-13 place new requirements on distance service providers for distance service contracts. These include contracts for cell phones, residential phones, Internet, cable and satellite television and remote surveillance. The amendments require service providers to prepare contracts using plain language provisions including contract cancellation, fees, contract renewal and security deposits. Service providers are now required to disclose total monthly costs in their advertising thereby enabling consumers to make informed decisions.

Single-Window Service Delivery

In January 2013, the Engineering and Inspection Services Division and the Consumer Affairs Division in St. John's moved to the Motor Registration Building in Mount Pearl. This move was part of the department's commitment to streamline operations, achieve efficiencies, provide easier access to services and programs for the public and increase customer service capacity.

Enhanced Service Delivery

In pursuit of its goal of creating a “culture of service excellence”, Service NL continues to place a high priority on staff training. During 2012-13, 126 professional development training sessions have been completed by employees which demonstrate the importance of developing service based behaviours through building effective relationships with colleagues and clients. Sessions consisted of creating and implementing team norms, building trust, communication, problem solving, and conflict resolution in a service delivery environment. These sessions build productive teams in a healthy work environment which translates into better service delivery to the department's clients.

In addition, 10 managers at the Motor Registration Division (MRD) have engaged in professional development training with a specific focus on service delivery. They have completed sessions in Problem Solving, Employee Engagement, Team Productivity, Building Trust, Dealing with Conflict and Respectful Workplace. Managers have discussed their role in modeling the department's vision, mission and values while providing support to employees and delivering services to the public.

Outcomes of 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 year 2012-13, the second reporting year of its 2011-14 Strategic Plan.

Strategic Issue 1: Customer Service Culture

Service NL's ability to meet the challenges of its diverse legislative responsibilities is directly linked to the commitment and efforts of its staff. From front line service representatives to policy and decision-makers, each individual's role is integral to achieving excellence in service delivery and client satisfaction. The department recognizes that fostering and supporting a culture of service excellence underscores the vital role departmental employees play in improving the everyday lives of the residents of Newfoundland and Labrador.

Goal One: By March 31, 2014, Service NL will have improved client service through an enhanced culture of service excellence.

Measure: Improved client service.

Indicators:

- Continued development and delivery of service excellence training for departmental staff.
- Customer service standards and criteria developed and implemented in select areas.
- Improved client satisfaction.
- Improved employee engagement.

2012-13 OBJECTIVE	By March 31, 2013, Service NL will have evaluated its customer service capacity and delivery standards in the identified priority areas.
Measure	Customer service capacity and delivery standards evaluated
Indicator	Evaluation of existing service standards against targets
Indicator	Assessment of tools and processes which could be used to increase customer service capacity through streamlining of internal business processes
Indicator	Client satisfaction measurement tool piloted in select program areas

Results Achieved

The following details the department's progress toward the achievement of the planned results for 2012-13 as they relate to the strategic issue 'Customer Service Culture.'

Evaluation of existing service standards against targets

Residential Tenancies

An evaluation of the Residential Tenancies hearings process was undertaken in 2012-13. This evaluation was initiated to determine whether timeframes for the scheduling of hearings and the issuance of subsequent orders were reasonable. After extensive consultations with employees on its practicality, a service standard was subsequently implemented whereby all hearings must be scheduled within a month of receipt of an application and all orders are required to be issued within a month after conclusion of the relevant hearing.

Since the new monitoring system and scheduling process were implemented in September 2012, an evaluation has been conducted which indicates that established timeframes have been achieved in all cases other than when one or both parties to an application have requested a later hearing date. Service standard monitoring occurs weekly and results show that scheduling of hearings normally occurs within two to three weeks of an application and orders are issued within seven to 10 days.

Joint Fire/Life Safety and Buildings Accessibility Plan Review

The Engineering and Inspection Services Division of Service NL is committed to providing quality fire and life safety and buildings accessibility plan review services. Fire and life safety plan reviews are completed in accordance with an MOU between Service NL and Fire and Emergency Services - Newfoundland and Labrador. Buildings Accessibility Plan reviews are completed under the authority of the *Buildings Accessibility Act*, for which Service NL has responsibility. The goal of the Division is to complete the joint

fire and life safety and buildings accessibility plan reviews within 15 working days. During peak construction periods, due to increased volumes, the target is 25 working days for completion.

Reviews of the standard occur semi-annually; monitoring is accomplished by maintenance of a spreadsheet whereby all plan review requests are recorded and detailed information included. An evaluation of this standard in 2012-13 demonstrates that the Division is meeting the 25 working day completion target during peak construction periods 90 per cent of the time. The 15 working day standard during non-peak construction periods is being met 78 per cent of the time. Results for the non-peak construction periods were impacted by an office re-location and the implementation of new record keeping procedures. Recent improvements in the latter are anticipated to produce even better results in the future.

Assessment of tools and processes which could be used to increase customer service capacity through streamlining of internal business processes

In line with the re-branding of the department as Service NL in 2011, efforts are continuously being made to streamline business processes, reduce red tape for clients and generally to make Service NL a more efficient organization. During 2012-13, work was done to increase the capacity of the department to better deliver programs and services through adjustments to internal administrative and business processes.

Motor Registration Division

Under the authority of the *Highway Traffic Act*, Service NL is responsible for matters related to highway safety. The Motor Registration Division (MRD) is responsible for the maintenance of the Driver Records and Driver Medicals Programs. During 2012-13, MRD conducted an assessment of work processes and identified several enhancements to the Driver Records and Driver Medicals Programs which could be used to increase customer service capacity through streamlined business processes. These include evaluating work flows and job duties in order to make operations more efficient. The identified enhancements to the programs will be implemented in 2013-14. The assessment of the Driver Records and Driver Medicals Programs was also initiated in an effort to provide more detailed information to Teleservices staff and regional offices to reduce the number of calls which must be re-directed.

Government Service Centres

Service NL's Government Service Centres have service standards in place for several of the department's program areas including the processing of applications for electrical permits and inspections as well as septic system approvals. During 2012-13, an electronic report system was developed which will be used to evaluate these service standards against performance targets. Report generation is now feasible and the initial quarterly reports will be available at the end of June 2013.

Client satisfaction measurement tool piloted in select program areas

A follow-up survey to a baseline customer service satisfaction survey conducted by the Motor Registration Division was developed in 2012-13 through collaboration with the NL Statistics Agency. However, the survey was not piloted in 2012-13 as planned due to other priorities.

Objective for Fiscal Year 2013-2014:

2013-14 OBJECTIVE	By March 31, 2014, Service NL will have implemented enhancements to its customer service capacity and delivery standards in the identified priority areas.
Measure	Enhancements to customer service capacity and delivery standards implemented
Indicator	Changes to the Driver Records and Driver Medicals programs implemented
Indicator	Co-location of select services implemented
Indicator	Service standards monitored to increase customer service capacity

Strategic Issue 2: Program and Service Delivery Quality and Access

Service NL recognizes the importance of ensuring citizens of our province receive the best possible program and service delivery. As a result, enhancing program and service delivery represents one of the strategic directions of the department. Strengthening and improving the delivery and quality of programs and services and increasing access to these areas is a key area of focus for the department. The department places particular emphasis on a citizen-centred approach to the delivery of government services by focusing on single-window delivery and providing seamless integrated services, multiple channels of delivery and convenience for clients.

Greater utilization of technology, the evaluation and streamlining of business processes and the expansion of the single window service delivery model will help contribute to an increase in the quality and access of the programs and services delivered by the department.

Goal Two: By March 31, 2014, Service NL will have improved the quality of, and strengthened access to, its programs and services through streamlined operations and expanded single-window access.

Measure: Strengthened and improved quality and accessibility of programs and services.

Indicators:

- Streamlined business processes in select areas.
- Increased number of services available online.
- Technological advances in program delivery utilized.
- Expanded single-window access.
- More communities added to BizPaL.
- Program evaluation completed in radiation assessment and certification program and recommendations implemented.

2012-13 OBJECTIVE	By March 31, 2013, Service NL will have improved the quality of, and strengthened access to, its programs and services in select areas.
Measure	Strengthened and improved quality and accessibility of select programs and services
Indicator	Monitoring system and scheduling process established for residential tenancy hearings and the issuance of subsequent orders
Indicator	Program evaluation of Radiation Assessment and Certification Program will have been initiated
Indicator	Pilot of Buildings Accessibility Registration/Permit process evaluated and implementation determined
Indicator	Development of a plan to guide implementation of enhanced Service NL mandate
Indicator	Implementation of Vital Statistics newborn birth registration bundle of services with other federal and provincial services and benefits for families
Indicator	Food inspection reports available online

Results Achieved

The following details the department's progress toward the achievement of the planned results for 2012-13 as they relate to the strategic issue 'Program and Service Delivery Quality and Access.'

Monitoring System and Scheduling Process Established for Residential Tenancy Hearings and the Issuance of Subsequent Orders

A review of the Residential Tenancies hearings process was undertaken in 2012-13. This review was initiated to determine whether the timeframes associated with the scheduling of hearings and the issuance of subsequent orders were reasonable. Following a jurisdictional review, the Department implemented several enhancements. Service standards were developed for both the scheduling of hearings and issuing orders. A policy was implemented whereby all hearings must be scheduled within a month of receipt of an application and all orders are required to be issued within a month after conclusion of the relevant hearing.

Since the new monitoring system and scheduling process were implemented in September 2012, established timeframes have been achieved in all cases other than when one or both parties to an application have requested a later hearing date. Monitoring of timelines occurs on a weekly basis and results show that scheduling of hearings normally occurs within two to three weeks of an application; orders are generally issued within seven to 10 days.

In addition to the streamlined hearings process described above, Service NL has also updated its internal electronic scheduling system for residential tenancies hearings and the system is now accessible from three locations – Gander, Corner Brook and Mount Pearl. Further, a more strategic approach to scheduling is being employed. As an example, hearings that are traditionally known to consume a greater amount of time (such as damage claims) are now scheduled in the morning to ensure completion in the same day. Additional enhancements include reserving time slots for emergency hearings and for adjudicators to write up their decisions and prepare orders in a timely manner.

Program Evaluation of Radiation Assessment and Certification Program will have been initiated

The evaluation of the Radiation Assessment and Certification Program was initiated in 2012-13. Further work will continue in 2013-14 in concert with a departmental review of the *Radiation Health and Safety Act* and Regulations.

Service NL is reviewing this legislation to determine if it reflects current technology and practices elsewhere in the country and to align inspection and regulations practices with other areas in the Occupational Health and Safety Branch.

Pilot of Buildings Accessibility Registration/Permit Process Evaluated and Implementation Determined

The purpose of the pilot project was to enable owners of large multi-occupant buildings classified as existing buildings, and therefore exempt under the *Buildings Accessibility Act*, to obtain occupancy permits more quickly when performing renovations. Renovation work to accommodate changes of occupants within their buildings is an ongoing challenge for owners. A pre-approved Exemption Registration allows the owner to obtain a municipal occupancy permit without having to go through the traditional Service NL review process.

The pilot project concluded in Fall 2012 and an evaluation was completed by March 2013 as planned. This evaluation concluded that the pilot project was successful and the department has determined that the new process is to be implemented in 2013-14. The revised registration and permit process is considerably more streamlined and will therefore reduce red tape for all owners of existing buildings.

Development of a Plan to Guide Implementation of Enhanced Service NL Mandate

Government re-structuring in 2011 included the re-branding of the former Department of Government Services as Service NL. This change was intended to reaffirm government's designation of the department as a single-window access point to a wide variety of government services for citizens and businesses. The original concept paper for Service NL outlined a number of key initiatives which would combine to deliver on the vision of a more integrated and innovative service delivery model. A three year draft strategy was proposed with a staged approach.

In 2012-13, development of a formal plan to guide implementation of an enhanced Service NL mandate was delayed due to competing priorities. However, the department made notable progress in various areas

which were previously identified as 'early opportunities' for success. These included service bundling (birth registration), implementation of a Vital Statistics data management system and co-location of various services in the Avalon region.

Implementation of Vital Statistics newborn birth registration bundle of services with other federal and provincial services and benefits for families

Improving program and service delivery quality and access is one of the strategic directions of Service NL. In this regard, the department made it easier in 2012-13 for parents of newborn children to apply for federal and provincial government benefits. In partnership with Human Resources and Skills Development Canada, Service NL introduced a new integrated birth registration service in January 2013 which bundles the Social Insurance Number (SIN), Canada Child Benefits, Medical Care Plan (MCP) and Provincial Parental Benefits Program. As a result of this new service, parents can complete one application for birth registration with the Vital Statistics Division and provide consent for their child's birth information being shared with other federal and provincial departments. This then allows them to access multiple programs and services for their child. The same application form will now enable parents to apply for the following benefits:

- Birth Certificate through Service NL
- MCP through the Department of Health and Community Services
- Parental Benefits Program through the Department of Finance
- SIN through Service Canada
- Canada Child Benefits through the Canada Revenue Agency

Food Inspection Reports Available Online

Environmental Health Officers with Service NL conduct thousands of inspections of food establishments in the province annually, under an MOU with the Department of Health and Community Services. During each inspection, a formal checklist is used to ensure compliance with legislation on food safety and facility sanitation.

In November 2012, Service NL announced that restaurant inspection reports were being made available online. While inspection reports have always been accessible upon request through regional Government Service Centres, the new system allows information from these reports to be made available online. Reports are posted by inspectors monthly and all reports from April 1, 2012 onwards are available. The new online system enhances the department's commitment to food safety while simultaneously allowing consumers to make informed decisions prior to dining out.

Objective for Fiscal Year 2013-14:

2013-14 OBJECTIVE	By March 31, 2014, Service NL will have continued to implement changes and enhancements to strengthen and improve the overall quality and accessibility of its programs and services.
Measure	Implemented changes and enhancements to strengthen and improve quality and accessibility of programs and services
Indicator	New online Vital Statistics system launched to allow for electronic applications for birth, marriage and death certificates
Indicator	Enhancements to drivers licence and vehicle registration notices implemented
Indicator	Annual Return process for Pension Benefit Standards reviewed and changes initiated
Indicator	Implementation of the new Buildings Accessibility registration and permit process
Indicator	Commence implementation of paper-based Condominium Registry information into CADO (Companies and Deeds Online)
Indicator	Review of Radiation Assessment and Certification Program completed and recommendations prepared

Strategic Issue 3: Legislative and Regulatory Review

Service NL is principally mandated to protect the public and the environment generally, and the citizen as a consumer. Providing such protection is a considerable responsibility that is primarily achieved through the establishment of timely and relevant standards and enforcement practices designed to ensure compliance. The authority to carry out these functions comes from approximately 180 statutes and regulations for which the department is either solely responsible, or jointly responsible with other departments through agreements and Memoranda of Understanding (MOUs).

Goal Three: By March 31, 2014, Service NL will have strengthened the foundation for consumer, worker, public and environmental protection through an improved legislative and regulatory framework.

Measure: Improved legislative and regulatory framework

Indicator:

- Legislative and regulatory framework reviewed and changes implemented in select areas.

2012-13 OBJECTIVE	By March 31, 2013, Service NL will have identified priorities in select areas to enhance its legislative and regulatory regime.
Measure	Priorities identified
Indicator	Legislative review policy and framework implemented
Indicator	Research and review of legislative amendments completed in the area of consumer and commercial affairs
Indicator	Review and research findings compiled and analyzed

Results Achieved

The following details the department's progress toward the achievement of the planned results for 2012-13 as they relate to the strategic issue 'Legislative and Regulatory Review.'

Legislative Review Policy and Framework Implemented

Service NL's Legislative Review Policy was developed in 2011-12 to create a uniform and transparent legislative review process. While implementation of the policy commenced in the Winter of 2012, full implementation occurred in fiscal year 2012-13.

The policy facilitates timely, consistent and comprehensive reviews of legislative responsibilities along with the continuous advancement of the department's significant legislative agenda of approximately 180 statutes and regulations. It requires various types of legislative reviews on an annual basis: statutory and regulatory reviews of Service NL's primary responsibilities and legislative reviews of Service NL's secondary responsibilities.

Full implementation of the policy occurred in fiscal year 2012-13 with the review of all of Service NL's approximately 125 primary statutory and regulatory responsibilities (as outlined in the policy, Service NL's approximately 55 shared secondary statutes and regulations are scheduled to commence review in June 2013). The Policy and Strategic Planning Division led the review process, meeting with designates from each Division of Service NL throughout 2012-13 to identify priorities in select areas to enhance its legislative and regulatory regime.

Research and Review of Legislative Amendments completed in the area of Consumer and Commercial Affairs

As a result of various legislative initiatives ongoing within the Department, in 2012-13 the Policy and Strategic Planning Division, in consultation with the Legislative Library, completed a comprehensive review of legislative amendments in specific areas of consumer and commercial affairs legislation that fall under the primary responsibility of Service NL. This review was conducted to support potential enhancements to the Department's legislative and regulatory regime. This review helped to further understand the intent of the legislation and the context of historical amendments.

Review and Research Findings Compiled and Analyzed

In support of the Department's commitment to enhancing its legislative and regulatory regime and the research and review of legislative amendments in the area of consumer and commercial affairs, the comprehensive history of all legislative amendments in identified areas was reviewed in 2012-13. This review involved identifying, collecting, compiling and analyzing all legislative amendments in these areas to determine the legislative history of various statutes that relate to consumer and commercial affairs. In addition, the findings from the implementation of the Legislative Review Policy were compiled and analyzed for the purpose of identifying potential areas that could be enhanced.

Objective for fiscal year 2013-14:

2013-14 OBJECTIVE	By March 31, 2014, Service NL will have implemented changes in select areas to enhance its legislative and regulatory regime.
Measure	Implemented changes
Indicator	Process for the evaluation of the department's legislative review policy developed
Indicator	Legislative-related working groups with relevant stakeholders established and/or maintained
Indicator	Prepare recommendations for legislative amendments in identified areas

Strategic Issue 4: Regulatory Reform

Regulatory reform allows government to function more productively and private stakeholders to interact with government in a more efficient manner. It involves streamlined processes, improvements to regulations, increased access to online services, less paperwork and overall more efficient service to businesses and individuals.

Significant progress has been made in the area of regulatory reform in recent years. The three year Red Tape Reduction Initiative reduced government's regulatory count by more than 25 per cent. Once this was achieved, a long-term commitment to further relieving the regulatory burden was announced. The primary objective was moving forward with a specific focus on achieving qualitative improvements to regulatory processes and thereby improving how government interacts with its clients. Further, the commitment to zero net growth in the number of regulatory requirements was reiterated.

During 2012-13, Service NL coordinated several initiatives in collaboration with individual departments to further advance the regulatory reform mandate.

Goal Four: By March 31, 2014, Service NL will have provided leadership toward achieving more efficient government service delivery through regulatory reform.

Measure: Improved client services.

Indicators:

- Actions to improve client service delivery as it relates to regulatory reform.
- Departments and agencies utilized principles of Regulatory Impact Analysis in developing regulation.
- Emphasis on reduction in administrative burden and processes on external stakeholders.
- Maintained zero net growth in regulation.

2012-13 OBJECTIVE	By March 31, 2013, Service NL will have continued facilitation and monitored progress of improvements to government client services.
Measure	Continued facilitation and progress of improvements monitored
Indicator	Implemented accountability framework for regulatory reform
Indicator	Collaborated with and provided support to departments and agencies in developing new three-year Regulatory Improvement Plans
Indicator	Delivered training sessions in Regulatory Impact Analysis

Results Achieved

The following details the department’s progress toward the achievement of the planned results for 2012-13 as they relate to the strategic issue ‘Regulatory Review.’ (Note: Responsibility for government’s regulatory reform mandate was transferred from Service NL to Executive Council effective April 1, 2013).

Implemented Accountability Framework for Regulatory Reform

An Accountability Framework for Regulatory Reform was developed and subsequently approved in March 2012. The purpose of the framework is to effectively plan, measure and evaluate the success of the Regulatory Reform mandate. Implementation of the framework occurred in 2012-13 with the primary activity being the preparation of three-year Regulatory Improvement Plans by departments and agencies. During the year, additional activities related to framework implementation included quarterly reporting by departments on regulatory improvements achieved, public reporting by Service NL on accomplishments resulting from the regulatory reform mandate, continued review of all new legislative and policy proposals and accompanying Regulatory Impact Analysis, and monitoring of government’s commitment to no net growth in the number of regulations.

Collaborated with and provided support to departments and agencies in developing new three-year Regulatory Improvement Plans

Throughout 2012-13, Service NL collaborated with departments on the preparation of new plans which were due to be finalized and submitted to the Regulatory Reform Office by March 31, 2013. Plans were requested from 19 departments and agencies, all of which submitted plans by the required date. Early in 2012-13, a ministerial letter was sent to all departments outlining the expectations of the new plans. This was followed up with initial meetings with all entities to discuss plan requirements including a template and suggestions for regulatory reviews based on each department's Strategic Plan commitments, news releases and issues raised in the Auditor General's Report. As the year progressed, multiple meetings took place with all departments in an effort to have each of them submit a draft Regulatory Improvement Plan. This was achieved in all instances. In addition, presentations were given to departmental executive teams in several departments upon their request.

Delivered training sessions in Regulatory Impact Analysis

In fiscal year 2012-13, there were five Regulatory Impact Analysis (RIA) training sessions offered through the Public Policy and Evaluation Forum administered by the Centre for Learning and Development and Cabinet Secretariat. A total of 84 government employees working in policy development attended these sessions bringing the cumulative total to more than 400 since 2010. The RIA serves as a policy development tool for departments as they assess the introduction of new regulations, compelling them to consider whether the proposed option is the best regulatory mechanism or whether there are other viable options for achieving similar results. The RIA also plays an integral role as a monitoring mechanism for government in terms of growth in the number of regulatory requirements. The ultimate role of an RIA is to provide a detailed and systematic appraisal of the potential impacts of a new regulation in order to assess whether the regulation is likely to achieve the desired objectives.

NOTE: Transfer of Responsibility

Effective April 1, 2013, responsibility for government's regulatory reform mandate was transferred from Service NL to the new Policy Innovation and Accountability Office within Executive Council. For this reason, there have been no performance indicators developed by Service NL with respect to the 2013-14 Objective for Regulatory Reform (as outlined in the department's 2011-14 Strategic Plan). The Office of the Executive Council will assume responsibility for reporting on regulatory reform in its annual report.

Opportunities and Challenges

Real Estate Trading Act Consultations and Review

Public consultations on the *Real Estate Trading Act* occurred from April 26, 2012 to June 25, 2012. Interested stakeholders, as well as members of the general public, were invited to comment on the *Real Estate Trading Act*. The intent of this consultation was to provide an opportunity for the general public, real estate industry and other interested groups and organizations to review the Act and provide valuable feedback as to how this industry should be regulated in the future. The consultation process will assist the department in determining whether the current legislation requires amendments or should be repealed and replaced with new legislation.

Process Safety Management Code of Practice for Petroleum Sector

During stakeholder consultations regarding 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 is viewed as 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. Additional consultation occurred in 2012-13 and officials are now working with stakeholders to revise the Code based on feedback following which a plan for implementation will be developed.

Residential Tenancies

The *Residential Tenancies Act, 2000* came into force on September 1, 2000, however there are provisions within the Act that require change to reflect current rental market realities. The public policy objective of the Act is to balance the rights and responsibilities of landlords and tenants.

The Department conducted public consultations across the province in October and November of 2012 and feedback from these consultations has been summarized in written format in order to facilitate a departmental review of relevant policy and legislation in 2013-14. This is a wide-ranging review that will lead to modernization of the legislation and thereby enhance consumer protection.

Integrated Service Delivery

The re-branding of the Department of Government Services as Service NL offers a unique opportunity to emphasize government's commitment to providing a 'single-window' or 'no wrong door' approach for access to government services by businesses and citizens in general. It also strengthens the concept within government of a 'citizen-centred' approach to service delivery in which services are implemented and delivered to maximize convenience for businesses and citizens. Service NL will have a stronger focus on improving employee engagement and the development of a culture of service excellence within the department.

Legislative Review Policy

Full implementation of the legislative review policy occurred in 2012-13. The intent of the policy is to facilitate timely, consistent and comprehensive reviews of legislative responsibilities along with advancement of the department's significant legislative agenda.

Undertaking a legislative review process requires a considerable allocation of resources; this is widely acknowledged across many public sector policy environments. Service NL's legislative review policy requires that a comprehensive evaluation of the policy be conducted one year after full implementation. This evaluation will provide an opportunity to ensure that the policy accurately reflects Service NL's requirements for the advancement of modern and relevant legislation.

OHS Medical Audit in Labrador West

Iron ore mining has been carried out in Labrador West by the Iron Ore Company of Canada (IOCC) and Wabush Mines since the early 1960s. Silicosis was initially diagnosed in the mining workforce in the mid 1970s. There have been a number of studies over the last several decades to assess the adverse health effects of silica exposure on IOCC and Wabush Mines workers. The Provincial Government has worked to find ways to reduce the risk of silicosis. A revised Silica Code of Practice is one initiative completed as a result of collaboration with the IOCC, Wabush Mines and the local United Steelworkers Unions. The Code monitors current workers through a silica-specific medical monitoring program; the revised Code came into effect in 2006.

In February 2013, Service NL entered into a contract with a leading provider of health solutions to conduct a medical audit representing a sample of current and former mine workers in Labrador West. Although not required by legislation, a medical x-ray audit is a quality assurance measure. It is anticipated that worker participation will be high and that the audit will enhance awareness and provide opportunities for educating workers and medical professionals responsible for assessing and treating individuals affected by occupational disease.

Annex A: Ministerial Entities

The Minister of Service NL is responsible for 11 public entities. The Workplace Health, Safety and Compensation Commission is a Category One entity as defined by the *Transparency and Accountability Act* and prepares an independent annual performance report to the House of Assembly upon approval of the Minister of Service NL. The Government Purchasing Agency, the Credit Union Deposit Guarantee Corporation and the Office of the Chief Information Officer are Category Two entities as defined by the Act and provide independent annual business reports to the House of Assembly upon approval of the minister. The remaining seven entities are considered Category Three entities by the Act. These entities are:

- ◇ Public Safety Appeal Board
- ◇ Advisory Council on Occupational Health and Safety
- ◇ Workplace Health and Safety Compensation Review Division
- ◇ Buildings Accessibility Advisory Board
- ◇ Buildings Accessibility Appeal Tribunal
- ◇ Financial Services Appeal Board
- ◇ Radiation Health and Safety Advisory Committee

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

A brief description of each of the ministerial entities are outlined below:

Public Safety Appeal Board

The Public Safety Appeal Board is established under subsection 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, the Chief Inspector of Boiler Pressure Vessel and Compressed Gas Systems or the Chief Inspector of 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 is comprised 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 board are based on a review of written and oral submissions and documents. The board's decision may be appealed to the courts. In accordance with the requirements of the *Transparency and Accountability Act*, the Board has prepared an Annual Activity Report for 2012-13.

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 advice 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. In accordance with the requirements of the *Transparency and Accountability Act*, the Council has prepared an Annual Activity Report for 2012-13.

Workplace Health and Safety Compensation Review Division

The Workplace Health and Safety Compensation Review Division (WHSCRD) is the final level of review within the workers' compensation system in Newfoundland and Labrador. It is responsible for the review of decisions of the Workplace Health, Safety and Compensation Commission. The WHSCRD may review such issues as:

- Compensation benefits;
- Rehabilitation and return to work services and benefits;
- Employers' assessments;
- The assignment of an employer to a particular class or group; and
- The obligations of an employer and a worker with respect to return to work and rehabilitation issues.

In accordance with the requirements of the *Transparency and Accountability Act*, the Review Division has prepared an Annual Activity Report for 2012-13.

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*. The mandate of the board is to report to and advise the Minister of Service NL 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 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. The board was newly appointed in fiscal year 2012-13 and is in the process of preparing an activity plan for 2014-17 in keeping with the requirements of the *Transparency and Accountability Act*.

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*. 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. There were no cases referred for consideration during 2012-2013. The tribunal was newly appointed in fiscal year 2012-13 and is in the process of preparing an activity plan for 2014-17 in keeping with the requirements of the *Transparency and Accountability Act*.

Financial Services Appeal Board

The Financial Services Appeal Board is established under Section 3 of the *Financial Services Appeal Board Act*. 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. The board was newly appointed in fiscal year 2012-13 and is in the process of preparing an activity plan for 2014-17 in keeping with the requirements of the *Transparency and Accountability Act*.

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 radiation; 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 Service NL. The committee is presently inactive but should it be reconstituted under the *Act*, the committee shall prepare an activity plan in keeping with the requirements of the *Transparency and Accountability Act*.

SERVICE NEWFOUNDLAND AND LABRADOR
Statement of Expenditure and Related Revenue
FOR THE YEAR ENDED 31 MARCH 2013

	Actual	Estimates	
		Amended	Original
		\$	\$
EXECUTIVE AND SUPPORT SERVICES			
MINISTER'S OFFICE			
<i>CURRENT</i>			
1.1.01. MINISTER'S OFFICE			
01. Salaries	239,579	243,100	243,100
02. Employee Benefits	328	1,000	1,000
03. Transportation and Communications	43,681	49,700	38,200
04. Supplies	2,496	5,400	5,400
06. Purchased Services	2,963	7,200	18,800
07. Property, Furnishings and Equipment	437	500	400
Total: Minister's Office	289,484	306,900	306,900
TOTAL: MINISTER'S OFFICE	289,484	306,900	306,900
GENERAL ADMINISTRATION			
<i>CURRENT</i>			
1.2.01. EXECUTIVE SUPPORT			
01. Salaries	1,237,225	1,237,300	1,391,800
02. Employee Benefits	2,590	3,500	3,500
03. Transportation and Communications	32,153	65,800	65,800
04. Supplies	10,096	30,000	31,100
05. Professional Services	24,000	165,000	135,000
06. Purchased Services	15,716	30,500	55,500
07. Property, Furnishings and Equipment	2,534	3,800	2,700
	1,324,314	1,535,900	1,685,400
02. Revenue - Provincial	(816,157)	(1,040,000)	(1,040,000)
Total: Executive Support	508,157	495,900	645,400
1.2.02. STRATEGIC HUMAN RESOURCE MANAGEMENT			
01. Salaries	932,832	996,600	996,600
02. Employee Benefits	3,728	11,200	11,200
03. Transportation and Communications	26,537	53,000	55,000
04. Supplies	8,107	9,300	5,300
05. Professional Services	-	4,700	4,700
06. Purchased Services	267,404	315,500	317,500
07. Property, Furnishings and Equipment	4,526	6,000	6,000
Total: Strategic Human Resource Management	1,243,134	1,396,300	1,396,300

SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
EXECUTIVE AND SUPPORT SERVICES			
GENERAL ADMINISTRATION			
<i>CURRENT</i>			
1.2.03. REGULATORY REFORM			
01. Salaries	245,894	248,000	306,100
02. Employee Benefits	-	1,500	1,500
03. Transportation and Communications	2,681	9,800	9,800
04. Supplies	1,275	2,000	2,000
05. Professional Services	-	5,000	5,000
06. Purchased Services	-	2,500	2,500
07. Property, Furnishings and Equipment	-	1,800	1,800
Total: Regulatory Reform	249,850	270,600	328,700
<i>CAPITAL</i>			
1.2.04. ADMINISTRATIVE SUPPORT			
07. Property, Furnishings and Equipment	146,070	146,100	135,000
02. Revenue - Provincial	(65,048)	(25,000)	(25,000)
Total: Administration Support	81,022	121,100	110,000
TOTAL: GENERAL ADMINISTRATION	2,082,163	2,283,900	2,480,400
TOTAL: EXECUTIVE AND SUPPORT SERVICES	2,371,647	2,590,800	2,787,300
CONSUMER AND COMMERCIAL AFFAIRS			
CONSUMER AND COMMERCIAL AFFAIRS			
<i>CURRENT</i>			
2.1.01. CONSUMER AFFAIRS			
01. Salaries	860,339	908,500	928,500
02. Employee Benefits	498	1,800	2,500
03. Transportation and Communications	35,814	61,800	61,800
04. Supplies	9,706	19,900	19,900
06. Purchased Services	12,524	20,100	20,100
07. Property, Furnishings and Equipment	914	5,300	5,300
	919,795	1,017,400	1,038,100
02. Revenue - Provincial	(17,197)	(12,000)	(12,000)
Total: Consumer Affairs	902,598	1,005,400	1,026,100

SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
CONSUMER AND COMMERCIAL AFFAIRS			
CONSUMER AND COMMERCIAL AFFAIRS			
<i>CURRENT</i>			
2.1.02. FINANCIAL SERVICES REGULATION			
01. Salaries	1,198,047	1,243,800	1,333,800
02. Employee Benefits	1,073	2,100	6,100
03. Transportation and Communications	29,380	45,000	49,000
04. Supplies	12,023	14,000	14,000
05. Professional Services	-	5,000	10,000
06. Purchased Services	65,494	75,500	32,500
07. Property, Furnishings and Equipment	1,193	1,800	1,800
Total: Financial Services Regulation	1,307,210	1,387,200	1,447,200
2.1.03. COMMERCIAL REGISTRATIONS			
01. Salaries	1,187,842	1,235,700	1,369,100
02. Employee Benefits	635	2,000	2,000
03. Transportation and Communications	60,553	72,500	80,500
04. Supplies	17,878	22,600	46,600
06. Purchased Services	780,502	806,600	665,600
07. Property, Furnishings and Equipment	2,138	7,400	31,400
Total: Commercial Registrations	2,049,548	2,146,800	2,195,200
TOTAL: CONSUMER AND COMMERCIAL AFFAIRS	4,259,356	4,539,400	4,668,500
TOTAL: CONSUMER AND COMMERCIAL AFFAIRS	4,259,356	4,539,400	4,668,500
GOVERNMENT SERVICES			
MOTOR VEHICLE REGISTRATION			
<i>CURRENT</i>			
3.1.01. ADMINISTRATION			
01. Salaries	1,334,819	1,358,500	1,358,500
02. Employee Benefits	350	1,500	1,500
03. Transportation and Communications	724,212	727,000	560,900
04. Supplies	304,001	315,600	248,600
06. Purchased Services	1,110,534	2,418,800	2,560,900
07. Property, Furnishings and Equipment	1,541	2,700	11,700
10. Grants and Subsidies	43,653	51,600	51,600
Total: Administration	3,519,110	4,875,700	4,793,700

SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
GOVERNMENT SERVICES			
MOTOR VEHICLE REGISTRATION			
<i>CURRENT</i>			
3.1.02. DRIVER EXAMINATIONS AND WEIGH SCALE OPERATIONS			
01. Salaries	2,314,380	2,338,000	2,411,000
02. Employee Benefits	-	1,000	4,000
03. Transportation and Communications	144,483	151,100	119,500
04. Supplies	5,451	5,500	5,500
06. Purchased Services	71,738	74,000	67,000
07. Property, Furnishings and Equipment	4,351	4,500	45,200
Total: Driver Examinations and Weigh Scale Operations	2,540,403	2,574,100	2,652,200
3.1.03. LICENCE AND REGISTRATION PROCESSING			
01. Salaries	2,153,830	2,153,900	2,057,500
02. Employee Benefits	77,474	77,500	9,000
03. Transportation and Communications	6,393	7,500	7,500
04. Supplies	373,136	388,400	297,400
06. Purchased Services	1,575,519	1,679,300	1,873,800
07. Property, Furnishings and Equipment	4,724	6,300	6,300
Total: Licence and Registration Processing	4,191,076	4,312,900	4,251,500
3.1.04. NATIONAL SAFETY CODE			
01. Salaries	1,363,347	1,363,400	1,345,000
02. Employee Benefits	-	2,000	2,000
03. Transportation and Communications	105,765	108,300	108,300
04. Supplies	11,290	12,200	12,200
05. Professional Services	12,250	20,000	40,000
06. Purchased Services	8,835	9,400	9,400
07. Property, Furnishings and Equipment	9,881	9,900	9,900
	1,511,368	1,525,200	1,526,800
01. Revenue - Federal	(574,461)	(191,500)	(191,500)
Total: National Safety Code	936,907	1,333,700	1,335,300
TOTAL: MOTOR VEHICLE REGISTRATION	11,187,496	13,096,400	13,032,700

SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
GOVERNMENT SERVICES			
PERMITTING AND INSPECTION SERVICES			
<i>CURRENT</i>			
3.2.01. SUPPORT SERVICES			
01. Salaries	2,769,375	2,771,000	2,661,700
02. Employee Benefits	3,398	3,600	3,600
03. Transportation and Communications	306,990	370,000	441,200
04. Supplies	61,647	70,100	40,100
05. Professional Services	-	18,000	15,800
06. Purchased Services	1,449,256	1,512,300	1,600,300
07. Property, Furnishings and Equipment	11,312	26,100	26,100
09. Allowances and Assistance	153,479	154,000	154,000
	<u>4,755,457</u>	<u>4,925,100</u>	<u>4,942,800</u>
02. Revenue - Provincial	<u>(1,160,132)</u>	<u>(1,320,000)</u>	<u>(1,320,000)</u>
Total: Support Services	<u>3,595,325</u>	<u>3,605,100</u>	<u>3,622,800</u>
3.2.02. REGIONAL SERVICES			
01. Salaries	7,524,870	7,526,100	7,488,600
02. Employee Benefits	32,499	36,400	38,900
03. Transportation and Communications	549,100	563,800	610,800
04. Supplies	194,545	215,400	181,400
06. Purchased Services	151,335	158,300	140,300
07. Property, Furnishings and Equipment	38,558	42,300	47,300
	<u>8,490,907</u>	<u>8,542,300</u>	<u>8,507,300</u>
01. Revenue - Federal	<u>(64,140)</u>	<u>(150,000)</u>	<u>(150,000)</u>
02. Revenue - Provincial	<u>(2,079,166)</u>	<u>(1,983,000)</u>	<u>(1,983,000)</u>
Total: Regional Services	<u>6,347,601</u>	<u>6,409,300</u>	<u>6,374,300</u>
TOTAL: PERMITTING AND INSPECTION SERVICES	<u>9,942,926</u>	<u>10,014,400</u>	<u>9,997,100</u>

SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
GOVERNMENT SERVICES			
OTHER SERVICES			
<i>CURRENT</i>			
3.3.01. VITAL STATISTICS REGISTRY			
01. Salaries	848,657	848,700	714,000
02. Employee Benefits	9,213	9,300	6,000
03. Transportation and Communications	55,618	82,500	84,800
04. Supplies	16,260	17,600	10,000
06. Purchased Services	115,055	116,400	55,000
07. Property, Furnishings and Equipment	2,431	2,600	5,400
	1,047,234	1,077,100	875,200
01. Revenue - Federal	(379,349)	(9,200)	(9,200)
02. Revenue - Provincial	-	(50,000)	(50,000)
Total: Vital Statistics Registry	667,885	1,017,900	816,000
3.3.02. QUEEN'S PRINTER			
01. Salaries	39,530	39,600	39,600
02. Employee Benefits	-	2,000	2,000
03. Transportation and Communications	1,944	2,600	2,600
04. Supplies	1,631	2,000	2,000
06. Purchased Services	76,776	98,500	98,500
	119,881	144,700	144,700
02. Revenue - Provincial	(189,965)	(170,000)	(170,000)
Total: Queen's Printer	(70,084)	(25,300)	(25,300)
3.3.03. PRINTING AND MICROGRAPHIC SERVICES			
01. Salaries	991,456	991,500	965,000
02. Employee Benefits	550	600	-
03. Transportation and Communications	13,169	16,000	13,900
04. Supplies	332,937	356,700	479,400
05. Professional Services	106,953	110,000	127,800
06. Purchased Services	325,896	472,400	334,600
07. Property, Furnishings and Equipment	44,366	45,000	20,000
	1,815,327	1,992,200	1,940,700
02. Revenue - Provincial	(1,316,487)	(1,618,900)	(1,618,900)
Total: Printing and Micrographic Services	498,840	373,300	321,800
TOTAL: OTHER SERVICES	1,096,641	1,365,900	1,112,500
TOTAL: GOVERNMENT SERVICES	22,227,063	24,476,700	24,142,300

SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
OCCUPATIONAL HEALTH AND SAFETY			
OCCUPATIONAL HEALTH AND SAFETY INSPECTIONS			
<i>CURRENT</i>			
4.1.01. OCCUPATIONAL HEALTH AND SAFETY INSPECTIONS			
01. Salaries	3,272,715	3,994,000	3,994,000
02. Employee Benefits	36,374	54,600	54,600
03. Transportation and Communications	378,373	434,100	434,100
04. Supplies	118,947	148,800	148,800
05. Professional Services	56,743	174,000	174,000
06. Purchased Services	383,664	489,000	489,000
07. Property, Furnishings and Equipment	77,491	81,900	81,900
	<u>4,324,307</u>	<u>5,376,400</u>	<u>5,376,400</u>
02. Revenue - Provincial	<u>(3,367,972)</u>	<u>(5,376,400)</u>	<u>(5,376,400)</u>
Total: Occupational Health and Safety Inspections	<u>956,335</u>	<u>-</u>	<u>-</u>
TOTAL: OCCUPATIONAL HEALTH AND SAFETY INSPECTIONS	<u>956,335</u>	<u>-</u>	<u>-</u>
FINANCIAL ASSISTANCE			
<i>CURRENT</i>			
4.2.01. ASSISTANCE TO ST. LAWRENCE MINERS' DEPENDENTS			
09. Allowances and Assistance	45,588	56,000	56,000
Total: Assistance to St. Lawrence Miners' Dependents	<u>45,588</u>	<u>56,000</u>	<u>56,000</u>
4.2.02. ASSISTANCE TO OUTSIDE AGENCIES			
10. Grants and Subsidies	7,000	16,500	16,500
02. Revenue - Provincial	<u>(10,660)</u>	<u>(16,500)</u>	<u>(16,500)</u>
Total: Assistance to Outside Agencies	<u>(3,660)</u>	<u>-</u>	<u>-</u>
TOTAL: FINANCIAL ASSISTANCE	<u>41,928</u>	<u>56,000</u>	<u>56,000</u>
TOTAL: OCCUPATIONAL HEALTH AND SAFETY	<u>998,263</u>	<u>56,000</u>	<u>56,000</u>

SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
WORKPLACE HEALTH, SAFETY AND COMPENSATION REVIEW			
WORKPLACE HEALTH, SAFETY AND COMPENSATION REVIEW			
<i>CURRENT</i>			
5.1.01. WORKPLACE HEALTH, SAFETY AND COMPENSATION REVIEW			
01. Salaries	632,166	715,700	715,700
02. Employee Benefits	3,635	3,700	2,500
03. Transportation and Communications	39,378	41,000	20,000
04. Supplies	18,978	21,300	22,500
05. Professional Services	152,788	180,000	200,000
06. Purchased Services	110,821	120,500	120,500
07. Property, Furnishings and Equipment	2,076	7,000	8,000
	<u>959,842</u>	<u>1,089,200</u>	<u>1,089,200</u>
02. Revenue - Provincial	<u>(801,377)</u>	<u>(1,089,200)</u>	<u>(1,089,200)</u>
Total: Workplace Health, Safety and Compensation Review	<u>158,465</u>	<u>-</u>	<u>-</u>
TOTAL: WORKPLACE HEALTH, SAFETY AND COMPENSATION REVIEW	<u>158,465</u>	<u>-</u>	<u>-</u>
TOTAL: WORKPLACE HEALTH, SAFETY AND COMPENSATION REVIEW	<u>158,465</u>	<u>-</u>	<u>-</u>
GOVERNMENT PURCHASING AGENCY			
GOVERNMENT PURCHASING AGENCY			
<i>CURRENT</i>			
6.1.01. GOVERNMENT PURCHASING AGENCY			
01. Salaries	2,318,305	2,318,400	2,296,100
02. Employee Benefits	616	2,000	2,000
03. Transportation and Communications	50,225	56,700	56,700
04. Supplies	20,349	21,900	20,900
05. Professional Services	8,616	20,000	20,000
06. Purchased Services	57,350	113,900	116,000
07. Property, Furnishings and Equipment	1,997	6,500	6,500
	<u>2,457,458</u>	<u>2,539,400</u>	<u>2,518,200</u>
02. Revenue - Provincial	<u>(117,133)</u>	<u>(258,000)</u>	<u>(258,000)</u>
Total: Government Purchasing Agency	<u>2,340,325</u>	<u>2,281,400</u>	<u>2,260,200</u>
TOTAL: GOVERNMENT PURCHASING AGENCY	<u>2,340,325</u>	<u>2,281,400</u>	<u>2,260,200</u>
TOTAL: GOVERNMENT PURCHASING AGENCY	<u>2,340,325</u>	<u>2,281,400</u>	<u>2,260,200</u>
TOTAL: DEPARTMENT	<u>32,355,119</u>	<u>33,944,300</u>	<u>33,914,300</u>

SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)**Summary of Gross Expenditure and Unexpended Balances**

	\$
Original estimates (net)	33,914,300
Add (subtract) transfers of estimates	30,000
Addback revenue estimates net of transfers	13,309,700
Original estimates of expenditure	<u>47,254,000</u>
Supplementary supply	<u>-</u>
Total Appropriation	<u>47,254,000</u>
Total net expenditure	32,355,119
Add revenue less transfers and statutory payments	<u>10,959,244</u>
Total gross expenditure (budgetary, non-statutory)	<u>43,314,363</u>
Unexpended balance of appropriation	<u><u>3,939,637</u></u>

Summary of Cash Payments and Receipts

	<u>Payments</u>	<u>Receipts</u>	<u>Net</u>
	\$	\$	\$
Current Account	43,168,293	10,894,196	32,274,097
Capital Account	146,070	65,048	81,022
Totals	<u><u>43,314,363</u></u>	<u><u>10,959,244</u></u>	<u><u>32,355,119</u></u>

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 Chief Operating Officer
 Government Purchasing
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