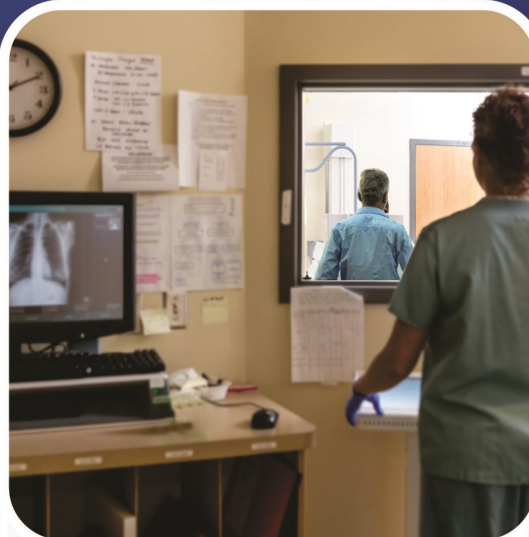
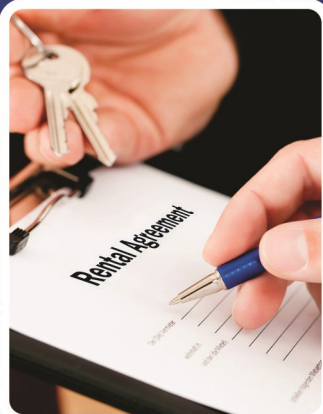


# Annual Performance Report

## 2013-2014



Service NL  
**Annual Performance Report**  
2013-2014



Service NL

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## Message from the Minister

I am pleased to submit the 2013-14 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.

This report marks the final year of the department's 2011-14 Strategic Plan. Enhancing program and service delivery was the principal area 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 2013-14 fiscal year to address our key priority issues: building a strong customer service culture, improving program and service quality and access, and enhancing the department's legislative and regulatory framework.



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 2013-14, 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 2013-14 Annual Report and the results reported. I look forward to continued success and guiding Service NL into the 2014-15 fiscal year.

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

**David Brazil**  
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).

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 Strategic Plan, available online at: <http://www.servicenl.gov.nl.ca/publications/>. The Minister of Service NL is responsible for 13 public entities (Annex A) in addition to oversight of the Public Utilities Board's mandate with respect to auto insurance.

### **Vision**

People in Newfoundland and Labrador living and working in healthy, fair 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, building design for accessibility and fire/life safety.

#### ***Environmental health activities***

Food establishments, tobacco retailers, personal services establishments and tanning facilities, septic and other waste water disposal systems, municipal water supplies, abattoirs, public pools, recreational facilities, daycares, personal care homes, 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, security guards, charitable gaming and residential tenancies.

#### ***Commercial registrations activities***

Deeds, companies, personal property, co-operatives, limited partnerships, limited liability 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, vehicle registrations, commercial vehicle inspections (for buses, school buses, 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](http://www.servicenl.gov.nl.ca).

## **3. Conflict Resolution**

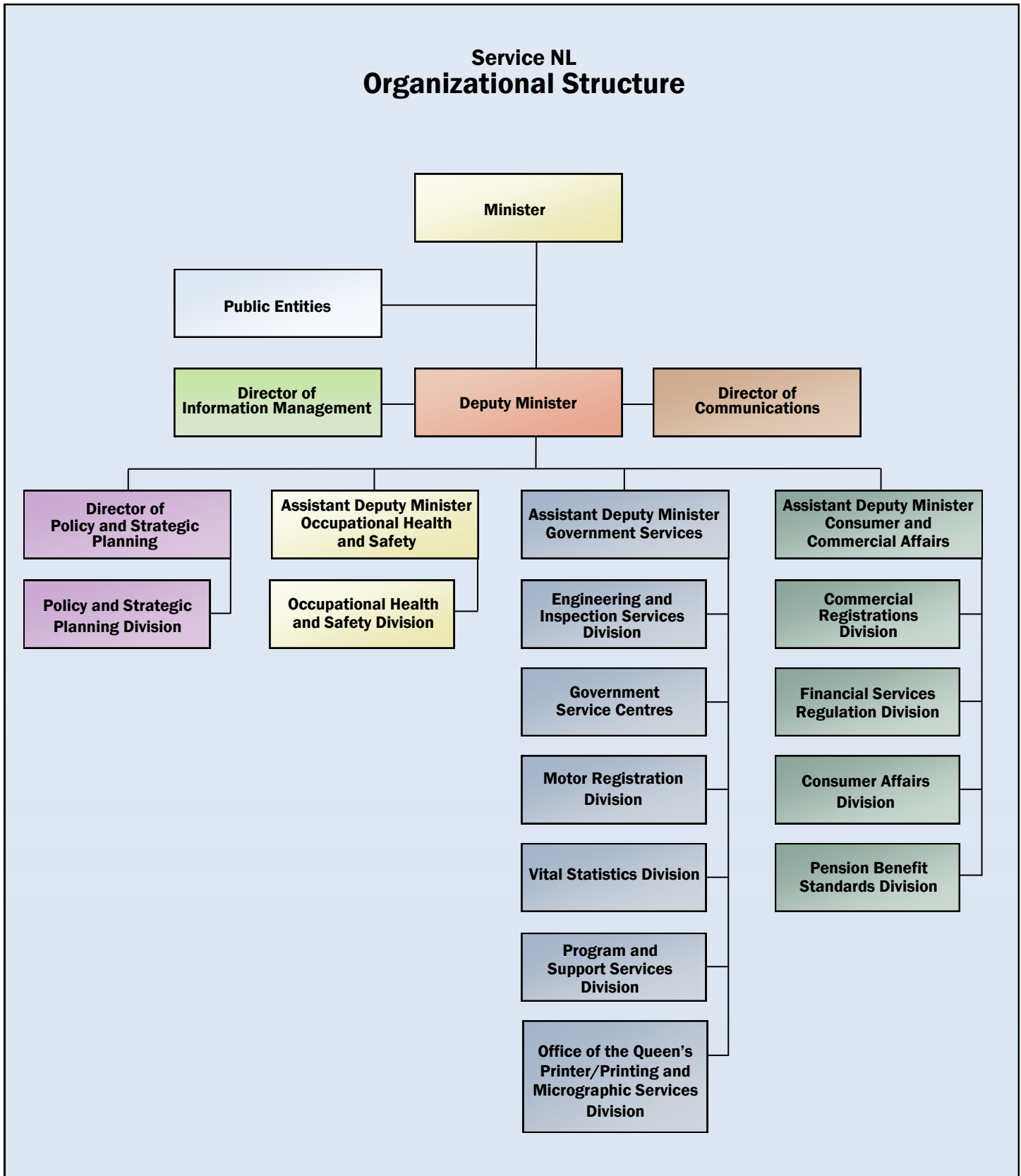
Service NL provides conflict resolution services for disputes such as residential tenancies and specific issues related to legislative compliance for the provincially-regulated financial services industry, occupational health and safety, buildings accessibility, consumer protection and public safety.

## **4. Printing Services**



Service NL provides printing, microfilming and digitizing services for government departments and agencies through the Office of the Queen's Printer/Printing and Micrographic Services Division. 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/](http://www.servicenl.gov.nl.ca/printer/).

The organizational chart below illustrates the department's reporting structure (as of March 31, 2014).



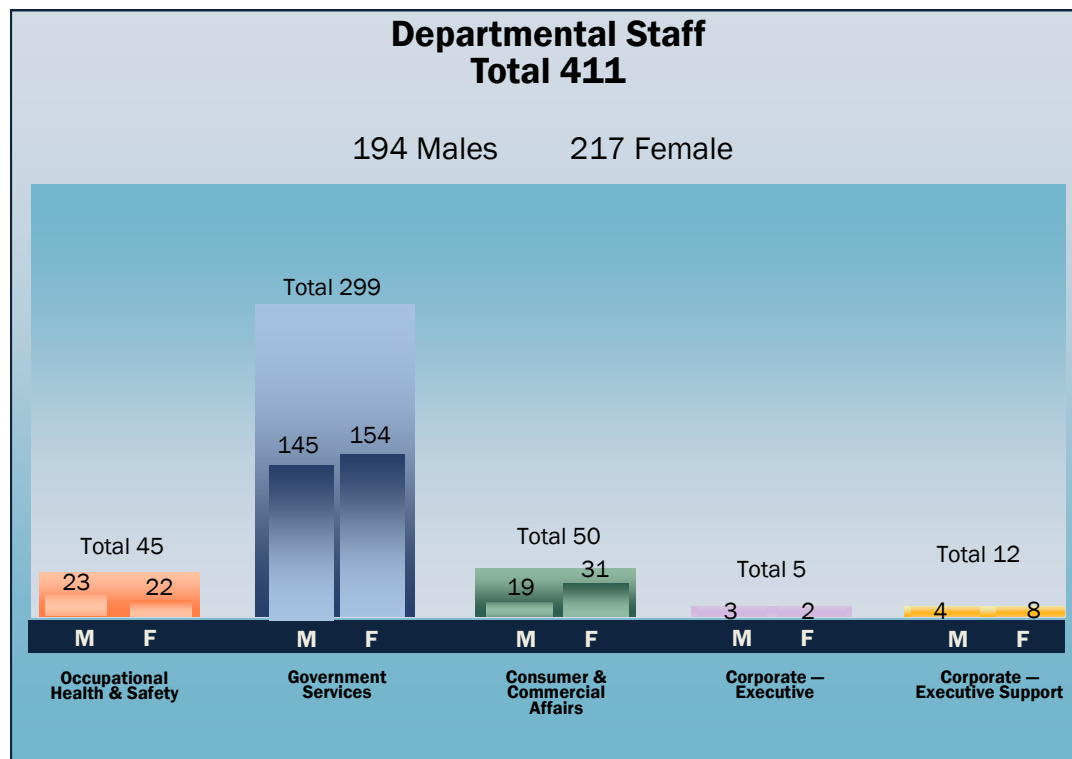


## Other Key Statistics

### Number of employees

As of March 31, 2014, Service NL employed 411 individuals (194 men and 217 women) across the province. The department 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.

**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.

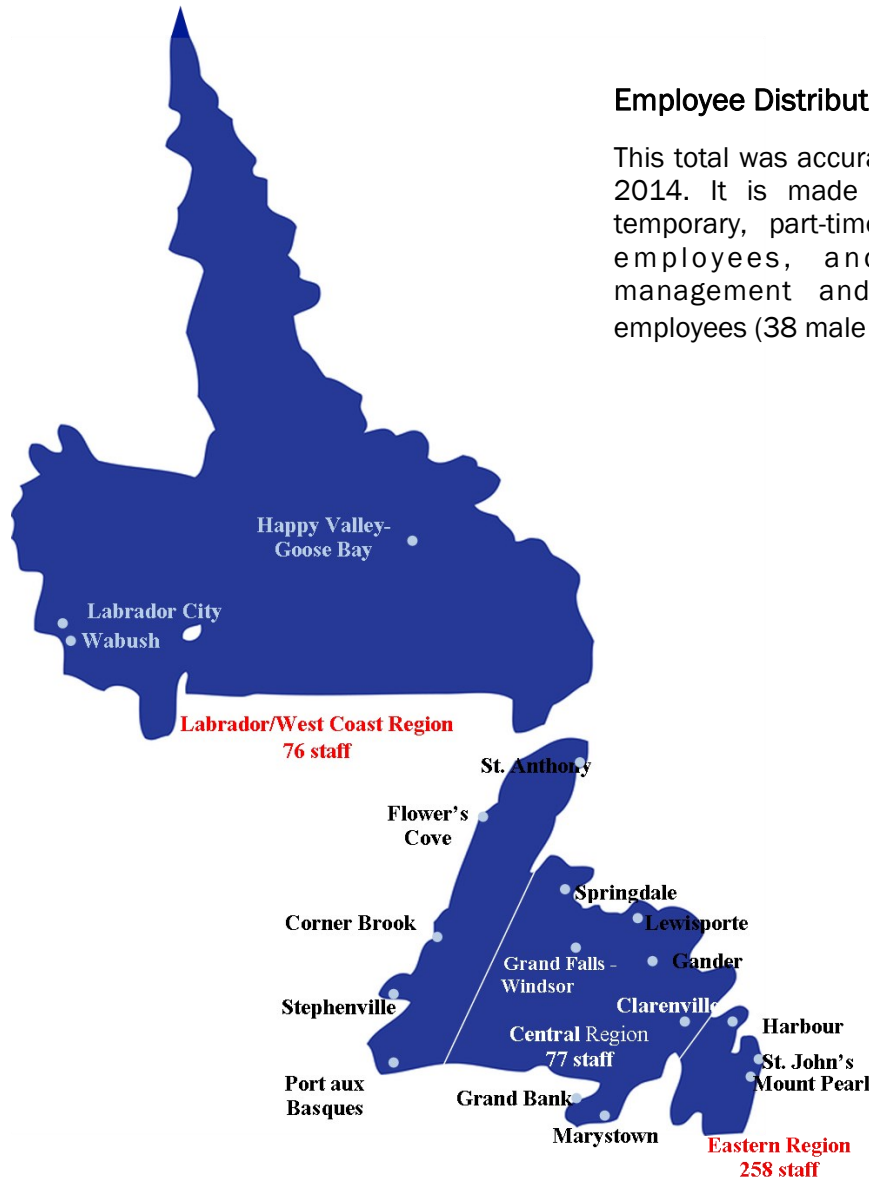
The Government Service Centres (GSC) have five main offices - Mount Pearl, Clarenville, Gander, Corner Brook and Happy Valley-Goose Bay. There are six other GSC offices located in Harbour Grace, Grand Falls-Windsor, St. Anthony, Stephenville, Labrador City and Marystown. These offices provide licensing, permitting, inspection and registration services to the public. Other 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 provincial 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/Printing and Micrographic Services Division, 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, 2014. It is made up of permanent, temporary, part-time, and contractual employees, and includes 60 management and executive level employees (38 male and 22 female).

## **Budget**

The department collected \$134.1 million in current account and related revenues in 2013-14. The department had an operating budget of \$39.7 million in 2013-14, while its gross expenditures were \$38.3 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 2013-14 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/territorial, and municipal 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 2013-14.

## **Financial Services Regulation**

The Financial Services Regulation Division works with regulators from across Canada in the areas of securities through the Canadian Securities Administrators (CSA); insurance through the Canadian Council of Insurance Regulators (CCIR); real estate through the Canadian Real Estate Regulators Group; and mortgage brokers through the Mortgage Broker Regulators Council of Canada (MBRCC) 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 Canadian Association of Accredited Mortgage Professionals (CAAMP), the Insurance Brokers Association of Newfoundland (IBAN), the Newfoundland and Labrador Association of Realtors (NLAR) and the Canadian Real Estate Association (CREA).

## **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 Gaming 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 OHS Branch shared commitments with the WHSCC through “A Strategy for the Prevention of Known Occupational Disease” and the “Engagement to Action: A Prevention Strategy for Newfoundland and Labrador 2012-14”.

The Department is on a number of sector safety associations including the Municipalities Governance Committee (MGC), the Newfoundland and Labrador Construction Safety Association (NLCSA), the Newfoundland and Labrador Fish Harvesting Safety Association 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 and matters pertaining to occupational health and safety.

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/Printing and Micrographic Services Division



The Office of the Queen's Printer/Printing and Micrographic Services Division 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 funding school transportation, developing school busing policies 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 and Intergovernmental 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 and Intergovernmental 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, coordinate 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 Officer 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 decision making. The PSDC makes decisions on a consensus basis to support the 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

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### Birth, Marriage and Death Certificates Available Online

Applying for birth, marriage and death certificates became easier in September 2013 with the launch of a new online ordering service. Previously, applications could only be submitted in person at a Government Service Centre or by fax or mail. Individuals can apply and pay for certificates through the Service NL website at [www.servicenl.gov.nl.ca/vitalstats](http://www.servicenl.gov.nl.ca/vitalstats). Payment is accepted by credit or debit card. Once the transaction is complete, individuals can check their order status online the following business day. Orders are normally processed within three business days. Certificates are sent to the applicant via regular mail or can be sent by courier for an additional fee.



## 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, 10 additional municipalities in the province joined the BizPaL partnership. The province now has 59 municipal partners representing 66.3 per cent of the total population in Newfoundland and Labrador. The new communities which joined BizPal in 2013-14 were:

- Appleton
- Botwood
- Campbellton
- Carbonear
- Norris Point
- Northern Arm
- Springdale
- Trinity
- Triton
- Woody Point

For additional information on BizPaL visit [www.bizpal.gov.nl.ca](http://www.bizpal.gov.nl.ca).

## Offshore Occupational Health and Safety Practices Strengthened

Amendments were made to the *Canada-Newfoundland and Labrador Atlantic Accord Implementation Newfoundland and Labrador Act* to strengthen the province's offshore oil and gas regime by establishing a legislative foundation for occupational health and safety in the offshore sector. The amendments include a worker's right to know, a worker's right to reprisal protection for raising health and safety concerns, and joint allocation of responsibility among operators, employers, workers, and suppliers on matters related to health and safety. The amendments are the result of collaboration between the Province, the Governments of Canada and Nova Scotia, and offshore petroleum boards. Legislation was also tabled by the Federal Government and Nova Scotia.



## Enhanced Laws Protect Emergency and Enforcement Personnel

Amendments to the *Highway Traffic Act*, which became effective March 2014, require safer driving practices when approaching emergency, enforcement and other types of roadside assistance personnel at roadside. Drivers traveling in the same direction and approaching emergency and enforcement vehicles which are stopped must either stop or slow to a reasonable speed and give a wide berth to those working by the side of the road. Other designated vehicles which require a wide berth under the new 'move over' laws can include: tow trucks or other roadside assistance vehicles, search and rescue vehicles, public utility vehicles, municipal/provincial/federal enforcement and their service vehicles. The enhanced laws brings provincial legislation in line with most other Canadian jurisdictions and reflects safe, responsible driving to protect those working at the side of the road.



## Medical X-Ray 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, a lung disease which results from exposure to silica dust, was initially diagnosed in the mining workforce in the mid 1970s. There have been a number of studies conducted over the last several decades to assess the adverse health effects of silica exposure on IOCC and Wabush Mines workers.

In the Winter of 2013, Service NL entered into a contract with Morneau Shepell for the purpose of conducting a medical x-ray audit of Labrador mining properties. Morneau Shepell is one of North America's leading providers of integrated health solutions. The audit is part of the Provincial Government's efforts to reduce the risk of silicosis and will take place over a two-year period with preparation and development work done during the first year and the review of x-rays, analysis of findings and final report to be completed during the second year. Work is ongoing with approximately 1,000 former and current employees expressing interest in participating. Necessary information is being collected from these individuals and being entered into a database for statistical analysis.

## Legislation to Protect Drivers, Passengers and Pedestrians

Several amendments to the *Highway Traffic Act* in the Fall of 2013 increase road safety for drivers, passengers and pedestrians. These amendments were made in response to a number of enforcement concerns raised by police agencies. They address issues that represent a higher risk as a result of increased traffic flow in recent years. The amendments include:

- Emergency vehicles are required to stop at all red lights and stop signs to ensure it is safe to proceed through an intersection, supporting existing policies of police and health authorities;
- The number of occupants in a vehicle cannot exceed the number of seatbelts available and passengers are prohibited from being transported unsecured in the rear bed of a pickup truck;
- The reportable accident damage level has been increased from \$1,000 to \$2,000 to reflect inflationary factors;
- A more specific definition of a school zone has been adopted to clarify the area where speeding fines are doubled; and,
- Slow-moving vehicles are prohibited from travelling on a highway where the speed limit is greater than 80 km/h, except when working in snow clearing, road maintenance or road/sidewalk construction, or under special permit for agricultural or forestry areas.

## Single-Window Service Delivery

In 2013-14, planning and renovations were completed to finalize the move of the two remaining divisions at Mews Place in St. John's—the Vital Statistics Division and the Government Service Centre - to the Motor Registration Building in Mount Pearl. This further facilitates the department's commitment to offer more services and programs from one location in keeping with the 'single window' concept.

## Process Safety Management Code of Practice

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.

In 2012-13, a draft Process Safety Management Code of Practice was developed and distributed to targeted stakeholders for comment. Additional consultation occurred in 2013-14 and on February 10, 2014, the Code of Practice was adopted by North Atlantic Refinery Limited (NARL).

## Outcomes of 2011-14 Goals

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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 2011-14.

### 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.

### Results Achieved

The following details the department's progress toward the achievement of the planned results for 2011-14 as they relate to the strategic issue 'Customer Service Culture.'

#### **Continued development and delivery of service excellence training for departmental staff**

To achieve its goal of creating a "culture of service excellence", Service NL placed a high priority on professional development training for employees over the past three years. Notably, the department partnered with the Department of Advanced Education and Skills and the Workplace Health, Safety and Compensation

Commission in conducting *Service Excellence—Putting Citizens First*, an integrated and relationship based training program for staff to improve client service delivery. Approximately 500 employees across the three entities participated in this training.

In addition to specific Service Excellence training, the department also engaged the Institute for Citizen Centered Service (ICCS) to deliver three courses under the Institute's new Certified Service Manager program for public sector managers. The program is designed to develop specific skills for senior managers and front-line supervisors in supporting a service excellence culture, which was a key commitment in Service NL's 2011-14 Strategic Plan. The overall goal of this program is to provide public sector managers with a solid understanding of practical skills in delivering services to clients.

Finally, 278 professional development training sessions have been completed by employees since 2012. These sessions highlight the importance of developing service-based behaviours through establishing strong relationships with colleagues and clients. Sessions included creating and implementing team norms, building trust, communication, problem solving and conflict resolution in a service delivery environment. This training assists in building productive teams in a healthy work environment which translates into better service delivery.

## Customer service standards and criteria developed and implemented in select areas

### Driver Examinations

Driver examiners conduct over 10,500 road tests and on-road assessments annually. The peak demand for these services occur during the June-September period and in 2009-10 the average wait time during peak season was four weeks. In 2011-12, the Motor Registration Division (MRD) developed and implemented a service standard in select MRD locations whereby 95 per cent of all clients will receive a road test or on-road assessment no later than three weeks from the date of their request during the peak season. To assist MRD in achieving this new service standard, appointments are booked through the MRD Teleservices Centre for service in Clarenville, Gander, Grand Falls-Windsor, Corner Brook, Deer Lake, Stephenville, Port aux Basques, Mount Pearl and Harbour Grace.

### Special Inspections of Boiler and Pressure Vessel and Pressure Piping Systems



The Engineering and Inspection Services Division requires that clients schedule demand inspections after they have obtained a valid permit or certificate for the work to be inspected and the work has been completed and is prepared for inspection. A demand inspection is performed at the request of a client such as the owner of a boiler or pressure vessel or a contractor to fulfill their obligation under the *Public Safety Act* as opposed to a scheduled inspection which is routinely conducted under the department's Periodic Inspection Policy. Demand inspections include witnessing acceptance tests and performing inspections during the fabrication, alteration or repair of a boiler, pressure vessel or pressure piping system. The division receives an average of 10 special inspection requests weekly.

In April 2011, the division developed and implemented a new customer service standard for demand inspections that strives to improve completion times. The new standard set by the division is that 90 per cent of demand inspections be scheduled within 48 hours of receiving a client's request, provided they have a valid permit for the work to be inspected.

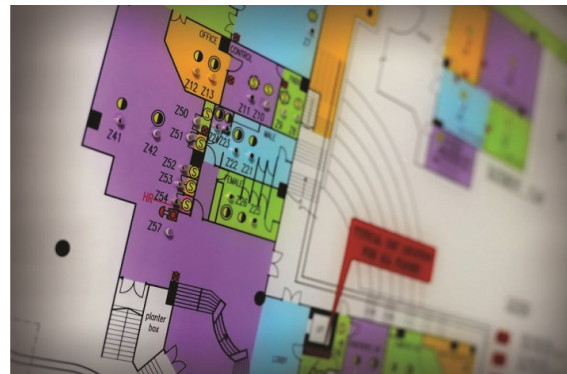
## Residential Tenancies

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, 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 typically issued within 15 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 2013-14 demonstrates that the Division is meeting the 25 working day completion target during peak construction periods 91 per cent of the time. The 15 working day standard during non-peak construction periods was being met 69 per cent of the time. These statistics are not a true representation of completion targets because they are compiled on a calendar year basis rather than a fiscal year basis. Therefore, the above results do not capture the compliance anticipated for the full peak and non-peak periods.

## Electrical and Septic Backfill Inspections

In 2012-13, the Program and Support Services Division developed service standards for several of the department's program areas, including the processing of applications for electrical permits and inspections as well as septic system approvals. In 2013-14, the Program and Support Services Division prepared reports to track these service standards against performance targets. The initial report was run for the first two quarters of fiscal 2013-14 in October 2013 and reports have since been produced quarterly. The summary report shows that Service NL on a provincial basis is meeting its service standard for Electrical Inspections at 94 per cent and for the Septic Backfill Inspections at 93 per cent. Service NL will continue to monitor and track the service standards on a quarterly basis.

## Improved Client Satisfaction

### Motor Registration Division

The Motor Registration Division conducted a survey in 2009 in which a baseline for customer service satisfaction was established. A follow-up survey was developed in 2012-13 through collaboration with the NL Statistics Agency. The Department did not conduct the survey for the purpose of measuring whether client satisfaction was improved due to other branch priorities. The Department remains committed to conducting the survey as resources and priorities allow.

### Evaluation Plan Developed

The ultimate goal of evaluation is improving client outcomes and ensuring government programs provide value for money by demonstrating effectiveness, efficiency and economy. This goal is consistent with the strategic direction, issues and goals of Service NL. An Evaluation Plan was developed in 2012 that provided risk assessment of various initiatives within the department. The purpose of this Evaluation Plan was to ensure evaluation related activities are strategically integrated into Service NL's planning and performance measurement processes.

## Improved Employee Engagement

During the period of the department's 2011-14 Strategic Plan, senior management of Service NL emphasized the importance of communications across all levels of the department. For example, there is a high priority placed on branch and divisional staff meetings being held on a regular basis. Similarly, weekly senior director/executive meetings occur providing an opportunity for consistent and concise direction to Assistant Deputy Ministers and directors. The departmental focus on employee engagement is best illustrated through the strategic planning process which Service NL recently undertook. As a preliminary step in the process, the Deputy Minister circulated a detailed survey to all employees of the department seeking their input prior to the drafting of the plan. Improved employee engagement was evidenced by the almost doubling of responses from a similar survey distributed for the previous Strategic Plan.

## 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 priority 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 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.

## Results Achieved

The following details the department's progress toward the achievement of the planned results for 2011-14 as they relate to the strategic issue 'Program and Service Delivery Quality and Access.'

### Streamlined Business Processes in Select Areas

#### Buildings Accessibility Registration/Permit Process

A pilot project was initiated in 2012 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 tenant turnover within their buildings is an ongoing challenge for owners. A pre-approved Exemption Registration allows the owner to obtain a municipal occupancy permit without going 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 determined that the new process would be implemented, which occurred in 2013-14. The revised registration and permit process is considerably more streamlined and reduces red tape for all owners of existing buildings.

In 2013-14, the new process was implemented for two large multi-tenant buildings. Five applications have been received since May 2013.

### Implementation of Vital Statistics Newborn Birth Registration Bundle of Services with Other Federal and Provincial Services and Benefits for Families

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 allows them to access multiple programs and services for their child. The same application form allows 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

## **Driver Records and Driver Medicals Programs**

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. Implementation of the identified enhancements to the programs began 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 MRD Teleservices staff and regional offices to reduce the number of calls which must be re-directed.

## **Increased Number of Services Available Online**

### **Online Deeds Registration**

The new *Registration of Deeds Act, 2009* provides for the electronic filing of deeds and other documents through Service NL's Companies and Deeds Online (CADO) system, in addition to the traditional method of filing paper copies. In 2011-12, the first fiscal year that deeds and other documents could be filed electronically, 45 per cent of all deeds registrations were filed online through the CADO system. In 2012-13 and 2013-14, the frequency of online use increased to 46 per cent and 51 per cent respectively.

### **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. These inspections are used to assess 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 at [www.servicenl.gov.nl.ca/inspections/](http://www.servicenl.gov.nl.ca/inspections/). The new online system enhances the department's commitment to food safety while simultaneously allowing consumers to make informed decisions prior to dining out.

### **Conversion of Paper-Based Condominium Registry Information into Companies and Deeds Online**

Traditionally, condominium corporation files were paper-based and only available to stakeholders at the Registry of Corporations office in St. John's. In 2013-14, the Commercial Registrations Division commenced a project to digitize these paper-based records.

By the end of the 2013-14 fiscal year, 10 of 131 (7.6 per cent) paper-based condominium corporation files have been digitized and are available in the CADO system. The digitization of the paper-based records has the dual benefit of preserving the security and integrity of these important registry records as well as making them more accessible to the Registry's varied stakeholders. The digitization process will continue in 2014-15.



## Technological advances in program delivery utilized

### Birth, Marriage and Death Certificates Available Online

Applying for birth, marriage and death certificates became easier in September 2013 with the launch of a new online ordering service. Previously, applications could only be submitted in person at a Government Service Centre or by fax or mail. Individuals can apply and pay for certificates through the Service NL website at [www.servicenl.gov.nl.ca/vitalstats](http://www.servicenl.gov.nl.ca/vitalstats). Payment is accepted by credit or debit card. Once the transaction is complete, individuals can check their order status online the following business day. Orders are normally processed within three business days. Certificates are sent to the applicant via regular mail or can be sent by courier for an additional fee.

### Enhancements to Drivers Licence and Vehicle Registration Notices Implemented

During 2013-14, Service NL engaged in discussions with Canada Post in an effort to improve its delivery of Motor Vehicle Registration services online. The Office of the Chief Information Officer was consulted on technical requirements and in September 2013 a Memorandum of Understanding was signed with Canada Post for the electronic notification of Motor Registration Division renewals (vehicle registration and driver's licences through their epost service). epost allows residents of the province to receive, view and store driver's licence and vehicle registration renewal notices online. The vehicle registration renewal notification on epost is directly linked to Service NL's website and eliminates the need to have paper notifications sent by regular mail. Much of the work on this initiative was completed in fiscal 2013-14. Enhancements to driver's licencing and vehicle registration renewals were not implemented as planned due to circumstances that were unforeseen by the department. epost was fully implemented as an optional service in June 2014.

## Expanded Single Window Access

### Co-location of Service NL Offices

In March 2012, the Government Service Centre (GSC) and Motor Registration Division (MRD) in Corner Brook co-located in the Sir Richard Squires Building on Mount Bernard Avenue. 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. In 2013-14, planning and renovations were completed to finalize the move of the two remaining divisions at Mews Place in St. John's - the Vital Statistics Division and the Government Service Centre - to the Motor Registration Building in Mount Pearl.



These moves were 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. They further facilitate the department's commitment to offer more services and programs from one location in keeping with the 'single window' concept of service delivery.

## More Communities added to BizPaL

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 2011-14 time period, 33 additional municipalities in the province joined the BizPaL partnership. The province now has 59 municipal partners representing 66.3 per cent of the total population in Newfoundland and Labrador.

The BizPaL logo features the text "BizPaL" in a bold, blue, sans-serif font. The letters "i" and "a" are lowercase, while "B", "z", "P", and "L" are uppercase. The logo is set against a yellow, horizontal brushstroke background.

*Your online source for  
Business Permits and Licences*

## Program Evaluation completed in Radiation Assessment and Certification Program and recommendations implemented

The evaluation of the Radiation Assessment and Certification Program was initiated in 2012-13. Service NL planned to complete this review in 2013-14. However, it was not completed due to other branch priorities.

## 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. Protection 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.**

## Results Achieved

The following details the department's progress toward the achievement of the planned results for 2011-14 as they relate to the strategic issue 'Legislative and Regulatory Review.'

### **Legislative and regulatory framework reviewed and changes implemented in select areas**

#### **Detailed legislative inventory completed**

The Policy and Strategic Planning Division completed a detailed inventory of the department's significant legislative responsibilities in the Fall of 2011. The legislative inventory includes a listing of all amendments, the date of the last overall review or significant amendment, the enactment date of all statutes and regulations that fall under the primary/sole responsibility of the department, as well as those that are shared/secondary responsibilities in collaboration with other departments. This legislative inventory is a living document which is updated as legislation is amended, repealed or newly enacted.

#### **Jurisdictional scan of legislative review processes completed**

The Policy and Strategic Planning Division completed a jurisdictional scan of legislative review processes as part of the research stage in the development of the new Legislative Review Policy. No relevant legislative review processes were identified in other jurisdictions. Legislative Counsel, the Legislative Library, and the department's solicitor with the Department of Justice were consulted.

#### **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 a semi-annual or 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 and approximately 55 shared/secondary statutes and regulations. The Policy and Strategic Planning Division led the review process, meeting with designates from each Division of Service NL throughout 2012-13 and 2013-14 to identify priorities in select areas to enhance its legislative and regulatory regime. Implementation has been ongoing throughout the 2011-14 period.

## Research and Review of Legislative Amendments

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 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 and helped to further understand the intent of the legislation and the context of historical amendments. The review involved identifying, collecting, compiling and analyzing all legislative amendments in these areas to determine the legislative history of various statutes. 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.

## Changes Implemented in Select Areas

Service NL has implemented numerous changes in select areas to enhance the legislative and regulatory regime. Several of these changes were identified through the activities listed above. The following is a sample of some of the changes implemented during the 2011-2014 report period.

The *Consumer Protection and Business Practices Act* was amended in 2012-13 to add a section governing distance service contracts. Specifically, the amendments prescribe information required to be disclosed by a supplier to a consumer in a distance service contract; establish the circumstances under which a consumer or supplier may cancel or amend a distance service contract; establish rules regarding cancellation fees; establish rules regarding the use of security deposits; prescribe information respecting warranties which is required to be disclosed by a supplier to a consumer; and prescribe information required to be included when advertising goods or services which may be sold or provided under a distance service contract. These amendments protect consumers by establishing guidelines relating to distance service contracts.

The *Motorized Snow Vehicles and All-Terrain Vehicles Act* was amended in 2012-13 to enable regulations prescribing the powers of a peace officer to establish check stations to ensure compliance with the Act and the regulations. These amendments address safety matters in relation to the operation of motorized snow vehicles and all-terrain vehicles.

Eleven Acts were amended in 2012-13 to provide for staggered appointments to boards, councils and tribunals, making these appointments similar to appointments to disciplinary panels and allowing appointed members to continue in office upon the expiry of their terms until they are reappointed or replaced. These amendments also allow the boards, councils and tribunals to continue to operate even if the terms of members have expired. The 11 Acts are now consistent with other Acts under the mandate of Service NL.

Additional information related to 2013-14 amendments can be found on pages 31-33 of this report.

## Outcomes of 2013-14 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 2013-14, the third and final reporting year of its 2011-14 Strategic Plan.

### Strategic Issue 1: Customer Service Culture

<b>2013-14 OBJECTIVE</b>	<b>By March 31, 2014, Service NL will have implemented enhancements to its customer service capacity and delivery standards in the identified priority areas.</b>
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

### Results Achieved

The following details the department's progress toward the achievement of the planned results for 2013-14 as they relate to the strategic issue 'Customer Service Culture.'

#### Changes to the Driver Records and Driver Medicals Programs Implemented

During 2012-13, Motor Registration Division (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.

In 2013-14, both programs and associated staff were moved under one manager. On MRD's front counters, a new medicals review process was implemented for routine medicals submitted for driver's licenses whereby counter staff now have the ability to approve and add those medicals for drivers where the medicals do not indicate any conditions which may impact an individual's ability to drive safely. Previously, all medicals were reviewed by the Medicals Section in Head Office. This reduces wait times for customers, streamlines work processes and ultimately transactions are processed more quickly. Further, staff from both program areas have been physically moved into the same location and additional staff are in the process of being hired for the section.

## Co-location of Select Services Implemented

In 2013-2014, planning and renovations were completed to finalize the move of the two remaining divisions at Mews Place in St. John's - the Vital Statistics Division and the Government Service Centre - to the Motor Registration Building in Mount Pearl. This further facilitates the department's commitment to offer more services and programs from one location in keeping with the 'single window' concept.

## Service Standards Monitored to Increase Customer Service Capacity

In 2012-13, the Program and Support Services Division developed service standards for several of the department's program areas, including the processing of applications for electrical permits and inspections as well as septic system approvals. In 2013-14, the Program and Support Services Division prepared reports to track these service standards against performance targets. The initial report was run for the first two quarters of fiscal 2013-14 in October 2013 and reports have since been produced quarterly. The summary report shows that Service NL on a provincial basis is meeting its service standard for Electrical Inspections at 94 per cent and for the Septic Backfill Inspections at 93 per cent. Service NL will continue to monitor and track the service standards on a quarterly basis.

## Strategic Issue 2: Program and Service Delivery Quality and Access

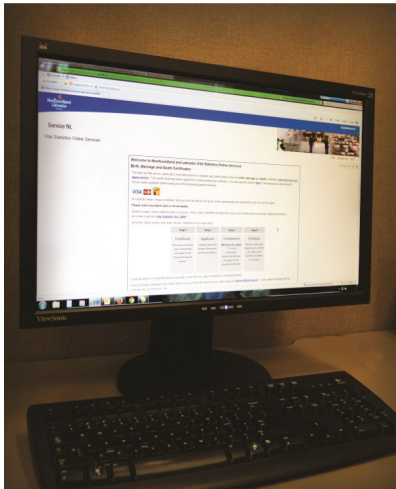
<b>2013-14 OBJECTIVE</b>	<b>By March 31, 2014, Service NL will have continued to implement changes and enhancements to strengthen and improve the overall quality and accessibility of its programs and services.</b>
Measure	Implemented changes and enhancements to strengthen and improve quality and accessibility 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



## Results Achieved

The following details the department's progress toward the achievement of the planned results for 2013-14 as they relate to the strategic issue 'Program and Service Delivery Quality and Access.'

### **New Online Vital Statistics System launched to allow for electronic applications for birth, marriage and death certificates**



Applying for birth, marriage and death certificates became easier in September 2013 with the launch of a new online ordering service. Previously, applications could only be submitted in person at a Government Service Centre or by fax or mail. Individuals can apply and pay for certificates through the Service NL website at [www.servicenl.gov.nl.ca/vitalstats](http://www.servicenl.gov.nl.ca/vitalstats). Payment is accepted by credit or debit card. Once the transaction is complete, individuals can check their order status online the following business day. Orders are normally processed within three business days. Certificates are sent to the applicant via regular mail or can be sent by courier for an additional fee.

### **Enhancements to Drivers Licence and Vehicle Registration Notices Implemented**

During 2013-14, Service NL engaged in discussions with Canada Post in an effort to improve its delivery of motor vehicle registration services online. The Office of the Chief Information Officer was consulted on technical requirements and in September 2013 a Memorandum of Understanding was signed with Canada Post for the electronic notification of Motor Registration Division renewals (vehicle registrations and driver's licences through their epost service). epost allows residents of the province to receive, view and store driver's licence and vehicle registration renewal notices online. The vehicle registration renewal notification on epost is directly linked to Service NL's website and eliminates the need to have paper notifications sent by regular mail. Much of the work on this initiative was completed in fiscal 2013-14. Enhancements to driver's licencing and vehicle registration renewals were not implemented as planned due to circumstances that were unforeseen by the department. epost was fully implemented as an optional service in June 2014.

The epost notification option for vehicle registration and driver licence renewals is available to all residents of the province. For those residents who wish to avail of this service, it will convert the vehicle registration renewal notices to digital delivery through epost. The vehicle registration renewal notification is linked directly to Service NL's website and, without any additional login, allows the client the option to renew their vehicle registration online. For driver licence renewals, which are not offered online, clients can print their renewal form and bring it to MRD for renewal. Driver licence renewals require in-person service at an MRD or Government Service Centre office.

This new service enables Service NL to deliver on its objectives of streamlining services and improving services to residents of Newfoundland and Labrador, by reducing the volume of physical mail that needs to be produced. In addition, citizens who receive their notices through epost have greater convenience in selecting when to renew their vehicle registration online, given that they would have their renewal notice stored electronically with the ability to access it anywhere and at any time. It also serves to remind drivers of their licence renewals.



## **Annual Return Process for Pension Benefit Standards reviewed and changes initiated**

The Pension Benefit Standards Division completed a review of all prescribed forms under the *Pension Benefits Act, 1997*. In 2013-14, revisions to forms included clarifications for users and updated government branding. Some sections of the Annual Return have also been modified to improve quality of data collected and to reduce the incidence of follow-ups with plan administrators. The revised forms were made available online, and notice of the changes was sent to pension plan administrators and other stakeholders.

## **Implementation of the New Buildings Accessibility Registration and Permit Process**

A pilot project was initiated in 2012 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 tenant turnover 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 determined that the new process would 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.

In 2013-14, the new process was implemented for two large multi-tenant buildings. Five applications have been received since May 2013.

## **Commence Implementation of paper-based Condominium Registry information into CADO (Companies and Deeds Online)**

Traditionally, condominium corporation files were paper-based and only available to stakeholders at the Registry of Corporations office in St. John's. In 2013-14, the Commercial Registrations Division commenced a project to digitize these paper-based records.

By the end of 2013-14, 10 of 131 (7.6 per cent) paper-based condominium corporation files have been digitized and are available in the CADO system. The digitization of the paper-based records has the dual benefit of preserving the security and integrity of these important registry records as well as making them more accessible to the Registry's varied stakeholders. The digitization process will continue in 2014-15.

## **Review of Radiation Assessment and Certification Program completed and recommendations prepared**

The evaluation of the Radiation Assessment and Certification Program was initiated in 2012-13. Service NL planned to complete this review in 2013-14. However, it was not completed due to other branch priorities.

## Strategic Issue 3: Legislative and Regulatory Review

<b>2013-14 OBJECTIVE</b>	<b>By March 31, 2014, Service NL will have implemented changes in select areas to enhance its legislative and regulatory regime.</b>
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

### Results Achieved

The following details the department's progress toward the achievement of the planned results for 2013-14 as they relate to the strategic issue 'Legislative and Regulatory Review.'

#### **Process for the evaluation of the department's legislative review policy developed**

Service NL implemented the Legislative Review Policy to create a uniform and transparent legislative review process within the Department. The Policy requires that a comprehensive evaluation of the policy occur one year after implementation and at least every five years thereafter. The Policy was fully implemented in June 2013 and therefore an evaluation of the Policy will commence in June 2014. A questionnaire has been developed for distribution to employees involved with the review process. Meetings will also be arranged with employees to obtain feedback on the Policy. The purpose of the review is to identify trends, benefits and areas for improvement related to the Policy. Once completed, a summary report containing recommendations will be prepared for Executive review and consideration.

#### **Legislative-related working groups with relevant stakeholders established and/or maintained**

Service NL continues its involvement with several working groups at various levels. While the mandates of these groups differ the general purpose of each is to provide more consistent approaches to issues affecting jurisdictions. The following are select examples of Service NL's involvement with such working groups and some of the resulting initiatives:

Service NL entered into an intergovernmental agreement in 2013-14 related to pensions and insurance regulation with the Financial Services Commission of Ontario for participation in the Canadian Council of Insurance Regulators (CCIR) and the Canadian Association of Pension Supervisory Authorities (CAPSA). CCIR is an inter-jurisdictional association of insurance regulators with a mandate to facilitate and promote an efficient and effective insurance regulatory system in Canada to serve the public interest. Members of CCIR work together to develop solutions to common regulatory issues. CAPSA is a national inter-jurisdictional association of pension regulators whose mission is to facilitate an efficient and effective pension regulatory system in Canada. CAPSA develops practical solutions to further the coordination and harmonization of pension regulation across Canada.

Service NL entered into an intergovernmental agreement in 2013-14 for access to Canadian Securities Administrators National Systems and a Trade-Mark Transfer and Assignment Agreement to transfer trademark rights to the Alberta Securities Commission. The provinces and territories regulate the day to day activities of the securities industry and work co-operatively on issues of common interest through an unincorporated association called the Canadian Securities Administrators (the "CSA"). To help carry out this regulatory function, the CSA agreed to develop and use three national IT systems: the System for Electronic Document Analysis and Retrieval (SEDAR), the System for Electronic Disclosure by Insiders (SEDI), and the National Registration Database (NRD). Entering into the agreement allowed the Alberta Securities Commission to permit Newfoundland and Labrador to continue to access national IT systems and to enter into a Trade-Mark Transfer and Assignment Agreement with all Canadian Securities Administrators to transfer a trade-mark, currently owned by the Canadian Securities Administrators, to the Alberta Securities Commission.

Service NL entered into an intergovernmental agreement in 2013-14 with the Autorité des marchés financiers (AMF) of Quebec to formalize Newfoundland and Labrador's involvement in the new Life Licensing Qualifications Program (LLQP). The AMF is the body mandated by the Government of Québec to regulate the province's financial markets and provide assistance to consumers of financial products and services. The LLQP is part of the licensing regime for life insurance sales people in Canada. Prior to an advisor in the financial services sector being allowed to begin selling life insurance products, they must complete and pass LLQP, and earn a certificate of completion. The agreement stemmed from Newfoundland and Labrador's involvement with the Canadian Insurance Services Regulatory Organization (CISRO) who are an inter-jurisdictional group of regulating authorities tasked with administering a regulatory regime for insurance intermediaries. CISRO's mandate is to harmonize qualifications and practice standards in order to provide appropriate levels of consumer protection throughout Canada.

### **Prepare recommendations for legislative amendments in identified areas**

Service NL is continuously reviewing its legislation to ensure that it remains relevant and up to date. As a result of the continuous review process, the following legislative improvements were made in 2013-14.

The *Vital Statistics Act* was amended in 2013-14 to more accurately reflect the authority of the Chief Medical Examiner as outlined in the *Fatalities Investigations Act*. This was a collaborative process that involved the Office of the Chief Medical Examiner and the Department of Justice. The amendments reflect the current practice regarding the registration of deaths and issuing of burial permits within the province.

The *Printing Services Act* was passed in 1997 and was intended to exempt agreements entered into within 30 days of the Act coming into force for the acquisition of services by the Province with Kodak Canada Inc. from the *Public Tender Act*. As no agreements were entered into with Kodak, the Act was no longer necessary and was repealed in 2013-14.

The *Buildings Accessibility Act* was amended to appoint a vice-chairperson of the Buildings Accessibility Advisory Board; require the vice-chairperson to act as the chairperson in the event of the chairperson's absence; and appoint replacement members in the Advisory Board and Appeal Tribunal when a vacancy occurs. These amendments allow the advisory board and appeal tribunal to function more efficiently.

The *Highway Traffic Act* was amended in 2013-14 to require drivers to reduce speed and move over when passing an emergency vehicle or designated vehicle that is stopped on or along a roadway and introduce associated penalties. This resulted in associated amendments to the Carrier Safety Regulations and the Highway Traffic Demerit Point System Regulations. These amendments protect emergency, enforcement and other types of roadside assistance personnel as they carry out their duties at roadside.

The *Highway Traffic Act* was amended in 2013-14 to define a school zone and prohibit speeding in a school zone; prohibit slow moving vehicles from being driven on a highway with a speed limit of greater than 80 kilometers an hour; require emergency vehicles to stop at a red light or a stop sign before proceeding through it; limit the number of occupants in a vehicle to the number of seat belts in the vehicle; prohibit passengers from riding on a portion of a vehicle that is not designed or normally used for carrying passengers; and increase the reportable accident damage threshold to \$2,000. This resulted in associated amendments to the Highway Traffic Demerit Point System Regulations. These amendments were made to protect people in several potentially dangerous situations.

## Opportunities and Challenges

### Merger of Professional Accounting Bodies

Professional accountants within the province are currently governed by one of three self-regulating professional bodies: the Institute of Chartered Accountants (CAs) of Newfoundland and Labrador (ICANL); the Society of Certified Management Accountants (CMAs) of Newfoundland and Labrador (SCMANL); and, the Certified General Accountants (CGAs) Association of Newfoundland and Labrador (CGANL). In addition, the *Public Accountants Act* provides for a Public Accountants Licensing Board to govern and license public accountants. The Chartered Professional Accountant Transitional Steering Committee (the 'Committee'), comprised of representatives of the three accounting bodies (ICANL, SCMANL and CGANL) approached the Department in July 2013 seeking Government's approval for all three accounting bodies to merge and become one organization to be known as the Chartered Professional Accountants of Newfoundland and Labrador (CPANL). Service NL has been working with the Committee and has consulted with the Public Accountants Licensing Board throughout 2013-14 with respect to merging the three accounting professions into one unified organization.

This proposal is consistent with the move across Canada that will see all professional accountants merge and attain a Chartered Professional Accountant (CPA) designation. Merging the accounting professions recognizes the changing roles that each of the accounting profession designations are fulfilling. Historically, accountants with different designations often performed different types of work. For example, CAs and CGAs were more likely to be involved in public accounting while CMAs were more likely to be business accountants. However, this is no longer the case; individuals with different accounting designations are often performing similar duties. Combining all three professions into one and enacting a single governing Act will ensure they are all subject to the same education qualification and licensure processes, codes of conduct, inspections and disciplinary processes.

### Residential Tenancies

The *Residential Tenancies Act, 2000* came into force on September 1, 2000, however there are provisions within the Act that require clarification and modernization. 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. This is a wide-ranging review that will lead to modernization of the legislation and thereby enhance protection for landlords and tenants. A jurisdictional scan has been completed and recommended changes to the legislation are being finalized by the department.

### Integrated Service Delivery

Service NL continues to explore opportunities to enhance its 'single-window' service delivery model to improve access to government services for businesses and citizens. The focus to date has included employee training in citizen-centred service delivery, consolidation and expansion of services in regional office locations, increased online access to high volume services and service bundling initiatives. Emphasis will be placed on training in service management for front line managers and supervisors in the 2014-15 fiscal year to further strengthen and support integrated service delivery and service excellence culture.

## 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 and every five years thereafter. This initial evaluation scheduled for the Summer of 2014 will provide an opportunity to ensure that the policy accurately reflects Service NL's requirements for the advancement of modern and relevant legislation. Implementation of the policy will continue throughout the 2014-17 planning cycle.

## OHS Medical Audit in Labrador West

In the Winter of 2013, Service NL entered into a contract with Morneau Shepell for the purpose of conducting a medical x-ray audit of Labrador mining properties. Morneau Shepell is one of North America's leading providers of integrated health solutions. The audit is part of the Provincial Government's efforts to reduce the risk of silicosis and will take place over a two-year period with preparation and development work done during the first year and the review of x-rays, analysis of findings and final report to be completed during the second year. Work is ongoing with approximately 1,000 former and current employees expressing interest in participating. Necessary information is being collected from these individuals and being entered into a database for statistical analysis.





## Annex A: Ministerial Entities

The Minister of Service NL is responsible for 13 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 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 annual business reports to the House of Assembly upon approval of the minister. The remaining nine 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
- ◇ Boiler/Pressure Vessel Advisory Board
- ◇ Driver's Licence Medical Advisory Board

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](http://www.servicenl.gov.nl.ca/publications). A brief description of each of these nine ministerial entities is 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 2013-14 and a three year Activity Plan for 2014-17.

### 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 2013-14 and a three year Activity Plan for 2014-17.



## **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 2013-14 and a three year Activity Plan for 2014-17.

## **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 has recently prepared a three-year 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. The tribunal was newly appointed in fiscal year 2012-13 and has recently prepared a three-year 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 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 has recently prepared a three-year 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 will prepare an activity plan in keeping with the requirements of the *Transparency and Accountability Act*.

## **Boiler/Pressure Vessel Advisory Board**

The Boiler/Pressure Vessel Advisory Board is appointed by the Lieutenant-Governor in Council under the authority of Section 29 of the *Public Safety Act*. The Board's mandate is to report to and advise the minister on the application of the *Public Safety Act* and the Boiler, Pressure Vessel and Compressed Gas Regulations and on other matters that may be assigned by the minister regarding systems or devices. The Board is presently inactive but should it be reconstituted under the *Act* the Board will prepare an Activity Plan in keeping with the requirements of the *Transparency and Accountability Act*.

## **Driver's Licence Medical Advisory Board**

The Driver's Licence Medical Advisory Board was established to provide guidance to the Registrar of Motor Vehicles on difficult or unusual medical cases involving driver competency. The Board is comprised of five medical specialists under the Chair of the Medical Advisor to the Registrar. Driver medical standards are developed jointly by the provinces and territories and in consultation with the Canadian Medical Association. In certain cases, a professional evaluation of drivers must be undertaken to ensure the applicability of standards on an individual basis. A case is referred to the particular specialist who has knowledge of the requirements necessary to hold a licence. The review is conducted on the basis of medical reports and does not involve a doctor/patient visit. The Board does not have authority to grant a driver's licence but acts solely in an advisory role. A recommendation is made to the Registrar through the Departmental Medical Advisor and/or Medicals Review Officer as to whether or not to maintain, issue or suspend a driver's licence. The Board is presently inactive but should it be reconstituted under the *Act* the Board will prepare an Activity Plan in keeping with the requirements of the *Transparency and Accountability Act*.

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

**SERVICE NEWFOUNDLAND AND LABRADOR**  
**Statement of Expenditure and Related Revenue**  
**FOR THE YEAR ENDED 31 MARCH 2014**

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
<b>EXECUTIVE AND SUPPORT SERVICES</b>			
<b>MINISTER'S OFFICE</b>			
<i>CURRENT</i>			
<b>1.1.01. MINISTER'S OFFICE</b>			
01. Salaries	305,087	311,900	246,500
02. Employee Benefits	2,141	2,200	1,000
03. Transportation and Communications	50,753	51,200	38,200
04. Supplies	1,954	5,400	5,400
06. Purchased Services	2,864	4,600	18,800
07. Property, Furnishings and Equipment	88	400	400
<b>Total: Minister's Office</b>	<b>362,887</b>	<b>375,700</b>	<b>310,300</b>
TOTAL: MINISTER'S OFFICE	362,887	375,700	310,300
<b>GENERAL ADMINISTRATION</b>			
<i>CURRENT</i>			
<b>1.2.01. EXECUTIVE SUPPORT</b>			
01. Salaries	1,333,577	1,364,900	1,344,100
02. Employee Benefits	2,285	3,500	3,500
03. Transportation and Communications	28,831	51,300	65,800
04. Supplies	12,990	23,000	31,100
05. Professional Services	-	35,000	35,000
06. Purchased Services	5,997	20,500	20,500
07. Property, Furnishings and Equipment	4,760	5,800	2,700
	<b>1,388,440</b>	<b>1,504,000</b>	<b>1,502,700</b>
02. Revenue - Provincial	(1,173,565)	(1,040,000)	(1,040,000)
<b>Total: Executive Support</b>	<b>214,875</b>	<b>464,000</b>	<b>462,700</b>

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

**SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)**

	Actual	Estimates <sup>2</sup>	
		Amended	Original
	\$	\$	\$
<b>EXECUTIVE AND SUPPORT SERVICES</b>			
<b>GENERAL ADMINISTRATION</b>			
<i>CAPITAL</i>			
<b>1.2.02. ADMINISTRATIVE SUPPORT</b>			
07. Property, Furnishings and Equipment	<u>372,778</u>	<u>393,600</u>	<u>135,000</u>
02. Revenue - Provincial	<u>-</u>	<u>(25,000)</u>	<u>(25,000)</u>
<b>Total: Administration Support</b>	<u>372,778</u>	<u>368,600</u>	<u>110,000</u>
TOTAL: GENERAL ADMINISTRATION	<u>587,653</u>	<u>832,600</u>	<u>572,700</u>
TOTAL: EXECUTIVE AND SUPPORT SERVICES	<u>950,540</u>	<u>1,208,300</u>	<u>883,000</u>
<b>CONSUMER AND COMMERCIAL AFFAIRS</b>			
<b>CONSUMER AND COMMERCIAL AFFAIRS</b>			
<i>CURRENT</i>			
<b>2.1.01. CONSUMER AFFAIRS</b>			
01. Salaries	<u>903,931</u>	<u>904,000</u>	<u>762,500</u>
02. Employee Benefits	<u>887</u>	<u>2,500</u>	<u>2,500</u>
03. Transportation and Communications	<u>23,784</u>	<u>31,500</u>	<u>61,800</u>
04. Supplies	<u>9,508</u>	<u>13,000</u>	<u>19,900</u>
06. Purchased Services	<u>5,133</u>	<u>20,100</u>	<u>20,100</u>
07. Property, Furnishings and Equipment	<u>4,245</u>	<u>5,300</u>	<u>5,300</u>
	<u>947,488</u>	<u>976,400</u>	<u>872,100</u>
02. Revenue - Provincial	<u>(17,435)</u>	<u>(12,000)</u>	<u>(12,000)</u>
<b>Total: Consumer Affairs</b>	<u>930,053</u>	<u>964,400</u>	<u>860,100</u>
<b>2.1.02. FINANCIAL SERVICES REGULATION</b>			
01. Salaries	<u>1,057,204</u>	<u>1,079,200</u>	<u>1,058,200</u>
02. Employee Benefits	<u>980</u>	<u>1,600</u>	<u>5,100</u>
03. Transportation and Communications	<u>30,100</u>	<u>32,000</u>	<u>41,000</u>
04. Supplies	<u>7,059</u>	<u>11,000</u>	<u>13,000</u>
05. Professional Services	<u>120</u>	<u>1,000</u>	<u>10,000</u>
06. Purchased Services	<u>47,873</u>	<u>50,200</u>	<u>27,500</u>
07. Property, Furnishings and Equipment	<u>1,550</u>	<u>1,600</u>	<u>800</u>
<b>Total: Financial Services Regulation</b>	<u>1,144,886</u>	<u>1,176,600</u>	<u>1,155,600</u>



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

**SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)**

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
<b>CONSUMER AND COMMERCIAL AFFAIRS</b>			
<b>CONSUMER AND COMMERCIAL AFFAIRS</b>			
<i>CURRENT</i>			
<b>2.1.03 PENSIONS BENEFIT STANDARDS</b>			
01. Salaries	205,471	205,900	185,500
02. Employee Benefits	-	-	1,000
03. Transportation and Communications	3,736	8,000	8,000
04. Supplies	865	1,000	1,000
06. Purchased Services	2,771	3,700	5,000
07. Property, Furnishings and Equipment	3,212	3,300	1,000
<b>Total: Pensions Benefit Standards</b>	<b>216,055</b>	<b>221,900</b>	<b>201,500</b>
<b>2.1.04. COMMERCIAL REGISTRATIONS</b>			
01. Salaries	1,193,761	1,193,800	1,145,000
02. Employee Benefits	1,664	2,000	2,000
03. Transportation and Communications	62,863	65,500	80,500
04. Supplies	23,686	29,000	46,600
06. Purchased Services	719,408	729,600	665,600
07. Property, Furnishings and Equipment	-	-	31,400
<b>Total: Commercial Registrations</b>	<b>2,001,382</b>	<b>2,019,900</b>	<b>1,971,100</b>
TOTAL: CONSUMER AND COMMERCIAL AFFAIRS	<b>4,292,376</b>	<b>4,382,800</b>	<b>4,188,300</b>
TOTAL: CONSUMER AND COMMERCIAL AFFAIRS	<b>4,292,376</b>	<b>4,382,800</b>	<b>4,188,300</b>
<b>GOVERNMENT SERVICES</b>			
<b>MOTOR VEHICLE REGISTRATION</b>			
<i>CURRENT</i>			
<b>3.1.01. ADMINISTRATION</b>			
01. Salaries	1,238,694	1,262,900	1,184,900
02. Employee Benefits	435	1,500	1,500
03. Transportation and Communications	772,678	775,400	560,900
04. Supplies	270,629	308,600	248,600
05. Professional Services	3,150	3,200	-
06. Purchased Services	1,358,606	1,511,700	1,514,900
07. Property, Furnishings and Equipment	40,602	47,200	11,700
10. Grants and Subsidies	22,300	38,100	38,100
<b>Total: Administration</b>	<b>3,707,094</b>	<b>3,948,600</b>	<b>3,560,600</b>

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

SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
<b>GOVERNMENT SERVICES</b>			
<b>MOTOR VEHICLE REGISTRATION</b>			
<i>CURRENT</i>			
<b>3.1.02. DRIVER EXAMINATIONS AND WEIGH SCALE OPERATIONS</b>			
01. Salaries	2,046,638	2,078,800	2,343,500
02. Employee Benefits	13,591	13,700	4,000
03. Transportation and Communications	94,131	98,500	119,500
04. Supplies	3,632	5,500	5,500
06. Purchased Services	73,784	81,500	67,000
07. Property, Furnishings and Equipment	38,655	40,000	45,200
<b>Total: Driver Examinations and Weigh Scale Operations</b>	<b>2,270,431</b>	<b>2,318,000</b>	<b>2,584,700</b>
<b>3.1.03. LICENCE AND REGISTRATION PROCESSING</b>			
01. Salaries	2,076,924	2,080,100	2,020,900
02. Employee Benefits	83,879	83,900	9,000
03. Transportation and Communications	2,414	3,500	7,500
04. Supplies	265,480	272,400	297,400
06. Purchased Services	1,547,893	1,633,600	1,868,800
07. Property, Furnishings and Equipment	11,012	12,200	6,300
<b>Total: Licence and Registration Processing</b>	<b>3,987,602</b>	<b>4,085,700</b>	<b>4,209,900</b>
<b>3.1.04. NATIONAL SAFETY CODE</b>			
01. Salaries	1,321,461	1,351,100	1,320,400
02. Employee Benefits	493	2,000	2,000
03. Transportation and Communications	101,211	108,300	108,300
04. Supplies	12,063	12,200	12,200
05. Professional Services	20,300	24,000	40,000
06. Purchased Services	2,382	5,400	9,400
07. Property, Furnishings and Equipment	-	-	9,900
	<b>1,457,910</b>	<b>1,503,000</b>	<b>1,502,200</b>
01. Revenue - Federal	(191,487)	(191,500)	(191,500)
<b>Total: National Safety Code</b>	<b>1,266,423</b>	<b>1,311,500</b>	<b>1,310,700</b>
TOTAL: MOTOR VEHICLE REGISTRATION	<b>11,231,550</b>	<b>11,663,800</b>	<b>11,665,900</b>



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

**SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)**

	<b>Actual</b>	<b>Estimates</b>	
		<b>Amended</b>	<b>Original</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>
<b>GOVERNMENT SERVICES</b>			
<b>PERMITTING AND INSPECTION SERVICES</b>			
<i>CURRENT</i>			
<b>3.2.01. SUPPORT SERVICES</b>			
01. Salaries	<b>2,304,633</b>	2,381,200	2,331,600
02. Employee Benefits	<b>6,679</b>	6,900	3,600
03. Transportation and Communications	<b>344,174</b>	401,200	401,200
04. Supplies	<b>40,664</b>	48,300	40,100
05. Professional Services	<b>-</b>	9,600	15,800
06. Purchased Services	<b>785,615</b>	880,500	889,300
07. Property, Furnishings and Equipment	<b>10,868</b>	21,100	21,100
09. Allowances and Assistance	<b>86,146</b>	86,600	83,100
	<b>3,578,779</b>	3,835,400	3,785,800
02. Revenue - Provincial	<b>(1,309,351)</b>	(1,320,000)	(1,320,000)
<b>Total: Support Services</b>	<b>2,269,428</b>	2,515,400	2,465,800
<b>3.2.02. REGIONAL SERVICES</b>			
01. Salaries	<b>7,192,930</b>	7,230,600	7,296,400
02. Employee Benefits	<b>61,454</b>	62,300	38,900
03. Transportation and Communications	<b>459,142</b>	575,200	600,800
04. Supplies	<b>158,581</b>	183,600	181,400
06. Purchased Services	<b>109,649</b>	140,300	140,300
07. Property, Furnishings and Equipment	<b>10,906</b>	23,800	47,300
	<b>7,992,662</b>	8,215,800	8,305,100
01. Revenue - Federal	<b>-</b>	(150,000)	(150,000)
02. Revenue - Provincial	<b>(1,805,595)</b>	(1,983,000)	(1,983,000)
<b>Total: Regional Services</b>	<b>6,187,067</b>	6,082,800	6,172,100
<b>TOTAL: PERMITTING AND INSPECTION SERVICES</b>	<b>8,456,495</b>	8,598,200	8,637,900

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

**SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)**

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
<b>GOVERNMENT SERVICES</b>			
<b>OTHER SERVICES</b>			
<i>CURRENT</i>			
<b>3.3.01. VITAL STATISTICS REGISTRY</b>			
01. Salaries	719,879	752,000	732,900
02. Employee Benefits	13,907	14,000	6,000
03. Transportation and Communications	60,377	76,800	79,800
04. Supplies	8,806	9,000	10,000
06. Purchased Services	55,305	57,000	55,000
07. Property, Furnishings and Equipment	3,520	4,400	5,400
	<u>861,794</u>	<u>913,200</u>	<u>889,100</u>
01. Revenue - Federal	(64,426)	(9,200)	(9,200)
02. Revenue - Provincial	(12,567)	(50,000)	(50,000)
<b>Total: Vital Statistics Registry</b>	<u>784,801</u>	<u>854,000</u>	<u>829,900</u>
<b>3.3.02. QUEEN'S PRINTER</b>			
01. Salaries	40,701	41,000	39,600
02. Employee Benefits	211	2,000	2,000
03. Transportation and Communications	1,137	2,600	2,600
04. Supplies	-	2,000	2,000
06. Purchased Services	2,648	23,500	98,500
	<u>44,697</u>	<u>71,100</u>	<u>144,700</u>
02. Revenue - Provincial	(92,377)	(170,000)	(170,000)
<b>Total: Queen's Printer</b>	<u>(47,680)</u>	<u>(98,900)</u>	<u>(25,300)</u>
<b>3.3.03. PRINTING AND MICROGRAPHIC SERVICES</b>			
01. Salaries	833,060	837,500	855,700
02. Employee Benefits	450	500	-
03. Transportation and Communications	8,148	13,900	13,900
04. Supplies	328,539	361,500	467,400
05. Professional Services	14,849	22,800	127,800
06. Purchased Services	1,004,199	1,126,800	334,600
07. Property, Furnishings and Equipment	249,077	368,500	20,000
	<u>2,438,322</u>	<u>2,731,500</u>	<u>1,819,400</u>
02. Revenue - Provincial	(64,829)	(1,618,900)	(1,618,900)
<b>Total: Printing and Micrographic Services</b>	<u>2,373,493</u>	<u>1,112,600</u>	<u>200,500</u>
TOTAL: OTHER SERVICES	<u>3,110,614</u>	<u>1,867,700</u>	<u>1,005,100</u>
TOTAL: GOVERNMENT SERVICES	<u>22,798,659</u>	<u>22,129,700</u>	<u>21,308,900</u>

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

**SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)**

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
<b>OCCUPATIONAL HEALTH AND SAFETY</b>			
<b>OCCUPATIONAL HEALTH AND SAFETY INSPECTIONS</b>			
<i>CURRENT</i>			
<b>4.1.01. OCCUPATIONAL HEALTH AND SAFETY INSPECTIONS</b>			
01. Salaries	3,225,240	4,139,000	4,073,600
02. Employee Benefits	28,183	54,600	54,600
03. Transportation and Communications	341,965	342,600	434,100
04. Supplies	144,598	152,300	148,800
05. Professional Services	260,919	264,000	174,000
06. Purchased Services	396,358	487,000	489,000
07. Property, Furnishings and Equipment	22,215	81,900	81,900
	<u>4,419,478</u>	<u>5,521,400</u>	<u>5,456,000</u>
02. Revenue - Provincial	<u>(5,248,055)</u>	<u>(5,456,000)</u>	<u>(5,456,000)</u>
<b>Total: Occupational Health and Safety Inspections</b>	<b><u>(828,577)</u></b>	<b><u>65,400</u></b>	<b><u>-</u></b>
TOTAL: OCCUPATIONAL HEALTH AND SAFETY INSPECTIONS	<b><u>(828,577)</u></b>	<b><u>65,400</u></b>	<b><u>-</u></b>
<b>FINANCIAL ASSISTANCE</b>			
<i>CURRENT</i>			
<b>4.2.01. ASSISTANCE TO ST. LAWRENCE MINERS' DEPENDENTS</b>			
09. Allowances and Assistance	37,273	46,000	46,000
<b>Total: Assistance to St. Lawrence Miners' Dependents</b>	<b><u>37,273</u></b>	<b><u>46,000</u></b>	<b><u>46,000</u></b>
<b>4.2.02. ASSISTANCE TO OUTSIDE AGENCIES</b>			
10. Grants and Subsidies	7,500	16,500	16,500
02. Revenue - Provincial	<u>(6,500)</u>	<u>(16,500)</u>	<u>(16,500)</u>
<b>Total: Assistance to Outside Agencies</b>	<b><u>1,000</u></b>	<b><u>-</u></b>	<b><u>-</u></b>
TOTAL: FINANCIAL ASSISTANCE	<b><u>38,273</u></b>	<b><u>46,000</u></b>	<b><u>46,000</u></b>
TOTAL: OCCUPATIONAL HEALTH AND SAFETY	<b><u>(790,304)</u></b>	<b><u>111,400</u></b>	<b><u>46,000</u></b>



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

**SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)**

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
<b>WORKPLACE HEALTH, SAFETY AND COMPENSATION REVIEW</b>			
<b>WORKPLACE HEALTH, SAFETY AND COMPENSATION REVIEW</b>			
<i>CURRENT</i>			
<b>5.1.01. WORKPLACE HEALTH, SAFETY AND COMPENSATION REVIEW</b>			
01. Salaries	680,196	745,400	728,500
02. Employee Benefits	3,635	4,500	2,500
03. Transportation and Communications	40,375	44,000	30,000
04. Supplies	23,314	26,700	22,500
05. Professional Services	176,642	325,900	348,000
06. Purchased Services	110,428	120,500	120,500
07. Property, Furnishings and Equipment	3,719	5,900	4,000
	<u>1,038,309</u>	<u>1,272,900</u>	<u>1,256,000</u>
02. Revenue - Provincial	<u>(1,275,672)</u>	<u>(1,256,000)</u>	<u>(1,256,000)</u>
<b>Total: Workplace Health, Safety and Compensation Review</b>	<b><u>(237,363)</u></b>	<b><u>16,900</u></b>	<b><u>-</u></b>
TOTAL: WORKPLACE HEALTH, SAFETY AND COMPENSATION REVIEW	<b><u>(237,363)</u></b>	<b><u>16,900</u></b>	<b><u>-</u></b>
TOTAL: WORKPLACE HEALTH, SAFETY AND COMPENSATION REVIEW	<b><u>(237,363)</u></b>	<b><u>16,900</u></b>	<b><u>-</u></b>
<b>GOVERNMENT PURCHASING AGENCY</b>			
<b>GOVERNMENT PURCHASING AGENCY</b>			
<i>CURRENT</i>			
<b>6.1.01. GOVERNMENT PURCHASING AGENCY</b>			
01. Salaries	2,907,094	2,920,900	2,146,200
02. Employee Benefits	1,460	1,500	1,500
03. Transportation and Communications	32,492	38,300	40,000
04. Supplies	18,018	18,200	20,000
05. Professional Services	83,035	84,100	25,000
06. Purchased Services	51,011	56,400	59,000
07. Property, Furnishings and Equipment	5,453	6,200	2,200
	<u>3,098,563</u>	<u>3,125,600</u>	<u>2,293,900</u>
02. Revenue - Provincial	<u>(242,379)</u>	<u>(258,000)</u>	<u>(258,000)</u>
<b>Total: Government Purchasing Agency</b>	<b><u>2,856,184</u></b>	<b><u>2,867,600</u></b>	<b><u>2,035,900</u></b>
TOTAL: GOVERNMENT PURCHASING AGENCY	<b><u>2,856,184</u></b>	<b><u>2,867,600</u></b>	<b><u>2,035,900</u></b>
TOTAL: GOVERNMENT PURCHASING AGENCY	<b><u>2,856,184</u></b>	<b><u>2,867,600</u></b>	<b><u>2,035,900</u></b>
TOTAL: DEPARTMENT	<b><u>29,870,092</u></b>	<b><u>30,716,700</u></b>	<b><u>28,462,100</u></b>

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

**SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)**

**Summary of Gross Expenditure and Unexpended Balances**

	\$
Original estimates (net)	28,462,100
Add (subtract) transfers of estimates	2,254,600
Addback revenue estimates net of transfers	<u>13,556,100</u>
Original estimates of expenditure	44,272,800
Supplementary supply	<u>-</u>
Total Appropriation	<u>44,272,800</u>
Total net expenditure	29,870,092
Add revenue less transfers and statutory payments	<u>11,504,238</u>
Total gross expenditure (budgetary, non-statutory)	<u>41,374,330</u>
Unexpended balance of appropriation	<u><u>2,898,470</u></u>

**Summary of Cash Payments and Receipts**

	Payments	Receipts	Net
	\$	\$	\$
Current Account	41,001,552	11,504,238	29,497,314
Capital Account	<u>372,778</u>	<u>-</u>	<u>372,778</u>
Totals	<u><u>41,374,330</u></u>	<u><u>11,504,238</u></u>	<u><u>29,870,092</u></u>

LEIGH PUDDISTER  
Deputy Minister and  
Chief Operating Officer  
Government Purchasing  
Agency

DAVID NORMAN  
Deputy Minister  
Service Newfoundland and Labrador



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