

# Annual Report 2015 - 2016



  
Newfoundland  
Labrador

Service NL

Service NL  
**Annual Performance Report**  
2015-2016



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## Message from the Minister

I am pleased to submit the 2015-16 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 performance objectives as outlined in our 2014-17 Strategic Plan.



This report coincides with the second year of the department's 2014-17 Strategic Plan. It demonstrates, with indicators and measurable results, how the Department performed during the fiscal year in addressing the priority issues identified in our strategic plan. These priority issues focus largely on service delivery. Promoting a citizen-centered approach to program and service delivery amongst employees, further enhancing current business processes to facilitate better service delivery, and continuously evaluating the department's legislative framework are the three primary areas of focus for the department during this three-year period.

Service NL's mandate is to provide accessible, responsive services in the areas of public health and safety, environmental protection, occupational health and safety, consumer protection, and in the preservation of vital events and commercial transactions. The authority to carry out these functions comes from more than 180 statutes and associated regulations, standards, and codes of practice, some of which we have spent the past year updating or preparing to update. I have also received a public mandate letter from Premier Dwight Ball which is available online.

This report outlines the departmental activities and policy directions which supported Service NL's mission and strategic objectives. It includes an overview of the department, and highlights accomplishments, key statistics, and the results of our strategic objectives. Further, it identifies potential opportunities and challenges for the upcoming fiscal year.

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, a position to which I was appointed effective December 14, 2015, I am accountable for the 2015-16 Annual Report and the results reported. I look forward to continued success and guiding Service NL into the 2016-17 fiscal year.

A handwritten signature in black ink that reads "Eddie Joyce". The signature is written in a cursive style and is contained within a white rectangular box.

**EDDIE JOYCE, MHA**

District of Humber - Bay of Islands  
Minister of Service NL

## 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, whereby the department was re-named as Service NL, was done specifically to reinforce these goals and further clarify the department'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.servicelnl.gov.nl.ca/publications/>. The Minister of Service NL is responsible for nine public entities in addition to oversight of the Public Utilities Board's mandate with respect to auto insurance. These entities, of which three were inactive as of March 31, 2016, are:

- Advisory Council on Occupational Health and Safety
- Buildings Accessibility Advisory Board
- Buildings Accessibility Appeal Tribunal
- Financial Services Appeal Board
- Public Safety Appeal Board
- Workplace Health, Safety and Compensation Review Division
- Boiler Pressure Vessel Advisory Board (inactive)
- Driver's Licence Medical Advisory Board (inactive)
- Radiation Health and Safety Advisory Committee (inactive)

### 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 throughout 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, asbestos abatement contractors, explosive magazines on mine sites, underground diesel equipment and radiation emitting services.

***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**

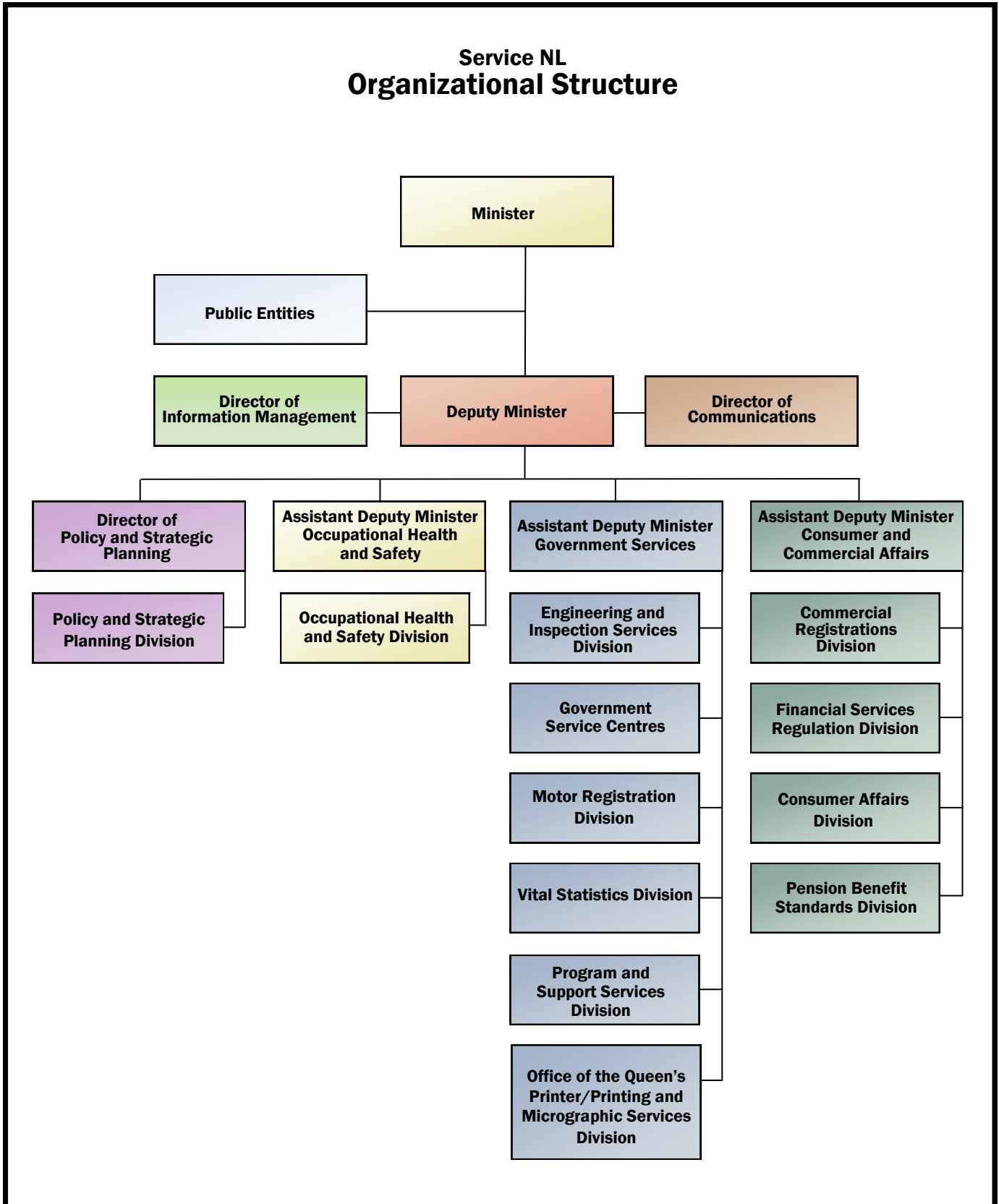
Service NL provides conflict resolution services for disputes such as residential tenancies and specific issues related to legislative compliance for the provincially-regulated financial services industry, occupational health and safety, buildings accessibility, consumer protection and public safety.

**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, 2016).



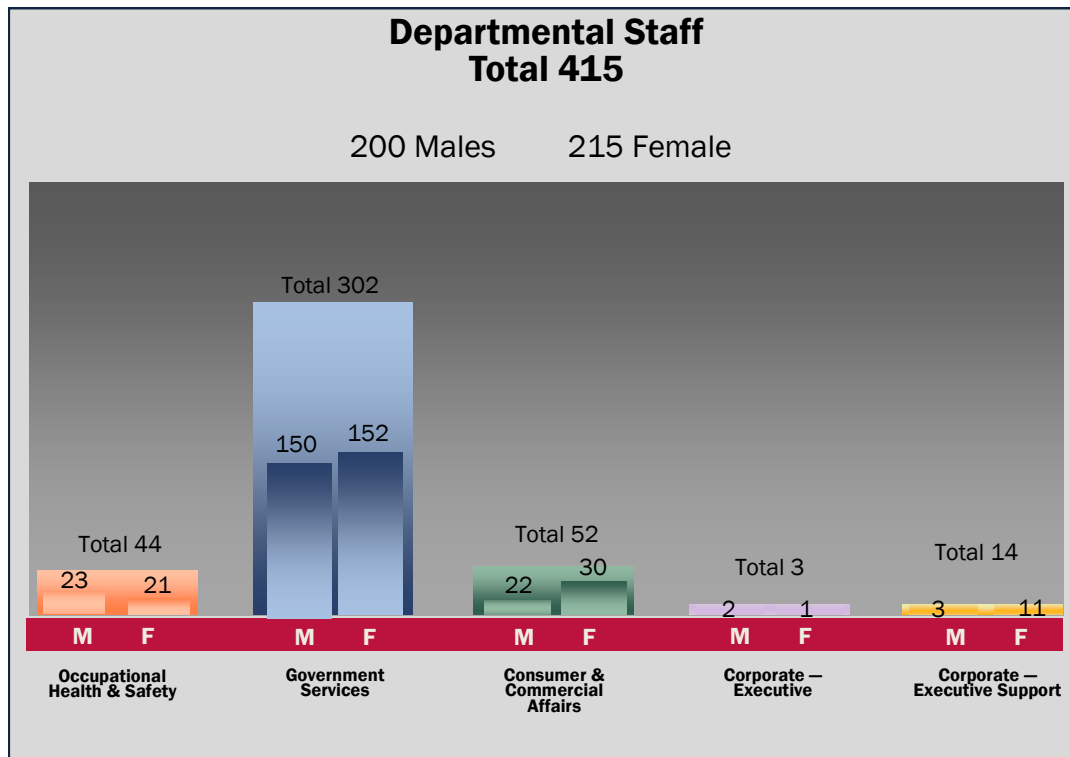


## Other Key Statistics

### Number of Employees

As of March 31, 2016, Service NL employed 415 individuals (200 men and 215 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.

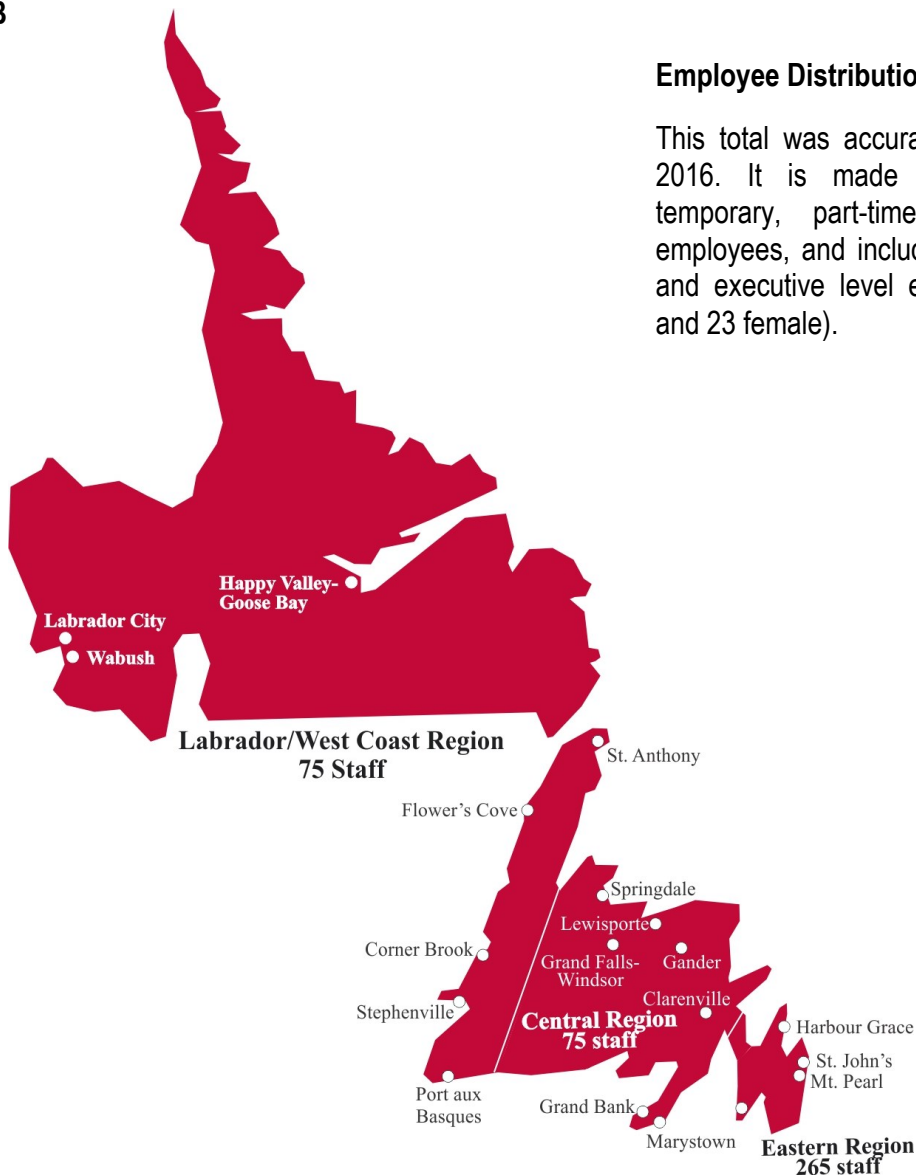
The Occupational Health and Safety Branch operates its programs from locations in Mount Pearl, Grand Falls-Windsor, Corner Brook and Wabush.

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, 2016. It is made up of permanent, temporary, part-time, and contractual employees, and includes 60 management and executive level employees (37 male and 23 female).



## Budget

The department collected \$131.7 million in current account and related revenues in 2015-16. The department had an operating budget of \$39.9 million in 2015-16, while its gross expenditures were \$37.8 million.

Expenditure and revenue figures included in this document are based on public information provided in the Report on the Program Expenditures and Revenues of the Consolidated Revenue Fund for Fiscal Year Ended March 31, 2016 (see financial statements appended to this report).

## 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 performance objectives of the department. Key partners include other provincial departments and agencies, industry, organized labour, employer groups, regulatory bodies and federal, provincial/territorial, and municipal governments.

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 and enhanced during 2015-16.

## 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.

During 2015-16, the Division was represented at the North American Securities Administrators Association (NASAA) Investor Education training in Houston and made a presentation on START– Start Today, Retire Tomorrow. The presentation is intended for employees at various stages of their careers and focuses on the importance of having an emergency fund, financial well-being and retirement planning.

The Division also participated in several CCIR initiatives during the year including the development of a framework to meet international insurance regulatory standards of market conduct, a review of the market conduct practices of travel health insurers, and a review of property policy wordings for exclusion and disclosure issues relating to natural disaster coverage and the subsequent impact on consumers.



## 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.

## 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 RNC, the RCMP, 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 enforcement in all provincially regulated workplaces with the primary goal being accident and illness prevention.

This work is achieved by collaborating with stakeholders to establish, promote and enforce workplace practices, standards and procedures. Such partnerships serve to reduce incidents that result in injury, thereby helping to minimize costs to the workers' compensation system. The Branch also continues to work with Workplace NL on data and information sharing in support of injury and illness prevention.



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, where the implementation of WHMIS 2015 (Workplace Hazardous Materials Information System) and its alignment with the Globally Harmonized System of Classification and Labelling of Chemicals (GHS) has been at the forefront in recent years.

The Branch has also worked with the Government of Canada, the Government of Nova Scotia and the offshore petroleum boards on amendments to the *Canada-Newfoundland and Labrador Atlantic Accord Implementation Act* which resulted in new occupational health and safety provisions coming into force.

The Department is represented 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). Representatives of the OHS Branch participate on committees and councils, such as the Power Line Hazard Advisory Committee and 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. As well, the Branch, along with Workplace NL and Workplace Safety North (WSN), monitors the jointly developed Mines Rescue Training Standard for the Mining Sector in the province.

The collaborative work of the OHS Branch seeks to mitigate risk and injury by linking a multitude of disciplines. Relationships maintained and fostered by the Branch play a pivotal role in enhancing the overall presence and awareness of a safety culture in the province.

### **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 and Early Childhood Development. 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 and Early Childhood Development 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 child care facilities, personal care homes and alternate care facilities 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. Further, the division represents the province on numerous national committees, including the Association of Chief Boiler and Pressure Vessel Inspectors Committee, Association of Provincial Chief Elevator Inspectors, Interprovincial Gas Advisory Council and various

Canadian Standards Association technical 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 worked with the Department of Municipal Affairs, the Department of Environment and Conservation, and the Multi-Materials Stewardship Board (MMSB) to administer the Provincial Waste Management Strategy.

### **Motor Registration Division**

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

### **Development Control**

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

### **Learning and Development**

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. During 2015-16, 397 employees collectively participated in a total of 27 training modules, including a course specifically designed for managers and supervisors involved in service delivery.

### **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 also a member.

## Planning and Service Delivery

Service NL collaborates with the OCIO 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 their delivery. It is a forum for leadership, guidance and decision making. During 2015-16, the PSDC met regularly and discussed various issues including mobile inspections, SharePoint Intranet, and online driver's licence renewal.

## Highlights and Accomplishments

### Online Driver's Licence Renewal Service Launched

In February 2016, Service NL launched a new service that enables people to renew their driver's licence online. The service is provided at [www.gov.nl.ca/drive](http://www.gov.nl.ca/drive), along with the online vehicle registration renewal service. In addition to offering this service online, Service NL extended the validity of driver's licence photos from five years to 10 years for anyone over the age of 19. Online renewal features a secure and simple five-step process that includes logging in, entering and updating personal information, renewing the licence, providing payment and receiving a receipt. While a driver's licence will continue to require renewal every five years, a visit to a MRD office for an updated photo will only be necessary every 10 years. Prior to the introduction of this new online service, between 50,000 and 60,000 people have visited a MRD office annually to renew their driver's licence.

### BizPaL Continues to Grow in Newfoundland and Labrador

The BizPaL Initiative was created to significantly improve the experience of businesses dealing with multiple levels of government. BizPaL offers a self-service web-based tool that allows entrepreneurs to generate a customized list of permits, licences and other approvals that they require from all three orders of government (federal, provincial and municipal). It provides comprehensive information and facilitates self-service, which allows governments to more efficiently use the resources they dedicate to client service. BizPaL supports entrepreneurs by providing quick and easy online access to information on government requirements. Citizens and governments save time and benefit from increased compliance as well as the collaboration between multiple levels of government in delivering public sector services. As of March 31, 2016, the Province has 79 municipal and Inuit communities participating in BizPaL. The ten new communities which joined BizPaL in 2015-2016 were: Fogo Island, Fortune, Harbour Grace, Long Harbour-Mount Arlington Heights, Petty Harbour, St. Lawrence, Stephenville Crossing, Trinity Bay North, Twillingate and Upper Island Cove (for additional information on BizPaL, visit [www.bizpal.gov.nl.ca](http://www.bizpal.gov.nl.ca)).

### Online Food Service Inspection Reports Expanded

In June 2015, Service NL expanded its online reporting of food service inspections beyond restaurants to include food services facilities in schools, personal care homes and other institutions throughout the province. Environmental Health Officers with Service NL conduct thousands of food establishment inspections annually. These inspections are carried out under an agreement with the Department of Health and Community Services, which is responsible for the Food Premises Regulations under the *Food Premises Act*. Online inspection reports for restaurants were first made available in 2012; they are posted monthly and available in PDF format. Reports for institutional food service facilities are similarly provided at [www.servicenl.gov.nl.ca/inspections](http://www.servicenl.gov.nl.ca/inspections).

### Government Service Centre Expanded

Service NL officially launched the expansion of services at the Marystown Government Service Centre (GSC) in July 2015, following the introduction of a pilot project. The Centre now provides a full complement of MRD services

as a result of an investment of approximately \$50,000 in equipment and training. This investment allows the Centre to issue driver's licences and vehicle renewal stickers on site, which significantly improves motor registration services in the region. The Marystown GSC has been providing a variety of services since it was established in 2010 including multiple permits, licences and inspection services.

### **Bicycle Helmet Usage Becomes Mandatory on Public Roadways**

An amendment to the *Highway Traffic Act* makes it mandatory for bike helmets to be worn by bicyclists on all roads and streets in the province. This amendment became effective on April 1, 2015 and was the result of collaboration with several safety advocacy groups and law enforcement organizations. A properly fitted bicycle helmet can decrease the risk of serious head injury by as much as 85 percent and the new safety standard will therefore help protect children and families in the province.



Specific information about the new law including instructions on how to properly fit a helmet is available at [www.gov.nl.ca/BikeHelmet](http://www.gov.nl.ca/BikeHelmet). The website also provides information on how individuals can seek assistance with purchasing a helmet. Those needing financial assistance with obtaining a helmet can contact Canadian Tire Jumpstart if the helmet is for a youth under 18, or Recreation NL if the helmet is for someone older than 18.

### **Building a Stronger Workforce**

Service NL is helping veterans find rewarding careers and simultaneously strengthening the provincial labour force by formally recognizing specific training under the Department of National Defence 404 driver's licence as equivalent to a commercial vehicle driver's licence. This initiative, which was introduced in October 2015, was pursued in collaboration with *Helmets to Hardhats*, a not-for-profit organization focused on providing career opportunities to Canadian military veterans and serving reservists. An appropriate driver's licence equivalency will be automatically granted to any active Regular Force or Reservist service person, including those who have retired from the Canadian Armed Forces, provided they had a valid National Defence 404 driver's licence within two years of applying for the civilian commercial equivalent driver's licence.

## **Report on Performance**

The following section describes the outcomes of the Department's objectives for the second reporting year of its 2014-17 Strategic Plan, 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 2015-16.

### **Strategic Issue 1: Citizen-Centred Approach to the Delivery of Programs and Services**

This issue supports the department's primary objective to enhance program and service delivery through enhanced customer service capacity and improved client services.

Service NL provides a single-window point of access for many of the permits, licences and registrations required by the provincial government. In order to do this effectively, the role of every employee is critical to achieving excellence in service delivery and client satisfaction. From front line service representatives to policy and decision-makers, there has to be a continuous focus on the needs of clients who avail of the department's services every day. The department therefore recognizes that fostering and supporting a work culture of citizen-centred service delivery underscores the vital role employees play in improving the everyday lives of the residents of Newfoundland and Labrador.



## Performance Reporting

**Goal:** By March 31, 2017, Service NL will have improved client service through a citizen-centred approach to the delivery of programs and services.

<b>2015-16 OBJECTIVE</b>	<b>By March 31, 2016, Service NL will have evaluated opportunities for enhancing the citizen-centred approach in priority areas.</b>
Measure	Opportunities for citizen-centred approach evaluated.
Indicator	Opportunities for measuring client satisfaction evaluated.
Indicator	Opportunities for implementing clear policies and procedures evaluated.
Indicator	Opportunities for enhancing training in accessibility and inclusion for staff in the delivery of services for persons with disabilities explored.

### Opportunities for measuring client satisfaction evaluated

As referenced in last year's Annual Report, several opportunities for measuring client satisfaction were explored in 2014-15 in an effort to identify areas where changes could be made and improvements achieved. During 2015-16, Service NL contracted MQO Research to develop and conduct an in-person client satisfaction survey with clients of MRD in Mount Pearl. This research approach was designed to inform MRD on clients' perceptions of service delivery, with an emphasis on in-person services, the web-based vehicle renewal services and the toll-free telephone service.

MQO assessed the pre-service and post-service experiences of MRD clients. This research was conducted over a two week period in September-October 2015. Highlights included a high level of satisfaction with staff but wait times were identified as a concern along with the hours of operation.

### Opportunities for implementing clear policies and procedures evaluated

Service NL undertook a formal Service Innovation and Improvement initiative in 2015-16 which focused largely on making life easier for clients who interact with Service NL. This initiative resulted in many client service improvements marked by the development of clear policies and procedures, most notably within MRD in Mount Pearl.

### Prioritization of Customer Queuing

In August 2015, the Division implemented a priority system for customer queuing based on transaction type. This innovation had the goal of reducing overall wait times by allocating service wickets for clients with shorter, less complex transactions. The function is used when client volumes exceed 400. Preliminary data indicates that average and maximum wait times have been reduced substantially, in some cases by as much as 50 minutes.

### Dedicated Photo Workstation for Driver Examinations Section

The Driver Examinations Section in Mount Pearl is dedicated to new drivers applying for learner's permits, taking road tests or obtaining a higher class of driver's licence. Prior to 2015-16, once clients passed their

written tests, they had to leave the section and go around the outside of the building to the front counter in the main lobby to complete transactions such as having their photo taken or obtaining their licence. As of November 2015, a dedicated photo workstation and financial transaction site has been added to the Driver Examinations section to reduce wait times for these clients. It is estimated this service delivery change will also reduce customer traffic at the main front counter by approximately 3000 clients annually, thereby reducing wait times for other MRD clients.

### **Extended Work Hours**

In October 2015, Service NL announced that the hours of operation for MRD, Mount Pearl would be extended by 90 minutes per day. Previously, hours were 9:00 am to 4:00 pm daily; the new hours are 8:00 am to 4:30 pm. This change is client driven and is expected to improve client satisfaction considerably, using existing staff resources.

### **Privacy, Confidentiality and Security of Information**

In December 2015, in an effort to reinforce the existing government-wide confidentiality and privacy requirements, Service NL introduced its own *Privacy, Confidentiality and Security of Information Policy*. The policy is available on the department's intranet and explanation and discussion of the policy has taken place in every division of the department. Service NL houses a significant amount of personal information; inappropriate exposure of this information can have serious implications on the public's physical safety, mental well-being and their financial security.

### **Internal and External Audit Procedures Regarding System Inquiries**

In April 2015, MRD introduced internal and external audit procedures to provide guidance on the conduct of audits related to government employees' (both internal and external to Service NL) inquiries on personal information on file with MRD. These audits are designed to ensure all inquiries made on personal information held by Service NL - including driver licence and vehicle registration, medical, conviction, suspension and collision records - are completed in accordance with Service NL and government privacy protocols to prevent and detect unauthorized access and unintentional error. The audit process is designed to ensure that inquiries made are for legitimate purposes related to employees' job functions and to ensure proper procedures and protocols are being followed.

### **Job-tracking System for Printing Services**

The Printing and Micrographic Services Division implemented an improved job-tracking system, with policies and procedures, for providing clients with information about the status of their printing orders with Printing Services. It consists of a shared spreadsheet providing status information for printing jobs. There will be further improvements made when the division implements a Management Information System as referenced later in this report.

### **Opportunities for enhancing training in accessibility and inclusion for staff in the delivery of services for persons with disabilities explored**

The Centre for Learning and Development, in consultation with the Disability Policy Office (DPO), has been developing a training module for government staff with respect to delivering client services to persons with disabilities. Service NL has discussed education and training opportunities with DPO and will take advantage of this training when it becomes available to ensure employees are well versed in best practices. It is anticipated the training module will be finalized in 2016-17.

## Discussion of Results

The performance indicators for 2015-16 focused largely on monitoring progress on initiatives referenced in last year’s Annual report while identifying further opportunities for service delivery enhancements and assessing client satisfaction. As referenced several times throughout this report, Service NL, consistent with its mandate, is continuously looking for new ways to design service delivery such that the department’s clients are the foremost concern. The three indicators for 2015-16 were achieved and additional work is ongoing to advance these and other initiatives in 2016-17.

### Objective for Fiscal Year 2016-17:

<b>2016-17 OBJECTIVE</b> By March 31, 2017, Service NL will have implemented measures for the enhancement of the citizen-centred approach.	
Measure	Measures for citizen-centred approach implemented.
Indicator	Customer Flow Management at Motor Registration Division implemented.
Indicator	Training in accessibility and inclusion for staff in the delivery of services for persons with disabilities implemented.
Indicator	Clear policies and procedures implemented.

## Strategic Issue 2: Enhanced Program and Service Delivery

This issue supports the department’s objective to enhance program and service delivery through the development of online service projects and expanded single-window delivery access.

Improving access to programs and services is an ongoing priority for the department. It coincides with the department’s mission statement and its basic premise is that of enhancing customer service capacity. Service NL recognizes the importance of ensuring citizens of our province receive the best possible program and service delivery. Strengthening and improving the delivery and quality of programs and services, as well as increasing access in these areas is therefore a key area of focus for the department. The department places particular emphasis on service delivery capacity by providing seamless integrated services, multiple channels of delivery and convenience for the people of Newfoundland and Labrador.

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

### Performance Reporting

**Goal:** By March 31, 2017, Service NL will have enhanced the delivery of its programs and services.

2015-16 OBJECTIVE	By March 31, 2016, Service NL will have enhanced program and service delivery in new select areas.
Measure	Program and service delivery enhanced.
Indicator	Inspection services enhanced in select areas.
Indicator	Improvements to online and in-person services implemented.
Indicator	Opportunities for streamlined business processes assessed or implemented in select areas.

### Inspection services enhanced in select areas

#### Pilot Project for Mobile Inspections

In November 2015, Service NL piloted a project for a select number of inspection programs to test the feasibility of a mobile inspection process for two of its key programs. The project was successful and work is being finalized to introduce tablets for use in the department’s fire and life safety inspection program. This will eliminate the need for hand written paper forms, and allow inspectors to produce electronic inspection reports. In most instances, the electronic report will be emailed to the client, further reducing the need for paper records. The transition to mobile reporting will improve the efficiency of the inspection process, thereby reducing response times to clients. It will also result in improved productivity of inspection staff.

A departmental working group will continue to work with the Office of the Chief Information Officer (OCIO) over the next year to achieve enhancements to the mobile inspection process in the area of Environmental Health, specifically a mobile solution for food premises inspections. The project is subject to completion of additional work related to integration of electronic inspection reports with Service NL’s AMANDA database.

## Improvements to online and in-person services implemented

### Departmental Website, Intranet and Open Government

Service NL examined several program areas in 2014 with a view to identifying areas in which improvements could be made. As a result of this review, the department advanced an initiative to provide electronically fillable forms on its website, with a focus on those which would facilitate service delivery for the Government Service Centres. This initiative continued in 2015-16 with more than 60 forms made available on the department's website including the Application for Electrical Permit, the Application for Food and/or Tobacco Licence and the Application for Real Estate Agent's Licence. The initiative is anticipated to be completed in 2016-17 once all divisions finalize outstanding revisions needed for conversion to fillable PDF documents. In-person service delivery is greatly facilitated as clients now visit a GSC with a fully completed form as opposed to having to complete it at the Service Centre which consumes more time and sometimes results in illegible forms. This reduces the amount of time the client is required to spend at a GSC.

Service NL's Intranet has been migrated to the new SharePoint platform and deployed throughout the department. The Intranet is the dissemination tool for all departmental announcements, achievements, and key documents such as Safe Work Procedures under the department's Occupational Health and Safety Program. This new system has improved communications with staff regarding processes and procedures and provides single-point of access to standardized materials, particularly policies and forms.

The department is also committed to providing statistical data from its various programs to the public online. These statistics are the more commonly requested ones (e.g. the number of licensed drivers in the province) and providing easy access through the Internet improves their availability for use by the public. During 2015-16, Service NL uploaded 15 datasets to the Open Government website. These included information and statistics from all areas of the department including the number of vehicle registration renewals, the number of accessible parking permits, a list of electrical contractors, a list of registered pension plans, and statistics on commercial vehicle and school bus inspections.

### Inspection Reports Expanded

In June 2015, Service NL expanded its online reporting of food service inspections beyond restaurants to include food services facilities in schools, personal care homes and other institutions throughout the province. Environmental Health Officers with Service NL conduct thousands of food establishment inspections annually. These inspections are carried out under an agreement with the Department of Health and Community Services, which is responsible for the Food Premises Regulations under the *Food Premises Act*. Similar to the restaurant inspection reports, those for institutional food service facilities are posted monthly and available in PDF format.



### Queen's Printer / Printing and Micrographic Services Division

The Division is in the process of creating a presence on the Government's intranet site, Public Service Network (PSN), whereby internal clients can obtain information about printing services and download a fillable PDF Internal Printing Requisition. In addition, a project is ongoing with the Department of Finance to provide online ordering and payment for frequently purchased items from the Queen's Printer Bookstore using Central Web Receiving via Government's website.

### **Commercial Registrations: Companies and Deeds Online (CADO) System Enhancements**

In 2015-16, Service NL and the OCIO continued an initiative to replace the document management system for CADO. This is a multi-year initiative with estimated completion and implementation scheduled for Fall 2016. This initiative will result in improved client access for any web browser used by the client. Currently, access is limited to Internet Explorer users.

### **Digitization of Paper-Based Deeds Registration**

The Commercial Registrations Division, in collaboration with the Queen's Printer, continues to work on a multi-year project to digitize paper-based deeds records, dating from 1981 back to 1825. This digitization initiative provides several benefits including document protection and preservation. Once the digital records are available through CADO, clients will have a larger record repository to access via the Internet.

## **Opportunities for streamlined business processes assessed or implemented in select areas**

### **Residential Tenancies**

The Residential Tenancies Disputes System (Microsoft Access based) was created many years ago and used for various applications within the daily operations of Residential Tenancies. It had limited capabilities and was available only at the St. John's office but not at offices in Gander and Corner Brook. Therefore, each office could only process applications for their own area.

A shared drive was created province-wide in 2013 and the Disputes System was added to the shared drive and made available to all three offices in 2014-15. Several business process improvements were identified in the department's 2014-15 Annual Report and during the past year Service NL has been successful in continuing to implement upgrades to the Disputes System. For example, mediation agreements and amortization tables with payment options have been added and are now fully operational. Some of the form letters used by the Residential Tenancies area for routine transactions have also been added and can be generated through the Disputes System. Finally, there have been significant enhancements made to the Division's ability to generate statistical and associated information. These improvements have resulted in more efficient operational processes which allow for a higher level of service to clients.

### **Consumer Affairs**

A review of the statistical information collected within the Consumer Affairs Division was completed and considerable enhancements have been made. Complaints are now recorded directly into a database and supporting reports have been created to calculate statistical information from the database. Previously, staff would have to manually count the different categories of complaints at the end of each month or quarter. This new system has led to more accurate and timely reporting of information.

### **Queen's Printer / Printing and Micrographic Services Division**

The Division has continued to implement LEAN related initiatives as reported on in last year's Annual Report. It began implementing 5S Visual Workplace Orientation in the last quarter of 2015-16 and this process will continue with a completion target date of March 2017. The Division's Value Stream Mapping initiative has led to the creation of a Management Information System (MIS) scope document by the Office of the Chief Information Officer (OCIO) and the search for an MIS to match the Division's requirements. Several systems were researched and reviewed and purchase/licence cost information continues to be assessed. Acquisition of an MIS is anticipated in 2016-17 that will further streamline the business process and lead to online ordering for printing services in the future.

## Discussion of Results

The performance indicators for 2015-16 centered around implementing more streamlined business processes, making improvements to core program delivery and expanding availability of online services. As outlined in the preceding section, new opportunities were identified and appropriate action was taken to implement enhancements to existing program and service delivery mechanisms. In particular, there were notable achievements with respect to integrating technology into program and service delivery.

### Objective for Fiscal Year 2016-17:

<b>2016-17 OBJECTIVE</b>	<b>By March 31, 2017, Service NL will have continued to implement changes and enhancements to improve the overall quality of, and access to, its programs and services.</b>
Measure	Changes and enhancements to improve program and service delivery implemented.
Indicator	Mobile inspections implemented in select areas.
Indicator	Increase in interactive online forms.
Indicator	LEAN processes implemented in select areas.

## Strategic Issue 3: Legislative and Regulatory Framework

This issue supports the department’s goal to enhance program and service delivery through the modernization of legislation. Service NL is principally mandated to protect the public and the environment generally, and the citizen as a consumer. Providing such protection is a considerable responsibility that is primarily achieved through the establishment of timely and relevant standards and enforcement practices designed to ensure compliance. The authority to carry out these functions comes from more than 180 statutes and associated regulations for which the Department is either solely responsible, or jointly responsible with other departments through agreements and Memoranda of Understanding (MOUs). The Department recognizes there is a need to continuously ensure that its legislative and regulatory framework is relevant, meaningful and necessary.

## Performance Reporting

**Goal:** By March 31, 2017, Service NL will have continued to strengthen consumer, worker, public and environmental protection through an improved legislative and regulatory framework.

<b>2015-16 OBJECTIVE</b>	<b>By March 31, 2016, Service NL will have identified priorities in select areas to enhance its legislative and regulatory regime.</b>
Measure	Identify priorities in select areas.
Indicator	Continue to implement the Legislative Review Policy.
Indicator	Assess the departmental legislative inventory.
Indicator	Research the history of legislative amendments in select areas.

### Continue to implement the Legislative Review Policy

In early 2015-16, the Strategic Policy and Planning Division met with divisional designates to conduct the annual review of primary statutes and regulations. These individuals were designated by their respective Assistant Deputy Minister as being the content expert in each applicable division to direct the legislative review function of the division. Review checklists were updated after the meetings to reflect the content of the discussion with designates. These checklists were then shared with designates to confirm accuracy.

During the period of July-August 2015, further meetings were held with designates to conduct a review of shared/secondary legislation which included updates from an operational perspective. In Fall 2015, follow up meetings were arranged with the Assistant Deputy Ministers to develop work plans based on the findings of the legislative review.

### Assess the departmental legislative inventory

The process of assessing the department's legislative inventory occurs during the legislative review meetings. It is in these meetings that relevant issues are discussed in relation to the legislation, including but not limited to the following: whether the objectives of the legislation can be achieved by alternative and more effective means; whether the legislation duplicates, overlaps or conflicts with another Act or regulations; and the effectiveness of meeting the public policy objective. Decisions are then made on the appropriate course of action to take in relation to the particular statute.

With respect to the 2015-16 fiscal year, changes were made to the following statutes and regulations:

- Amendments to the *Pension Benefits Act Regulations*
- Amendments to the *Credit Union Regulations, 2009*
- Amendments to *Vehicles Regulations* under the *Highway Traffic Act*

In addition to the above legislative amendments, two bills were introduced in March 2016 proposing amendments to the *Vital Statistics Act* and the *Change of Name Act, 2009*.



## Research the history of legislative amendments in select areas

The process of researching the history of legislative amendments made notable progress in 2015-16 and will assist in informing decisions related to current issues in the department. Legislative histories have been compiled in the following areas: consumer protection; employer's liability; residential tenancies; mortgage brokers; perpetuities and accumulations; public accountants; and public safety.

## Discussion of Results

While the Legislative Review Policy has been fully implemented since June 2013, it is an ongoing initiative with continuous review and evaluation being required. As noted in the previous Performance Reporting section, progress was made in 2015-16 with respect to soliciting feedback from departmental designates and consulting with departmental Executive to develop legislative work plans. Similar activities will continue in 2016-17 to enhance the legislative framework within Service NL.

<b>2016-17 OBJECTIVE</b>	<b>By March 31, 2017, Service NL will have implemented changes in select areas to enhance its legislative and regulatory regime.</b>
Measure	Implemented changes in select areas.
Indicator	Continue to implement the Legislative Review Policy.
Indicator	Assess the departmental legislative inventory.
Indicator	Recommend changes resulting from the legislative review.

## Opportunities and Challenges

### **Continuous Service Delivery Improvements**

Service NL is continuously looking at ways to improve the delivery of programs and services. As referenced a number of times throughout this report, there were several notable achievements during the 2015-16 fiscal year. Looking forward, the department intends to continue this trend in 2016-17 by making further enhancements to program and service delivery. As an example, the Deputy Minister introduced and encouraged the principles of LEAN Management with respect to the department's business processes. In Fall 2015, Service NL's management team completed a two-day management retreat for all managers and senior staff. The session focused on providing an overview of LEAN principles and practices to challenge managers to implement continuous improvements in their business practices. Managers subsequently identified a business process and wrote proposals on how it could be improved by the application of LEAN. The members of the management team submitted over 40 proposals and implementation of these are at various stages and will continue throughout the department.

### **Integrating Technology into Departmental Programs and Services**

As outlined under Strategic Issue 2 of this report, Service NL initiated a successful pilot project in 2015 related to the use of technology for some field inspectors. In partnership with the OCIO, it is the department's intent to fully implement electronic inspections for Fire and Life Safety inspectors in 2016-17. There are some technical challenges to be overcome with respect to systems integration but these are considered manageable. Similarly, the department is actively pursuing the implementation of mobile inspections for Environmental Health inspectors, specifically for food premises. As with Fire and Life Safety, there are systems integration challenges but the opportunity for more streamlined service delivery and program management will be the overriding factors driving this initiative. In his mandate letter of December 14, 2015, the Minister of Service NL was directed "to establish an online searchable database to alert consumers of bad business practices, and to explore the possibility of posting convictions made under provincial consumer protection legislation."

### **Legislative Agenda**

Service NL's Legislative Review Policy requires that all primary and secondary statutes and regulations be reviewed annually and prioritized to help in informing government's legislative agenda. In this regard, the department is continuously assessing its legislative framework to determine which statutes and regulations should be amended or replaced. In 2016-17, Service NL is planning to seek authority to put forward changes to several of its statutes, including the *Radiation Health and Safety Act* and the *Automobile Insurance Act*. In his mandate letter of December 14, 2015, the Minister of Service NL was tasked with reviewing "legislation in other jurisdictions, to determine what the province can do differently to strengthen consumer protection to deter bad business practices and ensure Newfoundlanders and Labradorians are protected in common business dealings." In that same mandate letter, it said "I also ask that you complete a thorough review of the automobile insurance system in the province. This review will include consultation with private sector stakeholders and the public with the goal of modernizing the system to provide greater benefits and greater value to residents of the province." Reviews of these statutes will require extensive consultation with stakeholders and will result in modernized legislation to reflect best practices in each regulatory area.

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

**SERVICE NEWFOUNDLAND AND LABRADOR**  
**Statement of Expenditure and Related Revenue**  
**FOR THE YEAR ENDED 31 MARCH 2016**

	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	264,798	298,000	198,000
Operating Accounts:			
<i>Employee Benefits</i>	-	1,000	1,000
<i>Transportation and Communications</i>	8,623	39,000	39,000
<i>Supplies</i>	801	5,400	5,400
<i>Purchased Services</i>	-	18,800	18,800
<i>Property, Furnishings and Equipment</i>	-	400	400
02. Operating Accounts	<u>9,424</u>	<u>64,600</u>	<u>64,600</u>
<b>Total: Minister's Office</b>	<u>274,222</u>	<u>362,600</u>	<u>262,600</u>
TOTAL: MINISTER'S OFFICE	<u>274,222</u>	<u>362,600</u>	<u>262,600</u>
<b>GENERAL ADMINISTRATION</b>			
<i>CURRENT</i>			
<b>1.2.01. EXECUTIVE SUPPORT</b>			
01. Salaries	1,650,618	1,650,700	1,578,200
Operating Accounts:			
<i>Employee Benefits</i>	2,220	3,500	3,500
<i>Transportation and Communications</i>	40,488	66,300	66,300
<i>Supplies</i>	8,491	31,100	31,100
<i>Professional Services</i>	27,120	35,000	35,000
<i>Purchased Services</i>	24,117	19,700	19,700
<i>Property, Furnishings and Equipment</i>	2,170	2,700	2,700
02. Operating Accounts	<u>104,606</u>	<u>158,300</u>	<u>158,300</u>
	<u>1,755,224</u>	<u>1,809,000</u>	<u>1,736,500</u>
02. Revenue - Provincial	<u>(1,176,058)</u>	<u>(1,040,000)</u>	<u>(1,040,000)</u>
<b>Total: Executive Support</b>	<u>579,166</u>	<u>769,000</u>	<u>696,500</u>

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

## SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)

	Estimates		
	Actual	Amended	Original
	\$	\$	\$
<b>EXECUTIVE AND SUPPORT SERVICES</b>			
<b>GENERAL ADMINISTRATION</b>			
<b>CAPITAL</b>			
<b>1.2.02. ADMINISTRATIVE SUPPORT</b>			
Operating Accounts:			
Property, Furnishings and Equipment	128,003	130,500	130,500
02. Operating Accounts	128,003	130,500	130,500
02. Revenue - Provincial	(39,612)	(25,000)	(25,000)
<b>Total: Administrative Support</b>	<b>88,391</b>	<b>105,500</b>	<b>105,500</b>
<b>TOTAL: GENERAL ADMINISTRATION</b>	<b>667,557</b>	<b>874,500</b>	<b>802,000</b>
<b>TOTAL: EXECUTIVE AND SUPPORT SERVICES</b>	<b>941,779</b>	<b>1,237,100</b>	<b>1,064,600</b>
<b>CONSUMER AND COMMERCIAL AFFAIRS</b>			
<b>CONSUMER AND COMMERCIAL AFFAIRS</b>			
<b>CURRENT</b>			
<b>2.1.01. CONSUMER AFFAIRS</b>			
01. Salaries	920,299	920,400	792,500
Operating Accounts:			
Employee Benefits	173	2,500	2,500
Transportation and Communications	24,905	40,000	40,000
Supplies	6,333	19,900	19,900
Purchased Services	32,772	20,100	20,100
Property, Furnishings and Equipment	5,482	5,300	5,300
02. Operating Accounts	69,665	87,800	87,800
	989,964	1,008,200	880,300
02. Revenue - Provincial	(17,145)	(12,000)	(12,000)
<b>Total: Consumer Affairs</b>	<b>972,819</b>	<b>996,200</b>	<b>868,300</b>

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

## SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
CONSUMER AND COMMERCIAL AFFAIRS			
CONSUMER AND COMMERCIAL AFFAIRS			
CURRENT			
2.1.02. FINANCIAL SERVICES REGULATION			
01. Salaries	983,349	1,006,400	1,094,100
Operating Accounts:			
Employee Benefits	2,831	5,100	5,100
Transportation and Communications	28,116	35,000	35,000
Supplies	7,126	13,000	13,000
Professional Services	2,053	10,000	10,000
Purchased Services	49,355	27,500	27,500
Property, Furnishings and Equipment	1,043	800	800
02. Operating Accounts	90,524	91,400	91,400
Total: Financial Services Regulation	1,073,873	1,097,800	1,185,500
2.1.03 PENSIONS BENEFIT STANDARDS			
01. Salaries	221,488	222,900	222,900
Operating Accounts:			
Employee Benefits	-	1,000	1,000
Transportation and Communications	4,766	8,000	8,000
Supplies	959	1,000	1,000
Purchased Services	7,492	5,000	5,000
Property, Furnishings and Equipment	-	1,000	1,000
02. Operating Accounts	13,217	16,000	16,000
Total: Pensions Benefit Standards	234,705	238,900	238,900

REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
CONSUMER AND COMMERCIAL AFFAIRS			
CONSUMER AND COMMERCIAL AFFAIRS			
CURRENT			
2.1.04. COMMERCIAL REGISTRATIONS			
01. Salaries	1,181,946	1,182,000	1,370,000
Operating Accounts:			
Employee Benefits	670	2,000	2,000
Transportation and Communications	114,709	112,600	80,700
Supplies	26,699	35,000	35,000
Purchased Services	835,458	833,600	833,600
Property, Furnishings and Equipment	19,673	25,000	25,000
02. Operating Accounts	997,209	1,008,200	976,300
Total: Commercial Registrations	2,179,155	2,190,200	2,346,300
TOTAL: CONSUMER AND COMMERCIAL AFFAIRS	4,460,552	4,523,100	4,639,000
TOTAL: CONSUMER AND COMMERCIAL AFFAIRS	4,460,552	4,523,100	4,639,000
GOVERNMENT SERVICES			
MOTOR VEHICLE REGISTRATION			
CURRENT			
3.1.01. ADMINISTRATION			
01. Salaries	1,124,286	1,137,500	1,179,600
Operating Accounts:			
Employee Benefits	705	1,500	1,500
Transportation and Communications	953,652	990,000	925,000
Supplies	466,338	487,000	215,000
Professional Services	255	-	-
Purchased Services	283,976	288,900	288,900
Property, Furnishings and Equipment	71,420	11,700	11,700
02. Operating Accounts	1,776,346	1,779,100	1,442,100
10. Grants and Subsidies	35,666	38,100	38,100
Total: Administration	2,936,298	2,954,700	2,659,800

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

## SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)

	Estimates		
	Actual	Amended	Original
	\$	\$	\$
<b>GOVERNMENT SERVICES</b>			
<b>MOTOR VEHICLE REGISTRATION</b>			
<b>CURRENT</b>			
<b>3.1.02. DRIVER EXAMINATIONS AND WEIGH SCALE OPERATIONS</b>			
01. Salaries	2,167,455	2,208,900	2,281,800
Operating Accounts:			
Employee Benefits	3,140	4,000	4,000
Transportation and Communications	114,433	130,000	125,000
Supplies	15,555	5,500	5,500
Purchased Services	91,318	67,000	67,000
Property, Furnishings and Equipment	8,844	30,000	30,000
02. Operating Accounts	233,290	236,500	231,500
09. Allowances and Assistance	25,000	25,000	-
Total: Driver Examinations and Weigh Scale Operations	<u>2,425,745</u>	<u>2,470,400</u>	<u>2,513,300</u>
<b>3.1.03. LICENCE AND REGISTRATION PROCESSING</b>			
01. Salaries	2,001,099	2,091,700	2,119,300
Operating Accounts:			
Employee Benefits	44,759	9,000	9,000
Transportation and Communications	3,789	7,700	7,700
Supplies	388,978	297,400	297,400
Professional Services	9,408	-	-
Purchased Services	1,623,373	1,830,800	1,830,800
Property, Furnishings and Equipment	-	6,300	6,300
02. Operating Accounts	<u>2,070,307</u>	<u>2,151,200</u>	<u>2,151,200</u>
Total: Licence and Registration Processing	<u>4,071,406</u>	<u>4,242,900</u>	<u>4,270,500</u>

REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)

	Estimates		
	Actual	Amended	Original
	\$	\$	\$
<b>GOVERNMENT SERVICES</b>			
<b>MOTOR VEHICLE REGISTRATION</b>			
<b>CURRENT</b>			
<b>3.1.04. NATIONAL SAFETY CODE</b>			
01. Salaries	1,359,046	1,459,200	1,360,400
Operating Accounts:			
Employee Benefits	6,703	2,000	2,000
Transportation and Communications	62,181	76,500	75,000
Supplies	29,097	12,200	12,200
Professional Services	-	40,000	40,000
Purchased Services	43,707	9,400	9,400
Property, Furnishings and Equipment	5,387	9,900	9,900
02. Operating Accounts	147,075	150,000	148,500
09. Allowances and Assistance	4,311	4,400	-
	<u>1,510,432</u>	<u>1,613,600</u>	<u>1,508,900</u>
01. Revenue - Federal	(188,964)	(191,500)	(191,500)
Total: National Safety Code	<u>1,321,468</u>	<u>1,422,100</u>	<u>1,317,400</u>
<b>TOTAL: MOTOR VEHICLE REGISTRATION</b>	<u>10,754,917</u>	<u>11,090,100</u>	<u>10,761,000</u>
<b>PERMITTING AND INSPECTION SERVICES</b>			
<b>CURRENT</b>			
<b>3.2.01. SUPPORT SERVICES</b>			
01. Salaries	2,354,102	2,427,000	2,365,700
Operating Accounts:			
Employee Benefits	9,552	3,600	3,600
Transportation and Communications	293,924	350,000	350,000
Supplies	34,878	40,100	40,100
Professional Services	7,402	15,800	15,800
Purchased Services	798,239	845,000	845,000
Property, Furnishings and Equipment	17,475	21,100	21,100
02. Operating Accounts	1,161,470	1,275,600	1,275,600
09. Allowances and Assistance	70,000	83,100	83,100
	<u>3,585,572</u>	<u>3,785,700</u>	<u>3,724,400</u>
02. Revenue - Provincial	(1,344,375)	(1,297,000)	(1,297,000)
Total: Support Services	<u>2,241,197</u>	<u>2,488,700</u>	<u>2,427,400</u>



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

## SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)

	Estimates		
	Actual	Amended	Original
	\$	\$	\$
<b>GOVERNMENT SERVICES</b>			
<b>PERMITTING AND INSPECTION SERVICES</b>			
<b>CURRENT</b>			
<b>3.2.02. REGIONAL SERVICES</b>			
01. Salaries	7,488,331	7,580,600	7,552,600
Operating Accounts:			
Employee Benefits	29,124	38,900	38,900
Transportation and Communications	448,127	466,700	466,700
Supplies	131,074	181,400	181,400
Purchased Services	116,777	140,300	140,300
Property, Furnishings and Equipment	16,266	47,300	47,300
02. Operating Accounts	741,368	874,600	874,600
09. Allowances and Assistance	427	500	-
	<u>8,230,126</u>	<u>8,455,700</u>	<u>8,427,200</u>
02. Revenue - Provincial	<u>(1,872,920)</u>	<u>(1,983,000)</u>	<u>(1,983,000)</u>
Total: Regional Services	<u>6,357,206</u>	<u>6,472,700</u>	<u>6,444,200</u>
<b>TOTAL: PERMITTING AND INSPECTION SERVICES</b>	<u>8,598,403</u>	<u>8,961,400</u>	<u>8,871,600</u>
<b>OTHER SERVICES</b>			
<b>CURRENT</b>			
<b>3.3.01. VITAL STATISTICS REGISTRY</b>			
01. Salaries	743,737	763,600	766,700
Operating Accounts:			
Employee Benefits	8,075	6,000	6,000
Transportation and Communications	76,697	79,900	79,900
Supplies	12,041	10,000	10,000
Purchased Services	63,994	70,000	55,000
Property, Furnishings and Equipment	4,881	5,400	5,400
02. Operating Accounts	165,688	171,300	156,300
	<u>909,425</u>	<u>934,900</u>	<u>923,000</u>
01. Revenue - Federal	<u>(77,484)</u>	<u>(9,200)</u>	<u>(9,200)</u>
02. Revenue - Provincial	<u>(18,877)</u>	<u>(50,000)</u>	<u>(50,000)</u>
Total: Vital Statistics Registry	<u>813,064</u>	<u>875,700</u>	<u>863,800</u>

REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)

	Estimates		
	Actual	Amended	Original
	\$	\$	\$
GOVERNMENT SERVICES			
OTHER SERVICES			
CURRENT			
3.3.02. QUEEN'S PRINTER			
01. Salaries	42,554	42,800	41,600
Operating Accounts:			
Employee Benefits	250	2,000	2,000
Transportation and Communications	848	2,600	2,600
Supplies	1,232	2,000	2,000
Purchased Services	10,329	30,000	30,000
02. Operating Accounts	12,659	36,600	36,600
	<u>55,213</u>	<u>79,400</u>	<u>78,200</u>
02. Revenue - Provincial	(105,943)	(110,000)	(110,000)
Total: Queen's Printer	<u>(50,730)</u>	<u>(30,600)</u>	<u>(31,800)</u>
3.3.03. PRINTING AND MICROGRAPHIC SERVICES			
01. Salaries	935,638	943,500	879,000
Operating Accounts:			
Employee Benefits	3,344	-	-
Transportation and Communications	8,862	14,000	14,000
Supplies	298,380	337,400	337,400
Professional Services	190	-	-
Purchased Services	487,641	450,000	450,000
Property, Furnishings and Equipment	7,077	20,000	20,000
02. Operating Accounts	805,494	821,400	821,400
Total: Printing and Micrographic Services	<u>1,741,132</u>	<u>1,764,900</u>	<u>1,700,400</u>
TOTAL: OTHER SERVICES	<u>2,503,466</u>	<u>2,610,000</u>	<u>2,532,400</u>
TOTAL: GOVERNMENT SERVICES	<u>21,856,786</u>	<u>22,661,500</u>	<u>22,165,000</u>

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

## SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)

	Estimates		
	Actual	Amended	Original
	\$	\$	\$
WORKPLACE HEALTH, SAFETY AND COMPENSATION REVIEW			
WORKPLACE HEALTH, SAFETY AND COMPENSATION REVIEW			
CURRENT			
5.1.01. WORKPLACE HEALTH, SAFETY AND COMPENSATION REVIEW			
01. Salaries	785,825	839,900	860,400
Operating Accounts:			
Employee Benefits	3,635	2,500	2,500
Transportation and Communications	41,780	30,200	30,200
Supplies	16,122	22,500	22,500
Professional Services	132,847	142,500	142,500
Purchased Services	173,452	192,500	167,500
Property, Furnishings and Equipment	7,479	4,000	4,000
02. Operating Accounts	375,315	394,200	369,200
	1,161,140	1,234,100	1,229,600
02. Revenue - Provincial	(1,401,320)	(1,229,600)	(1,229,600)
Total: Workplace Health, Safety and Compensation Review	(240,180)	4,500	-
TOTAL: WORKPLACE HEALTH, SAFETY AND COMPENSATION REVIEW	(240,180)	4,500	-
TOTAL: WORKPLACE HEALTH, SAFETY AND COMPENSATION REVIEW	(240,180)	4,500	-
TOTAL: DEPARTMENT	26,576,208	28,524,400	27,914,600

REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
<b>OCCUPATIONAL HEALTH AND SAFETY</b>			
<b>OCCUPATIONAL HEALTH AND SAFETY INSPECTIONS</b>			
<b>CURRENT</b>			
<b>4.1.01. OCCUPATIONAL HEALTH AND SAFETY INSPECTIONS</b>			
01. Salaries	3,035,271	4,044,000	4,279,800
Operating Accounts:			
Employee Benefits	28,958	54,600	54,600
Transportation and Communications	330,031	363,000	350,000
Supplies	127,496	148,800	148,800
Professional Services	568,795	375,000	100,000
Purchased Services	408,290	489,000	489,000
Property, Furnishings and Equipment	17,017	81,900	81,900
02. Operating Accounts	1,480,587	1,512,300	1,224,300
	<u>4,515,858</u>	<u>5,556,300</u>	<u>5,504,100</u>
02. Revenue - Provincial	(4,997,341)	(5,504,100)	(5,504,100)
Total: Occupational Health and Safety Inspections	<u>(481,483)</u>	<u>52,200</u>	<u>-</u>
<b>TOTAL: OCCUPATIONAL HEALTH AND SAFETY INSPECTIONS</b>	<u>(481,483)</u>	<u>52,200</u>	<u>-</u>
<b>FINANCIAL ASSISTANCE</b>			
<b>CURRENT</b>			
<b>4.2.01. ASSISTANCE TO ST. LAWRENCE MINERS' DEPENDENTS</b>			
09. Allowances and Assistance	34,177	46,000	46,000
Total: Assistance to St. Lawrence Miners' Dependents	<u>34,177</u>	<u>46,000</u>	<u>46,000</u>
<b>4.2.02. ASSISTANCE TO OUTSIDE AGENCIES</b>			
10. Grants and Subsidies	7,577	16,500	16,500
02. Revenue - Provincial	(3,000)	(16,500)	(16,500)
Total: Assistance to Outside Agencies	<u>4,577</u>	<u>-</u>	<u>-</u>
<b>TOTAL: FINANCIAL ASSISTANCE</b>	<u>38,754</u>	<u>46,000</u>	<u>46,000</u>
<b>TOTAL: OCCUPATIONAL HEALTH AND SAFETY</b>	<u>(442,729)</u>	<u>98,200</u>	<u>46,000</u>

REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)

Summary of Gross Expenditure and Unexpended Balances

	\$
Original estimates (net)	27,914,600
Add (subtract) transfers of estimates	609,800
Addback revenue estimates net of transfers	<u>11,467,900</u>
Original estimates of expenditure	39,992,300
Supplementary supply	<u>-</u>
Total Appropriation	<u>39,992,300</u>
Total net expenditure	26,576,208
Add revenue less transfers and statutory payments	<u>11,243,039</u>
Total gross expenditure (budgetary, non-statutory)	<u>37,819,247</u>
Unexpended balance of appropriation	<u><u>2,173,053</u></u>

Summary of Cash Payments and Receipts

	<u>Payments</u>	<u>Receipts</u>	<u>Net</u>
	\$	\$	\$
Current Account	37,691,244	11,203,427	26,487,817
Capital Account	<u>128,003</u>	<u>39,612</u>	<u>88,391</u>
Totals	<u><u>37,819,247</u></u>	<u><u>11,243,039</u></u>	<u><u>26,576,208</u></u>

LEIGH PUDDISTER  
Deputy Minister  
Service Newfoundland and Labrador