

Service NL

Annual Report

2017-18





MESSAGE FROM THE MINISTER

I am pleased to submit the 2017-18 Annual Report for Service NL in accordance with the requirements for a Category One entity under the Transparency and Accountability Act. This performance report outlines the department's activities between April 1, 2017 and March 31, 2018 in achieving the goals and objectives outlined in the 2017-20 Strategic Plan. Promoting a citizen-centered approach to program and service delivery, enhancing business processes to facilitate better service delivery, and continuously evaluating the department's legislative framework were Service NL's three primary areas of focus during this reporting period. As Minister, I am accountable for the 2017-18 Annual Report and the results reported. I wish to acknowledge the contributions of my colleague, the Honourable Perry Trimper, who was Minister of Service NL during the reporting period up to July 31, 2017.

This report also highlights other important work completed during 2017-18 with internal and external stakeholders, and identifies opportunities and challenges for the upcoming fiscal year. In 2017-18, the department demonstrated its commitment to: enhancing public safety by strengthening highway safety and impaired driving laws; enhancing consumer protection, as outlined in **The Way Forward**, by initiating a review of automobile insurance; reviewing legislation to protect landlords and tenants and improving buildings accessibility; advancing initiatives that support **The Way Forward's** commitments to a digital-by-design approach; and enhancing government-wide service delivery.

I would like to thank departmental staff, the public and our partners for the significant progress of this past year. I look forward to continued success guiding Service NL into 2018-19.

A handwritten signature in cursive script that reads "Sherry Gambin-Walsh".

Hon. Sherry Gambin-Walsh, MHA
Minister of Service NL

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Departmental Overview

Service NL was created with the aim of consolidating, where possible, the licensing, permitting, inspection, and regulatory functions within government and providing a single-window point of access to the public for those services. The authority to carry out the department's mandate is derived from over 175 pieces of legislation, including acts, related regulations, standards and codes of practice.

Service NL is at the forefront of government service delivery and functions as government's primary single-window service delivery mechanism. Service NL delivers citizen protection services to the public in the areas of public health and safety, environmental protection, highway safety, occupational health and safety, consumer and financial interests, the provision and preservation of vital events and documents and also provides printing and micrographic services for government and the general public. The Office of French Services (OFS) supports government's capacity to provide services and information in French.

A brief overview of Service NL's two branches and their respective divisions and operational units is outlined in the 2017-2020 Strategic Plan. A full description of the department's mandate and lines of business is available online at:

<http://www.servicenl.gov.nl.ca/department/index.html>

Staff and Budget

Division	# of Employees	Budget
Minister's Office	3	\$183,089
Executive Support Services	15	\$1,423,897
Government Services Branch	303	\$17,285,728
Regulatory Affairs Branch	108	\$6,771,327
Office of French Services	4	\$348,441
Totals	433	\$26,012,482*

*This figure does not include the numbers associated with the Workplace Health Safety and Compensation Review Division in the Report on the Program Expenditures and Revenues of the Consolidated Fund.

Source: Departmental Salary Details, Budget 2018

(https://www.budget.gov.nl.ca/budget2018/salarydetails/departmental_salary_details.pdf)

Highlights and Partnerships

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

Public Service Award of Excellence Recipients

Two employees of Service NL, Dolores Harvey and Sharon Williams, received the Public Service Award of Excellence (PSAE) in 2017. The PSAE is the highest honour an employee can receive from the Government of Newfoundland and Labrador and highlights exceptional work, commitment and creativity of employees who are making a notable contribution to the people of the province.

Business Number

In support of government's commitments to reducing red tape and improving service delivery (Lean process improvements and digital-by-design concepts espoused in The Way Forward), Service NL has undertaken a process to examine the costs and benefits of partnering with the Canada Revenue Agency (CRA) to adopt provincial use of the federal Business Number (BN). The BN is used by the Federal Government as a common identifier for businesses to replace the multiple account numbers used by CRA for tax purposes. Based on the concept of "One Business, One Number", the BN is a unique nine-digit identifier of a business entity, and serves as a single registration number that facilitates and streamlines access to participating public sector programs and services.

BizPaL Continues to Grow

BizPaL offers a self-service, web-based tool that allows entrepreneurs to generate a customized list of permits, licences and other approvals that they require from all three orders of government (federal, provincial and municipal). The service is free for entrepreneurs to use and for municipalities to join. In support of The Way Forward's

commitment to digital-by-design, as of March 31, 2018, BizPaL has expanded to include 101 municipalities. The following communities were added to BizPaL in 2017-18: Port Rexton, Isle aux Morts, Brigus, Pouch Cove, Harbour Main - Chapel's Cove - Lakeview, Point Leamington, Spaniard's Bay, Bauline, Branch and St. Mary's. The Intergovernmental Letter of Agreement between the Province and the Government of Canada was signed in February 2018 furthering the Agreement for another five years. For additional information on BizPaL, visit www.bizpal.gov.nl.ca

Wabush Mines Deemed Trust Case

Service NL continued to be involved in matters related to the pension plans for former workers of Wabush Mines, including a reference under the Judicature Act and the resulting hearings in the Newfoundland and Labrador Court of Appeal, in September 2017, relating to the interpretation of the deemed trust provisions under the Pension Benefits Act, 1997. Section 32 of the Pension Benefits Act, 1997 has the effect of creating a "deemed trust" regarding certain monies owing by an employer to a pension fund. As argued at the hearing by Service NL's external legal counsel, the intent of this section is to give the best protection possible to pension plan members by deeming money owed by an employer to a pension fund to be held in trust. In its opinion, released in January 2018, the Court of Appeal interpretation found that all amounts, including unpaid wind-up deficits, are within the deemed trust, which was consistent with the position argued by Service NL.

Corner Brook Pulp and Paper Limited Pension Funding Arrangement

In May 2017, the Government of Newfoundland and Labrador reached an agreement with Corner Brook Pulp and Paper Limited (CBPPL) to secure the company's pension plan. The agreement supports the long-term viability of the mill's operations and provides security to current and future pensioners.

Labrador West Medical Audit Report

In May 2017, the Labrador West Medical Audit report by Horizon Occupational Health Solutions was released. This study monitored the effects of silica dust exposure at mining properties in Labrador West and included a voluntary review of chest x-rays from retired and active employees. It also included a review of the silica-related health surveillance program and hazard communications process at the Iron Ore Company of Canada Mine and Wabush Mines.

Horizon identified 11 recommendations to improve silica monitoring and protection for workers in the province's mining industry; recommendations range from identifying requirements for regular audits of medical surveillance files from active employees to a review of the current Silica Code of Practice. The Provincial Government accepted the recommendations and work began with the project steering committee to develop an action plan. Nine of the recommendations were implemented with the other two in progress by the end of the reporting period.

Injury Prevention Strategy

In February 2017, Workplace NL, in partnership with the Occupational Health and Safety Division of Service NL, launched a five-year workplace injury prevention strategy entitled Advancing a Strong Safety Culture in Newfoundland and Labrador. This strategy is the result of collaboration among many injury prevention partners and stakeholders and represents the opportunity for everyone to help protect workers from hazards in the workplace. The strategy is available online at:

www.workplacenl.ca/download.aspx?ID=61103199-f420-4425-bd94-cedbd68fa882

Report on Performance

Outcomes of 2017-18 Objectives

The following section describes the outcomes of the department’s 2017-18 objectives, the first year of the 2017-20 Strategic Plan.

Strategic Issue 1: Enhanced Program and Service Delivery

This issue supports the department’s primary objective to enhance program and service delivery through enhanced customer service capacity and improved client services. Service NL provides Newfoundlanders and Labradorians with a single point of access for a wide range of required permits, licences and registrations. The commitment and effort of every employee is critical to satisfactorily serve clients’ needs, whether through an in-person counter visit, via the internet, by mail, or by telephone. 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 supports and encourages an atmosphere that recognizes fostering a culture of citizen-centred service delivery which underscores the vital role employees play in improving the everyday lives of the residents of Newfoundland and Labrador.

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

2017-18	By March 31, 2018, Service NL will have initiated additional activities
OBJECTIVE	to enhance program and service delivery.
Indicator	Implement customer flow management system at Motor Registration Division
Indicator	Identify service standards for major programs and services

Indicator	Lean process improvements implemented in multiple divisions
Indicator	Continue to digitize historical records at Registry of Deeds
Indicator	Enhancements to Companies and Deeds Online (CADO) System implemented
Indicator	Identification of opportunities to increase accessibility and inclusion

Results Achieved:

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

Indicator 1: Implement customer flow management system at Motor Registration Division

The Customer Flow Management System is an innovative system that manages in-person service to clients through the use of a numbering (ticketing) system. This system improves customer service by allowing people waiting for in-person service to be seated rather than standing in line. By assigning separate tickets for different services, it optimizes client flow, thereby reducing wait times. It is another example of government fulfilling its promise to enhance service delivery by adopting a digital-by-design approach.

In 2017-18, Motor Registration Division fully implemented Phase Two of the Customer Flow Management System with the introduction of an on-line appointment booking feature and text messaging alerts. This option has been successful and well received by clients who have used it.

Indicator 2: Identify service standards for major programs and services

Service NL has developed the following service standards for seven programs and services:

- Electrical inspections completed within 10 working days of the date requested by the client.
- Backfill inspections for private septic systems completed within five working days of the date requested by the client.
- A permit to install or alter a pressure system issued within 10 business days upon submission of a fully completed permit application.
- Inspections of pressure systems carried out within four business days (96 hours) of the date/time requested.
- Driver's licence and photo identification (photo ID) processed, produced and mailed to the client within 48 hours upon the receipt of a fully completed application.
- 100 per cent of registered school buses inspected by October 31 each year. In addition, a minimum of 30 per cent of all registered school buses inspected by June 15 each year.
- Online birth, marriage and death certificates processed and mailed within three business days upon receipt of a fully completed application.

These service standards have been published at:

http://www.servicenl.gov.nl.ca/department/service_standards.html

Indicator 3: Lean process improvements implemented in multiple divisions

Office of the Queen's Printer / Printing and Micrographic Services Division

Following the practices of Lean Continuous Improvement, the division has implemented changes in the physical layout of the printing production environment. These improvements have included renovations that allow a direct path, and shortest distance, for material flow along the production path from entry into the workflow to finished product. The materials storage area has been renovated to combine maximum storage space with ease of access.

Implementation of a Management Information System and Online Ordering for clients is in process and will be completed by Fall 2018. This system will streamline the business process for printing services as well as distribution of health related publications to Regional Health Authorities, hospitals and clinics on behalf of the Departments of Health and Community Services and Children, Seniors and Social Development. This will complete Lean initiatives initiated by the division in 2015-16. Next objectives in Lean Continuous Improvement include online ordering for publications and services available through the Queen's Printer Bookstore and placement of notices in the Newfoundland and Labrador Gazette.

Motor Registration Division

Accessible Parking Program

The Motor Registration Division issues Accessible Parking Permits to individuals who are not able to walk more than 50 metres without assistance. The issuance of these permits was once limited to the Mount Pearl office but expanded in January 2017 to include Corner Brook and Grand Falls-Windsor. Work continued in 2017-18 with a view to making the service available in the remaining Government Service Centres in other regions of the province. This work is scheduled to be completed by Fall 2018.

Central Issuance of Driver's Licences

In May 2017, Newfoundland and Labrador joined with the other Atlantic provinces to work with Gemalto Canada Inc. in implementing a new driver's licence delivery system. The system allows driver's licences and photo identification cards to be issued from one location, and clients receive them by mail within three to seven business days. This eliminates the requirement for driver's licences to be printed at the counter and saves significant time in the completion of driver's licence transactions. It reduces wait-times for clients and improves service quality.

This model is considered the most secure and efficient means of producing and delivering driver's licences and identification cards. Examples of the enhanced features of the new cards include a polycarbonate card body which is more durable, secure and

tamper-resistant; laser engraving which raised the print making it difficult to tamper or modify; and an inventory control number which is unique and has an accompanying barcode.

Elimination of Paper Renewal Notices

The Motor Registration Division has eliminated the paper notice process and implemented an electronic notification system for driver licence and registration renewal. This initiative supports The Way Forward commitment of better services to the people of the province and the transition from a paper-based application culture to a digital-by-design model.

The expiry date for driver's licences is printed on the front of a licence and is aligned with the driver's date of birth. Vehicle registrations expire at the end of the month that is printed on the licence plate sticker. To assist the public in adjusting to a paperless approach and to serve as a reminder to individuals who do not have email accounts, the Motor Registration Division can align the vehicle renewal date with the owner's month of birth as well, rather than the date of vehicle purchase.

Individuals who do not have an email account or access to the internet can have their renewal reminders emailed to a trusted family member or friend. Although Service NL encourages clients to use the online system, services are still available in person, via fax and via regular mail. The toll-free phone service is also available for those requiring help, including for online services or renewals.

Service NL has taken several measures to help the public through this transition including notifying over 50,000 clients by mail, distributing posters, sharing information on social media and notifying external stakeholders including Municipalities NL and seniors' organizations.

Indicator 4: Continue to digitize historical records at Registry of Deeds

Phase 3 of the digitization project is currently ongoing and includes the digitization and verification of approximately 2.4 million pages, from 3512 bound paper-based volumes, dating from 1825 to 1982.

The final phase of the digitization initiative would require associating the digitized index records with the digitized page tiff document and importing this registration data in the Companies and Deeds Online (CADO) System.

Scanning and preservation of documents is to continue in the next reporting period, utilizing existing resources.

Indicator 5: Enhancements to Companies and Deeds Online (CADO) System implemented

Enhancements to the Companies and Deeds Online (CADO) system that were begun in 2016-17 were fully implemented in May 2017 resulting in a document management system that improves access for any web browser used by a client.

Indicator 6: Identification of opportunities to increase accessibility and inclusion

Amendments to Designated Mobility Impaired Parking Regulations and Buildings Accessibility Regulations

In October 2017, as the first phase of an initiative to improve accessibility and equity for all persons, government announced that amendments would be made to the Designated Mobility Impaired Parking Regulations (DMIPR) and the Buildings Accessibility Regulations (BAR).

The DMIPR amendments came into effect on January 3, 2018. The minimum fine for illegally parking in a 'blue zone' parking space anywhere in the province increased from \$100 to \$400 with the maximum fine now set at \$700. Changes to the BAR were finalized and will come into effect in April 2018. Approved changes include:

- New and renovated buildings to have power door operators
- Van-sized accessible parking spaces
- Increased percentage of parking spaces to be accessible

The changes to the regulations resulted from recommendations brought forward by the Buildings Accessibility Advisory Board; Provincial Advisory Council for the Inclusion of Persons with Disabilities, disability community organizations, Engineering and Inspection Services Division of Service NL and individual advocates. The outcome of decisions of the Buildings Accessibility Appeal Tribunal also informed some of the changes.

In October 2017, the Minister of Service NL also announced that government will conduct a review of the **Buildings Accessibility Act**.

Increased Information and Services in French

In 2017-18, Francophone residents of the province were provided with access to more government website information in French. The Office of French Services (OFS) provided French translations of fillable applications for various Vital Statistics certificates and services and provided more French content on government's website, including content for Motor Registration and Vital Statistics Divisions. Birth certificate applications were made available in French in May 2017 and the forms required to apply for drivers abstracts, marriage certificates and death certificates were made available in French on government's website in January 2018. Recent updates also included the addition of French web content related to photo identification, driver licensing and vehicle registration, as well as information about birth, death and marriage certificates.

In January 2018, in an effort to further improve service in French to the public, the OFS launched a pilot project within two other divisions of Service NL (Motor Registration and Vital Statistics) to create French Service Navigators. A navigator is a contact person within a department who acts as a direct link or liaison with the OFS for instances when a member of the public requests service in French. Based on the success of the pilot

project, Service NL is hoping to expand the initiative to other departments where services in French are frequently requested.

Gender-Neutral Birth Certificates

Service NL made a policy change in September 2017 to allow individuals to choose an X on their birth certificate. An amendment to the Vital Statistics Act, which eliminated the requirement for those 16 years of age and older to provide a statement from a designated professional with their application for a gender-neutral birth certificate, received Royal Assent on December 7, 2017. Information pertaining to the sex of an individual will continue to be collected at birth, in an effort to maintain vital data that is important for informing government policies and programs such as those related to medications or treatments that differ for sex.

Discussion of Overall Results:

The performance indicators for Issue 1, as identified in the 2017-20 Strategic Plan, focused on enhancing program and service delivery for clients. Specific issues identified were addressed with improvements made in many areas. The indicators for 2017-18 were achieved and additional work is ongoing to advance these and other initiatives in 2018-19.

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

Strategic Issue 2: Enhanced Consumer Protection and Safety

Service NL is principally mandated to protect the public and the environment generally, and the citizen as a consumer. Providing such protection is a considerable responsibility that is primarily achieved through the establishment of timely and relevant standards and enforcement practices designed to ensure compliance.

The department empowers consumers and regulates Newfoundland and Labrador’s consumer marketplace by administering modern legislation that protects the public interest. The department will begin implementing a series of new consumer protection measures to protect consumers against fraud or bad business practices.

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

2017-18 By March 31, 2018, Service NL will have initiated activities to OBJECTIVE protect consumers and enhance safety for workers and the public.	
Indicator	Automobile Insurance Review initiated
Indicator	Real Estate Trading Act Review initiated
Indicator	Implement food safety training requirements for food service workers employed in commercial food service establishments
Indicator	Initiate and identify opportunities to alert consumers about bad business practices
Indicator	Residential Tenancies Act Review initiated
Indicator	Payday Loan regulations developed and implemented
Indicator	Identify opportunities to improve highway safety and occupational health and safety regulations

Results Achieved:

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

Indicator 1: Automobile Insurance Review initiated

As committed in The Way Forward, on July 4, 2017, Service NL initiated a comprehensive review of the automobile insurance system in Newfoundland and Labrador. The goal of the review is to identify opportunities to lower insurance rates, which will benefit consumers and help bring stability to the industry.

On August 15, 2017, government provided the Terms of Reference to the Board of Commissioners of Public Utilities (PUB) to conduct public consultations, as well as two

independent closed claims studies: one on the rising insurance claims costs, and a second specifically focused on claims related to taxi operators. The closed claims study on the taxi industry was released by the PUB on March 20, 2018. This concluded phase one of the review. Phase two will include a review of private passenger automobile insurance products offered in Newfoundland and Labrador.

Feedback from this review will help inform potential future changes to the **Automobile Insurance Act** and the **Insurance Companies Act**.

Indicator 2: Real Estate Trading Act Review initiated

Service NL is exploring potential changes to the Real Estate Trading Act in an effort to help ensure the legislation is working effectively for all those involved in the industry, as well as homebuyers and sellers. The current consultations (Engage NL online survey and a submission from the NL Association of Realtors) build upon feedback from 2012 and looked at issues such as trust deposits, conflict of interest and licensing requirements. Consultations were launched on December 21, 2017 and closed on March 2, 2018. A high level summary of the findings along with a complete record of the responses were provided to Service NL on March 9, 2018. Service NL has reviewed the report and is preparing a summary of the feedback received to facilitate recommendations for amendments to the Act in Fall 2018.

Indicator 3: Implement food safety training requirements for food service workers employed in commercial food service establishments.

To increase food safety knowledge of food service workers and enhance food safety in the province, Service NL is working to develop food safety training e-learning modules for food service workers and food establishment owners. This is being carried out under a contract with Bluedrop Performance Learning to develop SkillsPass NL, an on-line e-learning workforce development project.

The Department of Health and Community Services (HCS), in collaboration with Service NL, completed a review of food safety training certification for operators and workers in

licensed food premises. HCS is exploring the implementation of mandatory food safety training for a portion of food service workers in licenced food premises in the province, through amendments to the Food Premises Act and Regulations.

Indicator 4: Initiate and identify opportunities to alert consumers about bad business practices

In 2017-18, Service NL conducted an internal review of its consumer protection disclosure methods, including public advisories and information related to illegal investment activity, mortgage brokering, real estate licenses, pre-paid funerals, regulatory compliance, safety bulletins and product recalls. Service NL is collaborating with the Office of the Chief Information Officer on the development of a consumer notification website for all consumer protection advisories and information.

Indicator 5: Residential Tenancies Act Review initiated

The Way Forward committed to reviewing and amending the **Residential Tenancies Act** in order to protect the interests of landlords and tenants. Service NL initiated and completed its review of the Act in 2017-18. The department identified several areas that merit significant amendments, as well as a general need to clarify the Act's language to ensure it is modern and unambiguous.

Indicator 6: Payday Loan regulations developed and implemented

As outlined in The Way Forward: Realizing Our Potential, government is committed to implementing new measures to enhance consumer protection and protect consumers against fraud or bad business practices. In support of that commitment, Bill 52 requires payday lenders in the province to be licenced and imposes certain restrictions and obligations on payday lenders for the protection of borrowers.

In 2017-18, new regulations regarding payday loans were developed. Proclamation of these regulations is pending the approval of an exemption from the application of Section 347 of the Criminal Code of Canada, the criminal interest rate provision, as it relates to payday loans. Once proclaimed, these regulations will enhance consumer

protection. The Federal Government exemption is anticipated in the next reporting period.

Indicator 7: Identify opportunities to improve highway safety and occupational health and safety regulations

Highway Safety

Government is constantly looking for ways to improve road safety in the province. In consultation with stakeholders, including the Stand for Hannah Foundation, families of road crash victims, the Royal Canadian Mounted Police, the Royal Newfoundland Constabulary and the Newfoundland and Labrador Association of Fire Services, a number of significant legislative changes were initiated or came into effect in 2017-18.

In September 2017, amendments to the Highway Traffic Act (Bill 68) and Regulations designed to strengthen the province's impaired driving laws came into effect. These amendments, developed in consultation with Mothers Against Drunk Driving (MADD) Canada, the Royal Newfoundland Constabulary and the Royal Canadian Mounted Police, are designed to deter impaired driving and help drivers develop safe and sober driving habits. The amendments expand the province's vehicle impoundment program, making it mandatory for a police officer to order the vehicle of an impaired driver to be impounded. This amendment will reduce the ability of impaired drivers to commit repeat impaired driving offences. The Act now also includes a mandatory ignition interlock program as a condition for driver's licence reinstatement following a conviction for impaired driving. Additionally, drivers under the age of 22 years will be required to maintain blood alcohol content of zero per cent.

In November 2017, Bill 13, An Act to Amend the Highway Traffic Act, resulted in significant increases being made to fines for a number of offences that had been less than \$100 with an aim of increasing compliance and enhancing public safety. These include: driving without a valid licence, failing to provide proof of insurance, illegal vehicle modifications and driving without cleaning snow from a windshield. These

changes came into effect on February 5, 2018. The increase to fines for these and other offences is intended to balance an increase in deterrence while not raising fines too high.

In December 2017, Bill 27, An Act to Amend the Highway Traffic Act, received Royal Assent. The appeals process provisions came into effect on January 7, 2018 and the remainder of the amendments are to come into effect on June 7, 2018. These amendments are designed to improve highway safety and to reduce excessive speeding, stunting and street racing by adding licence suspensions and vehicle impoundments as new penalties. New provisions include requiring drivers to reduce their speed by 30 kilometres per hour below the speed limit and move to an adjacent lane when approaching law enforcement or other emergency vehicles stopped at roadside. A new offence for driving without due care and attention or without reasonable consideration for other persons causing bodily harm or death has been added with new penalties: a minimum fine of \$2,000 and a maximum fine of \$20,000 or up to two years imprisonment, or both; licence suspension of not more than five years; and the loss of six demerit points.

Occupational Health and Safety Regulations

In 2017-18, Service NL commenced a review of the Radiation Health and Safety Act and a consultation plan was developed with the launch of a consultation process planned for the next reporting period.

Information sessions related to the new Workplace Hazardous Materials Information System (WHMIS) occurred in 2017 with gazetting of regulations anticipated for the next reporting period.

On March 28, 2018, a private member's resolution on harassment-free workplaces was passed in the House of Assembly and a motion was put forward to recommend changes be made to a number of pieces of workplace legislation. As a result, Service NL will be engaging the Advisory Council on Occupational Health and Safety and other

stakeholders on potential amendments to the Occupational Health and Safety Regulations during the next reporting period.

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

Discussion of Overall Results:

The performance indicators for Issue 2, as identified in the 2017-2020 Strategic Plan, focused on protecting consumers and enhancing safety for the public and workers. The indicators for 2017-18 were implemented and enhancements were made in a number of areas. Additional work will continue to advance these and other initiatives in 2018-19.

2018-19	By March 31, 2019, Service NL will have initiated additional activities
OBJECTIVE	to protect consumers and enhance safety for workers and the public.
Indicator	Implemented payday loan regulations
Indicator	Implemented a searchable consumer alert website
Indicator	Completed review of the Real Estate Trading Act
Indicator	Completed review of Automobile Insurance
Indicator	Initiated safety enhancements arising from consultations on Automobile Insurance review
Indicator	Implemented new requirements for taxi drivers and taxi inspections
Indicator	Completed review of Radiation Health and Safety Act
Indicator	Completed review of Residential Tenancies Act
Indicator	Completed review of Occupational Health and Safety Regulations
Indicator	Identified further opportunities to improve highway safety

Opportunities and Challenges

Service NL is continuously looking at ways to improve the delivery of programs and services. The department intends to continue this in 2018-19 by making further enhancements to consumer protection and worker and public safety in the following areas:

Single Business Number

In alignment with government's commitments in The Way Forward to reduce red tape and to enhance government-wide service delivery, Service NL will continue to consult with other government departments and agencies in 2018-19 with a view to assessing the costs and benefits associated with potential implementation of the Single Business Number. The Single Business Number was developed and implemented by the Canada Revenue Agency (CRA) as a common identifier for businesses to facilitate their interactions with government programs and services, at the federal and provincial level. Service NL will assess the costs and benefits of partnering with the CRA to adopt use of the Business Number and will present recommendations in 2018-19 with respect to the feasibility of implementation.

Cannabis Legalization / Drug Impaired Driving Laws

Service NL will work to further strengthen impaired driving laws in the province in anticipation of legalization of cannabis in Canada. Proposed changes to provincial laws will encompass issues such as zero tolerance for drugs, vehicle impoundment, and consideration of medical exemption provisions. Service NL will consult with other government departments as well as external organizations to ensure drug impaired driving laws are aligned with the department's ongoing commitment to improve public safety on roadways and to ensure significant penalties are in place for those who violate the laws of the province.

Automobile Insurance Review

Following on The Way Forward commitment to review automobile insurance, the Board of Commissioners of Public Utilities Board is due to report in October 2018. At that time, Service NL will be tasked with making recommendations on how to proceed. The recommendations will deal with trying to curb or control the high cost of insurance in Newfoundland and Labrador which will include an examination of a proposed cap on soft tissue claims.

Financial Information

Expenditure and revenue figures included in this document are based on public information provided in the Report on the Program Expenditures and Revenues of the Consolidated Revenue Fund for Fiscal Year Ended 31 March 2018.

REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

DEPARTMENT OF SERVICE NEWFOUNDLAND AND LABRADOR
Statement of Expenditure and Related Revenue
FOR THE YEAR ENDED 31 MARCH 2018

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
EXECUTIVE AND SUPPORT SERVICES			
MINISTER'S OFFICE			
<i>CURRENT</i>			
1.1.01. MINISTER'S OFFICE			
01. Salaries	192,293	195,000	189,400
Operating Accounts:			
<i>Employee Benefits</i>	-	300	300
<i>Transportation and Communications</i>	25,953	61,000	61,000
<i>Supplies</i>	296	3,000	3,000
<i>Professional Services</i>	9,563	-	-
<i>Purchased Services</i>	1,590	2,000	2,000
<i>Property, Furnishings and Equipment</i>	-	500	500
02. Operating Accounts	37,402	66,800	66,800
Total: Minister's Office	229,695	261,800	256,200
TOTAL: MINISTER'S OFFICE	229,695	261,800	256,200
GENERAL ADMINISTRATION			
<i>CURRENT</i>			
1.2.01. EXECUTIVE SUPPORT			
01. Salaries	1,616,017	1,616,100	1,306,700
Operating Accounts:			
<i>Employee Benefits</i>	22,770	2,000	2,000
<i>Transportation and Communications</i>	28,647	26,000	41,000
<i>Supplies</i>	1,197	9,000	9,000
<i>Professional Services</i>	-	2,500	19,500
<i>Purchased Services</i>	11,138	25,000	25,000
<i>Property, Furnishings and Equipment</i>	914	3,200	3,200
02. Operating Accounts	64,666	67,700	99,700
	1,680,683	1,683,800	1,406,400
02. Revenue - Provincial	(648,552)	(1,040,000)	(1,040,000)
Total: Executive Support	1,032,131	643,800	366,400

ANNUAL REPORT 2018

REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

DEPARTMENT OF SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)

	Estimates		
	Actual	Amended	Original
	\$	\$	\$
EXECUTIVE AND SUPPORT SERVICES			
GENERAL ADMINISTRATION			
<i>CAPITAL</i>			
1.2.02. ADMINISTRATIVE SUPPORT			
Operating Accounts:			
<i>Property, Furnishings and Equipment</i>	80,212	80,700	65,300
02. Operating Accounts	80,212	80,700	65,300
02. Revenue - Provincial	(90,344)	(25,000)	(25,000)
Total: Administrative Support	(10,132)	55,700	40,300
TOTAL: GENERAL ADMINISTRATION	1,021,999	699,500	406,700
TOTAL: EXECUTIVE AND SUPPORT SERVICES	1,251,694	961,300	662,900
REGULATORY AFFAIRS			
CONSUMER AND COMMERCIAL AFFAIRS			
<i>CURRENT</i>			
2.1.01. CONSUMER AFFAIRS			
01. Salaries	700,674	700,700	629,400
Operating Accounts:			
<i>Employee Benefits</i>	439	400	400
<i>Transportation and Communications</i>	18,568	21,000	29,000
<i>Supplies</i>	3,816	9,700	9,700
<i>Purchased Services</i>	10,170	15,000	15,000
<i>Property, Furnishings and Equipment</i>	1,614	3,000	3,000
02. Operating Accounts	34,607	49,100	57,100
	735,281	749,800	686,500
02. Revenue - Provincial	(21,091)	(16,000)	(16,000)
Total: Consumer Affairs	714,190	733,800	670,500

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REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

DEPARTMENT OF SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
REGULATORY AFFAIRS			
CONSUMER AND COMMERCIAL AFFAIRS			
<i>CURRENT</i>			
2.1.02. FINANCIAL SERVICES REGULATION			
01. Salaries	930,655	930,700	1,000,600
Operating Accounts:			
<i>Employee Benefits</i>	850	2,000	2,000
<i>Transportation and Communications</i>	21,100	24,900	24,900
<i>Supplies</i>	4,802	5,200	5,200
<i>Professional Services</i>	-	4,500	4,500
<i>Purchased Services</i>	44,946	40,500	40,500
<i>Property, Furnishings and Equipment</i>	849	1,000	1,000
02. Operating Accounts	72,547	78,100	78,100
Total: Financial Services Regulation	1,003,202	1,008,800	1,078,700
2.1.03 PENSIONS BENEFIT STANDARDS			
01. Salaries	233,536	233,600	235,400
Operating Accounts:			
<i>Transportation and Communications</i>	2,074	6,200	6,200
<i>Supplies</i>	963	400	400
<i>Purchased Services</i>	4,396	3,200	3,200
<i>Property, Furnishings and Equipment</i>	-	100	100
02. Operating Accounts	7,433	9,900	9,900
Total: Pensions Benefit Standards	240,969	243,500	245,300
2.1.04. COMMERCIAL REGISTRATIONS			
01. Salaries	1,406,852	1,406,900	1,406,000
Operating Accounts:			
<i>Employee Benefits</i>	1,213	700	700
<i>Transportation and Communications</i>	84,231	80,600	80,600
<i>Supplies</i>	10,667	19,300	19,300
<i>Purchased Services</i>	796,254	811,000	821,000
<i>Property, Furnishings and Equipment</i>	874	9,700	9,700
02. Operating Accounts	893,239	921,300	931,300
Total: Commercial Registrations	2,300,091	2,328,200	2,337,300
TOTAL: CONSUMER AND COMMERCIAL AFFAIRS	4,258,452	4,314,300	4,331,800

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REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

DEPARTMENT OF SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
REGULATORY AFFAIRS			
OCCUPATIONAL HEALTH AND SAFETY			
<i>CURRENT</i>			
2.2.01. OCCUPATIONAL HEALTH AND SAFETY INSPECTIONS			
01. Salaries	3,150,362	3,372,700	3,631,900
Operating Accounts:			
<i>Employee Benefits</i>	33,831	27,000	27,000
<i>Transportation and Communications</i>	279,397	334,600	334,600
<i>Supplies</i>	146,791	123,700	123,700
<i>Professional Services</i>	79,765	55,000	55,000
<i>Purchased Services</i>	391,694	415,000	415,000
<i>Property, Furnishings and Equipment</i>	22,152	36,000	36,000
02. Operating Accounts	953,630	991,300	991,300
	4,103,992	4,364,000	4,623,200
02. Revenue - Provincial	(3,080,374)	(4,623,200)	(4,623,200)
Total: Occupational Health and Safety Inspections	1,023,618	(259,200)	-
TOTAL: OCCUPATIONAL HEALTH AND SAFETY	1,023,618	(259,200)	-
FINANCIAL ASSISTANCE			
<i>CURRENT</i>			
2.3.01. ASSISTANCE TO ST. LAWRENCE MINERS' DEPENDENTS			
09. Allowances and Assistance	24,451	32,000	32,000
Total: Assistance to St. Lawrence Miners' Dependents	24,451	32,000	32,000
2.3.02. ASSISTANCE TO OUTSIDE AGENCIES			
10. Grants and Subsidies	1,000	9,000	9,000
02. Revenue - Provincial	(2,500)	(9,000)	(9,000)
Total: Assistance to Outside Agencies	(1,500)	-	-
TOTAL: FINANCIAL ASSISTANCE	22,951	32,000	32,000
TOTAL: REGULATORY AFFAIRS	5,305,021	4,087,100	4,363,800

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REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

DEPARTMENT OF SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)

	Estimates		
	Actual	Amended	Original
	\$	\$	\$
GOVERNMENT SERVICES			
MOTOR VEHICLE REGISTRATION			
<i>CURRENT</i>			
3.1.01. ADMINISTRATION			
01. Salaries	719,322	719,400	632,100
Operating Accounts:			
<i>Employee Benefits</i>	893	500	500
<i>Transportation and Communications</i>	1,005,848	1,017,100	958,100
<i>Supplies</i>	71,032	61,700	61,700
<i>Purchased Services</i>	164,601	161,900	161,900
<i>Property, Furnishings and Equipment</i>	382	3,400	3,400
02. Operating Accounts	1,242,756	1,244,600	1,185,600
10. Grants and Subsidies	36,796	36,800	35,800
Total: Administration	1,998,874	2,000,800	1,853,500
3.1.02. SERVICE - LICENCE AND REGISTRATION			
01. Salaries	3,080,576	3,098,200	3,130,700
Operating Accounts:			
<i>Employee Benefits</i>	72,729	37,000	35,000
<i>Transportation and Communications</i>	54,605	42,600	42,600
<i>Supplies</i>	317,677	315,400	315,400
<i>Professional Services</i>	-	8,000	8,000
<i>Purchased Services</i>	1,791,298	1,853,500	1,853,500
<i>Property, Furnishings and Equipment</i>	8,762	11,000	11,000
02. Operating Accounts	2,245,071	2,267,500	2,265,500
Total: Service - Licence and Registration	5,325,647	5,365,700	5,396,200

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DEPARTMENT OF SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)

	Estimates		
	Actual	Amended	Original
	\$	\$	\$
GOVERNMENT SERVICES			
MOTOR VEHICLE REGISTRATION			
<i>CURRENT</i>			
3.1.03. ENFORCEMENT			
01. Salaries	2,960,058	2,960,100	3,253,300
Operating Accounts:			
<i>Employee Benefits</i>	27,161	4,100	4,100
<i>Transportation and Communications</i>	125,793	131,100	131,100
<i>Supplies</i>	183,463	195,200	195,200
<i>Professional Services</i>	6,063	10,000	10,000
<i>Purchased Services</i>	83,206	107,100	106,100
<i>Property, Furnishings and Equipment</i>	292,673	276,200	17,000
02. Operating Accounts	718,359	723,700	463,500
	3,678,417	3,683,800	3,716,800
01. Revenue - Federal	(188,964)	(191,500)	(191,500)
Total: Enforcement	3,489,453	3,492,300	3,525,300
TOTAL: MOTOR VEHICLE REGISTRATION	10,813,974	10,858,800	10,775,000
PERMITTING AND INSPECTION SERVICES			
<i>CURRENT</i>			
3.2.01. SUPPORT SERVICES			
01. Salaries	2,326,749	2,336,900	2,409,400
Operating Accounts:			
<i>Employee Benefits</i>	5,234	11,600	11,600
<i>Transportation and Communications</i>	275,196	292,200	292,200
<i>Supplies</i>	33,275	41,100	41,100
<i>Professional Services</i>	5,881	6,000	6,000
<i>Purchased Services</i>	783,231	783,200	783,200
<i>Property, Furnishings and Equipment</i>	3,862	6,100	6,100
02. Operating Accounts	1,106,679	1,140,200	1,140,200
	3,433,428	3,477,100	3,549,600
02. Revenue - Provincial	(1,399,829)	(1,516,800)	(1,516,800)
Total: Support Services	2,033,599	1,960,300	2,032,800

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REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

DEPARTMENT OF SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
GOVERNMENT SERVICES			
PERMITTING AND INSPECTION SERVICES			
<i>CURRENT</i>			
3.2.02. REGIONAL SERVICES			
01. Salaries	7,145,558	7,179,000	7,205,200
Operating Accounts:			
<i>Employee Benefits</i>	37,425	15,200	15,200
<i>Transportation and Communications</i>	498,923	515,500	489,500
<i>Supplies</i>	112,141	134,800	134,600
<i>Purchased Services</i>	96,875	117,800	117,800
<i>Property, Furnishings and Equipment</i>	9,859	7,600	7,600
02. Operating Accounts	<u>755,223</u>	<u>790,900</u>	<u>764,700</u>
	7,900,781	7,969,900	7,969,900
02. Revenue - Provincial	<u>(2,117,494)</u>	<u>(2,372,200)</u>	<u>(2,372,200)</u>
Total: Regional Services	<u>5,783,287</u>	<u>5,597,700</u>	<u>5,597,700</u>
 TOTAL: PERMITTING AND INSPECTION SERVICES	 <u>7,816,886</u>	 <u>7,558,000</u>	 <u>7,630,500</u>
OTHER SERVICES			
<i>CURRENT</i>			
3.3.01. VITAL STATISTICS REGISTRY			
01. Salaries	770,116	770,200	825,100
Operating Accounts:			
<i>Employee Benefits</i>	14,398	-	-
<i>Transportation and Communications</i>	45,454	59,000	69,000
<i>Supplies</i>	8,249	12,300	12,300
<i>Purchased Services</i>	65,251	65,900	65,900
<i>Property, Furnishings and Equipment</i>	310	1,700	1,700
02. Operating Accounts	<u>133,662</u>	<u>138,900</u>	<u>148,900</u>
	903,778	909,100	974,000
01. Revenue - Federal	<u>(134,473)</u>	<u>(50,000)</u>	<u>(50,000)</u>
02. Revenue - Provincial	<u>(19,893)</u>	<u>(50,000)</u>	<u>(50,000)</u>
Total: Vital Statistics Registry	<u>749,412</u>	<u>809,100</u>	<u>874,000</u>

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REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

DEPARTMENT OF SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
GOVERNMENT SERVICES			
OTHER SERVICES			
<i>CURRENT</i>			
3.3.02. QUEEN'S PRINTER			
01. Salaries	57,151	57,200	44,800
Operating Accounts:			
<i>Employee Benefits</i>	250	100	100
<i>Transportation and Communications</i>	1,540	1,500	1,500
<i>Supplies</i>	108	400	400
<i>Purchased Services</i>	12,440	17,200	17,200
02. Operating Accounts	14,338	19,200	19,200
	71,489	76,400	64,000
02. Revenue - Provincial	(64,890)	(121,300)	(121,300)
Total: Queen's Printer	6,599	(44,900)	(57,300)
3.3.03. PRINTING AND MICROGRAPHIC SERVICES			
01. Salaries	920,000	920,100	904,600
Operating Accounts:			
<i>Employee Benefits</i>	8,059	-	-
<i>Transportation and Communications</i>	8,026	9,200	9,200
<i>Supplies</i>	174,014	307,200	307,200
<i>Purchased Services</i>	413,648	490,200	490,200
<i>Property, Furnishings and Equipment</i>	5,846	7,100	7,100
02. Operating Accounts	609,593	813,700	813,700
Total: Printing and Micrographic Services	1,529,593	1,733,800	1,718,300
TOTAL: OTHER SERVICES	2,285,604	2,498,000	2,535,000
TOTAL: GOVERNMENT SERVICES	20,916,464	20,914,800	20,940,500

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REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

DEPARTMENT OF SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
WORKPLACE HEALTH, SAFETY AND COMPENSATION REVIEW			
WORKPLACE HEALTH, SAFETY AND COMPENSATION REVIEW			
<i>CURRENT</i>			
4.1.01. WORKPLACE HEALTH, SAFETY AND COMPENSATION REVIEW			
01. Salaries	814,838	864,900	864,900
Operating Accounts:			
<i>Employee Benefits</i>	2,720	3,500	3,500
<i>Transportation and Communications</i>	31,301	41,200	41,200
<i>Supplies</i>	15,710	16,000	16,000
<i>Professional Services</i>	65,982	140,000	140,000
<i>Purchased Services</i>	138,913	163,400	163,400
<i>Property, Furnishings and Equipment</i>	2,846	3,400	3,400
02. Operating Accounts	257,472	367,500	367,500
	1,072,310	1,232,400	1,232,400
02. Revenue - Provincial	(777,775)	(1,232,400)	(1,232,400)
Total: Workplace Health, Safety and Compensation Review	294,535	-	-
TOTAL: WORKPLACE HEALTH, SAFETY AND COMPENSATION REVIEW	294,535	-	-
TOTAL: WORKPLACE HEALTH, SAFETY AND COMPENSATION REVIEW	294,535	-	-

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REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

DEPARTMENT OF SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
FRENCH LANGUAGE SERVICES			
FRENCH LANGUAGE SERVICES			
<i>CURRENT</i>			
5.1.01. FRENCH LANGUAGE SERVICES			
01. Salaries	350,618	350,700	346,700
Operating Accounts:			
<i>Employee Benefits</i>	-	500	500
<i>Transportation and Communications</i>	5,801	8,000	8,000
<i>Supplies</i>	1,685	2,900	2,900
<i>Professional Services</i>	126,634	134,800	134,800
<i>Purchased Services</i>	615	3,700	3,700
02. Operating Accounts	134,735	149,900	149,900
10. Grants and Subsidies	4,000	4,000	4,000
	489,353	504,600	500,600
01. Revenue - Federal	(188,216)	(350,000)	(350,000)
Total: French Language Services	301,137	154,600	150,600
TOTAL: FRENCH LANGUAGE SERVICES	301,137	154,600	150,600
TOTAL: FRENCH LANGUAGE SERVICES	301,137	154,600	150,600
TOTAL: DEPARTMENT	28,068,851	26,117,800	26,117,800

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REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

DEPARTMENT OF SERVICE NEWFOUNDLAND AND LABRADOR (CONTINUED)

Summary of Gross Expenditure and Unexpended Balances

	\$
Original estimates (net)	26,117,800
Add (subtract) transfers of estimates	-
Addback revenue estimates net of transfers	11,597,400
Original estimates of expenditure	<u>37,715,200</u>
Supplementary supply	-
Total Appropriation	<u>37,715,200</u>
Total net expenditure	28,068,851
Add revenue less transfers and statutory payments	<u>8,734,395</u>
Total gross expenditure (budgetary, non-statutory)	<u>36,803,246</u>
Unexpended balance of appropriation	<u><u>911,954</u></u>

Summary of Cash Payments and Receipts

	Payments	Receipts	Net
	<u>\$</u>	<u>\$</u>	<u>\$</u>
Current Account	36,723,034	8,644,051	28,078,983
Capital Account	80,212	90,344	(10,132)
Totals	<u>36,803,246</u>	<u>8,734,395</u>	<u>28,068,851</u>

SEAN DUTTON
Deputy Minister
Service Newfoundland and Labrador

