

2022-2023

ANNUAL REPORT

**Digital Government
and Service NL**



MESSAGE FROM THE MINISTER

In accordance with the requirements for a Category One entity under the **Transparency and Accountability Act**, I am pleased to submit the 2022-23 Annual Report for the Department of Digital Government and Service NL (DGSNL).

This document outlines the department's activities from April 1, 2022 to March 31, 2023, including the goals and objectives achieved as outlined in the 2020-23 Strategic Plan. As Minister, I am accountable for the results reported and the information contained herein. Other important work completed with internal and external stakeholders is also highlighted in this report.

The department continues to demonstrate its commitment to enhancing public safety and consumer protection, advancing initiatives which support a commitment to providing increased and enhanced digital government services to the residents of Newfoundland and Labrador.

Sincerely,

Hon. Sarah Stoodley

A handwritten signature in black ink that reads "Sarah Stoodley". The signature is fluid and cursive, written in a professional style.

Minister of Digital Government and Service NL

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Departmental Overview

Organizational Structure

The Department of Digital Government and Service NL (DGSNL) was created with the goal 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 these services. The department's mandate is derived from over 175 statutes and regulations as well as standards and codes of practice.

DGSNL is at the forefront of service delivery and functions in large part as the government's primary single-window service delivery centre. DGSNL delivers resident protection services in the areas of public health and safety, occupational health and safety, highway safety, environmental protection, as well as consumer and financial issues, including dispute resolution through the Residential Tenancies Program. The department is responsible for the provision and preservation of vital events and documents, commercial registries, and printing and micrographic services.

The Office of French Services (OFS) supports the government's capacity to provide services and information in French. The OFS provides support to the Minister Responsible for Francophone Affairs. The department also provides consolidated collection services for past due balances owed on provincial taxes, student loans and other outstanding receivables owed to government departments.

The department is arranged into two branches: Digital Government and Services and Regulatory Affairs. Further, the Minister of DGSNL is accountable for 14 public entities and oversight of the Public Utilities Board's mandate with respect to auto insurance and petroleum pricing. More information regarding the department's two branches and their respective divisions and operational units is available online:

<https://www.gov.nl.ca/dgsnl/Department/>.

Staff and Budget

DGSNL offices are located throughout the province. For specific contact details, please refer to the department's website:

<https://www.gov.nl.ca/dgsnl/department/contact/>.

Division	# of Employees	Restated Salary Budget (as per 23-24 Estimates)
Minister's Office	3	210,100
Executive Support Services	18	1,641,700
Digital Government and Services	288	20,821,00
Regulatory Affairs	91*	5,951,600
Office of French Services	4	378,300
Totals	404	29,002,700

* Includes six employees with the Credit Union Deposit Guarantee Corporation.

DGSNL has a net budget of \$28.4 million. In addition to the \$8.2 million in revenue identified in the department's Estimates, there is also \$114.1 million, which does not show on the department's Estimates but rather in General Revenue. In 2023-24, DGSNL will generate this revenue through such functions as issuer fees, registry of deeds and, most notably, through transactions at the Motor Registration Division.

Vision

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

Mandate

The mandate of DGSNL is derived from Section 4 of the **Executive Council Act**; more than 175 pieces of legislation including acts, regulations, standards and codes of practice; Memoranda of Understanding with partner departments; and government directives.

The department is responsible for the supervision, control and direction of all matters related to:

- Digital government
- Vital statistics
- Motor vehicles
- Environmental health
- Environmental protection
- Safety of the public
- Regulation and operation of Government Service Centres throughout the province
- Printing services
- Collection services
- Services in French / Services en français
- Provincially regulated financial institutions
- Consumer affairs
- Compliance with occupational health and safety legislation, including radiation health and safety
- Administration of the Acts and Regulations set out in the Schedule to the **Executive Council Act**

Lines of Business

1. Digital Government
2. Enforcement of Legislative Requirements
3. Licensing, Permitting, Inspections and Registrations
4. Conflict Resolution
5. Printing Services
6. Delivering Services in French
7. Collection services

Highlights and Partnerships

Proclamation of Off-Road Vehicles Legislation

The majority of the new **Off-Road Vehicles Act** and the **Off-Road Vehicles Regulations** came into force on May 19, 2022. The new legislation replaces the **Motorized Snow Vehicles and All-Terrain Vehicles Act and Regulations**, and includes provisions regarding the mandatory use of helmets and seatbelts, safety training, supervision, and operating an off-road vehicle on a highway. The only portion of the new legislation that is currently not in force is with respect to training requirements. Under the new legislation, mandatory training will be required as a condition of a vehicle registration that has been suspended or cancelled by the Registrar; for anyone registering an off-road vehicle for the first time; and for a person operating an off-road vehicle who is under the age of 16 years. DGSNL is currently working with its safety partners to develop this training that is free and accessible throughout all communities in the Province.

In 2022-23, leading to the proclamation date, the Department launched an education/awareness campaign. This included a new section on its website dedicated to off-road vehicle safety ([Off-Road Vehicles Safety - Digital Government and Service NL](#)) and radio advertisements.

Legislative Agenda

DGSNL brought forward a full legislative agenda throughout 2022-23. In total, nine Bills were introduced in the House of Assembly during the reporting period: the **Mortgage Brokerages and Brokers Act** and amendments to the **Petroleum Products Act**, the **Life Insurance Act**, the **Condominium Act, 2009**, the **Credit Union Act, 2009**, the **Highway Traffic Act**, the **Consumer Protection and Business Practices Act**, the **Real Estate Trading Act, 2019**, and the **Architects Act, 2008**. Seven of these Bills received Royal Assent during the reporting period, while the amendments to the **Architects Act, 2008** and the **Mortgage Brokerages and Brokers Act** received Royal Assent after the reporting period. This last Act will replace the **Mortgage Brokers Act**, establishing a robust licensing regime and enhancing consumer protection.

DGSNL introduced new **Off-Road Vehicles Regulations** and made amendments to the **Pension Benefits Act Regulations**, the **Credit Union Regulations, 2009**, the **Condominium Regulations, 2011**, the **Petroleum Products Regulations**, the **Highway Traffic Driver Regulations, 1999**, the **Vehicles Regulations, 2001**, the **Occupational Health and Safety Regulations, 2012**, the **Payday Loans Regulations**, the **Highway Traffic Demerit Point System Regulations**, and the **Vehicle Seizure and Impoundment Regulations, 2012**. DGSNL recognizes the continuing need to update and modernize legislation to ensure it is relevant, meaningful, and necessary, and the department regularly reviews its legislation to identify possible amendments.

Taxi Driver's Licence Requirements

Following consultations with the taxi industry, DGSNL modified the requirements for obtaining a Class 4 taxi driver's licence. Effective May 9, 2022, applicants are no longer required to complete the defensive driving course, unless specifically notified to do so by the Registrar of Motor Vehicles. The cost associated with this course is often a deterrent for some, and not having to take it will assist new drivers who want to enter the industry.

Taxi licensing requirements for a knowledge test and a road test are considered sufficient to assess driver safety and maintain safety standards. All other requirements for a Class 4 taxi driver's licence remain the same, including holding a full Class 5 driver's licence for at least two years and meeting the required medical standards. To assist taxi operators with driver testing services for new Class 4 driver's licence applicants, the Motor Registration Division established an expedited service to facilitate timely testing.

Insurance Validation Program

DGSNL, in partnership with the Insurance Bureau of Canada (IBC), launched a digital Insurance Validation Program to improve how the province's Motor Registration Division determines whether a vehicle is covered by mandatory insurance. This program automates verification with IBC that a vehicle identification number (VIN) matches the information on file with the Motor Registration Division. This provides a secure, effective and convenient digital solution to confirm that motorists have mandatory auto insurance coverage when registered owners annually renew their vehicle registration. The program applies to all passenger-plated, privately-owned or leased passenger vehicles with a model year of 1983 and later. The program also automated processes used by the Motor Registration Division to check registered vehicles for mandatory insurance coverage, on a monthly basis. A registered owner of a vehicle that does not have mandatory insurance can have their registration cancelled or suspended. Funding for this initiative was provided by Transport Canada through the Enhanced Road Safety Transfer Payment Program.

Temporary Insurance Adjuster Licences

Following the widespread impacts of Hurricane Fiona on residents of Newfoundland and Labrador in September 2022, the Superintendent of Insurance accepted requests for Temporary Insurance Adjuster Licences to expedite the licensing of adjusters responding to insurance claims. Through an abridged process for which licensing fees were waived, 116 temporary insurance adjuster licences were approved to help respond to claimant needs.

Online Death Notification System

The Vital Statistics Division of DGSNL is responsible for the collection, storage and provision of birth, death and marriage registration records in this province. DGSNL has improved the death notification and processing systems used by the province, Newfoundland and Labrador Health Services and funeral homes with the implementation of a new online Death Notification System. Funded by the federal Department of Employment and Social Development Canada, this fully-electronic option for submitting and processing information relating to death registration improves the timeliness, accuracy and efficiency of the process for registering deaths.

Bereaved families now have earlier access to death certificates, and the new system allows for faster processing times, thus reducing administrative burdens for estates and loved ones. The new online Death Notification System supports the Provincial Government's digital government commitment to improve services.

Report on Performance

Strategic Issue #1: Better Living through Enhanced Program and Service Delivery

Providing better living by enhancing access to the services provided by DGSNL is a major priority for the department. This initiative coincides with the strategic direction to enhance service delivery overall, and specifically through a digital-by-design approach. DGSNL recognizes the importance of residents receiving the best possible program and service delivery.

Goal

By March 31, 2023, DGSNL will have enhanced delivery of its programs and services.

2022-23 Objective

By March 31, 2023, DGSNL will have advanced the modernization of government service delivery by harnessing a digital-by-design approach, reducing manual paper

based processes by increasing the number of services delivered online by 75 per cent, and taken steps to consolidate shared services to deliver efficiency and savings.

Results Achieved

The following details the department's progress toward the achievement of the planned results for 2022-23 with respect to Better Living through Enhanced Program and Service Delivery.

Indicator 1: Continued to lead a digital-by-design approach to the delivery of government services

DGSNL, in partnership with the IBC, launched a digital Insurance Validation Program to improve how the province's Motor Registration Division determines whether a vehicle is covered by mandatory insurance. This program automates verification with IBC that a VIN matches the information on file with the Motor Registration Division. This provides a secure, effective and convenient digital solution to confirm that motorists have mandatory auto insurance coverage when registered owners annually renew their vehicle registration. The program applies to all passenger-plated, privately-owned or leased passenger vehicles with a model year of 1983 and later, and the Motor Registration Division will now be able to check registered vehicles for mandatory insurance coverage on a monthly basis.

Along with the Office of the Chief Information Officer (OCIO), DGSNL began exploring the development of a digital credentials pilot project. The goal is to educate the public on digital credentials and privacy; gain insights into the necessary components needed to build a sustainable provincial digital credentials program; and offer residents a more privacy-preserving, voluntary option for verifying their age when purchasing restricted goods like alcohol.

DGSNL and the OCIO have been focused on improving the online content of government websites, starting with the Motor Registration Division. The content of the Division's website was previously reorganized and rewritten. During the reporting

period, the OFS translated the Motor Registration Division website into French and the website was made available to the public in both English and French as of March 2023.

Indicator 2: Formalized shared services responsibilities through the development of service level agreements with other government departments

The Collection Services Division of DGSNL continued to work with government departments in 2022-23 to develop internal service level agreements that outline responsibilities and duties of the host departments and the Division in relation to maximizing collection results of outstanding receivables. An agreement with the Department of Finance for the collection of outstanding taxes has been finalized. Draft agreements with the Departments of Children, Seniors and Social Development and Immigration, Population Growth and Skills have also been developed to be finalized in 2023-24.

Indicator 3: Increased number of services available online

DGSNL and the OCIO worked with all government departments to enable online access to more services. During the 2022-23 fiscal year, OCIO continued to upgrade the back-end technology of the MyGovNL platform to reduce duplication and improve speed for the future delivery of online services via the MyGovNL platform. These Include:

- MRD Insurance Verification: Real-time verification/validation of insurance policy at the time of vehicle registration via MyGovNL
- MRD Vehicle First Registration: Online option via MyGovNL for first time registration of passenger vehicles, light trucks, motorcycles and off-road vehicles; fully integrated with MRD and payment processing.
- New Crown Lands Website (Customer Experience):

2020-23 Goal Reporting

The following details the department's progress toward the achievement of the planned results for the 2020-23 Strategic Plan as they relate to Better Living Program and Service Delivery.

Indicator 1: Increased the number of government services delivered online by 75 per cent.

DGSNL previously reported that the 75 per cent targeted increase in the number of services offered online was met during the 2021-22 fiscal year. DGSNL and the OCIO worked with all government departments to enable online access to more services including licence and vehicle renewals and notifications (MyGovNL platform); written driver examinations; vehicle transfers; MCP renewals (MyGovNL); applications for electrical permits and lottery licences; organ donor registry; VaxPass and VaxVerify; and woodcutting permits.

A new licensing system for the Consumer and Financial Services Division was introduced in two phases, replacing an outdated system and manual paper processes, making it much more efficient. The online application for licensing of insurance adjusters, agents, brokers and companies, real estate brokers and salespersons, mortgage brokers and prepaid funeral sellers was launched in October 2021. The online application for licensing of payday lenders, direct sellers, collection agencies, credit reporting agencies, as well as agents and agencies for private investigation and security services, was launched in March 2022.

Indicator 2: Streamlined business processes.

In 2021-22, collection officers and administrative staff from the Departments of Finance and Immigration, Population Growth and Skills were consolidated into the Collections Services Unit of DGSNL. As of March 2022, all staff, except for one Financial Collections Officer based in Stephenville, have been relocated to the DGSNL office on the 2nd Floor, West Block, Confederation Building. An agreement with Finance for the collection of outstanding taxes has been finalized. Agreements with CSSD and IPGS will be finalized in 2023-24.

DGSNL also modernized customer service delivery by implementing an On Demand Contact Centre, that automatically intakes emails to the Motor Registration Division and auto-assigns to agents for processing. This allows for tracking of inbound requests,

completed requests and time to completion, which has helped to improve response times and consistency in messaging, and identify service areas which could be improved upon.

Indicator 3: More accessible information to better align with service needs.

Since the introduction of a five-year Digital Government plan in 2018, Government has progressively transformed the way services are delivered in Newfoundland and Labrador, making them more convenient and accessible for the public.

The MyGovNL online platform allows residents to access and manage multiple services from one convenient location. This project has had substantial growth and success during the past 3 years. Registration with MyGovNL has grown from 7,500 accounts in March 2020 to approximately 327,000 registrants as of March 31, 2023.

SkillsPass NL is a workforce development project with the goal of increasing worker employability, workplace productivity and regulatory compliance in the workplace by enhancing workforce knowledge and skills through interactive online training opportunities. Courses were made available through SkillsPass NL for commercial drivers, building accessibility and electrical installations.

In January 2022, vital statistics records for deaths registered in Newfoundland and Labrador from 1950 to 1968 were made available online via The Rooms website. DGSNL's Vital Statistics Division provided an initial transfer of 59,698 death certificates to allow public access for research purposes. This is the first time a collection of vital statistics records has been digitally transferred to The Rooms Provincial Archives. The records can be found on a searchable database here:

[Vital Statistics \(Deaths 1950 - 1968\) digital collection.](#)

Indicator 4: Built capacity to deliver services in French.

From 2020 to 2023, the OFS identified and facilitated partnerships and funding arrangements between departments and a number of not-for-profit Francophone

community groups. The Provincial Government posted 47 bilingual news releases. In addition, in response to the global pandemic and to meet the needs of Francophone residents, the OFS collaborated with key departments, such as Health and Community Services and Education, to translate and post a significant amount of COVID-19 related information online.

The OFS collaborated with the Vital Statistics Division and the OCIO to develop bilingual certificates and a French version of online ordering for birth, marriage and death certificates, which launched in the 2020-21 fiscal year.

DGSNL and the OCIO have focused on improving the online content of government websites, starting with the Motor Registration Division. The content of the Division's website was previously reorganized and rewritten. During the reporting period, the OFS translated the Motor Registration Division website into French and the website was made available to the public in both English and French as of March 2023.

Strategic Issue #2: Better Living through Enhanced Consumer Protection and Public Safety

DGSNL is mandated to protect consumers and enhance the safety of workers and the general public. The establishment of well-defined and up-to-date standards and enforcement practices are the foundation for creating consumer protection and compliance, providing better living for residents of the province. The department regulates Newfoundland and Labrador's specific consumer marketplaces by administering modern legislation that protects the public interest. The department also works to enhance worker and public safety through legislation and enforcement measures.

Goal

By March 31, 2023, DGSNL will have improved measures to protect consumers and enhance safety for workers and the general public.

2022-23 Objective

By March 31, 2023, DGSNL will have advanced the modernization of legislation to protect consumers, enhance the safety of workers and the public, improve accessibility to public buildings, and make our roads and trails safer.

Results Achieved

The following details the department's progress toward the achievement of the planned results for 2022-23 with respect to Better Living through Enhanced Consumer Protection and Public Safety.

Indicator 1: Taken action to make our roads safer

DGSNL took a number of actions in 2022-23 with the goal of increasing safety on our roads. In February 2023, Provincial Highway Enforcement Officers with DGSNL participated in the Commercial Vehicle Safety Alliance Human Trafficking Awareness Initiative. Officers raised awareness by passing out wallet cards to commercial drivers during inspections and traffic stops. These wallet cards include the warning signs to look for that may indicate someone is the victim of human trafficking, and how to report a suspected case. The Human Trafficking Awareness Initiative seeks to reduce human trafficking throughout North America through coordinated enforcement and educational awareness measures within the commercial motor vehicle industry.

In October 2022, amendments were made to the **Highway Traffic Act** to increase fines for exceeding posted speed limits and for excessive speeding in construction and school zones. The **Highway Traffic Demerit Point System Regulations** were amended to increase demerit point allocations for exceeding the speed limit by 51 km/hr and over. The **Vehicle Seizure and Impoundment Regulations, 2012** were also amended to increase the number of days a vehicle is impounded from three to seven days for racing vehicles on highways, or performing or engaging in stunting. These penalty increases, which came into force on April 3, 2023, are intended to help deter excessive speeding, racing and stunting.

The Provincial Government installed signage on highways throughout the province to remind and encourage motorists to properly cover and secure cargo. The **Cargo Securement Regulations**, under the **Highway Traffic Act**, must be followed by all vehicles operating on public roadways in Newfoundland and Labrador. Specifically, this includes vehicles used to transport cargo, debris or trash on a public roadway. When transporting cargo of any kind, it is the responsibility of the driver to ensure loads are properly secured so that flying debris does not obstruct the view of or strike other motorists. Failing to comply with the **Cargo Securement Regulations** can result in a range of outcomes, from a minimum fine of \$120 to a maximum fine of \$600. Fines apply to all vehicle types, not just commercial vehicles.

Electronic Logging Devices (ELDs) are used to monitor a driver's operating time to help reduce fatigue. Effective January 1, 2023, all federal carriers who cross provincial or territorial borders are required to have a certified ELD. Carriers must obtain and install the devices and train their commercial drivers to use them accordingly. Newfoundland and Labrador is supporting the Federal Government by enforcing the mandatory use of ELDs primarily at weigh scale stations located throughout the province. Carriers operating only in Newfoundland and Labrador are not required to install and use ELDs at this time; the Provincial Government is working towards implementing similar requirements for provincial carriers during the next reporting period.

Indicator 2: Made recommendations to amend the Buildings Accessibility Act

The intent of the **Buildings Accessibility Act** is to provide all people, including those with physical and sensory disabilities, access to public buildings, apartment-type buildings, hotels and building links, and to ensure compliance with buildings accessibility standards. The Provincial Government received recommendations from the Buildings Accessibility Advisory Board on how to improve the Act and then DGSNL held stakeholder consultations in February 2022. In 2022-23, DGSNL published a What We Heard document that summarizes the information gathered through consultations.

Further information on the proposed changes will become available once amendments are introduced in House of Assembly.

Indicator 3: Undertaken reviews and made recommendations to improve public safety and consumer protection

DGSNL worked on multiple pieces of legislation during the reporting period aimed at improving public safety and consumer protection. A new **Mortgage Brokerages and Brokers Act** was introduced to replace the **Mortgage Brokers Act**, but received Royal Assent after the reporting period. Currently, corporations, partnerships, and sole proprietorships are registered as mortgage brokers. Individuals working in a business registered as a mortgage broker are not required to register. The new Act will change the registration framework to a licensing regime, consistent with best practices in the regulation of the mortgage brokering industry. Corporations, partnerships and sole proprietorships currently registered as a mortgage broker will have to meet licensing requirements to operate as a mortgage brokerage. Individuals working with a currently registered mortgage broker would need to apply for a mortgage broker licence to continue in that capacity and will be provided sufficient time to meet the licensing requirements. The new Act will also introduce education and continuing education requirements; require mortgage brokerages operating a trust account to carry errors and omissions insurance; and strengthen requirements regarding disclosures and duties owed to borrowers.

Payday loans are for small amounts of less than \$1,500 and with payment terms under 62 days. These type of loans are regulated in the province through the **Payday Loans Regulations** under the **Consumer Protection and Business Practices Act**. In September 2022, amendments were made to the **Payday Loans Regulations** to lower the maximum cost of borrowing from a payday lender from \$21 per \$100 to \$14 per \$100 loaned. The lower maximum rate of lending came into effect on December 15, 2022, making Newfoundland and Labrador's cost of borrowing the lowest in the country. On March 28, 2023, the Federal Government announced its intention to adjust the

Criminal Code of Canada's payday lending exemption to require payday lenders to charge no more than \$14 per \$100 borrowed, in line with Newfoundland and Labrador.

In November 2022, amendments to the **Consumer Protection and Business Practices Act** to regulate high-cost lending received Royal Assent. The Provincial Government recognizes that high-cost credit products may help individuals with no other options and consumer protections are necessary. The amendments will establish new licensing and disclosure requirements for lenders providing access to high-cost credit products, prohibit undisclosed fees and prevent giveaways to encourage customers to take out loans. The amendments also provide for a 'cooling off' period, allowing a borrower to back out of a loan within four days, without penalty.

2020-23 Goal Reporting

The following details the department's progress toward the achievement of the planned results for the 2020-23 Strategic Plan as they relate to Better Living through Enhanced Consumer Protection and Public Safety.

Indicator 1: Identified opportunities to improve legislative frameworks

During the 2020-23 reporting period, 23 Bills were introduced in the House of Assembly, including the **Off-Road Vehicles Act**, an amendment to Motor Vehicle Regulations the **Radiation Health and Safety Act, 2021**, the **Mortgage Brokerages and Brokers Act**, and amendments to the **Credit Union Act, 2009**. These legislative frameworks were significantly changed to address underlying concerns with the previous legislation.

An amendment to motor vehicle regulations allowed for the quick exchange of a Ukrainian driver's licence for a Newfoundland and Labrador licence. Ukrainian newcomers with a Newfoundland and Labrador driver's licence, and a record of their driving history became eligible for competitive automobile insurance rates. This progressive change supports Ukrainian newcomers to secure jobs faster and settle in communities throughout the province, better ensuring a long-term stay here.

Fiscal 2021-22 brought the signing of Pan Canadian Occupational Health and Safety Reconciliation Agreement which works toward the mutual recognition and harmonization of health and safety requirements by lessening the burden of cross jurisdictional barriers. As well, it assures alignment with the standards of other Canadian jurisdictions.

Amendments to the **Radiation Health and Safety Act, 2021** updated the legislation to reflect current radiation health and safety practices. The Occupational Health and Safety Division of DGSNL continues to work on new Regulations to accompany the Act to ensure workers, patients, and the public are protected.

For fiscal 2021-22, approval was granted to the Ministers of Digital Government and Service NL, Justice and Public Safety, and Intergovernmental Affairs to enter into the Reconciliation Agreement on Construction Codes with Canada and the other provinces and territories. This committed to reduce or eliminate differences and variations in the technical provisions of Construction Codes, provide for the timely adoption of Construction Codes, transform the National Code Development System, and for Canada to make the National Codes freely available to all in a digital format.

Once proclaimed, the new **Mortgage Brokerages and Brokers Act** will institute a licensing regime for the mortgage brokering industry, consistent with best practices.

Finally, amendments to the **Credit Union Act, 2009** updated the legislation to protect consumers through the addition of conflict of interest and oversight provisions, including separation of the positions of the Superintendent of Credit Unions and the Chief Executive Officer of the Credit Union Deposit Guarantee Corporation.

Indicator 2: Improved enforcement activities

Amendments were made to the **Highway Traffic Act**, the **Licensing and Equipment Regulations**, the **Highway Traffic Demerit Point System Regulations**, and the **Vehicle Seizure and Impoundment Regulations, 2012** to increase penalties for

various offences including excessive speeding, stunting, racing and illegal modification of vehicle exhaust systems.

In 2019, amendments to the **Highway Traffic Act** provided for the enforcement of traffic violations using image capture technology. The **Image Capturing Enforcement System Regulations**, which came into effect in November 2021, outline the types of image capturing enforcement systems, the evidence to be collected and displayed on the image, and how and when systems are to be tested. Traffic cameras are used to help increase road safety by supplementing current enforcement efforts to ensure compliance with the rules of the road.

In 2021, an amendment to the Licensing and Equipment Regulations under the **Highway Traffic Act** allowed for an explicit fine of \$250 to \$1000 for illegally modified exhaust systems. This was in direct response to excessive vehicle noise creating disruption in many neighbourhoods and communities.

The Governments of Canada, Nova Scotia and Newfoundland and Labrador, together with the offshore regulators, the Canada-Nova Scotia Offshore Petroleum Board and the Canada-Newfoundland and Labrador Offshore Petroleum Board, embarked on an initiative to develop permanent occupational health and safety regulations for the offshore industry. Transitional regulations were first introduced by each jurisdiction in 2014 to address regulatory gaps in occupational health and safety coverage until permanent regulations could be established. The permanent **Offshore Area Occupational Health and Safety Regulations** came into force on January 1, 2022. The adoption of permanent regulations harmonizes the occupational health and safety regime with that of the Governments of Canada and Nova Scotia, and is intended to help ensure the continued health and safety of employees working offshore.

Pursuant to the authority under section 25 of the **Securities Act**, DGSNL signed the Memorandum of Understanding Regarding Oversight of the New Self-Regulatory Organization of Canada (MOU) in October 2022, along with all other provincial and

territorial regulators of securities. This MOU results from the amalgamation of the two former self-regulatory organizations in Canada, the Investment Industry Regulatory Organization of Canada and the Mutual Fund Dealers Association of Canada, into one consolidated self-regulatory organization. The MOU ensures effective oversight of the New Self-Regulatory Organization of Canada (SRO) in the performance of its functions by establishing an oversight program with respect to the New SRO.

Indicator 3: Improved accessibility of information for the public

DGSNL has improved the death registration systems used by the province, Newfoundland and Labrador Health Services and funeral homes with the implementation of a new online Death Notification System. Funded by the federal Department of Employment and Social Development Canada, this fully-electronic option for submitting and processing information relating to death registration improves the timeliness, accuracy and efficiency of the death registration process. Bereaved families will now have earlier access to death certificates and the new system will allow for faster processing times, thus reducing administrative burdens for estates and loved ones.

The OFS, through the Canada-Newfoundland and Labrador Agreement on French Language Services (2018-2023), plays a significant role in carrying out activities aimed at increasing services in French for Francophone residents of the province and leveraging funding through federal programs. In response to the global pandemic and to meet the needs of the Francophone community, the OFS collaborated with key departments, such as Health and Community Services and Education, to translate and post a significant amount of COVID-19 related information online.

DGSNL and the OCIO have focused on improving the online content of government websites starting with the Motor Registration Division. The content of the Division's website was previously reorganized and rewritten. During the reporting period, the OFS translated the Motor Registration Division website into French and the website was made available to the public in both English and French as of March 2023.

Opportunities and Challenges

Service Delivery after COVID-19

The COVID-19 pandemic caused a shift in thinking around remote work and the digital delivery of government services. Since many businesses and government services were closed to in-person service for prolonged periods of time, online access expanded. In addition, the workplace both in the public and private sectors saw a significant change with many turning to working from home and using video conference platforms to maintain operations.

These factors have led citizens to expect more options for online access in addition to in-person and paper-based services. Considered a positive development, digital access to services is more convenient, comfortable, and saves time for citizens. These changing norms underscore the importance of DGSNL's mandate to modernize service delivery. In many respects, the COVID-19 pandemic acted as an accelerant to continue to explore new ways to deliver government services digitally.

Changing Demographics

Changing demographics have a direct impact on how services are delivered. With an aging population the preference may be to stay with in-person services, while a younger population will demand services be self-managed and online.

Renewal of the Canada-Newfoundland and Labrador Agreement on French Language Services

The Canada-Newfoundland and Labrador Agreement on French Language Services 2018-19 to 2022-23, the main federal-provincial funding agreement for French services, is up for renewal. The parties have agreed to a one-year extension of the current agreement for 2023-24 and negotiations are set to begin for a new four year agreement. A significant period of funding freezes and new and emerging priorities within the Francophone community of Newfoundland and Labrador will make the negotiations challenging. A successful and mutually-beneficial updated funding agreement and

strategic plan would serve the needs of the Francophone and Acadian communities and recognize their important contributions to the province's social, economic and cultural fabric. The French Language Services Policy, approved by Treasury Board in 2015, defines the roles and responsibilities of the OFS, as well as other government departments with respect to the province's Francophone and Acadian communities.

Financial Information

Expenditure and revenue figures included in this document are based on public information in the Report on the Program Expenditure and Revenues of the Consolidated Revenue Fund for Fiscal Year Ended 31 March 2023.

ANNUAL REPORT 2022-2023

REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

DEPARTMENT OF DIGITAL GOVERNMENT AND SERVICE NEWFOUNDLAND AND LABRADOR
Statement of Expenditure and Related Revenue
FOR THE YEAR ENDED 31 MARCH 2023

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
EXECUTIVE AND SUPPORT SERVICES			
MINISTER'S OFFICE			
<i>CURRENT</i>			
1.1.01. MINISTER'S OFFICE			
01. Salaries	194,615	208,200	208,200
Operating Accounts:			
<i>Employee Benefits</i>	-	300	300
<i>Transportation and Communications</i>	8,856	29,900	29,900
<i>Supplies</i>	-	800	800
<i>Purchased Services</i>	-	500	500
<i>Property, Furnishings and Equipment</i>	210	800	800
02. Operating Accounts	9,066	32,300	32,300
Total: Minister's Office	203,681	240,500	240,500
TOTAL: MINISTER'S OFFICE	203,681	240,500	240,500
GENERAL ADMINISTRATION			
<i>CURRENT</i>			
1.2.01. EXECUTIVE SUPPORT			
01. Salaries	1,564,578	1,564,700	1,484,500
Operating Accounts:			
<i>Employee Benefits</i>	229,363	232,600	106,600
<i>Transportation and Communications</i>	20,076	23,700	23,700
<i>Supplies</i>	2,440	3,300	3,300
<i>Purchased Services</i>	51,473	53,000	13,000
<i>Property, Furnishings and Equipment</i>	3,731	1,000	1,000
02. Operating Accounts	307,083	313,600	147,600
	1,871,661	1,878,300	1,632,100
02. Revenue - Provincial	(831,968)	(880,000)	(880,000)
Total: Executive Support	1,039,693	998,300	752,100

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REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

**DEPARTMENT OF DIGITAL GOVERNMENT AND SERVICE NEWFOUNDLAND AND LABRADOR
(CONTINUED)**

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
EXECUTIVE AND SUPPORT SERVICES			
GENERAL ADMINISTRATION			
<i>CURRENT</i>			
1.2.02. FRENCH LANGUAGE SERVICES			
01. Salaries	376,953	377,000	363,600
Operating Accounts:			
<i>Employee Benefits</i>	402	-	-
<i>Transportation and Communications</i>	6,699	8,500	8,500
<i>Supplies</i>	708	1,500	1,500
<i>Professional Services</i>	86,359	134,300	134,300
<i>Purchased Services</i>	3,791	1,600	1,600
<i>Property, Furnishings and Equipment</i>	1,408	-	-
02. Operating Accounts	99,367	145,900	145,900
10. Grants and Subsidies	4,278	4,300	4,300
	480,598	527,200	513,800
01. Revenue - Federal	(350,000)	(350,000)	(350,000)
Total: French Language Services	130,598	177,200	163,800
<i>CAPITAL</i>			
1.2.03. ADMINISTRATIVE SUPPORT			
01. Salaries	25,377	25,400	-
Operating Accounts:			
<i>Purchased Services</i>	222,653	300,200	92,000
<i>Property, Furnishings and Equipment</i>	72,825	-	-
02. Operating Accounts	295,478	300,200	92,000
Total: Administrative Support	320,855	325,600	92,000
TOTAL: GENERAL ADMINISTRATION	1,491,146	1,501,100	1,007,900
TOTAL: EXECUTIVE AND SUPPORT SERVICES	1,694,827	1,741,600	1,248,400

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REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

**DEPARTMENT OF DIGITAL GOVERNMENT AND SERVICE NEWFOUNDLAND AND LABRADOR
(CONTINUED)**

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
REGULATORY AFFAIRS			
CONSUMER AND COMMERCIAL AFFAIRS			
<i>CURRENT</i>			
2.1.01. CONSUMER AND FINANCIAL SERVICES			
01. Salaries	1,336,129	1,389,200	1,528,200
Operating Accounts:			
<i>Employee Benefits</i>	175	1,300	1,300
<i>Transportation and Communications</i>	27,912	46,100	46,100
<i>Supplies</i>	3,152	11,200	11,200
<i>Professional Services</i>	-	1,000	1,000
<i>Purchased Services</i>	126,247	102,200	96,200
<i>Property, Furnishings and Equipment</i>	2,611	1,700	1,700
02. Operating Accounts	160,097	163,500	157,500
	1,496,226	1,552,700	1,685,700
02. Revenue - Provincial	(22,682)	(16,000)	(16,000)
Total: Consumer and Financial Services	1,473,544	1,536,700	1,669,700
2.1.02. PENSIONS BENEFITS STANDARDS			
01. Salaries	238,578	254,900	254,900
Operating Accounts:			
<i>Transportation and Communications</i>	1,070	5,900	5,900
<i>Supplies</i>	442	500	500
<i>Purchased Services</i>	2,888	4,400	4,400
<i>Property, Furnishings and Equipment</i>	-	100	100
02. Operating Accounts	4,400	10,900	10,900
Total: Pensions Benefit Standards	242,978	265,800	265,800

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**DEPARTMENT OF DIGITAL GOVERNMENT AND SERVICE NEWFOUNDLAND AND LABRADOR
(CONTINUED)**

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
REGULATORY AFFAIRS			
CONSUMER AND COMMERCIAL AFFAIRS			
<i>CURRENT</i>			
2.1.03. COMMERCIAL REGISTRATIONS			
01. Salaries	1,002,058	1,020,900	1,135,900
Operating Accounts:			
<i>Employee Benefits</i>	395	2,000	2,000
<i>Transportation and Communications</i>	94,309	117,200	87,200
<i>Supplies</i>	15,977	9,500	9,500
<i>Purchased Services</i>	1,014,652	1,020,600	835,600
<i>Property, Furnishings and Equipment</i>	1,241	1,000	1,000
02. Operating Accounts	1,126,574	1,150,300	935,300
Total: Commercial Registrations	2,128,632	2,171,200	2,071,200
TOTAL: CONSUMER AND COMMERCIAL AFFAIRS	3,845,154	3,973,700	4,006,700
OTHER SERVICES			
<i>CURRENT</i>			
2.2.01. VITAL STATISTICS REGISTRY			
01. Salaries	832,985	833,000	657,000
Operating Accounts:			
<i>Transportation and Communications</i>	75,747	65,900	65,900
<i>Supplies</i>	11,238	12,800	12,800
<i>Purchased Services</i>	54,303	68,100	68,100
<i>Property, Furnishings and Equipment</i>	1,331	1,100	1,100
02. Operating Accounts	142,619	147,900	147,900
	975,604	980,900	804,900
01. Revenue - Federal	(42,259)	(50,000)	(50,000)
02. Revenue - Provincial	(31,964)	(50,000)	(50,000)
Total: Vital Statistics Registry	901,381	880,900	704,900

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**DEPARTMENT OF DIGITAL GOVERNMENT AND SERVICE NEWFOUNDLAND AND LABRADOR
(CONTINUED)**

	Estimates		
	Actual	Amended	Original
	\$	\$	\$
REGULATORY AFFAIRS			
OTHER SERVICES			
<i>CURRENT</i>			
2.2.02. KING'S PRINTER			
Operating Accounts:			
<i>Transportation and Communications</i>	1,194	1,400	1,400
<i>Supplies</i>	984	500	500
<i>Purchased Services</i>	5,450	6,000	6,000
02. Operating Accounts	<u>7,628</u>	<u>7,900</u>	<u>7,900</u>
	7,628	7,900	7,900
02. Revenue - Provincial	<u>(32,145)</u>	<u>(40,000)</u>	<u>(40,000)</u>
Total: King's Printer	<u>(24,517)</u>	<u>(32,100)</u>	<u>(32,100)</u>
2.2.03. PRINTING AND MICROGRAPHIC SERVICES			
01. Salaries	930,750	976,800	976,800
Operating Accounts:			
<i>Transportation and Communications</i>	7,064	9,000	9,000
<i>Supplies</i>	264,702	308,600	308,600
<i>Purchased Services</i>	403,918	494,500	494,500
<i>Property, Furnishings and Equipment</i>	80,572	6,300	6,300
02. Operating Accounts	<u>756,256</u>	<u>818,400</u>	<u>818,400</u>
	1,687,006	1,795,200	1,795,200
02. Revenue - Provincial	<u>(540)</u>	-	-
Total: Printing and Micrographic Services	<u>1,686,466</u>	<u>1,795,200</u>	<u>1,795,200</u>
2.2.04. COLLECTION SERVICES			
01. Salaries	1,041,381	1,097,100	1,294,800
Operating Accounts:			
<i>Transportation and Communications</i>	18,956	24,000	24,000
<i>Supplies</i>	2,870	9,500	9,500
<i>Purchased Services</i>	26,277	26,800	26,800
<i>Property, Furnishings and Equipment</i>	1,200	1,000	1,000
02. Operating Accounts	<u>49,303</u>	<u>61,300</u>	<u>61,300</u>
Total: Collection Services	<u>1,090,684</u>	<u>1,158,400</u>	<u>1,356,100</u>
TOTAL: OTHER SERVICES	<u>3,654,014</u>	<u>3,802,400</u>	<u>3,824,100</u>
TOTAL: REGULATORY AFFAIRS	<u>7,499,168</u>	<u>7,776,100</u>	<u>7,830,800</u>

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REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

DEPARTMENT OF DIGITAL GOVERNMENT AND SERVICE NEWFOUNDLAND AND LABRADOR
(CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
DIGITAL GOVERNMENT AND SERVICES			
MOTOR VEHICLE REGISTRATION			
<i>CURRENT</i>			
3.1.01. MOTOR REGISTRATION DIVISION			
01. Salaries	6,065,510	6,136,700	6,584,600
Operating Accounts:			
<i>Employee Benefits</i>	2,698	4,000	4,000
<i>Transportation and Communications</i>	1,159,149	1,113,900	1,053,900
<i>Supplies</i>	464,932	505,800	505,800
<i>Professional Services</i>	-	12,000	12,000
<i>Purchased Services</i>	1,858,119	1,945,200	1,885,200
<i>Property, Furnishings and Equipment</i>	61,077	10,000	10,000
02. Operating Accounts	3,545,975	3,590,900	3,470,900
10. Grants and Subsidies	42,525	43,200	42,500
	9,654,010	9,770,800	10,098,000
01. Revenue - Federal	(206,564)	(191,500)	(191,500)
02. Revenue - Provincial	(10,971)	(20,000)	(20,000)
Total: Motor Registration Division	9,436,475	9,559,300	9,886,500
TOTAL: MOTOR VEHICLE REGISTRATION	9,436,475	9,559,300	9,886,500

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REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

**DEPARTMENT OF DIGITAL GOVERNMENT AND SERVICE NEWFOUNDLAND AND LABRADOR
(CONTINUED)**

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
DIGITAL GOVERNMENT AND SERVICES			
PERMITTING, INSPECTION AND SUPPORT SERVICES			
<i>CURRENT</i>			
3.2.01. SUPPORT SERVICES			
01. Salaries	1,916,507	1,990,400	2,338,800
Operating Accounts:			
<i>Employee Benefits</i>	-	2,300	2,300
<i>Transportation and Communications</i>	203,639	273,100	288,100
<i>Supplies</i>	30,827	30,200	30,200
<i>Professional Services</i>	3,665	4,000	4,000
<i>Purchased Services</i>	63,039	49,100	49,100
<i>Property, Furnishings and Equipment</i>	4,271	3,000	3,000
02. Operating Accounts	305,441	361,700	376,700
	2,221,948	2,352,100	2,715,500
02. Revenue - Provincial	(1,109,580)	(1,516,800)	(1,516,800)
Total: Support Services	1,112,368	835,300	1,198,700
3.2.02. REGIONAL SERVICES			
01. Salaries	7,258,184	7,261,700	7,271,200
Operating Accounts:			
<i>Employee Benefits</i>	-	2,100	2,100
<i>Transportation and Communications</i>	466,027	514,500	489,200
<i>Supplies</i>	37,732	46,700	46,700
<i>Purchased Services</i>	294,907	274,000	37,000
<i>Property, Furnishings and Equipment</i>	41,004	15,800	15,800
02. Operating Accounts	839,670	853,100	590,800
	8,097,854	8,114,800	7,862,000
02. Revenue - Provincial	(519,265)	(772,200)	(772,200)
Total: Regional Services	7,578,589	7,342,600	7,089,800
TOTAL: PERMITTING, INSPECTION AND SUPPORT SERVICES	8,690,957	8,177,900	8,288,500

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DEPARTMENT OF DIGITAL GOVERNMENT AND SERVICE NEWFOUNDLAND AND LABRADOR
(CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
DIGITAL GOVERNMENT AND SERVICES			
OCCUPATIONAL HEALTH AND SAFETY			
<i>CURRENT</i>			
3.3.01. OCCUPATIONAL HEALTH AND SAFETY INSPECTIONS			
01. Salaries	3,201,689	3,778,000	3,778,000
Operating Accounts:			
<i>Employee Benefits</i>	40,134	35,900	35,900
<i>Transportation and Communications</i>	216,086	303,700	303,700
<i>Supplies</i>	74,686	94,700	94,700
<i>Professional Services</i>	3,109	16,800	16,800
<i>Purchased Services</i>	117,314	111,400	111,400
<i>Property, Furnishings and Equipment</i>	26,633	29,300	29,300
02. Operating Accounts	477,962	591,800	591,800
	3,679,651	4,369,800	4,369,800
02. Revenue - Provincial	(3,573,717)	(4,369,800)	(4,369,800)
Total: Occupational Health and Safety Inspections	105,934	-	-
TOTAL: OCCUPATIONAL HEALTH AND SAFETY	105,934	-	-
FINANCIAL ASSISTANCE			
<i>CURRENT</i>			
3.4.01. ASSISTANCE TO ST. LAWRENCE MINERS' DEPENDENTS			
09. Allowances and Assistance	13,718	17,500	17,500
Total: Assistance to St. Lawrence Miners' Dependents	13,718	17,500	17,500
3.4.02. ASSISTANCE TO OUTSIDE AGENCIES			
10. Grants and Subsidies	5,750	8,000	8,000
	5,750	8,000	8,000
02. Revenue - Provincial	(5,750)	(8,000)	(8,000)
Total: Assistance to Outside Agencies	-	-	-
TOTAL: FINANCIAL ASSISTANCE	13,718	17,500	17,500
TOTAL: DIGITAL GOVERNMENT AND SERVICES	18,247,084	17,754,700	18,192,500
TOTAL: DEPARTMENT	27,441,079	27,272,400	27,271,700

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REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

DEPARTMENT OF DIGITAL GOVERNMENT AND SERVICE NEWFOUNDLAND AND LABRADOR
(CONTINUED)

Summary of Gross Expenditure and Unexpended Balances

	\$
Original estimates (net)	27,271,700
Add (subtract) transfers of estimates	700
Addback revenue estimates net of transfers	<u>8,264,300</u>
Original estimates of expenditure	35,536,700
Supplementary supply	-
Total Appropriation	<u>35,536,700</u>
Total net expenditure	27,441,079
Add revenue less transfers and statutory payments	<u>6,737,405</u>
Total gross expenditure (budgetary, non-statutory)	<u>34,178,484</u>
Unexpended balance of appropriation	<u><u>1,358,216</u></u>

Summary of Cash Payments and Receipts

	<u>Payments</u>	<u>Receipts</u>	<u>Net</u>
	\$	\$	\$
Current Account	33,857,629	6,737,405	27,120,224
Capital Account	<u>320,855</u>	-	<u>320,855</u>
Totals	<u><u>34,178,484</u></u>	<u><u>6,737,405</u></u>	<u><u>27,441,079</u></u>

SEAN DUTTON
Deputy Minister
Digital Government and Service
Newfoundland and Labrador

