

Department of Government Services

# Annual Performance Report

2009-10



Government Services

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# **Annual Performance Report**

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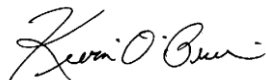
## Message from the Minister

I am pleased to submit the 2009-10 Annual Performance Report for the Department of Government Services in accordance with its requirements as a category one government entity under the *Transparency and Accountability Act*. The reported outcomes reflect government's strategic directions and my signature below is indicative of my accountability for the reported results.

The Department of Government Services provides a single-window point of access for the majority of permits, licences and registrations for the provincial government. Our mandate is to provide accessible, responsive services in the areas of public health and safety, environmental protection, occupational health and safety, consumer protection and in the preservation of vital events and commercial transactions. The authority to carry out these functions comes from more than 150 pieces of legislation and related regulations, standards and codes of practice.

As outlined in this report, my department has worked diligently this past fiscal year to address the priority issues identified in our 2008-11 Strategic Plan. These priority issues focus on three principal areas related to service delivery. They include: increasing ease of access to our services; increasing types of services available through our Government Service Centres; and, increasing our capacity to support improved customer service. This report provides evidence of the progress we have made in these areas.

Finally, I would like to take this opportunity to acknowledge the staff and many key partners and stakeholders of the Department for their hard work and commitment. The Department's achievements during the past year are ultimately the result of their efforts and contributions. I look forward to their continued support and dedication.



Kevin O'Brien  
Minister





## Departmental Overview

The Department of Government Services provides a variety of services to the public, including licensing and inspections related to public health, public safety, environmental protection and the provision of vital documents. It also ensures the health and safety of employees in the workplace in Newfoundland and Labrador and safeguards consumer interests. Printing, micrographic and digital document services for Government and the general public, including copies of provincial legislation, the Newfoundland and Labrador Gazette and select documents and books are provided by the Department through the Office of the Queen's Printer.

The Department was created with the aim of consolidating, where possible, the licensing, permitting, inspection, and regulatory functions within government and providing a single-window point of access to the public for those services. The authority to carry out the Department's mandate is derived from over 150 pieces of legislation and related regulations, standards and codes of practice.

The Department is comprised of three branches: the Consumer and Commercial Affairs Branch; the Government Services Branch; and the Occupational Health and Safety Branch. Further, the Minister of Government Services is accountable for 12 public entities and oversight of the Public Utilities Board's mandate with respect to auto insurance and the Petroleum Products Pricing Office. The Government Purchasing Agency and the Credit Union Deposit Guarantee Corporation, both of which report independently to the Minister, each prepare independent annual reports.

### **Vision**

Newfoundlanders and Labradorians living and working in a healthy and safe environment with access to an open, fair and responsive regulatory system.

### **Mission Statement**

By 2011, the Department of Government Services will have improved citizen protection in the areas of public health and safety, worker health and safety, and consumer interests.

Additional information regarding the mission statement, the measures, indicators and other components of the Department's 2008-11 Strategic Plan are available online at [www.gs.gov.nl.ca/publications/](http://www.gs.gov.nl.ca/publications/).



## Lines of Business

The Department of Government Services conducts four basic lines of business through its three branches and 12 divisions:

- enforcement of legislated requirements;
- licensing, permitting, inspections and registrations;
- conflict resolution; and
- printing services.

### **Enforcement of Legislated Requirements**

The Department of Government Services enforces legislated requirements in all mandated aspects of public health and safety, occupational health and safety, environmental protection, provincially-regulated financial services and consumer protection.

### **Licensing, Permitting, Inspections, and Registrations**

The Department of Government Services provides licences, permits, inspections and registration services at its offices around the province for the following:

#### **Public safety activities**

Boilers and pressure vessels, elevating devices, amusement rides, electrical installations, electrical contractors and building design for accessibility and fire/life safety.

#### **Environmental health activities**

Food establishments, tobacco retailers, septic and other waste water disposal systems, municipal water supplies, abattoirs, public pools, recreational facilities, child care centres, dairy farms (milk and water sampling) and housing sanitation.

#### **Environmental protection activities**

Waste disposal sites, spill responses, petroleum storage tank systems, sawmills, quarries, asphalt plants, scrap yards, used tire facilities, used oil storage facilities, PCB storage sites, farm waste management facilities, soil treatment facilities and illegal dumping.

#### **Provincial financial services activities**

Insurance, securities, pension plans, real estate, mortgage brokers and prepaid funeral services.

#### **Consumer protection activities**

Consumer affairs, collection agencies, private investigators and security guards, charitable gaming and residential tenancies.

#### **Commercial registrations activities**

Deeds, companies, personal property, co-operatives, limited partnerships, mechanics liens, condominiums and lobbyists.

### **Occupational health and safety activities**

Workplaces, radiation emitting devices, asbestos abatement contractors, explosive magazines on mine sites and underground diesel equipment.

### **Motor vehicle activities**

Driver licensing and vehicle registrations, highway safety-related activities, and commercial vehicle inspections such as buses, school buses and ambulances, and trucks and other highway-safety related activities.

### **Vital statistic activities**

Marriage, birth, and death registrations and certificates, legal name changes, adoptions and gender changes.

### **Angling and small game licence sales and distribution**

Select licensing information is available on the Department's website at [www.gs.gov.nl.ca](http://www.gs.gov.nl.ca).

## **Conflict Resolution**

The Department of Government Services provides conflict resolution services for disputes such as residential tenancies and issues related to legislative compliance with respect to the provincially-regulated financial services industry, occupational health and safety, buildings accessibility, consumer protection and public safety.

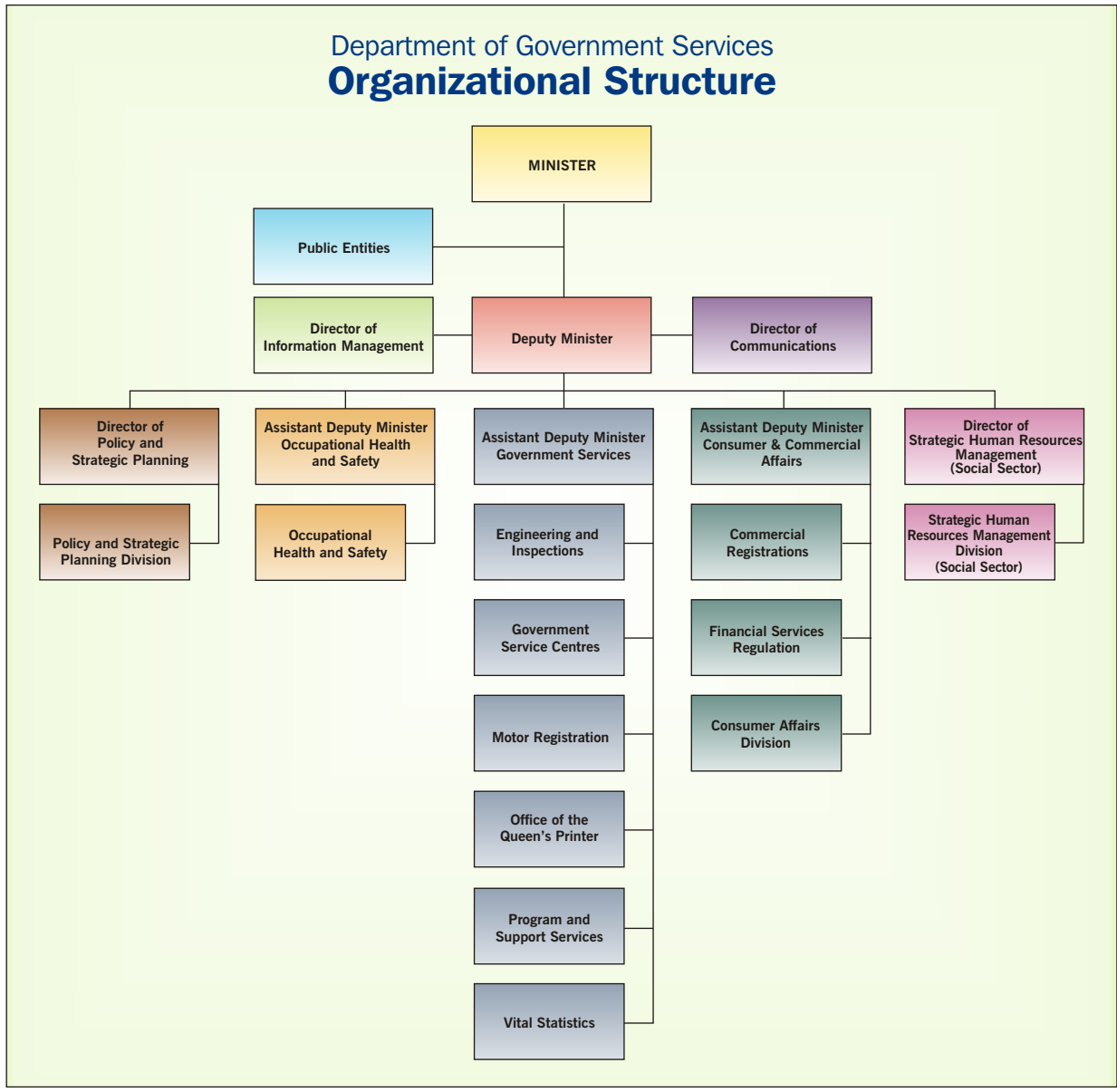
## **Printing Services**

The Department of Government Services provides printing, microfilming and digitizing services for government departments and agencies through the Office of the Queen's Printer. Provincial government legislation and various provincial government reports are available to the public for purchase through the Queen's Printer Bookstore, located in the East Block of the Confederation Building complex. Purchasing information and select documents, including legislation for free download, are available on the Queen's Printer web site at [www.gs.gov.nl.ca/printer/](http://www.gs.gov.nl.ca/printer/).

The organizational chart on the following page illustrates the Department's reporting structure.

Under the shared services model for the delivery of Strategic Human Resources Management, the Director of Strategic Human Resources Management for the Social Sector reports to the Deputy Minister of Government Services. The Social Sector includes the Departments of: Education; Human Resources, Labour and Employment; Municipal Affairs; Health and Community Services; and Government Services. It is also responsible for the Labour Relations Agency, the Government Purchasing Agency, and Fire and Emergency Services.

## Department of Government Services Organizational Structure

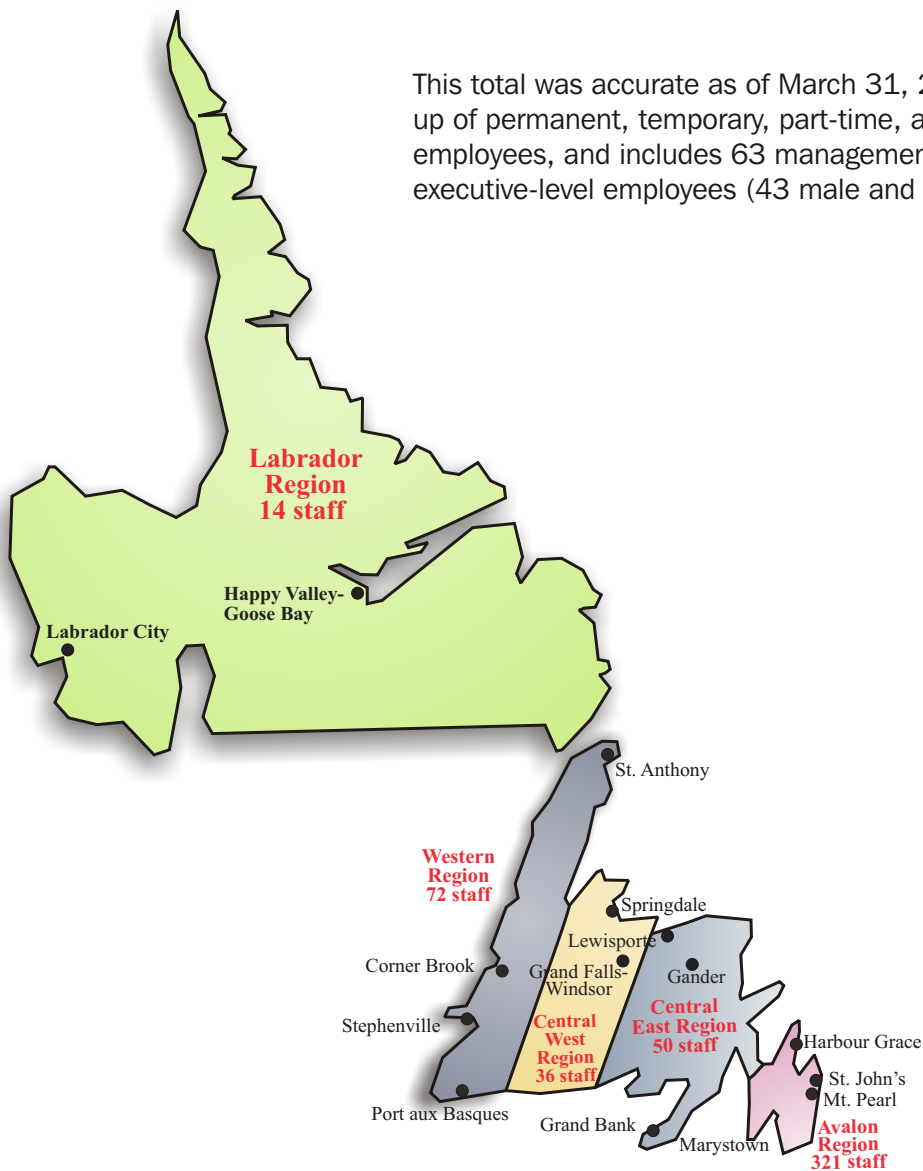


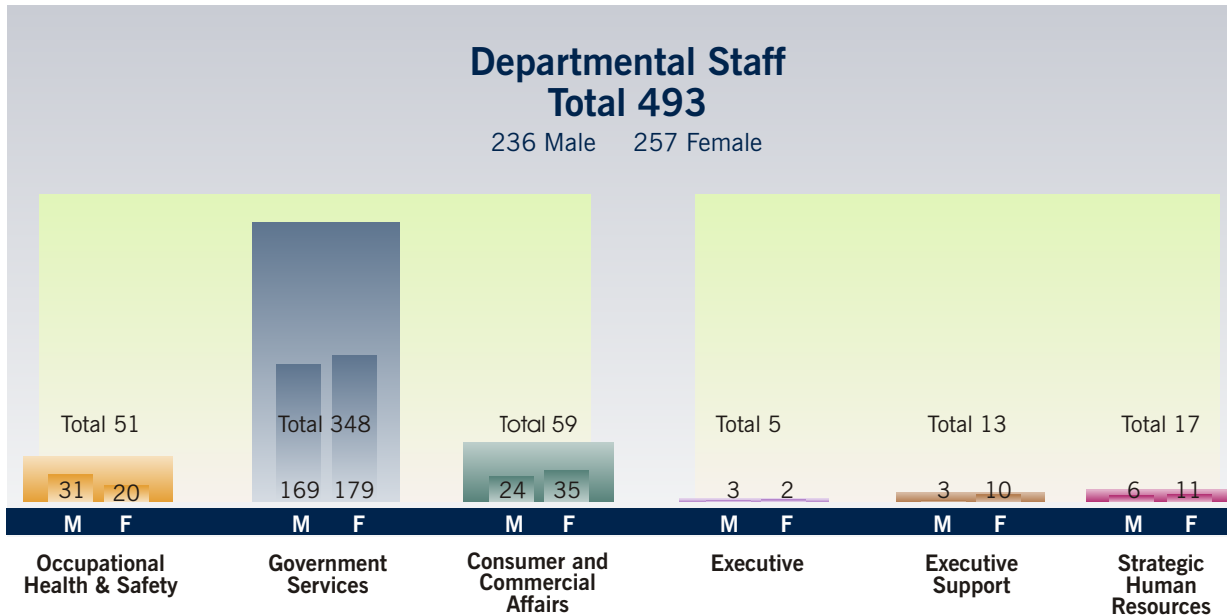
## Other Key Statistics

### Number of Employees

The Department of Government Services employs 493 people in the following areas: the Consumer and Commercial Affairs Branch; the Government Services Branch; the Occupational Health and Safety Branch; Executive and Executive Support, including Information Management, Communications, and Policy and Strategic Planning; and the Strategic Human Resources Management Division for the Social Sector.

This total was accurate as of March 31, 2010, is made up of permanent, temporary, part-time, and contractual employees, and includes 63 management and executive-level employees (43 male and 20 female).





### Physical Locations

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

The Government Service Centres (GSC) have five main offices in St. John's, Clarenville, Gander, Corner Brook, and Happy Valley-Goose Bay. Six other GSC offices are located in Harbour Grace, Grand Falls-Windsor, St. Anthony, Stephenville, Labrador City and Marystown. These offices provide licensing, permitting, inspection, and registration services to the public, while offices in Grand Bank, Springdale, Lewisporte, and Port aux Basques serve as staff-only and water sample drop-off locations. In 2009-10 the Department consolidated its public offices on the Burin Peninsula at a new GSC office in Marystown. Grand Bank continues as a staff-only office and water drop-off. The Vital Statistics Division, Engineering and Inspections Division, Consumer Affairs Division and Motor Registration Division also offer services through some of the GSC sites.

The Motor Registration Division delivers most of its programs and services from locations in Mount Pearl, Grand Falls-Windsor, Corner Brook, and Labrador City, as well as through regional GSC offices in Clarenville, Gander, Happy Valley-Goose Bay, and Harbour Grace, with more limited services at Stephenville, St. Anthony, and Marystown. There are also various driver examination satellite offices and both fixed and portable weigh scale sites throughout the province.

The Occupational Health and Safety Branch runs its programs from locations in Mount Pearl, Grand Bank, Grand Falls-Windsor, Corner Brook, and Wabush. The Queen's Printer, Commercial Registrations, and Financial Services Regulation Divisions provide services province-wide from the St. John's area.

## Department of Government Services

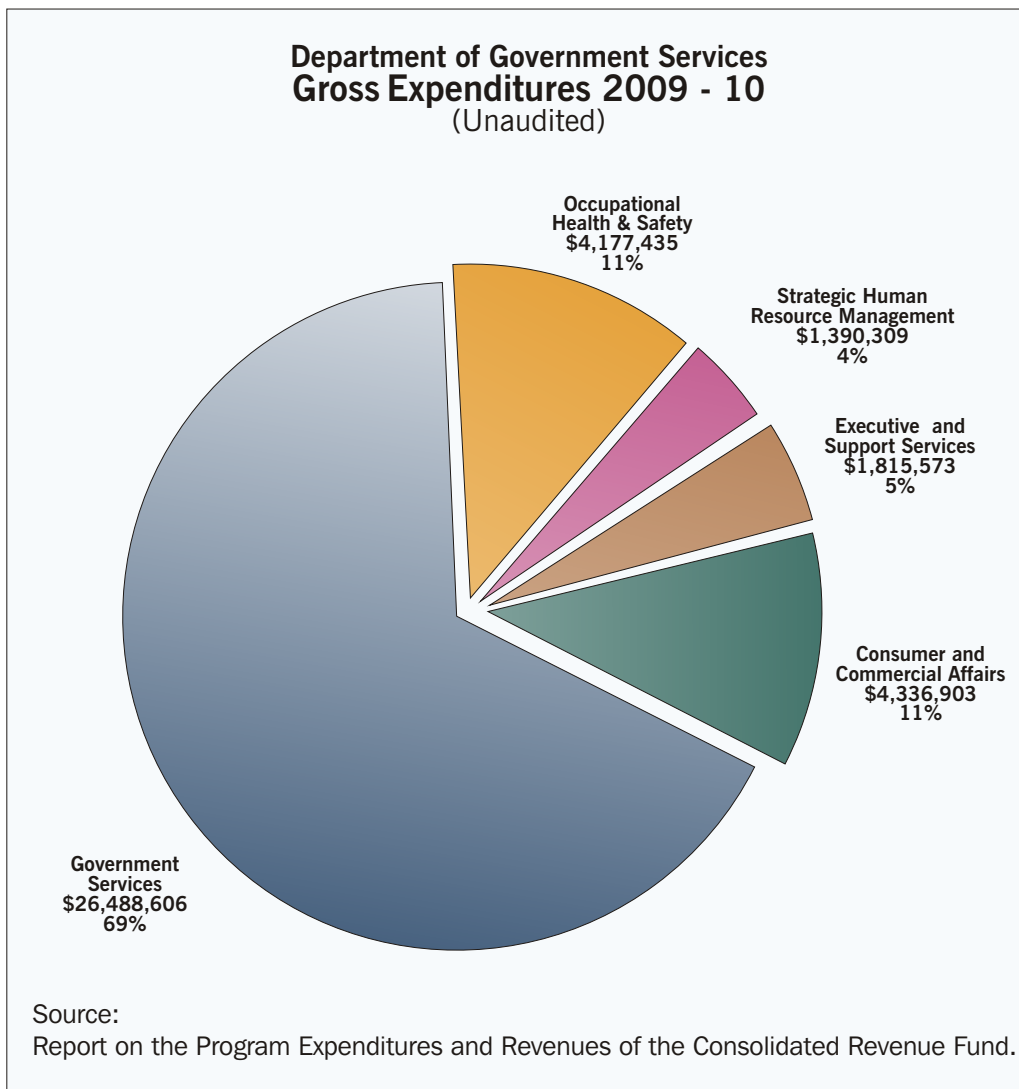
### Office Locations

The Department of Government Services has office locations conveniently located throughout the entire Province of Newfoundland and Labrador.



## Budget

The Department collected \$124.4 million in current account and related revenues in 2009-10. This increase from \$118.3 million the previous year is largely attributed to increased vehicle registrations and drivers' licenses. The Department had an operating budget of \$39.9 million in 2009-10, while its gross expenditures were \$38.2 million. These figures do not include the Government Purchasing Agency and the Credit Union Deposit Guarantee Corporation given that these entities are required to prepare and submit independent reports in accordance with the *Transparency and Accountability Act*. The chart below provides a detailed breakdown of the Department's gross expenditures.



The figures for Strategic Human Resources Management represent services provided by that division to the entire social sector.

## Ministerial Entities

The Department is accountable for 12 public entities. These entities are required to report annually as set out in the *Transparency and Accountability Act*. Two of these entities, the Credit Union Deposit Guarantee Corporation and the Government Purchasing Agency, are category two entities as defined by the Act, and provide independent annual reports to the House of Assembly upon approval of the Minister of Government Services.

The remaining entities are considered active category three entities by the Act and are therefore required to provide an Annual Activity Report. Active entities are those entities that have prepared a three year strategic, business, or activity plan. The following entities provided activity reports for 2009 or 2009-10, depending on that entity's fiscal year:

- Embalmers and Funeral Directors Board
- Public Accountants Licencing Board
- Public Safety Appeal Board
- Advisory Council on Occupational Health and Safety
- The Buildings Accessibility Advisory Board

These reports are available online at [www.gs.gov.nl.ca/publications/](http://www.gs.gov.nl.ca/publications/).

The inactive category three entities for 2009-10 include:

- Boiler/Pressure Vessel Advisory Board
- Buildings Accessibility Appeal Tribunal
- Driver's License Medical Advisory Board
- Financial Services Appeal Board
- Radiation Health and Safety Advisory Committee

A brief description of these inactive entities appears in Appendix A.

The Department is also accountable for the Consumer Protection Fund for Prepaid Funerals. However, this is an assurance fund administered by staff of the Financial Services Regulation Division on behalf of the Minister. The purpose of the fund is to pay, in whole or in part, claims against a seller of prepaid funeral contracts. Although the Minister may, in accordance with the *Prepaid Funeral Services Act*, appoint a board to administer the assurance fund, a board has not been constituted under the Act. Moreover, the preparation of an activity plan was not required by the entity. Thus, the submission of an annual activity report is not required.



## Shared Commitments

The Department of Government Services does not fulfill its mandate on its own. Collaborative relationships with its partners and stakeholders are essential in helping fulfill the Department's legislative and regulatory obligations and aid in achieving the strategic directions of government. These strategic directions were communicated by the Minister of Government Services in 2008 to all of the Department's entities and are outlined in the Department's Strategic Plan 2008-11.

Key partners include other provincial departments and agencies, industry, organized labour, regulatory bodies, and federal, provincial and territorial governments. The following list highlights some of the many collaborative relationships, key partnerships and affiliations the Department maintained during fiscal year 2009-10.

### **Financial Services Regulation**

The Financial Services Regulation Division works with organizations such as the Canadian Council of Insurance Regulators (CCIR), the Canadian Insurance Services Regulatory Organization (CISRO), the Insurance Bureau of Canada (ABC), the Insurance Brokers Association of Newfoundland (IBAN), the Canadian Securities Administrators (CSA), and the Canadian Association of Pensioners Supervisory Authority (CAPSA) to facilitate effective and efficient regulation of these industries. The Division also regularly seeks the input of a variety of industry organizations such as the Newfoundland and Labrador Association of Realtors (NLAR) and the General Insurance Statistical Agency (GISA).

### **Consumer Affairs**

The Consumer Affairs Division liaises with the Consumer Measures Committee, the Canadian Association of Gambling Regulators, the Canadian Motor Registration Arbitration Plan, the Better Business Bureau (BBB), Equifax Canada Inc., TransUnion Canada Inc., and the Canadian Registrars of Private Security. The Division also works closely with the Royal Newfoundland Constabulary (RNC), the Royal Canadian Mounted Police (RCMP) and the Sheriff's Office.

### **Commercial Registrations**

The Commercial Registrations Division is a member of the Canadian Conference on Personal Property Security Law, the Canadian Conference of Land Titles Officers, the Canadian Association of Corporate Law Administrators, the Personal Property Registry System Inter-jurisdictional Operations Committee and the Canadian Association of Lobbyist Registrars and Commissioners.

### **Occupational Health and Safety**

The Municipalities Governance Committee (MGC) was established in 2009 by employer and labour stakeholders from the municipal sector. The committee's objective is to investigate the feasibility of a municipal sector council as an effective means to promote all aspects of Occupational Health and Safety (OHS) and early and safe return to work practices in our municipalities. The Department is represented on this committee through its Occupational Health and Safety Branch in conjunction with Municipalities Newfoundland and Labrador, other government departments, the Federation of Labour, Newfoundland and Labrador Employers Council, Workplace Health Safety and Compensation Commission (WHSCC), various union groups and representatives from various municipalities. Collaborative efforts to improve worker safety

have been ongoing for some time, proving an effective means of reducing accidents and claims cost in the Province.

The OHS Branch also continues to collaborate with the Workplace Health Safety and Compensation Commission in its data and information sharing practices. In the past year, the OHS Branch collaborated with WHSCC in the development and delivery of a training program respecting the new Occupational Health and Safety Regulations. For example, in Winter 2010, the OHS Branch along with WHSCC facilitated joint presentations province-wide on the highlights of the new Occupational Health and Safety Regulations. These one-day sessions were very successful and well received, with most sessions having a wait list for individuals wanting to participate.

### **Offshore Occupational Health and Safety**

While operational safety in the offshore is addressed through regulations promulgated under the *Canada-Newfoundland and Labrador Accord Implementation Act* and the *Canada-Nova Scotia Offshore Petroleum Resources Accord Implementation Act* (the Accord Acts), for occupational health and safety there is a division of responsibilities between the provincial occupational health and safety regime and the Accord Acts. This past year, the Government of Newfoundland and Labrador, the Government of Nova Scotia and the Federal Government, in consultation with the Canada-Newfoundland and Labrador Offshore Petroleum Board (CNLOPB) and the Canada-Nova Scotia Offshore Petroleum Board (CNSPB), collaborated to develop a policy framework that would amend the Accord Acts by clarifying responsibilities and vesting sole authority for occupational health and safety in the Accord Acts. Public consultations regarding these proposed amendments are set to occur in fiscal year 2010-11.

### **Stakeholder Collaboration**

The Department delivers many of its permitting, inspection, licensing, and enforcement services through its Government Service Centres. These services are delivered on behalf of a number of partner departments, agencies, and other governments through agreements in which the partners retain legislative and policy responsibility while Government Services is responsible for field operations and enforcement services. Memoranda of Understanding (MOUs) serve to clarify the roles and responsibilities of the partners.

Examples of such collaborative efforts include:

- Responsibility for school buses in Newfoundland and Labrador is shared between the Department of Government Services and the Department of Education. Government Services is responsible for the highway and motor vehicle safety aspects of school bus regulation, including vehicle registration, inspections, carrier safety ratings, driver testing and licensing and other regulatory issues. The Department of Education is responsible for providing funding for school transportation, developing policies pertaining to school bussing (e.g. walk zones, maximum age for school buses, seating capacity), developing related documents (e.g. School Bus Driver Manual, transportation guidelines and standard bussing contracts), reviewing tender awards for school bus contracts, approving transportation for children with special needs, reviewing bus routes and reviewing student assistant time used on buses.
- The Engineering and Inspections Division conducts plan reviews under an MOU with the Office of the Fire Commissioner, fire and life safety inspections for daycares and personal care homes under an MOU with the Department of Health and Community Services, and both boiler and pressure vessel inspections and elevating device

inspections on federal property under MOUs with the federal government. The Division also issues Certificates of Approvals for wastewater and septic systems under an MOU with the Department of Environment and Conservation.

- Environmental health services are provided under an MOU with the Department of Health and Community Services as well as a separate MOU with the Departments of Natural Resources (Forestry and Agrifoods Agency) and Environment and Conservation for agricultural-type operations.
- Environmental protection services are provided under an MOU with the Department of Environment and Conservation.
- The Motor Registration Division (MRD) operates in conjunction with the Department of Transportation and Works, the Royal Newfoundland Constabulary (RNC) and the Royal Canadian Mounted Police (RCMP) to provide safe highways in the province.
- The Motor Registration Division's Traffic Safety Committee brings traffic safety-oriented organizations and individuals together with the police, in a collaborative approach to bringing traffic safety issues to the forefront and seeking possible solutions. The committee's membership includes representatives from MRD, the RNC, RCMP, the Departments of Transportation and Works and Health and Community Services, the City of St. John's and Safety Services Newfoundland and Labrador.
- The Government Service Centres (GSC) work with the Department of Municipal Affairs to conduct inspections and issue permits under Municipal Affairs' Development Control program and to enforce highway signage policy.
- GSCs also work with the Department of Municipal Affairs, the Department of Environment and Conservation, and the Multi-Materials Stewardship Board (MMSB) to administer the province's Solid Waste Management Strategy.
- The Department works in partnership with the Department of Human Resources, Labour and Employment, the Strategic Human Resources Management Division and Service Canada, to deliver Service Excellence training to department staff.

### **Affiliations**

The Office of the Queen's Printer is a member of the Queen's Printers Association of Canada.

The Vital Statistics Division is a member of the Vital Statistics Council for Canada (VSCC).

The Registrar of Motor Vehicles represents the province on the Board of Directors of the Canadian Council of Motor Transport Administrators (CCMTA), and other officials of Motor Registration Division participate on CCMTA's standing committees.

The Department is actively involved in the Public Sector Service Delivery Council (PSSDC). The PSSDC is a network of federal, provincial, and territorial governments that come together to explore common issues, develop partnerships and coordinated solutions, and share best practices in the field of public sector service delivery. The council reports to a Deputy Ministers of Service Delivery table, of which the Department of Government Services is a member.

# Highlights and Accomplishments

Government's strategic directions related to the Department of Government Services include Enhanced School Bus Safety and Red Tape Reduction. These strategic directions are outlined in the Department's Strategic Plan 2008-11.

The Department's efforts towards achieving these directions in 2009-10 are supported by the highlights and accomplishments outlined below.

## **Motor Registration Division**

### **School Bus Safety**

This past fiscal year, the Department of Government Services engaged the services of an independent consultant, M.D. Woods Consulting Inc, to assist in determining a reasonable and practical approach to have all school buses in the province brought into conformity with D-250 standards. D-250 standards specify the chassis and body requirements and safety equipment requirements of school buses and are the standards required by the Bus Regulations under the *Highway Traffic Act* and school bus contracts under the Department of Education.

The Department provided direction to all school bus owners/operators in the province on the retrofit requirements for the existing fleet and the requirements for buses being imported into the province. The Department continues to work with the Newfoundland and Labrador School Bus Owners Association to achieve these objectives.

### **Vehicle Renewal Process Enhanced**

In July 2009, vehicle owners were provided with the option to use a debit card to pay for their vehicle registration renewals online, in addition to the existing e-service option of paying with a credit card. The Motor Registration Division is the first provincial government service to avail of online debit card payment. Customers who pay for their vehicle registration online continue to receive a 10 per cent online discount. This means that a \$140 annual vehicle registration paid online will cost \$126, regardless of the method of payment. In 2009-10, 54 per cent of personal vehicle registrations were renewed on-line.

## **Regulatory Reform/Red Tape Reduction**

In fiscal year 2009-10, the Department of Government Services made a significant contribution in reducing the regulatory burden placed on the province's citizens. As part of its Regulatory Improvement Plan, the Department regularly reviews and evaluates its legislation, including statutes and regulations as well as policies and operational procedures to identify areas for improvement and potential red tape reductions. These efforts are made while keeping in mind the Department's mandate and mission for improving citizen protection in the areas of public health and safety, worker health and safety and consumer interests and its overall responsibility to the people of Newfoundland and Labrador. Some regulatory improvements made in fiscal year 2009-10 include:

- **Improvements Made to Highway Traffic Act**

Amendments to the *Highway Traffic Act* came into effect on June 1, 2009. Changes to the Act were made to consolidate certain requirements, eliminate duplication, and update various provisions in order to better reflect current standards and practices. Fines for persons speeding in construction zones were also doubled.

- **Changes to Private Investigation and Security Services Act**

In December 2009, amendments were made to the *Private Investigation and Security Services Act* in order to remove an unnecessary license requirement.

- **Enhancements Made to Credit Union System**

*The Credit Union Act, 2009* received Royal Assent on May 28, 2009. The Act, which replaces the *Credit Union Act*, modernizes the credit union system in the province by helping create a more positive business climate for credit unions. While the changes in the new act are mostly administrative in nature and reduce red tape for the system, they are intended to update the governance structure, accountability and sound business practices of the province's credit unions. The Act removes some administrative requirements from legislation and places them under the responsibility of the Board of Directors of Credit Unions. Consultations were held with credit unions on these changes and these were fully endorsed. In addition, credit unions specifically asked that legislation be changed to allow them to sell life insurance products in their branches. It is expected that this new service offering will especially benefit people residing in the province's rural areas.

- **Improvements Made to Registration of Deeds**

On May 28, 2009 the *Registration of Deeds Act* received Royal Assent. Proclamation is expected in the Fall of 2010. The new Act will modernize existing legislation and enhance client services by enabling online registration of deeds, implementing a notice-based system for mortgage documents and requirements for the timely registration of releases of mortgages. New regulations to accompany the *Registration of Deeds Act* are also expected to come into force at the same time the new Act is proclaimed and when online deeds registration becomes available for authorized filers.

- **Condominium Act, 2009 Modernized**

On December 22, 2009 the *Condominium Act, 2009* received Royal Assent. Proclamation is expected in the Fall of 2010. The legislation will better reflect the current needs of today's marketplace and provide potential and current owners with modernized legislation. It will provide protection for first-time condominium buyers and existing condominium owners, improve the day-to-day operation of condominiums and reflect different types of condominium developments. New regulations to accompany the new Condominium Act are also anticipated to be proclaimed at this time.

- **New Act for Consumer Protection and Business Practices**

*The Consumer Protection and Business Practices Act* came into force on December 1, 2009. The purpose of the Act is to strengthen and streamline legislation that prohibits unfair and unconscionable business transactions and provide remedies for wronged consumers. It is a consolidation of seven acts: the *Trades Practices Act*, the *Direct Sellers Act*, the

*Unsolicited Goods and Credit Cards Act*, the *Consumer Reporting Agencies Act*, the *Unconscionable Transactions Relief Act*, the *Consumer Protection Act*, and the *Cost of Consumer Credit Disclosure Act*. This modernized Act provides consumers with one piece of legislation for information on interactions with business. It also provides protection for consumers who prefer to complete their transactions through the Internet or through other distance sales contracts completed via television or telephone.

- **New Legislation Governing Vital Events**

Legislation governing vital events in the province was repealed and replaced with legislation that more accurately reflects current policies and standards as they relate to the privacy and protection of personal information. This is in keeping with previous departmental initiatives to protect privacy, such as introducing a more secure birth certificate in February, 2008 and changing procedures for being able to obtain a certificate on someone else's behalf. The new legislation includes the *Vital Statistics Act, 2009*, the *Marriage Act*, and the *Change of Name Act, 2009*.

- **Occupational Health and Safety Enhancements**

Amendments to the *Occupational Health and Safety Act* were made in May, 2009. The major amendment to the *Occupational Health and Safety Act* was the inclusion of the duties and responsibilities of a supervisor for the purposes of ensuring a safe and healthy work environment. There were also several minor amendments to the Act to ensure it was in line with the new Occupational Health and Safety Regulations which came into effect on September 1, 2009. These changes were the result of extensive stakeholder consultation and review. Implementation of the regulations was very successful, mainly because of extensive internal and external communications, a thorough consultation process and an increased awareness of occupational health and safety in the workplace. The new regulations replace 30-year-old regulations. The Branch also developed CDs of the new regulations for distribution to stakeholders which helped increase awareness. Communication messages were also developed for various stakeholder groups to highlight some of the more prominent changes in the regulations such as violence prevention.

- **New Legislation for Self-Regulating Occupations**

After extensive consultations and based upon recommendations from the White Paper entitled "Challenging Responses to Changing Times: New Proposals for Occupational Regulation," the following new acts affording self-regulating occupation status were proclaimed: the *Embalmers and Funeral Directors Act, 2008*; the *Certified General Accountants Act, 2008*; the *Certified Management Accountants Act*; the *Chartered Accountants Act, 2008*; and the *Engineers and Geoscientists Act, 2008*. In addition, the *Public Accountants Act* was passed in December, 2009 and is anticipated to be proclaimed in Fall 2010. The principal changes to these Acts relate to governance and accountability. Affording self-regulation status to these various occupation groups will provide for annual reporting requirements; an increase in lay representation to approximately one third; implementation of a consistent disciplinary panel model; separate licensing and other association activities; standardize criteria for assessing requests; remove ex-officio position with voting privileges; and, include a requirement for liability insurance.

## **Commercial Registrations**

### **New Commercial Registrations Location**

On March 9, 2010 the Commercial Registrations Division commenced operations from its new office at 59 Elizabeth Avenue, St. John's. The new location has been designed with both client service and record protection and preservation in mind. Land title registrations dating back to 1825, records of corporations dating back to 1900, and other real property and commercial records are now stored in a protected room featuring archival-standard environmental controls for preservation of these significant records. Additional security controls will ensure the integrity of registry records for years to come. As well, the new site has a client-focused functional layout permitting ease of access to registry records in an appealing, publicly accessible, library atmosphere.

## **Occupational Health and Safety**

### **Guidance Document Developed for New Occupational Health and Safety Regulations**

In an effort to facilitate an understanding of the amendments and any outstanding compliance issues in relation to the new Occupational Health and Safety Regulations which came into force in September, 2009, an accompanying Guidance Document was also developed. This Guidance Document is a living document which will address issues as they arise. The first version is primarily a response to questions that arose during the regulatory consultation process. In addition, regulatory issues well known to the Branch will be addressed in the document.

### **Review of Mines Safety of Workers Regulations Commenced**

The Occupational Health and Safety Branch commenced a review of the Mines Safety of Workers Regulations in the Fall of 2009. These regulations have not changed significantly since 1957 and, given the importance of the mining industry in the province, it does not entirely reflect current mining practices and protocols. Consultations based on this review will be anticipated to occur in fiscal year 2010-11.

## **Government Service Centres**

### **New Government Service Centre Locations**

The Government Service Centres in Clarenville, Marystown and Happy Valley-Goose Bay were relocated to new premises providing an improved environment for clients and staff. Services at Stephenville and St. Anthony were expanded to include acceptance of applications and payments for a range of motor registration services.

## **Financial Services Regulation**

### **New Real Estate Education Program Implemented**

On February 1, 2010, the Newfoundland and Labrador Association of Realtors (NLAR) in partnership with the Financial Services Regulation Division, launched a new Real Estate education program for salespeople. The program is based on national standards and is a self-study course with an examination component. The course is administered by NLAR and exams are proctored by the College of the North Atlantic's campuses throughout the province.

Moreover, where mutual recognition is in place, salespeople from other jurisdictions will now only have to complete the Newfoundland and Labrador specific portion of the course and pass the supplement exam to receive a licence to practice in the province.

### **Financial Securities Registration Enhancements**

A new national securities registration rule, National Instrument 31-103 Registration Requirements and Exemptions, came into effect on September 28, 2009. Implementation of the new national registration rule and related rules and amendments completed the final phase of a national securities registration passport system introduced by the Canadian Securities Administrators (CSA) in 2005. The Department of Government Services represents the province on the CSA and was therefore a signatory to the new national instrument. Amendments to the *Securities Act* were also required in order to bring this new national instrument into force. National Instrument 31-103 was introduced to harmonize, streamline and modernize registration requirements across Canada for firms and individuals who sell securities (and exchange contracts in some jurisdictions) and offer investment advice or manage investment funds. Further, it is intended to strike an appropriate balance between providing an efficient system for registrants and protecting investors.

The purpose of the securities registration passport system is to provide a single window of access to Canada's capital markets. It enables participants to clear a prospectus or obtain a discretionary exemption and, now with the introduction of National Instrument 31-103, to register as a dealer or adviser by obtaining a decision from the securities regulator in their home province or territory and have that decision apply in all other jurisdictions.

This enhancement will build upon the passport system's goal of helping create a more efficient business environment and is intended to result in further cost savings for industry and ultimately investors. It is also meant to further reduce the regulatory burden for industry through the adoption of a permanent registration regime and streamlined transfer procedures.



## Outcomes of Objectives

The following section describes the outcomes of objectives, fulfilling requirements outlined in the *Transparency and Accountability Act* to report to the people of Newfoundland and Labrador on the Department of Government Services progress for fiscal year 2009-10, the second year of its 2008-11 Strategic Plan.

The Department identified service delivery as its main area of focus for the three-year period April 1, 2008 to March 31, 2011. This included particular emphasis on three strategic issues: Service Access, Service Type and Customer Service.

### Strategic Issue 1: Service Access

Providing service to the province's widely dispersed population is a constant challenge for the Department. While there is a growing trend towards online access, there are still many services which require over-the-counter contact, and many citizens who prefer that method. The Department is committed to expanding ease of access to its services.

#### Goal:

By 2011, the Department of Government Services will have increased ease of access to its services via one or more delivery channels.

**Measure:** Increased access.

#### Indicators:

- Increased access to information online;
- Increased number of interactive services available online;
- Improved phone system;
- Increased number of offices offering full service.

2009-10 Objective	By March 31, 2010, the Department of Government Services will have implemented additional changes in select areas to increase access to its services.
Measure	Additional changes implemented.
Indicator	Online registration of deeds available.
Indicator	Approval sought for electronic service delivery plan and priorities identified.
Indicator	Expansion of select Motor Registration Division services in St. Anthony and Stephenville.
Indicator	Piloting of forms automation project.
Indicator	More communities added to BizPaL.

## **2009-10 Results Achieved**

The following details the Department's achievement of each of the initiatives for 2009-10 with some noted variances.

### **Online registration of deeds available**

Stage one of the online registration of deeds was completed on February 28, 2009. This involved the identification of detailed business requirements. The system design stage, or stage two, was completed on September 30, 2009. Stage three, which involves the development, testing and implementation of the online system, is currently underway.

On October 7, 2009 the Commercial Registrations Division presented an overview of the functionality of the new online system to two representative local law firms that file significant volumes of deeds registrations. These law firms presented recommendations for functional changes to the planned development that would be beneficial and practical for their usage of the system. The Division indicated that it would explore integration options for some of their suggestions that were mutually agreed to be beneficial.

The resulting assessment identified an additional eight weeks of development that would push implementation ahead by an equivalent amount of time. This adjusted system readiness to mid-Summer 2010. However, as the summer months are the peak period for real estate transactions for both law firms and the Registry of Deeds it was deemed to be not practical to implement a new system and associated proclamation of the new *Registration of Deeds Act* at that time. Thus, implementation of the online registration of deeds is now planned for Fall 2010.

### **Approval sought for electronic service delivery plan and priorities identified**

The electronic service delivery plan is being reviewed by the Department. Appropriate approvals and the identification of priorities have therefore been delayed until a thorough review has been completed by the Department. The reason for the delay is that in order to ensure a comprehensive review of the plan is carried out, the new position of Director of Information Management should be in place as the plan's principal lead and be intimately familiar with the operational requirements and strategic directions of the Department. This position was not filled until June, 2009. Electronic service delivery continues to be a priority for the Department.

### **Expansion of select Motor Registration Division services in St. Anthony and Stephenville**

Residents living in St. Anthony, Stephenville, and surrounding communities are now benefiting from improved services and better access to their local Government Service Centres (GSC). In December, the Department expanded Motor Registration Division services in St. Anthony and Stephenville so that customers in these areas can now pay for and receive road tests, in-transit permits and copies of their driver's records at these two locations. Payment is now also accepted for vehicle renewals, driver's licence renewals, photo identification cards, learner's permits and payment of outstanding fines. Previously, consumers were required to visit other GSC locations offering these services or a bank or credit union to complete their financial transactions.

**Piloting of forms automation project**

The Forms Automation Pilot Project was conducted with the Office of the Chief Information Officer (OCIO) as lead. It involved the provision of online access to public facing forms that have high volume usage such as birth, marriage and death registrations and certificates; electrical permits for contractors; and vehicle and driver abstracts. However, in the initial stages of the pilot, it was determined that the selected product would not interface with Government's Financial Management System and the project was terminated until a more suitable product can be selected. This project is currently on-hold pending further direction from OCIO.

**More communities added to BizPaL**

As government's single window of service delivery for the majority of business permits and licences, the Department of Government Services has led the process of developing and implementing the BizPaL initiative in this province. In addition to the three municipalities (St. John's, Stephenville and Happy-Valley Goose Bay) participating in BizPaL from its initial launch, this year 11 more communities were added to BizPaL. This innovative service provides entrepreneurs with simplified online access to the information on permits and licences they need to establish and run their businesses. Through collaboration with Industry Canada and participating provincial, territorial and municipal partners, BizPaL is designed to cut through the paperwork burden and red tape that small business owners encounter. The communities in which BizPaL was launched in 2009-10 are:

- Labrador City
- Mount Pearl
- Paradise
- Torbay
- Grand Bank
- Bay Bulls
- Corner Brook
- St. Anthony
- Gander
- Ferryland
- Witless Bay

Objectives for fiscal year 2010-11	By March 31, 2011, the Department of Government Services will have implemented changes to increase access to its services.
Measure	Changes to increase access implemented
Indicator	Expansion of Motor Registration Division services in the Marystown Government Service Centre.
Indicator	More communities added to BizPaL.
Indicator	Online registration of deeds available.
Indicator	Undertake a study related to expansion of hours of service in select areas.

**Strategic Issue 2: Service Type**

The Department of Government Services was created with a view to consolidating licensing, permitting, inspections, and other regulatory functions within Government as much as possible, and providing a single window of access with Government for citizens. The Department is committed to expanding the types of services which citizens can obtain through our Government Service Centres (GSC), where it is feasible and efficient to do so.

**Goal:**

By 2011, the Department of Government Services will have increased the types of services delivered through the Government Service Centres as identified through a planning process.

**Measure:** Expanded single-window model.

**Indicators:**

- Increased number of service types.

2009-10 Objective	By March 31, 2011, the Department of Government Services will have the infrastructure required to offer the approved service types.
Measure	Infrastructure in place.
Indicator	Position and necessary supports in place to carry out Business Development Project.
Indicator	Initial consultations begun with departments on priority services which could be transferred/co-located.
Indicator	Initial discussion with federal departments/agencies regarding possible collaborative service delivery.

**2009-10 Results Achieved**

The following details the Department's achievement of each of the initiatives for 2009-10.

**Initial consultations begun with departments on priority services which could be transferred/co-located**

Initial consultations with departments on priority services which could be transferred/co-located were carried out this past fiscal year. All deputy ministers within the Provincial Government were consulted on the Department's Single-Window Service Delivery Model in an effort to determine potential mutual areas of interest as they relate to providing better service delivery and/or expansion. A departmental representative was also requested from each department to participate in this initiative in moving forward. Information sessions and one-on-one meetings with these representatives are scheduled to occur in Fall, 2010. Priority services will be identified as a result of these meetings.

**Initial discussion with federal departments/agencies regarding possible collaborative service delivery**

Government Services officials have had informal discussions with federal officials about other potential collaborative service delivery initiatives, including bundling of services (e.g. birth registration and social insurance numbers). A number of these potential projects will have information technology and other resource considerations.

Objectives for fiscal year 2010-11	By March 31, 2011, the Department of Government Services will have increased the types of services delivered through the single window delivery model as identified through the planning process.
Measure	Increased number of service types.
Indicator	Co-location of Motor Registration Division offices and Government Service Centres offices in Corner Brook and Grand Falls-Windsor.
Indicator	At least one new service identified for potential inclusion in the Single-Window Service Delivery Model.
Indicator	Identify potential priority services with other departments which could be transferred or co-located.

**Strategic Issue 3: Customer Service**

Not only do customers expect a variety of services, and easy access to them, but they also expect the quality of those services to be high. The Department of Government Services is committed to focusing on ways to improve the skills and resources needed to consistently provide superior service.

**Goal:**

By 2011, the Department of Government Services will have increased capacity to support improved customer service.

**Measure:** Improved customer service

**Indicators:**

- training program developed and implemented for all customer service personnel;
- customer service protocols developed in select areas.

2009-10 Objective	By March 31, 2011, the Department of Government Services will have implemented further action to increase capacity in the Department to deliver quality service.
Measure	Training completed for existing employees and protocols in place.
Indicator	Course delivered to up to 50 staff in initial phase of training.
Indicator	Development of customer service standards in two areas.

**2009-10 Results Achieved**

The following details the Department's achievement of each of the initiatives for 2009-10 with some noted variances.

**Course delivered to up to 50 staff in initial phase of training**

The Department of Government Services has partnered with the Department of Human Resources, Labour and Employment, the Strategic Human Resources Management Division and Service Canada to deliver training in 'Service Excellence: Putting Citizens First' to almost 297 Department of Government Service employees. This training course was developed specifically for staff dealing with the public and is intended to help create a new service culture or "service excellence" in the delivery of services to the public.

**Development of customer service standards in two areas**

Data on average service turnaround times for a number of services has been gathered and is being analyzed by the Department to determine a baseline for the development of customer service standards. The delay is largely due to a lack of complete data in some areas and other priorities.

Selection and development of the two areas and development of customer service standards are ongoing and will continue into 2010-11.

Objectives for fiscal year 2010-11	By March 31, 2011, the Department of Government Services will have increased capacity to support improved customer service.
Measure	Increased capacity to support customer service.
Indicator	Service Excellence training delivered to an additional 150 staff.
Indicator	Development of intranet and other internal communications strategies to support internal communications and employee engagement to enhance customer service.
Indicator	Development of customer service standards in two areas.

## Opportunities and Challenges

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### **Protecting and Enhancing Registry of Deeds Information**

The Commercial Registrations Division will continue its digitization project for the Registry of Deeds that will see land title registrations dating from 1979 back to 1825 converted from paper to digital format. This significant project has the dual benefit of protecting the deteriorating paper records currently in daily use as well as expanding online client access to the entire Registry of Deeds through the Division's Companies and Deeds Online (CADO) system.

### **Review of Vital Events Registry System**

The Vital Statistics Division is currently undergoing a review of vital events software systems in an effort to replace the system currently used to maintain vital events registry data in the province. The Division's goal in obtaining a replacement system is to implement a more comprehensive system that will provide improved customer service (e.g. faster turnaround of vital statistics documents), greater functionality, improved electronic security and storage capabilities, and enable better communication between provincial and federal jurisdictions.

### **Birth/Death Linkage Data Entry Project**

The Vital Statistics Division is currently involved in a data entry project to record individual birth and death registrations on the Vital Statistics electronic database. As part of this process, the Division is also looking at having records that are currently on microfilm transferred to a digital image to improve the data entry process. This will allow death records to be automatically checked against birth registrations and a notation made on the birth record that a person is deceased. The goal is to protect the deceased's personal identity and reduce the risk of fraud and identity theft.

### **Occupational Health and Safety Awareness**

Since the implementation of the new Occupational Health and Safety Regulations, there has been a heightened awareness of health and safety in the workplace. The Branch has experienced a significant increase in the number of inquiries for information regarding regulatory requirements as well as requests from employers for the Branch representatives to speak at various functions. This increased awareness will provide the opportunity to implement and promote improved health and safety in the workplace.

### **Review of Mines Safety of Workers Regulations**

In Fall, 2009, the Occupational Health and Safety Branch commenced a review of the Mines Safety of Workers Regulations. New mining regulations are necessary given that the current ones are over 50-years-old and do not adequately reflect today's mining industry in Newfoundland and Labrador. An extensive review is therefore required. In addition, the minimum health and safety standards have increased considerably over the past 10 to 20 years. Moreover, the mines regulations need to be in line with the new Occupational Health and Safety Regulations. The process associated with this will be a challenge for the Branch.

### **Increasing Single-Window Access to Services**

The Department is currently in the process of improving single-window access through various initiatives, including the co-location of Motor Registration Division offices and Government Service Centres in select areas of the province. This initiative is currently underway in Grand Falls-Windsor and Corner Brook with a plan to expand co-location to other areas. Co-location and single-window access to services is intended to enhance delivery of services to the public as part of the Department's commitment to streamline operations, achieve internal efficiencies, provide easier access to services and programs for the public and attain overall qualitative service delivery improvements. The challenge is the reliance on other departments and entities, provincially and federally, to invest time and resources in this method of service delivery.

### **Regulatory Improvement**

The Department of Government Services makes every effort to maintain a balance between regulatory reform and public protection. While it is committed to improving the province's regulatory regime, the regulatory mandate and environment of the Department consistently presents a challenge in regulatory reform. However, it is recognized there is a need to modernize outdated legislation so that it continues to serve the intended purpose and to ensure that it is relevant, meaningful and necessary. This area will continue to be an ongoing focus for this Department, particularly within the Policy and Strategic Planning Division.



# Financial Statements

**DEPARTMENT OF GOVERNMENT SERVICES**  
Statement of Expenditure and Related Revenue  
FOR THE YEAR ENDED 31 MARCH 2010

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
<b>EXECUTIVE AND SUPPORT SERVICES</b>			
<b>MINISTER'S OFFICE</b>			
<i>CURRENT</i>			
<b>1.1.01. MINISTER'S OFFICE</b>			
01. Salaries .....	229,178	248,500	248,500
02. Employee Benefits .....	-	1,000	1,000
03. Transportation and Communications .....	54,513	54,600	40,000
04. Supplies .....	1,371	3,200	5,400
06. Purchased Services .....	1,582	5,000	18,800
07. Property, Furnishings and Equipment .....	1,821	1,900	500
<b>Total: Minister's Office</b>	<b>288,465</b>	<b>314,200</b>	<b>314,200</b>
<b>TOTAL: MINISTER'S OFFICE</b>	<b>288,465</b>	<b>314,200</b>	<b>314,200</b>
<b>GENERAL ADMINISTRATION</b>			
<i>CURRENT</i>			
<b>1.2.01. EXECUTIVE SUPPORT</b>			
01. Salaries .....	1,111,083	1,194,300	1,220,500
02. Employee Benefits .....	2,695	3,500	3,500
03. Transportation and Communications .....	55,292	71,500	78,300
04. Supplies .....	23,351	31,100	31,100
05. Professional Services .....	3,423	3,500	35,000
06. Purchased Services .....	14,854	15,800	13,500
07. Property, Furnishings and Equipment .....	8,776	16,800	3,000
	<b>1,219,474</b>	<b>1,336,500</b>	<b>1,384,900</b>
02. Revenue - Provincial .....	(1,154,466)	(589,700)	(589,700)
<b>Total: Executive Support</b>	<b>65,008</b>	<b>746,800</b>	<b>795,200</b>
<b>1.2.02. STRATEGIC HUMAN RESOURCE MANAGEMENT</b>			
01. Salaries .....	986,698	1,065,300	1,094,100
02. Employee Benefits .....	2,208	5,400	11,200
03. Transportation and Communications .....	65,421	67,800	67,800
04. Supplies .....	9,946	10,200	5,300
05. Professional Services .....	-	3,400	4,700
06. Purchased Services .....	325,371	375,000	375,000
07. Property, Furnishings and Equipment .....	665	900	-
<b>Total: Strategic Human Resource Management</b>	<b>1,390,309</b>	<b>1,528,000</b>	<b>1,558,100</b>

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

DEPARTMENT OF GOVERNMENT SERVICES (CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
<b>EXECUTIVE AND SUPPORT SERVICES</b>			
<b>GENERAL ADMINISTRATION</b>			
<i>CAPITAL</i>			
<b>1.2.03. ADMINISTRATIVE SUPPORT</b>			
07. Property, Furnishings and Equipment .....	307,634	470,000	470,000
01. Revenue - Federal .....	( 80,000)	( 80,000)	( 80,000)
02. Revenue - Provincial .....	( 15,680)	( 25,000)	( 25,000)
<b>Total: Administrative Support</b>	<b>211,954</b>	<b>365,000</b>	<b>365,000</b>
<b>TOTAL: GENERAL ADMINISTRATION</b>	<b>1,667,271</b>	<b>2,639,800</b>	<b>2,718,300</b>
<b>TOTAL: EXECUTIVE AND SUPPORT SERVICES</b>	<b>1,955,736</b>	<b>2,954,000</b>	<b>3,032,500</b>
<b>CONSUMER AND COMMERCIAL AFFAIRS</b>			
<b>CONSUMER AND COMMERCIAL AFFAIRS</b>			
<i>CURRENT</i>			
<b>2.1.01. TRADE PRACTICES</b>			
01. Salaries .....	885,058	931,400	931,400
02. Employee Benefits .....	357	1,500	2,500
03. Transportation and Communications .....	38,466	52,100	65,400
04. Supplies .....	8,234	18,000	19,900
05. Professional Services .....	-	1,000	1,000
06. Purchased Services .....	13,229	20,100	20,100
07. Property, Furnishings and Equipment .....	16,455	16,500	5,900
	<b>961,799</b>	<b>1,040,600</b>	<b>1,046,200</b>
02. Revenue - Provincial .....	( 12,041)	( 6,500)	( 6,500)
<b>Total: Trade Practices</b>	<b>949,758</b>	<b>1,034,100</b>	<b>1,039,700</b>
<b>2.1.02. FINANCIAL SERVICES REGULATION</b>			
01. Salaries .....	1,118,505	1,174,600	1,363,000
02. Employee Benefits .....	3,077	4,100	6,100
03. Transportation and Communications .....	38,026	43,700	52,200
04. Supplies .....	15,938	16,500	14,000
05. Professional Services .....	30,778	31,500	31,500
06. Purchased Services .....	17,815	18,300	11,000
07. Property, Furnishings and Equipment .....	2,566	2,700	2,000
<b>Total: Financial Services Regulation</b>	<b>1,226,705</b>	<b>1,291,400</b>	<b>1,479,800</b>

DEPARTMENT OF GOVERNMENT SERVICES (CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
<b>CONSUMER AND COMMERCIAL AFFAIRS</b>			
<b>CONSUMER AND COMMERCIAL AFFAIRS</b>			
<i>CURRENT</i>			
<b>2.1.03. COMMERCIAL REGISTRATIONS</b>			
01. Salaries .....	1,125,626	1,272,100	1,307,100
02. Employee Benefits .....	906	2,000	2,000
03. Transportation and Communications .....	83,051	84,800	87,800
04. Supplies .....	24,416	39,600	46,600
06. Purchased Services .....	605,066	622,200	540,600
07. Property, Furnishings and Equipment .....	309,334	333,300	384,900
<b>Total: Commercial Registrations</b>	<b>2,148,399</b>	<b>2,354,000</b>	<b>2,369,000</b>
<b>TOTAL: CONSUMER AND COMMERCIAL AFFAIRS</b>	<b>4,324,862</b>	<b>4,679,500</b>	<b>4,888,500</b>
<b>TOTAL: CONSUMER AND COMMERCIAL AFFAIRS</b>	<b>4,324,862</b>	<b>4,679,500</b>	<b>4,888,500</b>
<b>GOVERNMENT SERVICES</b>			
<b>MOTOR VEHICLE REGISTRATION</b>			
<i>CURRENT</i>			
<b>3.1.01. ADMINISTRATION</b>			
01. Salaries .....	1,259,292	1,259,300	1,240,100
02. Employee Benefits .....	1,240	1,500	1,500
03. Transportation and Communications .....	626,284	632,900	549,700
04. Supplies .....	281,447	288,200	190,600
05. Professional Services .....	58,929	65,500	-
06. Purchased Services .....	556,835	588,500	614,900
07. Property, Furnishings and Equipment .....	229,727	229,900	13,000
10. Grants and Subsidies .....	51,209	51,600	51,600
<b>Total: Administration</b>	<b>3,064,963</b>	<b>3,117,400</b>	<b>2,661,400</b>
<b>3.1.02. DRIVER EXAMINATIONS AND WEIGH SCALE OPERATIONS</b>			
01. Salaries .....	2,080,476	2,080,700	2,045,300
02. Employee Benefits .....	1,921	2,000	4,000
03. Transportation and Communications .....	133,906	134,100	115,700
04. Supplies .....	33,238	34,600	34,500
06. Purchased Services .....	53,086	56,400	57,000
07. Property, Furnishings and Equipment .....	33,483	34,100	34,100
<b>Total: Driver Examinations and Weigh Scale Operations</b>	<b>2,336,110</b>	<b>2,341,900</b>	<b>2,290,600</b>

## DEPARTMENT OF GOVERNMENT SERVICES (CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
<b>GOVERNMENT SERVICES</b>			
<b>MOTOR VEHICLE REGISTRATION</b>			
<i>CURRENT</i>			
<b>3.1.03. LICENCE AND REGISTRATION PROCESSING</b>			
01. Salaries .....	2,019,321	2,019,400	1,976,400
02. Employee Benefits .....	70,779	70,800	9,000
03. Transportation and Communications .....	10,376	10,500	3,300
04. Supplies .....	317,954	319,000	297,400
06. Purchased Services .....	731,665	739,300	973,800
07. Property, Furnishings and Equipment .....	9,513	10,000	7,000
<b>Total: Licence and Registration Processing</b>	<b>3,159,608</b>	<b>3,169,000</b>	<b>3,266,900</b>
<b>3.1.04. NATIONAL SAFETY CODE</b>			
01. Salaries .....	1,237,832	1,249,300	1,274,100
02. Employee Benefits .....	400	1,000	2,000
03. Transportation and Communications .....	142,254	145,400	115,100
04. Supplies .....	10,877	12,200	12,200
05. Professional Services .....	-	-	87,000
06. Purchased Services .....	8,369	9,400	9,400
07. Property, Furnishings and Equipment .....	9,942	12,100	22,100
	<b>1,409,674</b>	<b>1,429,400</b>	<b>1,521,900</b>
01. Revenue - Federal .....	(96,790)	(96,800)	(96,800)
<b>Total: National Safety Code</b>	<b>1,312,884</b>	<b>1,332,600</b>	<b>1,425,100</b>
<b>TOTAL: MOTOR VEHICLE REGISTRATION</b>	<b>9,873,565</b>	<b>9,960,900</b>	<b>9,644,000</b>
<b>PERMITTING AND INSPECTION SERVICES</b>			
<i>CURRENT</i>			
<b>3.2.01. SUPPORT SERVICES</b>			
01. Salaries .....	2,139,141	2,528,500	2,528,500
02. Employee Benefits .....	5,173	5,300	3,600
03. Transportation and Communications .....	363,763	423,900	460,700
04. Supplies .....	51,551	54,800	40,100
05. Professional Services .....	600	10,800	15,800
06. Purchased Services .....	1,465,269	1,540,600	1,609,500
07. Property, Furnishings and Equipment .....	12,562	29,000	29,000
09. Allowances and Assistance .....	127,939	154,000	154,000
	<b>4,165,998</b>	<b>4,746,900</b>	<b>4,841,200</b>
02. Revenue - Provincial .....	(1,135,484)	(1,804,000)	(1,804,000)
<b>Total: Support Services</b>	<b>3,030,514</b>	<b>2,942,900</b>	<b>3,037,200</b>

DEPARTMENT OF GOVERNMENT SERVICES (CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
<b>GOVERNMENT SERVICES</b>			
<b>PERMITTING AND INSPECTION SERVICES</b>			
<i>CURRENT</i>			
<b>3.2.02. REGIONAL SERVICES</b>			
01. Salaries .....	7,026,383	7,330,500	7,330,500
02. Employee Benefits .....	15,362	22,300	38,900
03. Transportation and Communications .....	615,957	619,800	689,200
04. Supplies .....	161,606	164,200	107,400
06. Purchased Services .....	134,752	139,300	80,300
07. Property, Furnishings and Equipment .....	105,148	113,100	106,900
	<u>8,059,208</u>	<u>8,389,200</u>	<u>8,353,200</u>
01. Revenue - Federal .....	( 150,000)	( 124,000)	( 124,000)
02. Revenue - Provincial .....	( 1,954,441)	( 900,000)	( 900,000)
<b>Total: Regional Services</b>	<u>5,954,767</u>	<u>7,365,200</u>	<u>7,329,200</u>
<b>TOTAL: PERMITTING AND INSPECTION SERVICES</b>	<u>8,985,281</u>	<u>10,308,100</u>	<u>10,366,400</u>
<b>OTHER SERVICES</b>			
<i>CURRENT</i>			
<b>3.3.01. VITAL STATISTICS REGISTRY</b>			
01. Salaries .....	672,648	672,700	672,700
02. Employee Benefits .....	8,937	9,000	6,000
03. Transportation and Communications .....	42,980	44,000	35,100
04. Supplies .....	9,986	11,500	10,000
05. Professional Services .....	151,656	152,000	152,000
06. Purchased Services .....	70,973	71,600	55,000
07. Property, Furnishings and Equipment .....	927	4,900	6,000
	<u>958,107</u>	<u>965,700</u>	<u>936,800</u>
01. Revenue - Federal .....	( 11,375)	( 9,200)	( 9,200)
<b>Total: Vital Statistics Registry</b>	<u>946,732</u>	<u>956,500</u>	<u>927,600</u>
<b>3.3.02. QUEEN'S PRINTER</b>			
01. Salaries .....	37,897	38,100	38,100
02. Employee Benefits .....	550	1,900	2,000
03. Transportation and Communications .....	5,000	5,500	2,900
04. Supplies .....	269	1,500	2,000
06. Purchased Services .....	96,242	96,500	98,500
	<u>139,958</u>	<u>143,500</u>	<u>143,500</u>
02. Revenue - Provincial .....	( 175,265)	( 325,000)	( 325,000)
<b>Total: Queen's Printer</b>	<u>( 35,307)</u>	<u>( 181,500)</u>	<u>( 181,500)</u>

DEPARTMENT OF GOVERNMENT SERVICES (CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
<b>GOVERNMENT SERVICES</b>			
<b>OTHER SERVICES</b>			
<i>CURRENT</i>			
<b>3.3.03. PRINTING AND MICROGRAPHIC SERVICES</b>			
01. Salaries .....	854,165	926,400	926,400
02. Employee Benefits .....	96	1,000	-
03. Transportation and Communications .....	9,406	14,400	14,400
04. Supplies .....	259,724	438,300	499,400
06. Purchased Services .....	345,838	394,600	334,600
07. Property, Furnishings and Equipment .....	65	100	-
	<u>1,469,294</u>	<u>1,774,800</u>	<u>1,774,800</u>
02. Revenue - Provincial .....	( 1,054,809)	( 1,618,900)	( 1,618,900)
<b>Total: Printing and Micrographic Services</b>	<u>414,485</u>	<u>155,900</u>	<u>155,900</u>
<b>TOTAL: OTHER SERVICES</b>	<u>1,325,910</u>	<u>930,900</u>	<u>902,000</u>
<b>TOTAL: GOVERNMENT SERVICES</b>	<u>20,184,756</u>	<u>21,199,900</u>	<u>20,912,400</u>
<b>OCCUPATIONAL HEALTH AND SAFETY</b>			
<b>OCCUPATIONAL HEALTH AND SAFETY</b>			
<b>INSPECTIONS</b>			
<i>CURRENT</i>			
<b>4.1.01. OCCUPATIONAL HEALTH AND SAFETY</b>			
<b>INSPECTIONS</b>			
01. Salaries .....	3,144,917	4,058,900	4,058,900
02. Employee Benefits .....	40,723	54,600	54,600
03. Transportation and Communications .....	393,868	434,100	434,100
04. Supplies .....	125,246	148,800	148,800
05. Professional Services .....	49,739	174,000	174,000
06. Purchased Services .....	394,531	489,000	489,000
07. Property, Furnishings and Equipment .....	28,411	81,900	81,900
	<u>4,177,435</u>	<u>5,441,300</u>	<u>5,441,300</u>
02. Revenue - Provincial .....	( 5,025,355)	( 5,441,300)	( 5,441,300)
<b>Total: Occupational Health and Safety</b>			
<b>Inspections</b>	<u>( 847,920)</u>	<u>-</u>	<u>-</u>
<b>TOTAL: OCCUPATIONAL HEALTH AND SAFETY</b>			
<b>INSPECTIONS</b>	<u>( 847,920)</u>	<u>-</u>	<u>-</u>

## DEPARTMENT OF GOVERNMENT SERVICES (CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
<b>OCCUPATIONAL HEALTH AND SAFETY</b>			
<b>FINANCIAL ASSISTANCE</b>			
<i>CURRENT</i>			
<b>4.2.01. ASSISTANCE TO ST. LAWRENCE MINERS'</b>			
<b>DEPENDENTS</b>			
09. Allowances and Assistance .....	46,723	56,000	56,000
<b>Total: Assistance to St. Lawrence Miners'</b>			
<b>Dependents</b>	<b>46,723</b>	<b>56,000</b>	<b>56,000</b>
<b>4.2.02. ASSISTANCE TO OUTSIDE AGENCIES</b>			
10. Grants and Subsidies .....	15,160	16,500	16,500
02. Revenue - Provincial .....	(16,020)	(16,500)	(16,500)
<b>Total: Assistance to Outside Agencies</b>	<b>(860)</b>	<b>-</b>	<b>-</b>
<b>TOTAL: FINANCIAL ASSISTANCE</b>	<b>45,863</b>	<b>56,000</b>	<b>56,000</b>
<b>TOTAL: OCCUPATIONAL HEALTH AND SAFETY</b>	<b>(802,057)</b>	<b>56,000</b>	<b>56,000</b>
<b>GOVERNMENT PURCHASING AGENCY</b>			
<b>GOVERNMENT PURCHASING AGENCY</b>			
<i>CURRENT</i>			
<b>5.1.01. GOVERNMENT PURCHASING AGENCY</b>			
01. Salaries .....	1,362,316	1,671,700	1,671,700
02. Employee Benefits .....	1,670	2,000	2,000
03. Transportation and Communications .....	58,015	59,000	80,000
04. Supplies .....	31,577	34,400	22,900
05. Professional Services .....	16,374	218,500	225,000
06. Purchased Services .....	146,074	153,800	183,900
07. Property, Furnishings and Equipment .....	47,777	47,800	1,700
	<b>1,663,803</b>	<b>2,187,200</b>	<b>2,187,200</b>
02. Revenue - Provincial .....	(218,797)	(258,000)	(258,000)
<b>Total: Government Purchasing Agency</b>	<b>1,445,006</b>	<b>1,929,200</b>	<b>1,929,200</b>
<b>TOTAL: GOVERNMENT PURCHASING AGENCY</b>	<b>1,445,006</b>	<b>1,929,200</b>	<b>1,929,200</b>
<b>TOTAL: GOVERNMENT PURCHASING AGENCY</b>	<b>1,445,006</b>	<b>1,929,200</b>	<b>1,929,200</b>
<b>TOTAL: DEPARTMENT</b>	<b>27,108,303</b>	<b>30,818,600</b>	<b>30,818,600</b>

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

**DEPARTMENT OF GOVERNMENT SERVICES (CONTINUED)**

**Summary of Gross Expenditure and Unexpended Balances**

	\$
Original estimates (net) . . . . .	30,818,600
Add (subtract) transfers of estimates . . . . .	-
Addback revenue estimates net of transfers . . . . .	<u>11,294,900</u>
Original estimates of expenditure . . . . .	42,113,500
Supplementary supply . . . . .	<u>-</u>
Total appropriation . . . . .	<u>42,113,500</u>
Total net expenditure . . . . .	27,108,303
Add revenue less transfers . . . . .	<u>11,100,523</u>
Total gross expenditure (budgetary, non-statutory) . . . . .	<u>38,208,826</u>
Unexpended balance of appropriation . . . . .	<u>3,904,674</u>

**Summary of Cash Payments and Receipts**

	<u>Payments</u>	<u>Receipts</u>	<u>Net</u>
	\$	\$	\$
Current Account . . . . .	37,901,192	11,004,843	26,896,349
Capital Account . . . . .	<u>307,634</u>	<u>95,680</u>	<u>211,954</u>
Totals . . . . .	<u>38,208,826</u>	<u>11,100,523</u>	<u>27,108,303</u>

LARRY CAHILL  
 Chief Operating Officer  
 Government Purchasing  
 Agency

DAVID NORMAN  
 Deputy Minister  
 Government Services



**Current Account Revenue  
(Cash Basis)  
for the year ended 31 March 2010  
with Comparative Figures for 2009**

	2010 (\$000)	2009 (\$000)
<u>GENERAL GOVERNMENT SECTOR AND LEGISLATIVE BRANCH:</u>		
DEPARTMENT OF GOVERNMENT SERVICES		
Vehicles and drivers licences .....	70,176	67,435
Registration fees .....	41,070	39,308
Birth certificates .....	858	984
Licences and certificates .....	558	556
Miscellaneous revenue .....	196	214
Marriage licences .....	119	117
Total: Department of Government Services	112,977	108,614

## Appendix A: Ministerial Entities Inactive in the 2009-10 Fiscal Year

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

The Boiler/Pressure Vessel Advisory Board is appointed by the Lieutenant-Governor in Council under the authority of Section 29 of the *Public Safety Act*, SNL1996 P-41.01. The Board's mandate is to report to, and advise the Minister on, the application of the *Public Safety Act* and the Boiler, Pressure Vessel and Compressed Gas Regulations and on other matters that may be assigned by the Minister regarding systems or devices. The Board comes together as a group only when the need arises and was inactive for the 2009-10 fiscal year.

### **Buildings Accessibility Appeal Tribunal**

The Buildings Accessibility Appeal Tribunal is appointed by the Lieutenant-Governor in Council under the authority of Section 20 of the *Buildings Accessibility Act*, RSNL1990 B-10. The Tribunal's mandate is to hear appeals of notices, decisions, directions or orders confirmed or varied by the director under Section 17 of the *Buildings Accessibility Act*. The Tribunal comes together as a group only when the need arises and was inactive for the 2009-10 fiscal year as there were no cases referred for its consideration.

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

The Driver's Licence Medical Advisory Board provides guidance to the Registrar of Motor Vehicles on difficult or unusual medical cases involving driver competency, guided by national medical standards. Driver medical standards are developed jointly by the provinces and territories, through the Canadian Council of Motor Transport Administrators, and in consultation with the Canadian Medical Association. However, from time to time professional evaluation of drivers must be undertaken to ensure the applicability of standards on an individual basis, such as when a client suffers from a severe condition likely to interfere with safe driving, but wishes to obtain a driver's licence or to retain an existing licence. The Board does not have authority to grant a driver's licence, but acts solely in an advisory role. The Board comprises six specialists in various fields, chaired by a medical doctor on contract to the Department as a Medical Advisor to the Registrar and any others required on an ad hoc basis. The Board comes together as a group only when the need arises and was inactive for the 2009-10 fiscal year.

### **Financial Services Appeal Board**

The Financial Services Appeal Board is established under Section 3 of the *Financial Services Appeal Board Act*, SNL2005 F-9.1. The mandate of the Board is to hear appeals from persons impacted by a decision or order of the Superintendent of Securities under the *Securities Act*, Superintendent of Insurance under the *Insurance Adjusters, Agents and Brokers Act*, Superintendent of Real Estate Agents under the *Real Estate Trading Act*, and Registrar of Mortgage Brokers under the *Mortgage Brokers Act*. The Board comprises five individuals appointed by the Lieutenant-Governor in Council, with one member being appointed Chairperson. Board members have the power of a commissioner appointed under the *Public Enquiries Act*. An appeal to the Board is to be heard by the Chairperson and two members. The Board comes together as a group only when the need arises and was inactive for the 2009-10 fiscal year.

### **Radiation Health and Safety Advisory Committee**

The Radiation Health and Safety Advisory Committee is established under Section 11 of the *Radiation Health and Safety Act*, RSNL1990 R-1. The duties and responsibilities of the Committee include providing advice to the Minister on the administration of the Act and Regulations; promoting educational programs to those who may be exposed to radiation; advising the Minister with respect to non-iodizing radiation emitting devices; reviewing professional qualifications of persons applying for appointment as inspectors; and any matter related to radiation health and safety that the Minister has referred to the Committee for its advice. The Committee comes together as a group only when the need arises, and was inactive for the 2009-10 fiscal year.



Government Services