

Department of Government Services

Annual Performance Report

2008 - 2009

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Message from the Minister

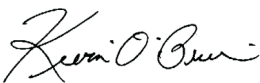
As the Minister responsible for the Department of Government Services, I am pleased to submit our Annual Performance Report for the fiscal year 2008-09. This report is submitted pursuant to the reporting requirements of the *Transparency and Accountability Act*, which lists the Department as a category one entity. It was prepared under my direction and, as Minister, I am accountable for the results reported herein.

This report demonstrates, with indicators and measurable results, how the Department performed during the fiscal year in addressing the priority issues identified in our 2008-11 Strategic Plan. These priority issues focus on service delivery. In particular, increasing ease of access to our services, increasing types of services available through our Government Service Centres, and increasing our ability to support improved customer service.

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, a number of which we have spent the past year updating or preparing to update.

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

I would like to take this opportunity to acknowledge all those who contributed to this report, and the consistently diligent work and dedication of all staff in the Department of Government Services. We are Government's single-window for the majority of permits, licences and registrations, making us the face of Government to many residents of the province, and we always strive to give our customers the best possible experience.



Kevin O'Brien
Minister/Departmental Overview



**“We are Government's
single-window for the
majority of permits
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registrations.”**

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 ensures the health and safety of employees in the workplace in Newfoundland and Labrador, and safeguards consumer interests. It also provides printing services for Government. The Department was created with the aim of consolidating, where possible, the licensing, permitting, inspection, and regulation functions within government, and providing a single-window access point to the public for those services. The Department derives the authority to carry out its functions from over 150 pieces of legislation and related regulations, standards, and codes of practice.

The Department is arranged into three branches: Government Services, Occupational Health and Safety, and Consumer and Commercial Affairs. Further, the Minister of Government Services is accountable for 13 public entities, and oversight of the Public Utilities Board's mandate with respect to auto insurance and the Petroleum Products Pricing Office. There are independent annual reports prepared separately for the Government Purchasing Agency and the Credit Union Deposit Guarantee Corporation, both of which report independently to the Minister.

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 on the background of the mission statement, the measures, indicators, and any other component of the Department's Strategic Plan is available on its website at www.gs.gov.nl.ca/consultation.

Values:

Accountability

Each person accepts responsibility for their actions and follows through on requests and commitments.

Integrity

Each person engages in ethical behaviour exercising proper use of authority and responsibility.

Respect

Each person accepts differences and exercises courtesy in their encounters with others.

Lines of Business

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

- 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:

- **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, dry cleaners, 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**
trade practices, collection agencies, private investigators and security guards, charitable gaming, and residential tenancies;

Government Service Centres conducted 997 elevating device inspections, 1,253 building accessibility inspections and 5,080 boiler/pressure vessel inspections in 2008-09.

- **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, commercial vehicle inspections, 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.

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 and microfilming services for government departments and agencies through the Office of the Queen's Printer. The Queen's Printer book store, located in the East Block of the Confederation Building complex, makes provincial government legislation and various provincial government reports available to the public for purchase. Purchasing information, as well as select documents for free download, are available on the Queen's Printer website at www.gs.gov.nl.ca/gs/oqp.

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 for the Social Sector reports to the Deputy Minister of Government Services. (This sector includes the Departments of Education; Human Resources, Labour and Employment; Municipal Affairs; Health and Community Services; and Government Services, as well as the Labour Relations Agency, the Government Purchasing Agency, and Fire and Emergency Services.)

**The Queen's
Printer completed
2,271 print jobs
in 2008-09.**



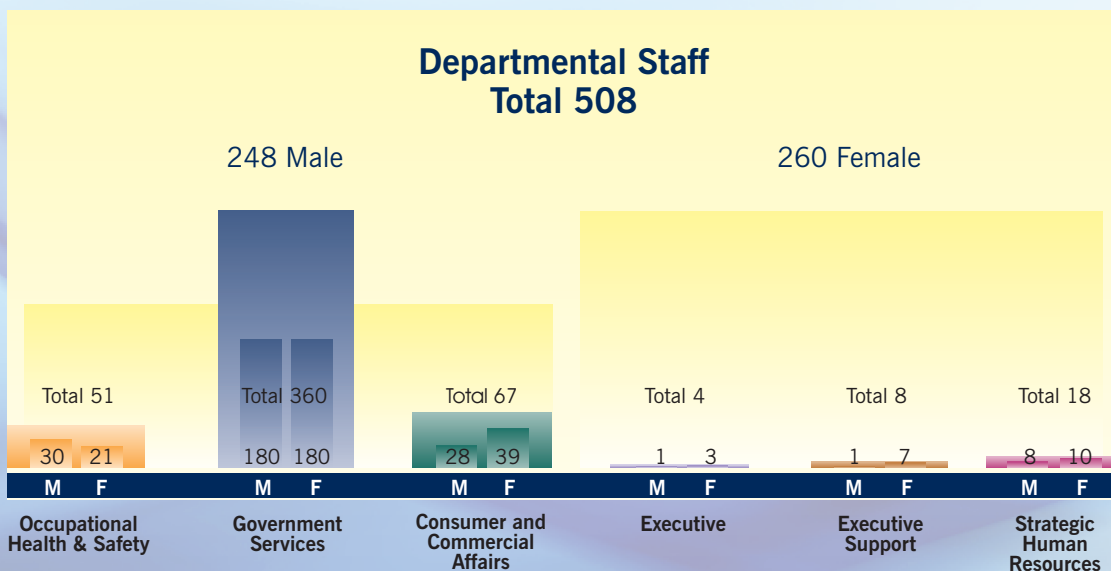
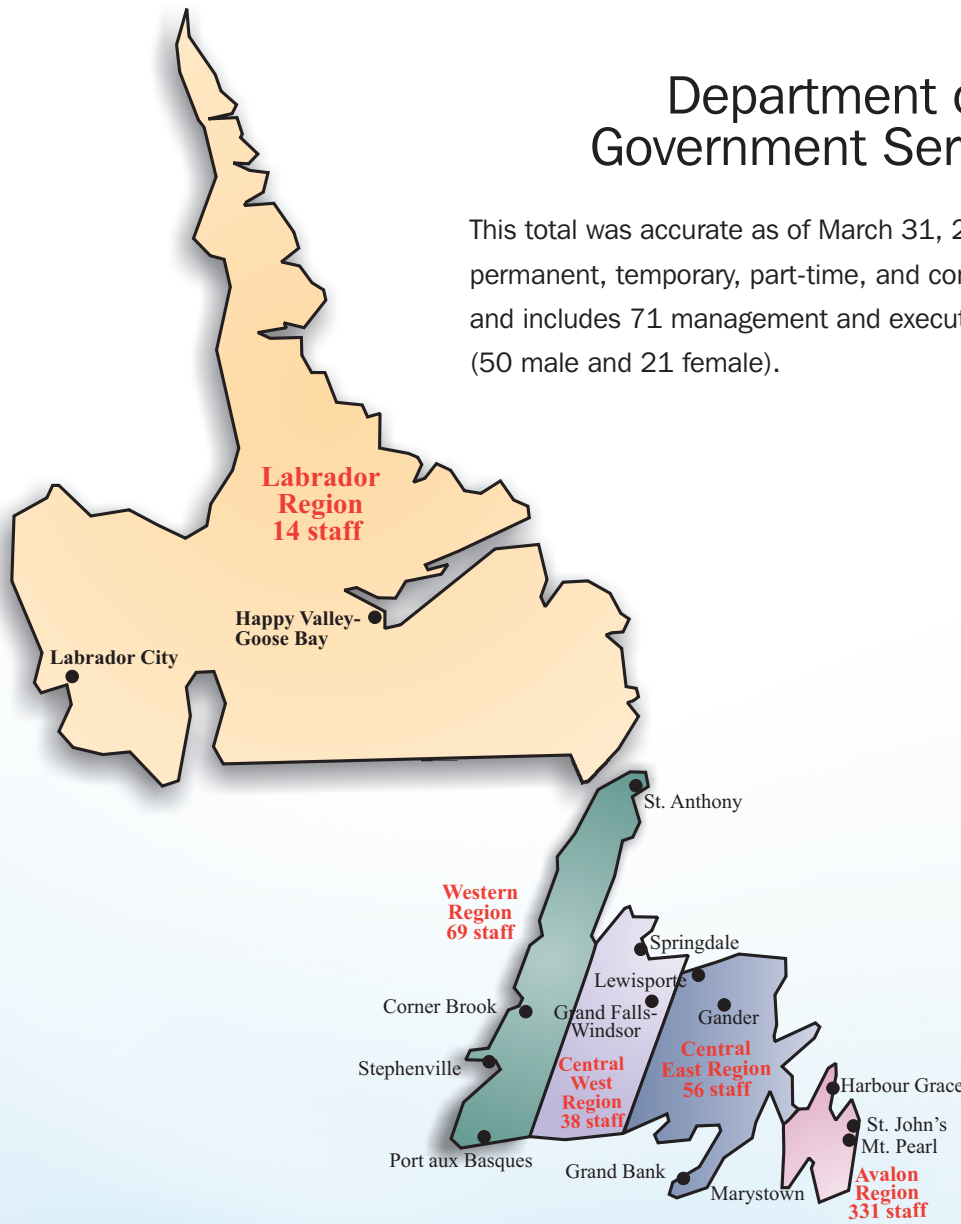
Other Key Statistics

Number of employees

The Department of Government Services employs 508 individuals in its three branches: Occupational Health and Safety Branch, Consumer and Commercial Affairs Branch, and Government Services Branch, as well as its Executive and Executive Support (including Information Management, Communications, and Policy and Strategic Planning), and the Strategic Human Resources Division for the social sector.

Department of Government Services

This total was accurate as of March 31, 2009, is made up of permanent, temporary, part-time, and contractual employees, and includes 71 management and executive-level employees (50 male and 21 female).



Physical Locations

Newfoundlanders and Labradorians are able to access the Department's services 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 are located on the second floor of the West Block of the Confederation Building complex in St. John's.

The Government Service Centres (GSC) have four regional offices in St. John's, Clarenville, Gander, and Corner Brook, as well as 11 sub-offices in Harbour Grace, Grand Bank, Marystown, Grand Falls-Windsor, Springdale, Lewisporte, Port aux Basques, St. Anthony, Stephenville, Happy Valley-Goose Bay, and Labrador City, through which they deliver

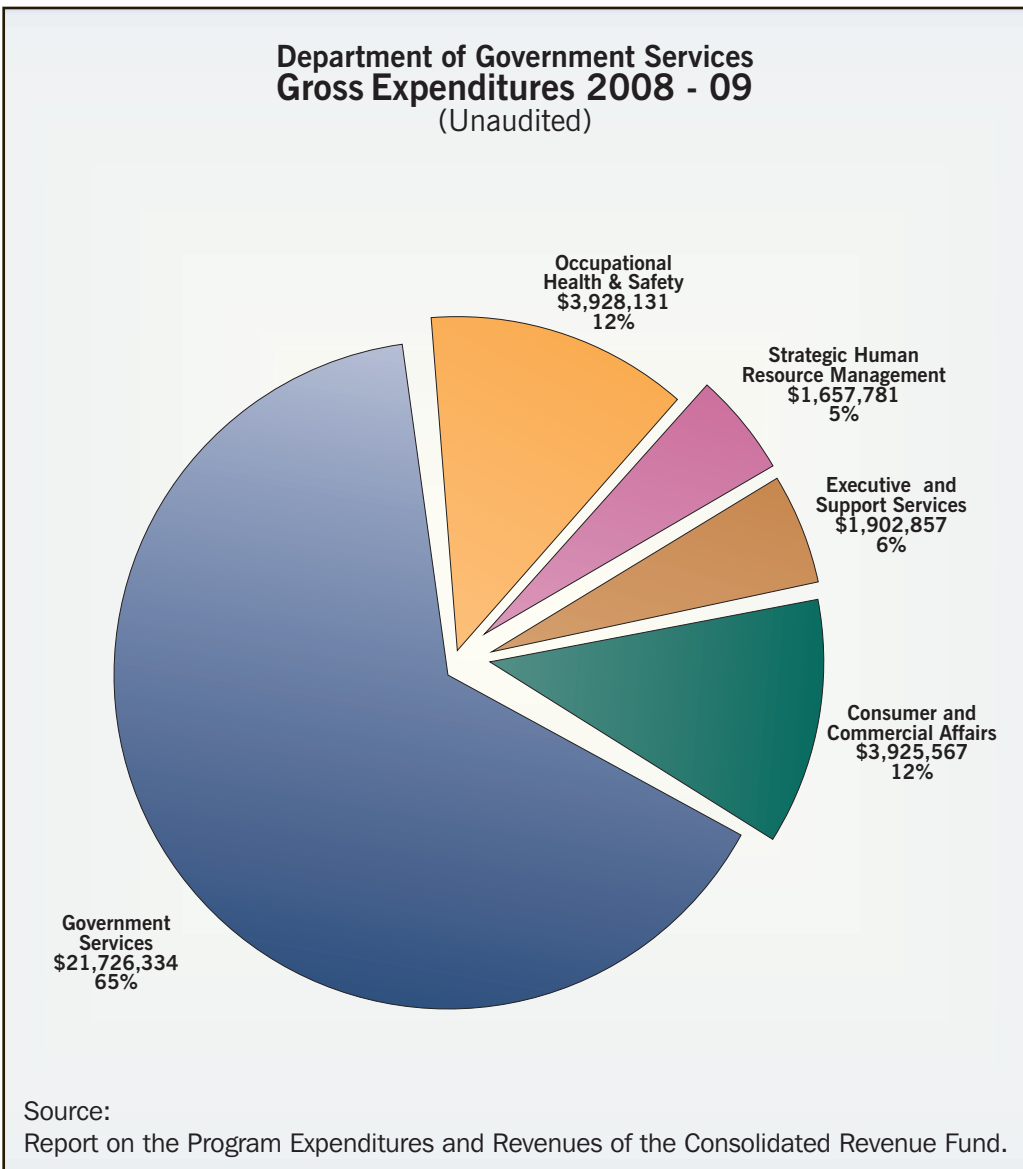
licensing, permitting, inspection, and registration services to the public. The Vital Statistics Division, Engineering and Inspections Division, and the Trade Practices Division also offer services through these GSC sites.

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. There are also various driver examination satellite offices and both fixed and portable weigh scale sites. The Occupational Health and Safety Division runs its programs from locations in Mount Pearl, Grand Falls-Windsor, Corner Brook, and Wabush. The Queen's Printer, Commercial Registrations, and Financial Services Regulation Division provide services province-wide from the St. John's area.



Budget

The Department collected \$118.3 million in current account and related revenues in 2008-09. This decrease from \$119.6 million the previous year is largely attributed to the decrease in vehicle registration fees and the increased usage of the online motor registration service, which provides users with a 10 percent discount. The Department conducted approximately 2.5 million transactions with the public, and had an operating budget of \$34.2 million, up from \$32.8 million the previous year.



The market value
of **Pension Funds**
in this province is
\$9,999,302,200

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

Ministerial Entities

The Department is accountable for 13 public entities, which must also report annually as per the requirements of the *Transparency and Accountability Act*. Two of these 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:

- Credit Union Deposit Guarantee Corporation
- Government Purchasing Agency

The remaining are category three entities, which are required to provide an annual activity report only if they have been active in the preceding year. The following entities were active, and thus provided activity reports (available online at www.gs.gov.nl.ca/consultation) for 2008 or 2008-09, depending on that entity's fiscal year:

- Advisory Council on Occupational Health and Safety
- Consumer Protection Fund for Prepaid Funerals
- Embalmers and Funeral Directors Board
- Public Accountants Licencing Board
- Public Safety Appeal Board

As well, the Buildings Accessibility Advisory Board became active in 2008-09.

The category three entities inactive in 2008-09 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 inactive entities appears in Appendix A.

Shared Commitments

The Department of Government Services does not fulfill its mandate on its own. Collaborative relationships with our partners and stakeholders are essential to fulfill legislative and regulatory obligations and achieve strategic directions of government. Key partners include other provincial departments and agencies, industry, organized labour, regulatory bodies, and federal, provincial, and territorial governments.

The Department collaborates with other departments within the provincial government in implementing initiatives across Government, ensuring consistency in achieving Government's commitments relating to safety and consumer protection.

Safety

In an effort to improve safety in the forest industry, the Department sits on a Guidance Committee to establish a sector council, represented by its Occupational Health and Safety Branch. This Committee comprises individuals representing the pulp and paper industry, lumber producers, unions, Workplace Health, Safety and Compensation Commission (WHSCC), other Government departments, the Newfoundland and Labrador Federation of Labour, and Newfoundland and Labrador Employer's Council. This is just one example of the collaborative approach taken to improve safety in the province.

Data is also shared between the Occupational Health and Safety Branch and the Workplace Health, Safety and Compensation Commission regarding the occupational health and safety enforcement programs, and accident and injury experience of workplaces in the province.

The Department delivers many of its permitting, inspection, licensing, and enforcement services through its Government Service Centres (GSC) on behalf of a number of partner departments, agencies, and other governments in agreements where the partners retain legislative and policy responsibility. Memoranda of Understanding (MOUs) serve to clarify the roles and responsibilities of the partners.

For example, the Engineering and Inspections Division conducts plan reviews under an MOU with the Office of The Fire Commissioner, fire and life safety inspections under an MOU with the Department of Health and Community Services, as well as both boiler and pressure vessel inspections and elevating device inspections under different 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 Protection Officers with the Government Service Centres performed 90 farm inspections, reviewed 154 environmental consultant reports and conducted 418 spill response inspections and 486 service station inspections.

The Government Service Centres' inspections for 2008-09 included:
29 abattoirs
6,466 food premises
1,072 retailers
168 public pools
89 dairy farm/milk plants
301 schools and 113 wells.

The Department's GSC Division conducts environmental health inspections (food safety, water quality, communicable disease, sanitation/private sewage disposal, health of recreational/institutional facilities such as child care and personal care homes, tobacco control/smoke free environment, abattoir facilities, and voluntary meat inspection) through an MOU with the Department of Health and Community Services. It also conducts environmental protection inspections (waste management, fuel storage, pollution response/control, composting/recycling, industrial environmental compliance, livestock facilities) through an MOU with the Department of Environment and Conservation. Government Service Centres also issue wildlife (small game, angling) licences on behalf of that department.

The GSCs work with the Department of Municipal Affairs to conduct inspections and issue permits under its Development Control program, and to enforce the highway signage policy. The GSCs also work with the Departments of Municipal Affairs, and Environment and Conservation, as well as the Multi-Materials Stewardship Board (MMSB) to administer the province's Solid Waste Management Strategy.

The Department works with the Department of Education to provide enhanced school inspections.

The Motor Registration Division operates in conjunction with the Department of Transportation and Works to provide safe highways in the province.

Financial Protection

The Department's Commercial Registrations Division has entered into a partnership with Industry Canada to provide federally incorporated companies the ability to file online annual returns for companies registered in the province. That division also administers the Registry of Lobbyists on behalf of the Department of Justice.

The Commercial Registrations Division has also entered into an agreement with xwave to develop an Online Deeds Registration System, which will greatly improve the public's ability to access this service.

Affiliations

- 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 MRD participate in CCMTA's standing committees;
- The Engineering and Inspection Services Division liaises with the National (North American) Board of Boiler and Pressure Vessel Regulators and the National Public Safety Advisory Council to ensure consistency in public safety codes and standards across the country;

- The Financial Services Regulation Division works with organizations such as the Investment Industry Regulatory Organization of Canada, the Mutual Fund Dealers Association, and the Financial Advisors Association of Canada, to facilitate effective and efficient regulation of these industries;
- The Commercial Registrations Division is a member of Atlantic Canada On-Line (ACOL) which is a partnership of the four Atlantic provinces as well as the Northwest Territories and Nunavut. It also works with the Newfoundland Provincial Association of the Appraisal Institute of Canada, the Association of Newfoundland Land Surveyors, the Newfoundland and Labrador Association of Realtors, the Canadian Condominium Institute - Newfoundland and Labrador Chapter, the Newfoundland and Labrador Federation of Co-operatives, the Canadian Conference on Personal Property Security Law, the Canadian Conference of Land Titles Officers, the Canadian Association of Corporate Law Administrators, the Personal Property Registry System Inter-jurisdictional Operations Committee, and the Canadian Association of Lobbyist Registrars and Commissioners;
- The Trade Practices Division liaises with the Canadian Motor Vehicle Arbitration Plan, the Better Business Bureau (BBB), Equifax Canada Inc., TransUnion Canada Inc., the Consumer Measures Committee, the Canadian Gaming Regulators Association, and the Canadian Registrars of Private Security;
- 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 Program and Support Services Division participates on the Public Sector Service Delivery Council, which includes representation of Assistant Deputy Ministers, Deputies, Chief Information Officers and municipal officials from across Canada.

Highlights and Accomplishments

Motor Registration

Harmonization

In 2008-09, the Department signed two revised harmonization agreements relating to its Motor Registration policies. The first was an updated Federal/Provincial/Territorial Memorandum of Understanding on Vehicle Weights and Dimensions, and the second was A Memorandum of Understanding Respecting an Agreement to Harmonize Conditions for Overdimensional Indivisible Load Permits in Atlantic Canada. Both will ensure continued consistent application of relevant rules across jurisdictions.

Teleservices

In July, the Department opened its teleservices centre in Corner Brook. The teleservice staff provides direct, personal service agents to help customers with their inquiries and requests as well as provide assistance in completion of required documentation. Agents have been trained to answer the vast majority of calls related to the driver licence and vehicle registration services offered by the Division, and only transfer more complex calls to specific program areas, such as medicals or driver records, or calls related to road test appointments. Nearly 90,000 calls were received by the end of the fiscal year, with over 70 percent being handled without further referral.

Give Me A Boost

In conjunction with the Department of Health and Community Services, the Department launched the "Give Me A Boost" campaign to highlight new requirements for booster seats. The legislative changes regarding booster seats came into effect July 1, 2008. Under the new rules, children from four to eight years who weigh between 18 and 37 kilograms and who are 145 cm tall or under are required to be secured in a booster seat when being transported in most vehicles in Newfoundland and Labrador. The law applies to cars, vans, passenger trucks, taxis, private vehicles contracted by a school board to transport children, and passenger vehicles used by day cares.

Occupational Health and Safety

New Regulations

The Department is nearing the completion of the review of the OHS Regulations. The formal consultation process has concluded, and it is anticipated that the Regulations will be released in Fall 2009. In an effort to facilitate understanding of amendments or outstanding compliance issues in relation to the new Regulations, an accompanying Guidance Document is also being developed.



Process Safety Management Code of Practice

During the consultations with stakeholders on the proposed Occupational Health and Safety Regulations, the need for a Process Safety Management Code of Practice for the Petroleum Sector was identified. A working group, including representation from the petroleum industry, labour and Government, was established to develop the parameters around this Code of Practice. Work on the Process Safety Management Code of Practice is anticipated to be completed by Fall 2009.

CSA Access

In 2008-09, as part of a national initiative, the Department commenced a two-year pilot project providing online access to Canadian Standards Association (CSA) information. This initiative will provide individuals with view-only access to CSA standards referenced in provincial legislation. These standards can be found by following the link on website of the Department's Occupational Health and Safety Branch, at www.gs.gov.nl.ca/ohs.

Commercial Registrations

The Commercial Registrations Division began a process to digitize microfilm copies of deeds registered from 1825 to 1932. The Division's project to convert paper indices to digital format for deeds registered from 1825 to 1979 is 80 percent completed. Additionally, the data verification team, originally contracted through xwave, was brought in-house in July 2008, as demand for its services is expected into the foreseeable future.

In conjunction with the Policy and Strategic Planning Division, the Commercial Registrations Division conducted public consultation meetings across the province with stakeholders concerning changes to the *Condominium Act* as well as targeted consultations with stakeholders regarding redrafting to the Registration of Deeds Act.

Legislation

The Department had a very full legislative agenda again in 2008-09. Legislative improvements, coupled with our continuing forms review, have greatly reduced red tape encountered by the public when dealing with this Department.

New Legislation

The new *Cost of Credit Disclosure Act* harmonizes the cost of credit disclosure with the federal *Bank Act* and other jurisdictions. It requires lenders to disclose to borrowers the true cost of borrowing, including interest charges, processing, and other fees.

Corporate online filings with the Commercial Registrations Division increased by 40% from the previous fiscal year.

Amendments

Amendments were made to the *Limited Partnership Act* to permit registrations from Delaware and the Cayman Islands in the British West Indies.

Amendments were made to the *Securities Act* to implement Round 2 Phase 2 of the Passport System to harmonize registration requirements for dealers and salespeople nationwide.

The *Pension Benefits Act, 1997* was amended to require funding of a solvency deficit in a pension plan on wind-up.

The *Real Estate Trading Act* was amended to eliminate the barrier to the movement of real estate agents throughout Canada. It is in line with the Agreement on Internal Trade, permitting the movement of people and licences among provinces.

The *Lobbyist Registration Act* was amended to allow for the inclusion of public office holders of the City of St. John's.

Outdated Legislation

The *Certified Public Accountants Merger Act* was repealed. Previously, only Chartered Accountants could become Public Accountants. This is no longer the case, which made the *Act* superfluous.

The *Bulk Sales Act* and the *Corporations Guarantees Act* were both repealed, as they dated to the 1800s and no longer served a useful purpose.

Self-Regulating Occupations

In 2008-09, the Department moved to make several occupations self-regulating. The White Paper "Challenging Responses to Changing Times: New Proposals for Occupational Regulation" had previously made several recommendations for new legislation, such as an annual reporting requirement; an increase in lay representation to approximately one third; implementation of a consistent disciplinary model across self-regulating occupation groups; separating the licensing and other association activities; standardizing criteria for assessing requests; removing ex-officio positions with voting privileges; and including a requirement for liability insurance.

To this end, the Department introduced a new Architects Act, a new Embalmers and Funeral Directors Act, a new Certified General Accountants Act, a new Certified Management Accountants Act, a new Chartered Accountants Act, and a new Engineers and Geoscientists Act (none of which have been proclaimed).

Other Accomplishments for the Department of Government Services in 2008-09

BizPaL

In February, the Department launched BizPaL in the province. Hosted by Industry Canada, and including membership from all provinces except Quebec, BizPaL includes information from most government departments and some agencies, and provides 24/7 online access to the permits, licences and approvals needed to start a business in selected locations. Nationwide, 283 municipalities are currently participating, with the provincial launch initially including St. John's, Stephenville, and Happy Valley-Goose Bay. Visit www.bizpal.gov.nl.ca for additional information.



Business Continuity

In March, the Department submitted its first Business Continuity Plan. This was the culmination of a project lasting more than a year, and the Departmental Plan is to be integrated into an overall Provincial Business Continuity Plan for the Government of Newfoundland and Labrador. The Plan is necessary to protect provincial interests and the Government of Newfoundland and Labrador's business objectives by safeguarding employees and assets and assuring the delivery of critical, vital and necessary services if there is a disruption in service or during an emergency.

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's progress during 2008-09, the first year of our current three-year Strategic Plan for 2008-11. The areas identified for focus in this period were 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 preference for online access, there are still many services which require over-the-counter contact, as well as 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.

By the end of the year, nearly 54% of all vehicle renewals were being performed online (there is a 10% discount for online registration).

2008-09 Objective	By March 31, 2009, the Department of Government Services will have identified and/or implemented changes to increase access to its services.
Measure	Strategies identified and selected changes implemented.
Indicator	Online permitting and licensing information available for small and medium-sized businesses as well as individuals.
Indicator	Pilot project for a phone system is completed.
Indicator	Full Motor Registration Division services will be available in two additional locations.

Results Achieved:

A common complaint for individuals attempting to start a business is the difficulty encountered in obtaining the necessary start-up information. In February 2009, the Department of Government Services launched BizPaL, an innovative service that provides entrepreneurs with simplified access to the information on permits and licences they need to establish and run their businesses. The first phase was launched in the city of St. John's and the towns of Stephenville and Happy Valley-Goose Bay. It was developed in conjunction with those municipalities, as well as Industry Canada, which leads the initiative nationwide.

This year, the Department continued its pilot project for a phone system to handle calls to its Motor Registration Division. A teleservice centre was established in Corner Brook, with four dedicated staff members, and began taking calls on July 8, 2008. By the end of the fiscal year, the centre had received 88,658 calls, with the number steadily climbing. The Department considers the centre to be a tremendous success, and will be completing an evaluation of the pilot to determine the need for making the service permanent. Citizens may continue to call their local/regional motor registration numbers, as these have been automatically rerouted to the teleservice system. Alternatively, they may call directly to the new toll-free number: 1-877-636-6867.

In an effort to increase the reach of its services, particularly those in greatest demand, the Department expanded full Motor Registration service to both Gander and Happy Valley-Goose Bay. New services which are now available in both offices include the issuance of driver's licences, photo IDs, licence plates and stickers, and the ability to transfer vehicles from one owner to another. Previously, those offices could accept documents from customers, but had to send them to another office for processing.

The implementation of online registration of deeds was delayed in 2008-09, as a result of several factors: Phase 1, an analysis and confirmation of detailed business requirements (which had been determined previously) was delayed until October 20, 2008, due to the Project Approach Submission Request (PASR) to obtain the resources required to complete the phases of the Online Deeds project. Phase 1 was completed on December 19, 2008. Phase 2, development of detailed design documentation was delayed until March 10, 2009. This subsequent delay resulted from an amendment to the work offer for the successful vendor from Phase 1 to proceed ahead with authorization to complete Phase 2. Phase 2 is to be completed in August, 2009 and is currently on schedule.

Approval was not sought for the Department's electronic service delivery plan this year, nor were priorities identified for its implementation. This was largely due to the fact that the Department was in the process of creating and recruiting for the new position of Director of Information Management. It was felt that this person's expertise should be included in

The Motor Registration Division's inspections for 2008-09 included:
249 ambulances
1,312 school buses
128 public passenger buses and 1,249 Commercial Vehicle Safety Alliance (CVSA) inspections under an MOU with Transport Canada.

any electronic service delivery plans within the Department, and that submission of the plan before the Director was in place would be premature. The plan is still a priority for the Department, and will be submitted for approval in the next fiscal year.

Objectives for the next fiscal year:

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.

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, 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

2008-09 Objective	By March 31, 2009, the Department of Government Services will have completed a review and evaluation of public sector services.
Measure	Review completed.
Indicator	Review of public sector services for consolidating within the single-window model completed.
Indicator	Potential services identified for single-window model.

Results Achieved:

The Policy and Strategic Planning Division completed a preliminary review of services within Government for possible consolidation within the single-window model, using a database of services compiled by the Office of the Chief Information Officer (OCIO). From it, those involving licensing, permitting, inspections, issuance of certificates, and provision of applications/forms were evaluated for potential be addition to the Government Service Centres (GSC) offerings.

Within this document, strategies for the adoption of services now offered by other departments within Government were considered, with likely candidates identified. While the process of beginning to bring those or any services into the GSC model will not begin until a position to oversee the project is filled, the document will serve as a starting point for further evaluation and consultation with both the appropriate representatives from the departments currently delivering these services, and the GSC management team and client groups.

Objectives for the next fiscal year:

2009-10 Objective	By March 31, 2010, 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.

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:

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



2008-09 Objective	By March 31, 2009, the Department of Government Services will have identified customer service curricula.
Measure	Training program developed and target areas for protocols identified
Indicator	Training modules have been developed for customer service personnel.
Indicator	Target areas for customer service protocols identified.

Results Achieved:

Four employees audited the federal Service Excellence program offered by Service Canada at the Service Canada College in Regina, SK. This program has been adapted to suit the needs of the Department of Government Services. A trial run of the program was completed with 15 Departmental employees, including a mix of front-line, supervisory, and management personnel. Upon completion of this trial, the Department gathered feedback from participants, which has been used in finalizing the training modules.

It is anticipated that the new training program will be initially rolled out in the Fall and Winter of 2009-10, and will take two to three years to accommodate all front-line, supervisory, and management staff. The initial target areas will be Motor Registration and Government Service Centre staff.

Objectives for the next fiscal year:

2009-10 Objective	By March 31, 2010, 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.

Opportunities and Challenges ahead

Occupational Health and Safety Regulations

After much time and effort creating new, improved Occupational Health and Safety regulations, successful implementation will have its benefits and challenges. Internal communication to staff, and external communication and explanation to the public are the keys to success, leading to more productive and profitable workplaces, and also safer workplaces and a better quality of life.

Commercial Registrations

The Commercial Registrations Division is expected to relocate from Confederation Building to Elizabeth Avenue in 2009-10, which should allow for a better environment for customers to conduct their research. The division is also faced with the task of converting all paper records from 1930 to 1979 to a digital format, which is a significant task.

Business Continuity Planning

While the Department's Business Continuity Plan for its headquarters operations has been completed and incorporated into Government's overall Plan, the work involved in this initiative is not complete. Pending further direction from Government, the Department will work to develop a Plan for its non-headquarter (i.e. regional) locations. It will also continue to keep its existing Plan both current and relevant.

Continued Legislative Agenda

The Department is continuing its busy legislative improvement program. While demanding on resources, particularly within the Policy and Strategic Planning Division, the Department believes it is seeing excellent results, and providing the people and businesses of the province with a vastly improved regulatory regime.

BizPaL

The Department's new online service providing entrepreneurs with simplified access to the information on permits and licences they need to establish and run their businesses has been a great success. The Department is now focusing on both maintaining accurate information on the provincial departments and municipalities currently participating, as well as adding new municipalities to the program. Benefits to people and businesses in the province will increase as more communities are added.

Occupational Health and Safety issued 827 stop-work orders. This is a 24% increase over the previous year.

Seven inquiries regarding the Department were made to the Office of the Citizen's Representative; 12 fewer than the previous year. Two of those resulted in an investigation, down from four.

Service Expansion/Improvement

Continued expansion of services and improvements to service delivery will benefit the province's residents, but will challenge existing resources in changing processes and increasing accountability to the public.

During the 2008-09 fiscal year, the Motor Registration Division issued 4,366 photo ID's and 9,899 road test receipts. It also renewed 63,271 driver's licences and 303,741 vehicles.

Financial Statements

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

DEPARTMENT OF GOVERNMENT SERVICES
Statement of Expenditure and Related Revenue
FOR THE YEAR ENDED 31 MARCH 2009

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
EXECUTIVE AND SUPPORT SERVICES			
MINISTER'S OFFICE			
<i>CURRENT</i>			
1.1.01. MINISTER'S OFFICE			
01. Salaries	218,157	230,900	213,800
02. Employee Benefits	130	500	1,000
03. Transportation and Communications	51,176	51,500	40,000
04. Supplies	705	3,400	5,400
06. Purchased Services	4,167	7,500	18,800
07. Property, Furnishings and Equipment	2,702	2,800	500
Total: Minister's Office	277,037	296,600	279,500
TOTAL: MINISTER'S OFFICE	277,037	296,600	279,500
GENERAL ADMINISTRATION			
<i>CURRENT</i>			
1.2.01. EXECUTIVE SUPPORT			
01. Salaries	999,558	1,038,000	998,100
02. Employee Benefits	3,399	3,500	3,500
03. Transportation and Communications	57,450	74,300	78,300
04. Supplies	23,159	30,000	31,100
05. Professional Services	33,984	35,000	35,000
06. Purchased Services	16,579	17,500	13,500
07. Property, Furnishings and Equipment	3,624	4,100	3,000
	1,137,753	1,202,400	1,162,500
02. Revenue - Provincial	(861,951)	(589,700)	(589,700)
Total: Executive Support	275,802	612,700	572,800
1.2.02. STRATEGIC HUMAN RESOURCE MANAGEMENT			
01. Salaries	926,512	927,900	859,100
02. Employee Benefits	228,698	238,200	198,200
03. Transportation and Communications	64,756	65,100	71,200
04. Supplies	14,795	14,800	5,300
05. Professional Services	-	-	4,700
06. Purchased Services	414,313	423,300	180,600
07. Property, Furnishings and Equipment	8,707	9,200	-
Total: Strategic Human Resource Management	1,657,781	1,678,500	1,319,100

Government Services received 23 requests for information under the Access to Information and Protection of Privacy Act.

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

DEPARTMENT OF GOVERNMENT SERVICES (CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
EXECUTIVE AND SUPPORT SERVICES			
GENERAL ADMINISTRATION			
<i>CAPITAL</i>			
1.2.03. ADMINISTRATIVE SUPPORT			
07. Property, Furnishings and Equipment	488,067	490,600	135,000
01. Revenue - Federal	(80,000)	(80,000)	(80,000)
02. Revenue - Provincial	(77,629)	(25,000)	(25,000)
Total: Administrative Support	330,438	385,600	30,000
TOTAL: GENERAL ADMINISTRATION	2,264,021	2,676,800	1,921,900
TOTAL: EXECUTIVE AND SUPPORT SERVICES	2,541,058	2,973,400	2,201,400
CONSUMER AND COMMERCIAL AFFAIRS			
CONSUMER AND COMMERCIAL AFFAIRS			
<i>CURRENT</i>			
2.1.01. TRADE PRACTICES			
01. Salaries	821,056	911,500	844,000
02. Employee Benefits	2,485	2,500	2,500
03. Transportation and Communications	30,287	49,000	65,400
04. Supplies	10,344	19,900	19,900
05. Professional Services	-	1,000	1,000
06. Purchased Services	21,745	25,100	20,100
07. Property, Furnishings and Equipment	1,853	5,900	5,900
	887,770	1,014,900	958,800
02. Revenue - Provincial	(11,660)	(6,500)	(6,500)
Total: Trade Practices	876,110	1,008,400	952,300
2.1.02. FINANCIAL SERVICES REGULATION			
01. Salaries	939,760	1,012,200	960,900
02. Employee Benefits	4,965	5,100	6,100
03. Transportation and Communications	44,755	49,000	52,200
04. Supplies	13,937	14,500	14,000
05. Professional Services	28,416	31,500	31,500
06. Purchased Services	16,139	16,600	11,000
07. Property, Furnishings and Equipment	9,103	10,100	2,000
10. Grants and Subsidies	25,655	25,700	-
Total: Financial Services Regulation	1,082,730	1,164,700	1,077,700

The Financial Services Regulation Division approved 13 new pension plans and terminated three pension plans during 2008-09. There are 63,532 pension plan members in the province.

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

DEPARTMENT OF GOVERNMENT SERVICES (CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
CONSUMER AND COMMERCIAL AFFAIRS			
CONSUMER AND COMMERCIAL AFFAIRS			
<i>CURRENT</i>			
2.1.03. COMMERCIAL REGISTRATIONS			
01. Salaries	1,285,030	1,404,300	1,204,500
02. Employee Benefits	375	2,000	2,000
03. Transportation and Communications	77,430	81,800	81,800
04. Supplies	26,797	31,600	46,600
06. Purchased Services	550,321	554,600	540,600
07. Property, Furnishings and Equipment	15,114	22,900	34,900
Total: Commercial Registrations	1,955,067	2,097,200	1,910,400
TOTAL: CONSUMER AND COMMERCIAL AFFAIRS	3,913,907	4,270,300	3,940,400
TOTAL: CONSUMER AND COMMERCIAL AFFAIRS	3,913,907	4,270,300	3,940,400
GOVERNMENT SERVICES			
MOTOR VEHICLE REGISTRATION			
<i>CURRENT</i>			
3.1.01. ADMINISTRATION			
01. Salaries	1,134,295	1,135,800	1,051,700
02. Employee Benefits	1,370	1,500	1,500
03. Transportation and Communications	628,907	629,500	549,700
04. Supplies	236,857	240,600	181,600
06. Purchased Services	376,081	383,200	302,200
07. Property, Furnishings and Equipment	12,825	13,000	13,000
10. Grants and Subsidies	90,727	92,100	92,100
Total: Administration	2,481,062	2,495,700	2,191,800
3.1.02. DRIVER EXAMINATIONS AND WEIGH SCALE OPERATIONS			
01. Salaries	1,876,663	1,876,700	1,827,500
02. Employee Benefits	2,268	2,300	4,000
03. Transportation and Communications	118,521	118,900	115,700
04. Supplies	43,997	44,500	34,500
06. Purchased Services	47,088	47,400	57,000
07. Property, Furnishings and Equipment	28,709	29,000	34,100
Total: Driver Examinations and Weigh Scale Operations	2,117,246	2,118,800	2,072,800

The Motor Registration Division reported the following for the 2008-09 fiscal year: 48,154 vehicles were transferred, 5,670 Drivers (classes 1-8) were added to the system, 6,519 from out of the Province were added to the system and 44,384 vehicles purchased through NL dealers were added.

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

DEPARTMENT OF GOVERNMENT SERVICES (CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
GOVERNMENT SERVICES			
MOTOR VEHICLE REGISTRATION			
<i>CURRENT</i>			
3.1.03. LICENCE AND REGISTRATION PROCESSING			
01. Salaries	1,851,145	1,870,000	1,740,400
02. Employee Benefits	68,680	75,000	9,000
03. Transportation and Communications	5,623	5,800	3,300
04. Supplies	297,345	299,400	297,400
06. Purchased Services	676,646	681,800	673,800
07. Property, Furnishings and Equipment	6,878	7,000	7,000
Total: Licence and Registration Processing	2,906,317	2,939,000	2,730,900
3.1.04. NATIONAL SAFETY CODE			
01. Salaries	1,110,948	1,122,100	1,096,900
02. Employee Benefits	695	800	2,000
03. Transportation and Communications	117,042	117,100	115,100
04. Supplies	8,110	8,200	12,200
05. Professional Services	-	-	87,000
06. Purchased Services	10,611	10,700	9,400
07. Property, Furnishings and Equipment	10,043	10,200	22,100
	1,257,449	1,269,100	1,344,700
01. Revenue - Federal	(96,790)	(96,800)	(96,800)
Total: National Safety Code	1,160,659	1,172,300	1,247,900
TOTAL: MOTOR VEHICLE REGISTRATION	8,665,284	8,725,800	8,243,400
PERMITTING AND INSPECTION SERVICES			
<i>CURRENT</i>			
3.2.01. SUPPORT SERVICES			
01. Salaries	1,313,775	1,528,700	1,498,800
02. Employee Benefits	5,306	7,600	3,600
03. Transportation and Communications	371,375	410,700	360,700
04. Supplies	41,964	50,100	25,100
05. Professional Services	2,620	15,800	15,800
06. Purchased Services	1,133,471	1,169,400	1,248,400
07. Property, Furnishings and Equipment	18,693	29,000	29,000
	2,887,204	3,211,300	3,181,400
02. Revenue - Provincial	(1,291,971)	(1,804,000)	(1,804,000)
Total: Support Services	1,595,233	1,407,300	1,377,400

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

DEPARTMENT OF GOVERNMENT SERVICES (CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
GOVERNMENT SERVICES			
PERMITTING AND INSPECTION SERVICES			
<i>CURRENT</i>			
3.2.02. REGIONAL SERVICES			
01. Salaries	6,330,363	6,930,300	6,837,100
02. Employee Benefits	15,374	33,900	38,900
03. Transportation and Communications	621,371	679,700	789,200
04. Supplies	145,978	146,900	122,400
06. Purchased Services	151,268	157,300	78,300
07. Property, Furnishings and Equipment	154,256	186,700	225,700
09. Allowances and Assistance	159,000	159,000	159,000
	<u>7,577,610</u>	<u>8,293,800</u>	<u>8,250,600</u>
01. Revenue - Federal	(150,000)	(124,000)	(124,000)
02. Revenue - Provincial	(1,994,606)	(940,000)	(940,000)
Total: Regional Services	<u>5,433,004</u>	<u>7,229,800</u>	<u>7,186,600</u>
TOTAL: PERMITTING AND INSPECTION SERVICES	<u>7,028,237</u>	<u>8,637,100</u>	<u>8,564,000</u>
OTHER SERVICES			
<i>CURRENT</i>			
3.3.01. VITAL STATISTICS REGISTRY			
01. Salaries	698,206	698,300	563,000
02. Employee Benefits	9,081	9,100	6,000
03. Transportation and Communications	43,156	43,400	35,100
04. Supplies	12,716	14,000	10,000
05. Professional Services	96,629	100,000	102,000
06. Purchased Services	95,460	96,200	55,000
07. Property, Furnishings and Equipment	1,705	2,400	6,000
	<u>956,953</u>	<u>963,400</u>	<u>777,100</u>
01. Revenue - Federal	(15,515)	(9,200)	(9,200)
Total: Vital Statistics Registry	<u>941,438</u>	<u>954,200</u>	<u>767,900</u>
3.3.02. QUEEN'S PRINTER			
01. Salaries	35,055	35,100	32,500
02. Employee Benefits	300	2,000	2,000
03. Transportation and Communications	5,157	5,900	2,900
04. Supplies	1,500	2,000	2,000
06. Purchased Services	64,879	95,500	98,500
	<u>106,891</u>	<u>140,500</u>	<u>137,900</u>
02. Revenue - Provincial	(134,233)	(325,000)	(325,000)
Total: Queen's Printer	<u>(27,342)</u>	<u>(184,500)</u>	<u>(187,100)</u>

In 2008, **Vital Statistics** registered **4,905 Births**, **4,515 Deaths**, and **2,701 Marriages**.

They also issued **45,489 Birth Certificates**, **1,318 Death Certificates** and **3,520 Marriage Certificates** and granted **522 legal name changes**.

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

DEPARTMENT OF GOVERNMENT SERVICES (CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
GOVERNMENT SERVICES			
OTHER SERVICES			
<i>CURRENT</i>			
3.3.03. PRINTING AND MICROGRAPHIC SERVICES			
01. Salaries	748,235	858,000	794,400
02. Employee Benefits	1,756	3,100	-
03. Transportation and Communications	5,633	14,100	14,400
04. Supplies	281,403	477,800	499,400
06. Purchased Services	377,487	392,000	394,600
07. Property, Furnishings and Equipment	21,088	21,400	-
	<u>1,435,602</u>	<u>1,766,400</u>	<u>1,702,800</u>
02. Revenue - Provincial	(1,111,129)	(1,618,900)	(1,618,900)
Total: Printing and Micrographic Services	<u>324,473</u>	<u>147,500</u>	<u>83,900</u>
TOTAL: OTHER SERVICES	<u>1,238,569</u>	<u>917,200</u>	<u>664,700</u>
TOTAL: GOVERNMENT SERVICES	<u>16,932,090</u>	<u>18,280,100</u>	<u>17,472,100</u>
OCCUPATIONAL HEALTH AND SAFETY			
OCCUPATIONAL HEALTH AND SAFETY			
INSPECTIONS			
<i>CURRENT</i>			
4.1.01. OCCUPATIONAL HEALTH AND SAFETY			
INSPECTIONS			
01. Salaries	2,871,478	3,758,300	3,479,900
02. Employee Benefits	51,404	54,600	54,600
03. Transportation and Communications	362,393	434,100	434,100
04. Supplies	96,764	148,800	148,800
05. Professional Services	30,404	174,000	174,000
06. Purchased Services	397,180	495,200	495,200
07. Property, Furnishings and Equipment	59,104	81,900	81,900
	<u>3,868,727</u>	<u>5,146,900</u>	<u>4,868,500</u>
02. Revenue - Provincial	(3,881,541)	(4,868,500)	(4,868,500)
Total: Occupational Health and Safety			
Inspections	<u>(12,814)</u>	<u>278,400</u>	<u>-</u>
TOTAL: OCCUPATIONAL HEALTH AND SAFETY			
INSPECTIONS	<u>(12,814)</u>	<u>278,400</u>	<u>-</u>

Occupational Health & Safety conducted 4,017 inspections resulting in 7,847 directives being issued.

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

DEPARTMENT OF GOVERNMENT SERVICES (CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
OCCUPATIONAL HEALTH AND SAFETY			
FINANCIAL ASSISTANCE			
<i>CURRENT</i>			
4.2.01. ASSISTANCE TO ST. LAWRENCE MINERS' DEPENDENTS			
09. Allowances and Assistance	48,884	66,000	66,000
Total: Assistance to St. Lawrence Miners' Dependents	48,884	66,000	66,000
4.2.02. ASSISTANCE TO OUTSIDE AGENCIES			
10. Grants and Subsidies	10,520	16,500	16,500
02. Revenue - Provincial	(11,160)	(16,500)	(16,500)
Total: Assistance to Outside Agencies	(640)	-	-
TOTAL: FINANCIAL ASSISTANCE	48,244	66,000	66,000
TOTAL: OCCUPATIONAL HEALTH AND SAFETY	35,430	344,400	66,000
GOVERNMENT PURCHASING AGENCY			
GOVERNMENT PURCHASING AGENCY			
<i>CURRENT</i>			
5.1.01. GOVERNMENT PURCHASING AGENCY			
01. Salaries	1,233,105	1,782,200	1,673,300
02. Employee Benefits	4,868	5,400	2,000
03. Transportation and Communications	53,843	55,500	80,000
04. Supplies	20,927	32,900	22,900
05. Professional Services	40,892	55,000	25,000
06. Purchased Services	169,489	177,500	183,900
07. Property, Furnishings and Equipment	12,054	14,200	1,700
	1,535,178	2,122,700	1,988,800
02. Revenue - Provincial	(215,091)	(258,000)	(258,000)
Total: Government Purchasing Agency	1,320,087	1,864,700	1,730,800
TOTAL: GOVERNMENT PURCHASING AGENCY	1,320,087	1,864,700	1,730,800
TOTAL: GOVERNMENT PURCHASING AGENCY	1,320,087	1,864,700	1,730,800
TOTAL: DEPARTMENT	24,742,572	27,732,900	25,410,700

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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)	25,410,700
Add (subtract) transfers of estimates	2,322,200
Addback revenue estimates net of transfers	<u>10,762,100</u>
Original estimates of expenditure	38,495,000
Supplementary supply	-
Total appropriation	<u>38,495,000</u>
Total net expenditure	24,742,572
Add revenue less transfers	<u>9,933,276</u>
Total gross expenditure (budgetary, non-statutory)	34,675,848
Unexpended balance of appropriation	<u><u>3,819,152</u></u>

Summary of Cash Payments and Receipts

	Payments	Receipts	Net
	\$	\$	\$
Current Account	34,187,781	9,775,647	24,412,134
Capital Account	488,067	157,629	330,438
Totals	<u><u>34,675,848</u></u>	<u><u>9,933,276</u></u>	<u><u>24,742,572</u></u>

LARRY CAHILL
Chief Operating Officer
Government Purchasing
Agency

SHEREE MACDONALD
Deputy Minister
Government Services

Appendix A:

Ministerial Entities Inactive in the 2008-09 Fiscal Year

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 2008-09 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 2008-09 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 2008-09 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

**The Financial
Services Regulation
Division processed
1,200 licences/
registrations,
4,300 filings and
5,700 securities
submissions.**

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 2008-09 fiscal year.

Radiation Health and Safety Advisory Committee

The Radiation Health and Safety Advisory Committee was established under Section 11 of the *Radiation Health and Safety Act*. 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 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 2008-09 fiscal year.