

# ANNUAL REPORT

# 2024-2025

## Digital Government and Service NL



## MESSAGE FROM THE MINISTER

In accordance with the requirements for a Category One entity under the **Transparency and Accountability Act**, I am pleased to submit the 2024-25 Annual Report for the Department of Digital Government and Service NL.

The Department's name was officially changed from the Department of Digital Government and Service NL to the Department of Government Modernization and Service Delivery on May 9, 2025. The Department's name change, which occurred after the 2024-25 reporting period, therefore, has no impact on the 2024-25 Annual Report. The Department's new name will be reflected in the 2025-26 Annual Report and used for the next reporting period.

This document outlines the Department's activities from April 1, 2024, to March 31, 2025, including the goals and objectives achieved as highlighted in the 2023-26 Strategic Plan. As Minister, I am accountable for the results reported and the information contained herein. I acknowledge the contributions of the Honourable Elvis Loveless, who served as Minister from July 19, 2024, through to the end of the reporting period. Other important work completed with internal and external stakeholders is also highlighted in this report, including the eight Bills that received Royal Assent, the introduction of provincial traffic cameras to make our roads safer and the issuance of a French version of the new Driver's Handbook, which are explained in more detail in this report.

In addition, the Department continues to demonstrate its commitment to enhancing public safety and consumer protection and advancing initiatives to modernize government services for the residents of Newfoundland and Labrador.

Sincerely,

A handwritten signature in black ink that reads "Sarah Stoodley".

Hon. Sarah Stoodley  
Minister of Government Modernization and Service Delivery

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## Departmental Overview

### Organizational Structure

The Department of Digital Government and Service NL (DGSNL) was created with the goal of consolidating, where possible, the licensing, permitting, inspection and regulatory functions within government, and providing a single window point of access to the public for these services. The Department's mandate is derived from over 175 statutes, regulations, standards and codes of practice.

DGSNL is at the forefront of public service delivery and functions in large part as the government's primary single window service delivery centre. DGSNL delivers resident protection services in the areas of public health and safety, occupational health and safety, road and highway safety, environmental protection, along with financial services and consumer issues, including dispute resolution through the Residential Tenancies Program. The Department is responsible for the provision and preservation of vital events and documents, commercial registries, and printing and micrographic services. The Office of French Services (OFS) supports the Provincial Government's capacity to provide services and information in French. The OFS provides support to the Minister Responsible for Francophone Affairs. The Department also provides consolidated collection services for past due balances owed on provincial taxes, student loans and other outstanding receivables owed to multiple government departments.

The Department is arranged into the Digital Government and Services Branch and the Regulatory Affairs Branch. The Minister also administers the legislation for several agencies, boards and commissions.

Self-regulatory organizations:

- Architects Licensing Board

- Architects Disciplinary Panel
- Professional Engineers and Geoscientists
  - Engineers and Geoscientists Disciplinary Panel
- Chartered Professional Accountants
  - Chartered Professional Accountants Disciplinary Panel
- Embalmers and Funeral Directors
  - Embalmers and Funeral Directors Disciplinary Panel

Public Bodies:

- Credit Union Deposit Guarantee Corporation
- Buildings Accessibility Advisory Board
- Buildings Accessibility Appeal Tribunal
- Financial Services Appeal Board (abolished in December 2024)
- Occupational Health and Safety Advisory Council
- Public Safety Appeal Board (abolished in December 2024)
- Canada-Newfoundland and Labrador Offshore Occupational Health and Safety Advisory Council (shared responsibility with the Department of Industry, Energy, and Technology)
- Board of Commissioners of Public Utilities (shared responsibility with the Department of Justice and Public Safety)

More information regarding the Department's two branches and their respective divisions and operational units is available [online](#).

## Staff and Budget

DGSNL offices are located throughout the province. For specific contact details, please refer to the [department's website](#).

Division	# of Employees	Budget
Minister's Office	3	\$214,100
Executive Support Services	18	\$1,694,800
Digital Government and Services	303	\$21,526,300
Regulatory Affairs	*95	\$6,143,600
Office of French Services	4	\$393,600
<b>Totals</b>	<b>423</b>	<b>\$29,972,400</b>

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

Of the above employees, 231 are female and 192 are male.

As identified in the Department's Estimates, DGSNL has gross expenditures of \$37.2 million, a net budget of \$28.9 million, and related revenues of \$8.2 million. In addition to these related revenues, there is also \$114.3 million, which does not show on the Department's Estimates but rather in General Revenue.

In 2024-2025, DGSNL generated this revenue through such functions as issuer fees, Registry of Deeds and, most notably, through transactions at the Motor Registration Division (MRD).

## Vision

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

## Mandate

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

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

- Digital government;
- Vital statistics;
- Motor vehicles;
- Environmental health;
- Environmental protection;
- Safety of the public;
- Operation of Government Service Centres throughout the province;
- Printing services;
- Collection services;
- Services in French / Services en français;
- Provincially regulated financial institutions;

- Consumer affairs;
- Compliance with occupational health and safety legislation; and
- Administration of the Acts and Regulations set out in the Schedule to the **Executive Council Act**.

## Lines of Business

### **1. Digital Government**

DGSNL is responsible for leading the modernization of the delivery of government services to transition to a government that is digital-by-design to harness the full potential of technology. The Digital Government initiative aims to meet the evolving needs of government's clients, while supporting the commitment of a more efficient public sector.

### **2. Enforcement of Legislative Requirements**

DGSNL 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.

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

DGSNL provides licences, permits, inspections, and registration services at its offices around the province for:

- **Commercial Registrations Activities**  
deed, companies, personal property, co-operatives, limited partnerships, mechanics' liens, condominiums, and lobbyists;

- **Consumer Protection Activities**

trade practices, collection agencies, private investigators and security guards, charitable gaming, and residential tenancies;

- **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;

- **Motor Vehicle Activities**

driver licensing and vehicle registrations, commercial vehicle inspections, and other highway safety-related activities;

- **Occupational Health And Safety Activities**

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

- **Provincial Financial Services Activities**

insurance, securities, pension plans, real estate, mortgage brokers, and prepaid funeral services;

- **Public Safety Activities**

boiler and pressure vessels, elevating devices, amusement rides, electrical installations, electrical contractors, and building design for fire/life safety; and

- **Vital Statistic Activities**

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

#### **4. Conflict Resolution**

DGSNL 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, building accessibility, consumer protections, and public safety.

#### **5. Printing Services**

DGSNL provides printing and microfilming services for government departments and agencies through the Office of the King's Printer. The King's Printer book store, located in the East Block of the Confederation Building Complex, makes available provincial government legislation and various provincial government reports to the public for purchase. Purchasing information, as well as select documents for free download, are available on the [King's Printer website](#).

#### **6. Delivering Services in French**

The Office of French Services (OFS) is responsible for building the capacity of the Government of Newfoundland and Labrador to deliver services in French and to contribute to the development and vitality of the province's Francophone community.

The OFS also provides support to the Minister Responsible for Francophone Affairs.

## 7. Collection Services

DGSNL is responsible for collecting amounts owed to government including provincially administered taxes payable, defaulted provincial student loans, and various fees and other receivables of certain government departments.

## Highlights and Partnerships

### Legislative Achievements

The Minister sponsored or co-sponsored 8 Bills which received Royal Assent during the reporting period:

- Bill 77 **An Act to Amend the Vital Statistics Act, 2009**;
- Bill 78 **An Act to Amend the Credit Union Act, 2009 NO.2**;
- Bill 79 **An Act to Amend the Highway Traffic Act and the Provincial Offences Act**;
- Bill 92 **An Act to Amend the Engineers and Geoscientists Act, 2008**;
- Bill 93 **An Act to Amend the Urban and Rural Planning Act, 2000 and the City of St. John's Municipal Taxation Act**;
- Bill 95 **An Act to Amend the Public Safety Act**; and
- Bill 96 **Elimination of the Financial Services Appeal Board Act**.

The Bills are online at <https://www.assembly.nl.ca/HouseBusiness/Bills/ga50session2/>.

The Minister also had the following seven sets of Regulations published in the Newfoundland and Labrador Gazette during the reporting period:

- **High-Cost Credit Product Regulations** under the **Consumer Protection and Business Practices Act**, dated April 4, 2024;
- **Engineers and Geoscientists Regulations, 2024** under the **Engineers and Geoscientists Act, 2008**, dated May 21, 2024;

- **Lottery Licensing Regulations** under the **Criminal Code**, dated May 31, 2024;
- **Automobile Accident Diagnostic and Treatment Protocols Regulations** under the **Automobile Insurance Act**, dated June 19, 2024;
- **Radiation Health and Safety Regulations, 2024** under the **Radiation Health and Safety Act, 2021**, dated September 4, 2024;
- **Mortgage Brokerages and Brokers Regulations** under the **Mortgage Brokerages and Brokers Act**, dated October 10, 2024; and
- **Credit Union Regulations, 2009** under the **Credit Union Act, 2009**, dated March 10, 2025;

The Newfoundland and Labrador Gazette can be found online at:

<https://www.gov.nl.ca/dgsnl/printer/gazette/>.

## Reciprocal Driver's Licence Agreements

Valid foreign driver's licences are permitted to be used in Newfoundland and Labrador for the first three months of residency. After the first three months new residents must apply for a Newfoundland and Labrador driver's licence. However, the Province has reciprocal agreements of mutual driver's licence recognition with several countries allowing new residents to exchange their licence from their home country to a Newfoundland and Labrador licence without further testing or exchange their Newfoundland and Labrador licence for a licence in their new country of residence.

Newfoundland and Labrador has reciprocal agreements with Austria, France, Isle of Man, Japan, Northern Ireland, Republic of Korea, Switzerland, and Taiwan. Examination requirements are also waived for those holding driver's licences issued in Canada, Germany, Ukraine or the United States, as per the **Highway Traffic Driver Regulations, 1999**.

During the 2024-25 fiscal year, the Province of Newfoundland and Labrador entered into two additional reciprocal driver's licence agreements: with Belgium on September 27, 2024, and Denmark on January 6, 2025.

## Diagnostic Treatment Protocols

DGSNL is responsible for the **Automobile Insurance Act** which governs the provision of automobile insurance within the province. Under the **Automobile Insurance Act**, the **Automobile Accident Diagnostic and Treatment Protocols Regulations** were published in the Gazette on June 19, 2024. These regulations outline new diagnostic and treatment protocols allowing victims of automobile accidents to get quicker and more affordable treatment, specific to the most common types of injuries resulting from an automobile accident such as sprains, strains and whiplash associated disorders.

The protocols require automobile insurance companies to adopt processes whereby accident victims may choose to seek treatment immediately, from a practitioner of their choice, without advance approval from the insurance company. Health care practitioners may choose, but are not required, to provide services under the new protocols. Where the practitioner opts to treat clients under the protocols, the provider will bill the insurance company directly eliminating the need for the accident victim to pay up front and wait for reimbursement from the insurance company. Accident victims availing of the protocols, where their health provider has adopted them, are not required to exhaust their private health insurance coverage before claiming coverage under their automobile insurance policy.

## Ride-Sharing Companies

During the previous reporting period, legislation came into force enabling a provincial approach to ride-sharing. To become a driver for a ride-sharing company, individuals must have a Class 4 driver's licence, which is the same requirement as taxi drivers.

DGSNL is responsible for the issuance of ride-sharing licences for companies under the **Transportation Network Company Regulations**. DGSNL issued ride-sharing licences to Uber on April 9, 2024, Kabby on May 9, 2024, and Ride Technologies Inc. and GrandHubX on May 28, 2024.

## French Language Service Grants

The Office of French Services provided grants totaling \$887,225 to 16 projects that will advance the planning and delivery of services in French throughout Newfoundland and Labrador. The grants are matched by contributions that come from a mix of community, municipal and other Government of Newfoundland and Labrador sources. Funding for these grants is provided through the new Canada-Newfoundland and Labrador Agreement on French Language Services between Canadian Heritage and DGSNL.

## Meeting of Ministers for Digital Trust and Cyber Security

On September 16-17, 2024, DGSNL hosted the annual meeting of Federal, Provincial and Territorial Ministers Responsible for Digital Trust and Cyber Security in St. John's. The ministers also discussed practices and experiences with artificial intelligence and how to effectively govern its use.

## Employees Recognized with Awards

The Motor Registration Division's Insurance Validation Program was recognized by the American Association of Motor Vehicle Administrators with the 2024 Regional Award for Innovative Use of Technology. The Program, launched in December 2022 in partnership with the Insurance Bureau of Canada, applies a secure, effective and convenient digital solution to notify the Motor Registration Division when a vehicle's insurance policy is no longer valid.

The Canadian Council of Motor Transport Administrators (CCMTA) recognized Deputy Registrar of Motor Vehicles Krista Cull with the 2024 Jennie Howie Government Member Award. The award honours a member who has made a significant contribution to CCMTA and whose primary role in their day-to-day work is directly associated with the coordination, administration, regulation and control of motor vehicle transportation and highway safety.

Deputy Registrar of Motor Vehicles Lisa King received the King Charles III Coronation Medal for her exceptional dedication and contribution to safety in Canada. Lisa has served as a voice for road safety issues and training for several years, as a Board Member of the Canada Safety Council.

In addition to these external awards, Sarah Burgess, Manager of Strategic Business Practices, was recognized by the Government of Newfoundland and Labrador with a 2024 Public Service Award of Excellence. Ms. Burgess was nominated for her enthusiastic and innovative approach to problem solving, and for consistently going above and beyond to understand the needs of citizens.

## Report on Performance

### Strategic Issue #1: Enhanced Program and Service Delivery

Enhancing access to the services provided by DGSNL is a major priority for the Department. This initiative coincides with the strategic direction to enhance service delivery overall, and specifically through a digital-by-design approach. DGSNL recognizes the importance of residents receiving the best possible program and service delivery. The Department will focus on service delivery capacity by increasing the availability of information and offering more online services for the people of Newfoundland and Labrador.

#### **Goal**

By March 31, 2026, Digital Government and Service NL will have enhanced delivery of its programs and services.

#### **2024-25 Objective**

By March 31, 2025, Digital Government and Service NL will have continued to lead the modernization of government service delivery.

#### **Results Achieved**

The following details the Department's progress toward the achievement of the planned results for 2024-2025 with respect to Better Living through Enhanced Program and Service Delivery.

#### **Indicator 1: Implemented a Provincial approach to automated traffic enforcement**

In September 2024 a request for proposals was issued for the installation, operation and maintenance of 10 image capturing enforcement systems (speed cameras) throughout the Province. The successful vendor will also issue tickets to the registered

owners of offending vehicles. The locations of these cameras will be determined in consultation with policing services and based on data showing where speeding is a significant issue. The request for proposals closed October 8, 2024, and negotiations with potential vendors were ongoing through to March 31, 2025. The results of this project will inform the rollout of additional speed cameras in the future. The Department is exploring the use of speed cameras in school zones, construction zones and on school buses.

**Indicator 2: Expanded offerings under MyGovNL**

DGSNL strives to enhance service delivery by making services more easily and readily available to all people in the Province. While various services such as driver's licence and MCP renewals are available on the MyGovNL website, for those who prefer in-person services, these services can still be accessed at Government Service Centres throughout the Province. During the 2024-25 fiscal year, DGSNL implemented the following services on the MyGovNL website:

- Off-Road Safety Training and Testing, May 24, 2024;
- Motor Registration Vehicle Transfer and Notice of Sale, June 2024; and
- Written tests for commercial Class 1, 2, 3 and 4 driver licences, February 11, 2025.

**Indicator 3: Published a French Version of the new Driver's Handbook online**

As part of ongoing efforts to increase the number of services available in French, and to contribute to the development and vitality of the Province's Francophone community, the Office of French Services was engaged to translate the Driver's Handbook (formerly the Road Users Guide). On March 5, 2025, the French version of the Driver's Handbook was published on the DGSNL website. This Handbook outlines requirements for obtaining a driver's licence, the different licence classifications, road safety tips, traffic signs, rules of the road, motorcycle safety, and information for commercial drivers.

## **2025–26 Objective**

By March 31, 2026, Digital Government and Service NL will have advanced the modernization of government service delivery.

### **2025–26 Indicators:**

- Further expansion of service offerings under MyGovNL;
- Expanded services available in French; and
- Identified options to modernize the management of land titles.

## **Strategic Issue #2: Enhanced Consumer Protection, Accessibility, and Worker and Public Safety**

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

### **Goal**

By March 31, 2026, Digital Government and Service NL will have improved consumer protection, increased accessibility to public buildings, enhanced safety for workers and the general public, and made our roads and trails safer.

## **2024-2025 Objective**

By March 31, 2025, Digital Government and Service NL will have continued to review and propose legislative amendments to protect consumers, improve accessibility to public buildings, enhance the safety of workers and the public, and make our roads and trails safer.

## **Results Achieved**

The following details the Department's progress toward the achievement of the planned results for 2024-25 to enhance consumer protection, accessibility, and worker and public Safety.

### **Indicator 1: Implemented new Radiation Health and Safety Regulations**

On September 4, 2024, the **Radiation Health and Safety Regulations, 2024** were published in the Newfoundland and Labrador Gazette, with the Regulations coming into effect on December 2, 2024. The **Radiation Health and Safety Act, 2021** governs the inspection, installation, use, maintenance and registration of equipment that produces radiation such as X-ray machines and CT scanners. The Regulations strengthen existing worker health and safety standards for the operation or installation of radiation equipment and formalizes processes and procedures for all workers involved in either the operation or installation of radiation equipment. The Regulations also allow dental hygienists to order, prescribe and provide radiography services.

### **Indicator 2: Implemented mandatory Off-Road Vehicle Training**

On May 24, 2024, the free Off-Road Vehicle Training course was made available to the public via MyGovNL. As of October 15, 2024, this course was made mandatory for users of off-road vehicles who are under 16 years of age, are registering an off-road vehicle with the Motor Registration Division for the first time, and those who have been convicted of an offence under the **Off-Road Vehicles Act** and Regulations and had their off-road vehicle registration suspended or cancelled as a condition of reinstatement. While training is only mandatory for some users, anyone who operates

an off-road vehicle is encouraged to complete the training. Other training courses may be approved by the Registrar of Motor Vehicles, such as in-person training. As of March 31, 2025, 3,207 off-road users had successfully completed this training.

### **Indicator 3: Implemented High-Cost Credit Regulatory Framework**

In November 2022, amendments to the **Consumer Protection and Business Practices Act** to regulate high-cost lending received Royal Assent as the Provincial Government recognized that high-cost credit products may help individuals with no other options and consumer protections are necessary. The High-Cost Credit Regulations under the Act were published in the Newfoundland and Labrador Gazette on April 5, 2024, and came into force on June 1, 2024. The Regulations prohibit high-cost lenders from engaging in certain practices, as well as specify required loan elements and documents that the lender must discuss with the client. On June 3, 2024, a public advisory was issued to remind the public of the new rules under the Regulations. Subsequently DGSNL's Consumer Protection webpage and licensing portal were updated to reflect the new regulatory environment, including licence holder responsibilities, fees schedule, High-Cost Credit Agreement Checklist, and compliance reporting requirements. Since the Regulations came into effect seven applications have been received and reviewed for compliance. The Department has communicated with applicants where updated or supplementary information is required to meet the requirements. Discussions with prospective licensees are ongoing.

### **Indicator 4: Proposed changes to the Mortgage Brokerages and Brokers Licensing Regime**

The **Mortgage Brokerages and Brokers Act** received Royal Assent on May 25, 2023. On October 11, 2024, the Regulations under the **Mortgage Brokerages and Brokers Act** were published in the Newfoundland and Labrador Gazette to come into effect April 1, 2025. The new rules outlined in the **Mortgage Brokerages and Brokers Act** and Regulations:

- Implement a licensing framework for industry;

- Authorize the Superintendent to establish a code of conduct for the industry;
- Introduce education and continuing education requirements for industry;
- Require the industry to have errors and omissions insurance;
- Require mortgage brokerages to maintain trust accounts;
- Strengthen client disclosure requirements for industry; and
- Authorize administrative penalties for the industry.

The new Mortgage Broker Management and Broker courses, now mandatory under the Regulations, are available through Mortgage Professionals Canada. On March 3, 2025, updates to the Consumer Services Licence Application website were launched.

Department staff have engaged proactively with industry to support them through these regulatory changes.

**Indicator 5: Worked towards the development of Buildings Accessibility**

**Regulations to improve accessibility to public buildings**

The **Buildings Accessibility Act** (the Act) came into effect in December 1981 with the intent to provide persons with disabilities access to public buildings, including apartment, hotels and building links. Under the current legislation buildings erected prior to 1981 only need to comply with the accessibility standards when undergoing reconstruction that is 50 per cent or greater than the cost of a new building with the same dimensions and character. In November 2023, Royal Assent was received for amendments to the Act that remove the pre-1981 exemption, clarify applications of the Act for home-based businesses, and double the fines. These amendments will be brought into force once the accompanying Regulations have been approved and published. During the 2024-25 fiscal year, the Department continued to consult with the Buildings Accessibility Advisory Board to finalize the amendments to the Buildings Accessibility Regulations.

## **2025 – 26 Objective**

By March 31, 2026, Government Modernization and Service Delivery will have advanced the modernization of legislation to protect consumers, improve accessibility to public buildings, enhance the safety of workers and the public, and make our roads and trails safer.

## **2025 – 26 Indicators:**

- Implemented the amended **Buildings Accessibility Act** and Regulations;
- Implemented the amendments to the **Public Safety Act** and **Amusement Rides and Elevating Devices Regulations** to increase inspection capacity;
- Proposed changes to the **Highway Traffic Act** to improve road safety;
- Furthered the implementation of an Automated Traffic Enforcement Program;
- Identified options to update workplace safety standards; and
- Identified options to modernize licensing provisions for Insurance Adjusters, Agents and Brokers.

## Opportunities and Challenges

### Changing Demographics

Demographics are constantly changing and affect how services can be delivered. It is also noted that the median age in the province varies by region, with Labrador and the Northeast Avalon having a significantly younger median age than the rest of the province. Because younger residents may prefer services to be accessible and self-managed online and older demographics may prefer service to stay in-person, Government Modernization and Service Delivery (GMSD) will have to consider variations in regional demographics when planning service accessibility.

### Service Delivery to Remote Areas

GMSD is constantly updating its existing services to improve service accessibility, especially for populations in remote areas. Although GMSD is providing more online services each year to improve accessibility, remoteness still poses a challenge to meeting service delivery standards. Residents in remote areas may not have stable internet connections; may be unable to access locations with the available technology to access online technology; or may face over an hour commute to the nearest GMSD office. The combined effect of these barriers is that residents in remote areas may still have difficulty accessing government services.

### Gender-Based Analysis+

GMSD will strive to consider GBA+ factors in carrying out its duties. The Department recognizes that GBA+ includes many identity factors and how they interact with one another. These factors include but are not limited to sex, gender, language, race, ethnicity, culture and disability.

## Financial Information

Expenditure and revenue figures included in this document are based on public information provided in the Report on the Program Expenditures and Revenues of the Consolidated Revenue Fund for Fiscal Year Ended March 31, 2025.

