

ANNUAL REPORT  
2023-24

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 2023-2024 Annual Report for the Department of Digital Government and Service NL.

This document outlines the department's activities from April 1, 2023, to March 31, 2024, including the goals and objectives achieved and highlighted in the Department's 2023-2026 Strategic Plan. As Minister, I am accountable for the results reported and the information contained herein. Other important work completed with internal and external stakeholders is also highlighted in this report. I acknowledge the work of my predecessor, the Honourable Sarah Stoodley, who was the Minister of Digital Government and Service NL throughout the reporting period.

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

Sincerely,

A handwritten signature in black ink that reads "Elvis Loveless".

Hon. Elvis Loveless  
Minister of Digital Government and Service NL

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## Departmental Overview

### Organizational Structure

The Department of Digital Government and Service NL (DGSNL) was created with the goal of consolidating, where possible, the licensing, permitting, inspection and regulatory functions within government, and providing a single window point of access to the public for these services. The department's mandate is derived from over 175 statutes, 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 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 four self-regulatory organizations, their respective disciplinary panels and six public bodies, and shares responsibility for administering legislation for two other public bodies

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 as of March 31, 2024	Restated Salary Budget (2024-25 Estimates)
Minister's Office	3	\$219,600
Executive Support Services	19	\$1,835,900
Digital Government and Services	294	\$21,076,000
Regulatory Affairs	*99	\$6,065,400
Office of French Services	4	\$385,900
<b>Totals</b>	<b>419</b>	<b>\$29,582,800</b>

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

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 will generate 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
- Administration of the Acts and Regulations set out in the Schedule to the **Executive Council Act**

## Lines of Business

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

## Highlights and Partnerships

### Legislative Achievements

The Minister sponsored or co-sponsored 11 Bills which received Royal Assent during the reporting period:

- Bill 23 (with the Minister of Justice and Public Safety) the **Alternate Witnessing of Documents Act**;
- Bill 29 **An Act to Amend the Architects Act, 2008**;
- Bill 30 **Mortgage Brokerages and Brokers Act**;
- Bill 41 **An Act to Amend the Occupational Health and Safety Act**;
- Bill 47 **An Act to Amend the Insurance Companies Act**;
- Bill 49 **King's Printer Act**;
- Bill 50 **An Act to Amend the Change of Name Act, 2009**;
- Bill 51 **An Act to Amend the Embalmers and Funeral Directors Act, 2008**;
- Bill 52 **An Act to Amend the Buildings Accessibility Act**;
- Bill 55 (with the Minister of Municipal and Provincial Affairs) **An Act to Amend the Highway Traffic Act, the City of Corner Brook Act, the City of Mount Pearl Act, the City of St. John's Act and the Municipalities Act, 1999**; and
- Bill 61 **An Act to Amend the Pension Benefits Act, 1997**.

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

The Minister also had the following 15 sets of Regulations published in the Newfoundland and Labrador Gazette during the reporting period:

- Licensing and Equipment Regulations (Amendment) and Dealer Regulations under the **Highway Traffic Act** both dated May 4, 2023;
- Petroleum Product Regulations (Amendment) under the **Petroleum Products Act**, dated June 22, 2023;
- Pension Benefits Act Regulations (Amendment) under the **Pension Benefits Act, 1997**, dated September 11, 2023;
- Pension Benefits Act Regulations (Amendment) No. 2 under the **Pension Benefits Act, 1997**, dated November 17, 2023;
- Highway Traffic Driver Regulations (Amendment) under the **Highway Traffic Act**, dated November 23, 2023;
- Pension Benefits Act Regulations (Amendment) No. 3 under the **Pension Benefits Act, 1997**, dated December 18, 2023;
- High-Cost Credit Product Licensing Regulations dated December 12, 2023 and High-Cost Credit Product Regulations, dated December 20, 2023, both under the **Consumer Protection and Business Practices Act**;
- Automobile Insurance Regulations, 2019 (Amendment) under the **Automobile Insurance Act** and Official Inspection Station Regulations (Amendment) under the **Highway Traffic Act**, both dated December 20, 2023;
- Ambulance, Bus, School Bus, Taxi, Ride-Sharing Vehicles and Commercial Motor Vehicles Insurance Regulations, Highway Traffic Driver Regulations, 1999 (Amendment) No. 2 and Transportation Network Company Regulations, all under the **Highway Traffic Act** and dated December 21, 2023; and
- Credit Union Regulations, 2009 (Amendment) under the **Credit Union Act, 2009**, dated January 12, 2024.

The Newfoundland and Labrador Gazette can be found online at:

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

## Introduction of Ride Sharing Regulation

DGSNL is committed to ensuring affordable, reliable, and safe transportation service options to the people of the province. On October 23, 2023, the Provincial Government announced the introduction of a provincial approach to ride-sharing. This approach, developed after many discussions with multiple community partners, municipalities and ride-sharing companies, provides a clear and simple set of rules to enable ride sharing services to operate safely in Newfoundland and Labrador.

On December 21, 2023, Bill 55 and the Transportation Network Company (TNC) Regulations were proclaimed into force and the provincial approach to ride-sharing in Newfoundland and Labrador was launched.

## Amendment to the Change of Name Act

The **Change of Name Act, 2009** (the Act), establishes a legislative framework through which individuals may change their names and is administered by the Vital Statistics Division. In October 2023, amendments to the Act were introduced in the House of Assembly to strengthen the legal name change process by providing the Minister of Digital Government and Service NL discretionary authority to prohibit sex offenders from legally changing their names. The amendments identify 16 designated offences from the Criminal Code of Canada including but not limited to sexual assault, child pornography, trafficking and aggravated assault. The minister would have the authority to refuse the requested name change for anyone convicted of any of these 16 offences.

The amendments received Royal Assent on November 16, 2023, and make Newfoundland and Labrador the fourth province in Canada to allow for the denial of name change applications by sex offenders. The amendments also require applicants seeking legal name changes to submit a criminal record check, which is necessary to identify persons convicted of any of the 16 designated offences, obtained from either the Royal Newfoundland Constabulary, the Royal Canadian Mounted Police or an

organization approved by the Minister. The latter currently includes the Commissionaires and municipal police forces in Canada.

Persons under the age of 16, seeking a name change with the consent of their parents, would not have to provide a criminal record check. Persons changing their name for reasons of marriage or divorce are exempt from this legal name change process.

### **Traffic Camera Pilot Project**

In an effort to improve road safety, in May 2023, the Government of Newfoundland and Labrador announced a Traffic Camera Pilot Project to detect and capture images of speeding motorists. The traffic cameras were set up in the City of Mount Pearl and the Town of Paradise at various locations in each municipality, for a period of three months starting on June 1, 2023.

During the pilot project signs indicating that a speed camera was in use were displayed at the various locations in the municipalities. The speed cameras read the licence plate of the vehicle and took images of the rear of the vehicle travelling over the posted speed limit. After review by the municipalities, vehicles caught speeding were sent a speed detection notice with the following information: date, time and location of the offence, licence plate, direction and speed the vehicle was travelling, and the posted speed limit in the area. No tickets were issued during the pilot project. Speed detection notices were sent only to the registered owner of the vehicle as the cameras only captured licence plates and not images of the driver.

In 2019, the **Highway Traffic Act** was amended to enable the use of image capturing enforcement systems (traffic cameras) with the Regulations regarding traffic cameras published in the Newfoundland and Labrador Gazette in November 2021.

During the 90-day pilot project the speed cameras identified 93,721 vehicles speeding +11 KM/H over the posted speed limit. Of the 93,721 vehicles identified, 21,958 of the vehicles were driving +20 KM/H over the posted speed limit. The Traffic Camera Pilot

Project provided the Government of Newfoundland and Labrador with greater insight into the issue of speeding in the province and the best practices for the future implementation of speed cameras in the province.

## Weigh Station Bypass Option for Commercial Carriers

In November 2023, DGSNL launched the weigh station bypass service, provided by Drivewyze Preclear, allowing compliant commercial carriers to bypass weigh scales. Newfoundland and Labrador is the third province to offer this service.

Drivewyze PreClear uses GPS transponder technology to notify an on-duty Highway Enforcement Officer that a registered vehicle is approaching the weigh station. The driver of the vehicle will receive a hands-free audible and visual notification in the cab of the truck advising whether or not they can bypass the weigh station. Commercial carriers subscribing to the service are rewarded for their safety rating with bypass privileges.

The program saves trucking companies time and money by reducing delays and fuel costs when a truck pulls in and out of a station. It also reduces congestion at scale facilities and allows officers to focus inspections on vehicles with a higher likelihood of having defects or compliance issues.

This service allows all Canadian-plated subscribed trucks to have bypass opportunities at six locations throughout the province including:

- Channel-Port aux Basques, Trans-Canada Highway;
- Foxtrap, Trans-Canada Highway;
- Goobies, Trans-Canada Highway;
- Grand Falls-Windsor, Trans-Canada Highway;
- Labrador West, Route 500; and
- Pynn's Brook, Trans-Canada Highway.

## **Elimination of Licence Plate Stickers**

In an effort to modernize and streamline business practices, effective June 15, 2023, the Provincial Government eliminated the requirement of licence plate stickers being affixed to vehicle licence plates. Eliminating the use of licence plate stickers aligns Newfoundland and Labrador with other provinces including Alberta, British Columbia, Manitoba, Ontario, Québec and Saskatchewan. Motor Registration Division will continue to print and mail official registration documents to the owner of the vehicle. Registration fees will still apply when registering a vehicle, which can be completed on MyGovNL. Through the use of Information Sharing Agreements, the RNC and RCMP will have real-time access to data to confirm a vehicle is registered during a routine traffic stop.

## **Occupational Health and Safety Investigations**

A new organizational structure for the Occupational Health and Safety (OHS) Division was approved during the reporting period, which includes a new Investigations Unit overseen by a dedicated Manager. The Manager and an OHS Consultant position were filled on a temporary basis. Work to implement the restructuring would continue into the next reporting period. An investigative approach and an investigation report template were developed, as well as a tracking spreadsheet to track the progress of investigations. Monthly management meetings were held to review the status of ongoing investigations. Managers held bi-weekly case management meetings with individual investigators for their assigned cases, with additional ad hoc meetings as required. Specialized training was provided relating to investigations, with more planned after the reporting period once the investigation team is fully established. The OHS Division remained in regular communication with the Department of Justice and Public Safety regarding investigation cases and current prosecutions, with the OHS Division providing at least four months' advance notice within the two-year statutory limit to lay a charge, should an investigation determine that charges may be warranted. A new Standard Operating Procedures Manual and implementation of a new Central Inspection System were also under development, to be completed in the next reporting period.

## Pensions Policy and Procedures Manual

The Superintendent of Pensions, within the Pension Benefit Standards Division, is responsible for the administration and enforcement of the **Pension Benefits Act, 1997**, the development and interpretation of pension legislation and development and issuance of policies and guidelines. The Pension Benefit Standards Division (the Division) is a section of DGSNL. The mandate of the Division is to safeguard the accrued pension entitlements of plan members and to promote the equitable treatment of plan members. This mandate is accomplished through regular monitoring and review of all plan documents, actuarial valuations and annual information returns.

On September 20, 2023, DGSNL formalized the Pensions Policy and Procedures Manual, which became effective October 1, 2023. The manual formalizes the process for the registration, review and approval for registered pension plans and amendments to those plans within the province of Newfoundland and Labrador. The manual also specifies timelines for the annual review of actuarial valuation reports and annual information returns. Areas of responsibility for review processes are clearly delegated to divisional staff to ensure efficiency of operations. Implementation of the policies and procedures manual will streamline the operations of the Division offering timely and efficient services to Plan Administrators and Plan Sponsors.

## Report on Performance

### Strategic Issue #1: Better Living through 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, 2024, DGSNL will have enhanced delivery of its programs and services.

#### **2023-2024 Objective**

By March 31, 2024, Digital Government and Service NL will have undertaken activities to modernize government service delivery.

#### **Results Achieved**

The following details the Department's progress toward the achievement of the planned results for 2023-2024 with respect to Better Living through Enhanced Program and Service Delivery.

#### **Indicator 1: Expanded service offerings under MyGovNL**

In May 2023, DGSNL included an option on MyGovNL for drivers to request a replacement of their vehicle registration in the event that it is misplaced. Once the vehicle registration document is requested it will be printed and sent in the mail to the registered owner. The option to request a replacement copy in person, by phone, or in writing is still available for individuals who prefer these service options. DGSNL

continues to see an increase in the usage of MyGovNL for DGSNL services. From MyGovNL's launch date in November 2019 to March 31, 2024, MyGovNL recorded the following usage statistics:

- Total MyGovNL Account User Registrations: 369,497
  - Vehicle Renewals: 1,041,834
  - Drivers Licence Renewals: 189,489
  - Online Driver Exam Tests: 82,055
  - Driving Records: 42,851

**Indicator 2: Launched the Dealer Web for approved automobile dealers**

Anyone who engages in the business of buying, selling or exchanging a new or second-hand motor vehicle or trailer must be licensed under the **Highway Traffic Act**. In January 2021, legislative changes were made to address consumer protection issues (such as mechanical fitness and accurate fee charges) and strengthen oversight authority by the Registrar of Motor Vehicles. These legislative changes were implemented through a phased-in approach, the last phase of which was launched in June 2023, with a new and improved online Dealers Web application. All dealers are now required to remit vehicle registration and associated fees through the Dealers Web application, where previously it was voluntary. This provides for better oversight of fees collected by the dealers and protection of government assets (i.e., inventory of licence plates). Other enhancements include the requirement for dealers to hold a security bond based on inventory value; information a dealer is required to provide to a person purchasing/leasing a vehicle; the records to be maintained by the dealer; and requirements for issuance, storage and use of dealer licence plates.

**Indicator 3: Introduced upgrades to Companies and Deeds Online (CADO)**

The Commercial Registration Division under DGSNL is responsible for maintaining nine legal registries for Newfoundland and Labrador. These registries include the Registry of Companies, Co-operatives, Deeds, Personal Property, Lobbyists, Limited Liability Partnerships, Condominiums, Mechanics Liens, and Limited Partnerships. In order to

streamline processes for the nine registries, DGSNL implemented the CADO system which reduced the number of steps required to process documents from any of the nine registries. The services provided through CADO include but are not limited to: the ability to search for Companies, Condominiums, Co-operatives, Deeds, Mechanics Liens, and Lobbyists information, the filing of annual returns, changes to directors for local companies, changes to mailing addresses and registered office addresses, and the ability to order and print Certificates of Good Standing. DGSNL, in partnership with the Office of the Chief Information Officer, is in the process of a multi-technology modernization initiative of the CADO system that will upgrade the code base, servers, databases and document management system in order to improve the business, technical, and security features of the current system. Due to unexpected delays, the upgrades to the CADO system were not completed in the fall of 2023. The new completion date will occur in the next reporting period.

**Indicator 4: Increased information about programs and services accessible online**  
Personal care homes (PCHs) are private, for-profit, residential settings primarily for seniors and other adults requiring assistance with activities of daily living and instrumental activities of daily living; and are regulated under the **Health and Community Services Act**. Through an interdepartmental Memorandum of Understanding, DGSNL supports the regulation of PCHs by conducting annual inspections in the areas of environmental health and fire/life safety. In 2023, DGSNL began posting the results of their inspection activities [online](#) for public availability.

DGSNL completed an update of the Driver's Handbook, formerly the Road User's Guide, in the reporting period. This handbook is posted [online](#) for public availability.

### **2024 – 25 Objective**

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

**Indicators:**

- Implemented a Provincial approach to automated traffic enforcement
- Expanded offerings under MyGovNL
- Published a French version of the new Driver's Handbook online

**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.

**2023-2024 Objective**

By March 31, 2024, DGSNL will have undertaken activities 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 2023-24 with respect to Better Living through Enhanced Consumer Protection and Public Safety.

**Indicator 1: Introduced High-Cost Credit Regulations to protect consumers**

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. To further facilitate the implementation of a high-cost lending regulation framework, in December 2023, DGSNL introduced new **High-Cost Credit Product Regulations and High-Cost Credit Product Licensing Regulations**, which will come into effect with the proclamation of amendments to the **Consumer Protection and Business Practices Act** during the next reporting period. The new Regulations will 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.

**Indicator 2: Introduce the Mortgage Brokerages and Brokers Act to improve consumer protection**

The **Mortgage Brokerages and Brokers Act** received royal assent on May 25, 2023, and will be proclaimed once the accompanying regulations are complete. The **Mortgage Brokerages and Brokers Act** will replace the **Mortgage Brokers Act** and replace the current registration framework with a licensing regime similar to that of other jurisdictions, thereby enhancing consumer protection for persons using the services of a mortgage brokerage or mortgage broker. Corporations, partnerships and sole proprietorships currently registered as mortgage brokers will have to apply for a licence and meet licensing requirements to continue to operate as a broker. Additionally, the **Mortgage Brokerages and Brokers Act** introduces education and continuing education requirements for licensees, requires mortgage brokerages to carry errors and omissions requirements if they are operating a trust account, and strengthens the requirements regarding disclosures and duties owed to borrowers.

### **Indicator 3: Recommend changes to the Buildings Accessibility Act and 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 2023, amendments to the **Buildings Accessibility Act** were proposed to remove the pre-1981 exemption, clarify applications of the Act for home-based businesses, and double the fines under the current legislation. In November 2023, the amendments to the **Buildings Accessibility Act** received Royal Assent and will be brought into force when the accompanying Regulations have been approved. The legislative changes represent a culmination of many years of hard work and consultation and represent a positive step forward to improve accessibility of public spaces.

An additional recommendation made by the Buildings Accessibility Advisory Board was to include adult sized changing tables in accessible washrooms in public buildings with an occupancy load of 300 or more persons. This recommendation has been approved and will be included in the Regulations. While the amendments to the **Buildings Accessibility Act** received Royal Assent in November 2023, this indicator has not yet fully been achieved as the Regulations for these amendments are being drafted.

### **Indicator 4: Recommended legislative changes to improve worker safety**

The **Occupational Health and Safety Act** came into effect in 1990 and outlines the rights, duties and obligations of all persons in the workplace. To ensure that businesses comply with the **Occupational Health and Safety Act** and Regulations, each business must have a committee, designate, or representative, depending on the number of employees. In an effort to improve occupational health and safety programs and committees, amendments to the **Occupational Health and Safety Act** were proposed under Bill 49 in 2023 and came into effect on March 1, 2024. The new amendments

increased the worker threshold to determine when a business needs a worker representative, designate or an occupational health and safety committee. Under the new requirements the threshold for a committee to be formed has increased from 10 or more workers to 20 or more workers, a representative is required when there are 20 or fewer workers, and when there are fewer than six workers there will be an appointed occupational health and safety designate. These changes will make it easier for smaller workplaces to comply with the **Occupational Health and Safety Act**, as well as harmonize the requirements for committees with other jurisdictions throughout Canada.

#### **Indicator 5: Implemented Initiatives to improve highway safety**

Throughout the 2023- 2024 fiscal year, DGSNL took multiple initiatives to improve highway safety for all road users, such as amendments to the **Highway Traffic Act** and subsequent Regulations, as well as an updating the Driver's Handbook, formerly the Road Users Guide. On November 9, 2022, Bill 9, **An Act to Amend the Highway Traffic Act** received Royal Assent. Bill 9 amended the **Highway Traffic Act** to increase traffic offence fines by \$100 for exceeding the speed limit and excessive speeding in construction and school zones, racing vehicles and bicycles on highways, and performing or engaging in stunts while driving. Additionally, demerit point penalties for exceeding the speed limit by 51 km/h and over the speed limit increased from two demerit points to four demerit points. The length of time that vehicles will be impounded for racing and stunting increased from three days of impoundment to seven days of impoundment. The strengthened monetary, impoundment and demerit point penalties are in support of efforts to deter unsafe driving behaviors and improve public safety on highways in the province. These amendments came into effect on April 3, 2023.

Further amendments were made to the **Highway Traffic Driver Regulations, 1999**, to increase the minimum entry level requirements for commercial motor vehicle drivers. The amendments made to the Regulations for the entry level training requirements for commercial motor vehicle drivers, follow the Canada-wide standard that was approved and adopted by the Council of Ministers Responsible for Transportation and Highway Safety. The amendments to the **Highway Traffic Driver Regulations, 1999**, added the

requirement for new commercial motor vehicle drivers to complete an approved educational training program before the individual can have their Class 1 driver's licence issued. This requirement came into effect on January 3, 2024.

In addition to the training requirements for commercial motor vehicle Class 1 driver's licences, commercial drivers who travel more than 160 kilometers outside of their home terminal or temporary worksite must log their hours by filling out a record of duty status and must have an electronic logging device. The requirement of an electronic logging device aligns Newfoundland and Labrador with Federal Government requirements, helps drivers work within permitted driving hours and promotes fair competition amongst motor carriers. The electronic logging devices also help verify that drivers are in compliance with the Hours of Service Regulations. Commercial vehicles will be checked primarily at weigh stations to ensure compliance with electronic logging device usage. School buses are exempt from the use of these devices. The requirement for an electronic logging device came into effect on December 1, 2023.

**2024- 25 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.

**2024 – 25 Indicators:**

- Implemented new Radiation Health and Safety Regulations
- Implemented mandatory Off- Road Vehicle Training
- Implemented High-Cost Credit Regulatory Framework
- Proposed changes to the Mortgage Brokerages and Brokers Licensing Regime
- Worked towards the development of Buildings Accessibility Regulations to improve accessibility to public buildings

## Opportunities and Challenges:

### Changing Demographics

Demographics are constantly changing and have an impact on how services can be delivered.

Younger residents may prefer services to be accessible and self-managed online, whereas older demographics may prefer services to stay in-person.

### Service Delivery to Remote Areas

DGSNL is constantly updating its existing services and providing more services online to be able to reach more people in remote areas; however, remoteness still poses a challenge to meeting service delivery standards for the public.

While many services offered by DGSNL can be accessed online, remote areas may not have stable Internet connection, may lack locations with the available technology to access online services, or may face over an hour commute to the nearest DGSNL office if the individual wishes to acquire services in person.

While DGSNL aims to improve accessibility for the people of the province by making more services available online, the more services are available online, the greater the exposure for cyber attacks.

Although there is greater exposure for cyber attacks, there are safety measures in place, such as multi-factor authentication where a code is sent to the individual's email before accessing certain services to better protect MyGovNL users.

### Gender-Based Analysis+

DGSNL 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, 2024.

