

# **Regulatory Accountability and Red Tape Reduction in Manitoba**

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**January 2026**



## **Land Acknowledgment**

We recognize that Manitoba is on the Treaty Territories and ancestral lands of the Anishinaabe, Anishinewuk, Dakota Oyate, Denesuline, and Nehethowuk peoples. We acknowledge Manitoba is located in the Homeland of the Red River Métis.

We acknowledge northern Manitoba includes lands that were and are the ancestral lands of the Inuit.

We respect the spirit and intent of Treaties and Treaty Making and remain committed to working in partnership with First Nations, Inuit, and Métis people in the spirit of truth, reconciliation and collaboration.



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## Message from the Minister

Her Honour, the Honourable Anita R. Neville, P.C., O.M.  
Lieutenant Governor of Manitoba  
Room 236 Legislative Building  
Winnipeg MB R3C 0V8



May It Please Your Honour:

As Minister of Innovation and New Technology, I am pleased to present Manitoba's Regulatory Accountability Report for the fiscal year ending March 31, 2025.

This report demonstrates how Manitoba is improving healthcare, strengthening public safety, and making life more affordable by cutting unnecessary red tape. Every change is about giving people back time, improving access to services, and making government more responsive to the needs of families, workers, small businesses, and communities across the province.

Through the initiatives described in this report, Manitoba has taken real steps forward by freeing doctors to spend more time with patients, helping renters and homeowners find housing faster, and ensuring workers and families experience safer workplaces and communities.

We are also modernizing the way we track and report regulations. By putting stronger accountability measures in place, including clear targets and annual reporting, we will make sure that progress is transparent, measurable, and accessible to Manitobans.

Respectfully submitted,

Original signed by

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**Honourable Mike Moroz**  
Minister of Innovation and New Technology





## Message from the Deputy Minister

The Honourable Mike Moroz  
Minister of Innovation and New Technology  
314 Legislative Building  
450 Broadway  
Winnipeg, MB R3C 0V8



Dear Minister Moroz:

I am pleased to present the Regulatory Accountability Report for the fiscal year ended March 31, 2025.

The report shows the progress made in advancing regulatory accountability across the Manitoba government including strategies to eliminate redundant regulations and administrative requirements.

Respectfully submitted,

Original Signed By

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**Tyler Gooch**  
Deputy Minister  
Innovation and New Technology

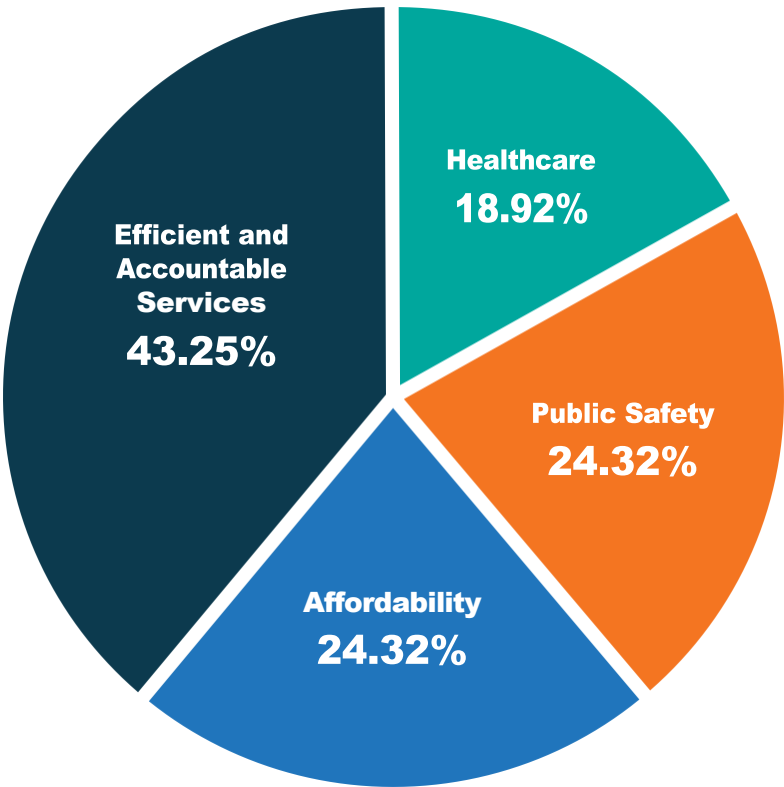


# Executive Summary

As Manitoba navigates the complexities of 21st-century governance, regulatory accountability remains central to ensuring effective, fair, and sustainable management of public resources and services. Under the Regulatory Accountability Reporting Act, which came into effect on November 7, 2024, the Government of Manitoba is responsible for reporting on strategies and initiatives that eliminate unnecessary regulatory and administrative requirements. By reducing regulatory burden, Manitoba is working to enhance transparency, efficiency, and responsiveness, fostering economic growth while ensuring that all citizens benefit from fair, accessible, and high-quality programs and services.

During the 2024/25 fiscal year, Manitoba implemented 41 regulatory accountability initiatives that measurably improved productivity and service delivery. These efforts focused on areas that matter most to Manitobans: better access to healthcare, safer communities, and more affordable living while modernizing government services to ensure efficiency and transparency.

## Regulatory and Accountability Initiatives



## Notable Accomplishments

Manitoba's healthcare system has seen meaningful improvements by removing unnecessary barriers that waste time for patients and providers. Together, these reforms mean less waiting, more time with healthcare professionals, and better financial support for Manitobans navigating illness, pregnancy, or disability services:

- **Doctors freed from red tape:** A joint task force with Doctors Manitoba exceeded its goal of reducing paperwork by 10%, saving 75,300 hours annually — the equivalent of 227,000 patient visits. This means shorter waits and more time with doctors for Manitobans, without additional hiring costs.
- **Improved prenatal support:** The Manitoba Prenatal Benefit was increased to \$162.82 monthly, doubling the maximum support for families to \$1,000 over six months. Forms were simplified and made more accessible, reducing barriers for expecting parents.
- **Better access to mental health services:** A new Accountability and Performance Management Framework created Manitoba's first baseline dataset on mental health and substance use services. With 90% of agencies participating, the province can better identify service gaps and direct resources where they are most needed.
- **Extended sickness benefits:** Amendments to the Employment Standards Code extended long-term leave from 17 weeks to 27 weeks, ensuring workers can fully access Employment Insurance sickness benefits and recover before returning to work.
- **Simpler processes for care providers:** Hospitals eliminated outdated discharge paperwork, expanded "tap n go" digital access, and cut unnecessary reassessments for disability clients. These changes reduce frustration for patients and free up clinicians to focus on care.

Red tape often drives up costs for households and businesses. Manitoba is acting to make life more affordable by simplifying housing, education, and workplace systems. These changes mean faster housing approvals, quicker worker protections, easier access to education funding, and lower barriers for newcomers. Together, they make life more affordable and open more opportunities for Manitobans:

- **Housing expansion:** Through the Housing Starts Here portal, 511 affordable units were funded (46% over target), and 115 homes were completed (22% over target). Projects focused on combating homelessness and providing wrap-around supports.
- **Rent stability:** By working with property owners to maximize rent supplement allocations, Manitoba improved occupancy rates, stabilized revenues for landlords, and expanded affordable options for tenants.
- **Better data, better service:** A new Housing Dashboard Reporting Tool integrated multiple housing services, improving data quality and enabling faster responses to tenant needs.

- **Faster support for workers:** By redistributing resources and staff, Employment Standards claims that once took up to a year to process are now resolved in as little as two months, giving workers quicker access to owed wages and protections.
- **Smarter student aid:** A modernized student aid system introduced call-back features, intelligent routing, and streamlined application processing. Despite record demand, 83% of applications were processed within six weeks, ensuring students can plan their finances with confidence.
- **Fairer access for newcomers:** Standardized language proficiency testing reduced redundant costs for internationally educated professionals, helping them enter Manitoba's workforce more quickly while maintaining high standards.

Protecting Manitobans' safety at work, on the roads, and in their communities is a central focus of regulatory modernization. These measures demonstrate that regulation can protect without overburdening, making workplaces, roads, and communities safer for Manitobans while ensuring fairness and efficiency:

- **Safer workplaces:** In 2024/25, nearly 6,000 workplace health and safety inspections led to over 12,000 improvement orders and four hundred stop-work orders. This proactive enforcement ensures safer conditions for workers and peace of mind for families.
- **Fair and safe labour practices:** Amendments to The Labour Relations Act strengthened union certification rules, limited replacement workers during labour disputes, and ensured essential services continue — protecting both jobs and public safety.
- **Road safety innovation:** Manitoba Transportation and Infrastructure developed "Track My Plow" allowing Manitobans to track snowplows in real time and make informed travel decisions. Pre-clearance technology at weigh stations now lets low-risk commercial trucks to bypass inspections, focusing enforcement on higher-risk carriers.
- **Modern and humane wildlife management:** Updates to trapping regulations introduced safer devices for trappers and agricultural producers, reducing injuries and protecting livestock while providing more accurate wildlife data.
- **Improved justice access:** Manitoba Justice launched "Lawyer Talk," giving residents in northern and remote First Nations access to legal advice virtually before court dates. Additional reforms by Justice have resulted in family evaluation waitlists dropping by more than 60%, helping families resolve issues faster and with less stress.

Alongside improvements to healthcare, safety, and affordability, Manitoba has modernized how government services themselves are delivered. These changes reduce duplication, streamline administration, and make it easier for Manitobans to access the information and support they need. These reforms show how Manitoba is delivering smarter, more accountable services — reducing administrative waste and giving people clearer, faster access to the information and supports they rely on:

- **Digital licensing and data access:** A new online licensing system for water well drilling, paired with the Water Well App, replaced paper-based processes, and now gives Manitobans real-time approvals and direct access to environmental data.
- **Reduced paperwork for care providers:** Consolidated background check forms cut duplication and extended validity periods, saving time while maintaining strong safety standards.
- **Modernized payments:** Disability and support service providers now receive payments through Electronic Funds Transfer, improving security and timeliness while eliminating reliance on paper cheques.
- **Stronger housing operations:** The Manitoba Housing Dashboard Reporting Tool eliminated duplication and improved data quality, helping providers respond more quickly and effectively to tenant needs.
- **Simpler access to information:** Centralizing the administration of the Freedom of Information and Protection of Privacy Act created consistent standards, reduced backlogs, and improved turnaround times for requests.

This year, Manitoba demonstrated that reducing red tape delivers real and measurable benefits: more timely healthcare, safer workplaces, faster housing development, and improved access to essential services. By making regulations simpler, smarter, and more transparent, the province is building a foundation for long-term accountability and growth. With a clear commitment to measure, report, and continuously reduce regulatory burdens, Manitoba is positioning itself as a leader in citizen-focused governance and remains dedicated to creating a more efficient, responsive, and equitable public service for all Manitobans.

## **Manitoba's Strategy for Modern, People-Centred Government**

Manitoba's strategy for regulatory accountability is grounded in a simple idea: Government should work better for the people it serves. This means focusing on outcomes, improving service delivery, and reducing administrative burden in ways that give people back time, improve access, and make everyday interactions with government faster and more straightforward. Reducing red tape is not only about counting rules. It is about designing regulatory systems that are clear, effective, and responsive to the needs of Manitobans.

This strategy guides Manitoba's approach across departments. It includes improving how regulations, policies, and forms are developed, strengthening internal accountability, and adopting digital tools that reduce duplication and delay. Manitoba evaluates regulatory and administrative requirements based on whether they achieve intended results and whether they support timely, affordable, and high-quality services. When requirements create unnecessary steps or do not contribute to public policy outcomes, they are streamlined or removed.

This strategy is guided by five core pillars that shape how Manitoba is improving regulatory design, strengthening service delivery, and ensuring government works better for you.

### **1. Outcome-Driven Design**

The foundation of Manitoba's strategy is a shift from volume-based regulatory management to outcome-based design. Each requirement is assessed for its effectiveness, clarity, and public value. If a rule does not meaningfully contribute to its intended outcome, it is simplified or removed. This ensures that regulations protect health, safety, fairness, and economic participation without imposing unnecessary burden.

This approach has already reduced significant administrative load across government systems. For example, simplifying regulatory and administrative processes has helped reclaim more than 75,000 hours of work from unnecessary tasks in the healthcare system. These gains demonstrate the value of aligning regulatory design with measurable outcomes.

### **2. Service Modernization as Red Tape Reduction**

Manitoba's strategy treats service modernization as a core tool for reducing red tape. Many barriers faced by the public do not come from legislation but from outdated processes, long wait times, and duplicative administrative steps. Modernizing these systems reduces burden more effectively than rule counting.

This includes redesigning forms, streamlining decision pathways, integrating datasets, and adopting digital tools that improve speed and predictability. Modernization in areas such as Employment Standards and Student Aid has already resulted in faster decisions, improved access, and reduced workload for both Manitobans and public servants.

### **3. Digital Transformation to Reduce Administrative Burden**

A modern regulatory system depends on digital infrastructure that is simple, reliable, and intuitive. Manitoba's strategy integrates digital tools to reduce manual processing, enhance transparency, and provide real-time information that improves public decision-making.

Tools such as Track My Plow, online licensing systems, and integrated housing and benefits platforms reduce the number of steps required to access services. These tools also support more consistent service delivery and free up staffing capacity for higher-value work.

### **4. Cross-Government Coordination**

Regulatory accountability is not the responsibility of a single department. Manitoba's strategy strengthens internal governance by establishing shared targets, timelines, and reporting practices across government. This approach ensures consistency, reduces duplication, and allows departments to collaborate on modernization efforts that span multiple systems.

This coordinated model reflects modern best practices and supports a more predictable, efficient, and transparent regulatory environment.

### **5. Continuous Improvement Guided by Public Need**

Manitoba's strategy embraces continuous improvement, using evidence and public feedback to guide future changes. As the needs of Manitobans evolve, so too will the regulatory systems that support them. The province will continue to refine requirements, modernize processes, expand digital capacity, and report transparently on progress.

## **Looking Ahead**

Manitoba's strategy positions the province to deliver ongoing improvements that make government easier to navigate and more responsive to the people it serves. By focusing on outcomes, strengthening accountability, and modernizing services, Manitoba is building a regulatory system that supports economic growth, protects the public interest, and improves daily life for Manitobans. This approach ensures that necessary regulation remains a tool for progress, not a barrier to it, and that future modernization efforts continue to reflect the values and priorities of the province.



# Regulatory Accountability, Government of Manitoba

*January 2026*

## Introduction

This report highlights the progress that has been made during the 2024/2025 fiscal year on Manitoba's efforts to reduce duplicative, inconsistent, and unnecessary regulatory and administrative requirements. It also outlines how the province evaluates the effectiveness of these requirements to ensure each one contributes meaningfully to its intended public policy outcome.

Manitoba's approach to regulatory accountability (or "Red Tape Reduction") is grounded in the principle that government should make life easier, and not harder. The province continues to improve the way statutes, regulations, policies, and forms are developed and administered so that requirements are clear, proportionate, and straightforward for Manitobans to navigate. This work is guided by an outcome-driven all-of-government philosophy that place people at the centre of regulatory modernization and aims to reduce burden while strengthening the quality and accessibility of public services.

By examining the current regulatory environment, Manitoba is identifying both the challenges and opportunities that lie ahead and using that analysis to inform better service design. This includes modernizing processes, simplifying administrative steps, adopting digital tools, and improving coordination across departments to support faster, more predictable experiences for individuals, families, communities, and businesses.

These improvements reflect a broader commitment to putting people first. Regulatory changes are evaluated not only for compliance and risk management, but also for their impact on access to services, wait times, affordability, and the everyday experiences of Manitobans. Through this work, Manitoba remains committed to the highest standards of transparency and accountability in the design, implementation, and reporting of regulatory requirements, while ensuring that modernization efforts deliver real and measurable benefits to the public.

## Healthcare: More Care, Less Red Tape

In healthcare, Manitoba's priority is to remove administrative barriers that take time away from patients and delay access to care. Modernizing regulatory processes in hospitals, clinics, and community settings ensures that healthcare providers can focus on delivering the services people rely on rather than navigating unnecessary paperwork. This includes simplifying forms, updating outdated requirements, and adopting digital tools that speed up decision-making and improve coordination across the system. By reducing administrative burden and improving the clarity and efficiency of requirements, Manitoba is creating a more responsive healthcare system that supports better outcomes for patients, providers, and families.

Administrative burden in Manitoba's health system limits the time clinicians can spend with patients and slows access to care. To address this, a Joint Task Force formed in partnership with Doctors Manitoba in 2023 has worked with multiple organizations to identify and eliminate redundant tasks, surpassing the initial target of a ten per cent reduction. Physicians spend an estimated 10.1 hours weekly on administrative tasks, with 44 per cent deemed unnecessary. The Task Force aimed to cut the equivalent of 63,000 hours annually, but has exceeded this by 19 per cent, saving 75,300 hours, enabling over 227,000 additional patient visits per year. A significant increase in the availability of appointments for Manitobans without requiring additional staffing. Changes include removing start/stop times for virtual visits, expanding "tap n go" access in hospitals, eliminating discharge face sheets, removing vaccine reporting requirements, and reducing medical reassessments for disability clients.

In addition to the elimination of redundant tasks, the Joint Task Force also issued two interim recommendations to improve Manitoba's health system. First, to adopt a burden reduction lens to any administrative task involving a physician, any changes to a task or process involving a physician must decrease the administrative burden on the physician. If changes result in an increase to administrative time, a compelling reason, such as a measurable improvement to patient outcomes or safety, must be provided. The second recommendation was to consult physicians when changes will affect their administrative tasks to ensure there is a measurable burden reduction for them.

In 2025, Manitoba successfully launched medinav, an online booking system that allows same-day and next-day appointments at participating clinics for urgent, non-emergency health concerns, such as minor injuries, sprains, infections, and illness. The digital platform builds a more efficient, coordinated, and patient-centred healthcare system by reducing strain on hospitals, improving coordination of care, and reducing administrative burden. With the launch of medinav, Manitoba improved access to timely care while relieving pressure on an overburdened healthcare system.

Manitoba strengthened financial supports for families through amendments to the Manitoba Prenatal Benefit Regulation. The amendments to the regulation allows recipients to receive up to \$162.82 monthly, depending on household income retroactive to July 2024. Recipients can now receive six full months of benefits, regardless of the date that they apply. The maximum available benefit for six months is \$976.92, up from a previous maximum of \$488.46. Changes to the regulation allows for more flexibility in the type of health care practitioner that can provide a note confirming pregnancy. Additionally, the application form for the Manitoba Prenatal Benefit has been revised to meet accessibility standards and to reduce barriers to enrolment.

The Accountability and Performance Management Framework introduced in January 2024 standardized how mental health and substance use services are reported across Manitoba. The framework has generated Manitoba's first comprehensive baseline data on service utilization and wait times, enabling targeted planning and intervention. With a 90 per cent participation rate from funded service delivery organizations and community agencies, the system has improved visibility into service gaps and points that cause delay.

Improvements in 2024 for Fetal Alcohol Spectrum Disorder funded programs included a revision of the evaluation process, focusing more on essential data from a trauma-informed lens. Evaluation data collection was also transitioned from paper forms to digital submission. The revision reduced the amount of time required by program staff and service recipients to complete evaluations. This reduced barriers for service recipients to participate in evaluation by ensuring evaluations are shorter and questions are trauma informed. The digital data collection process has been streamlined and is more secure which resulted in the evaluation handbooks for funded agencies being updated and simplified.

In November 2024, the Employment Standards Code Amendment Act extended the length of long-term leave for serious injury or illness that an employee may take, from 17 weeks to 27 weeks, aligning it with the extended Employment Insurance (EI) sickness benefit. By aligning the provincial employment standards codes to national standards, it improves the application process for Manitobans by reducing confusion and directly supports workers by ensuring access to full benefits that are offered under their EI entitlement. It provides workers with additional time and flexibility to recover before their return to work.

## **Affordability: Lower Costs, Faster Service**

Manitoba is committed to improving affordability by simplifying processes that affect daily life, from housing to workforce supports to financial assistance programs. When regulatory systems are easier to navigate and decisions are made more quickly, Manitobans benefit through lower costs, shorter wait times, and more predictable access to the services they count on. Modernizing application processes, improving data integration, and reducing administrative steps all contribute to a more efficient system that supports individuals, families, and employers. This people-first approach ensures that regulatory reform directly advances affordability, opportunity, and economic security across the province.

To make life more affordable for Manitobans, the province introduced targeted reforms that simplify housing, education, and workplace systems while reducing costs and improving access to essential services. The launch of Housing Starts Here introduced a streamlined, digital intake system for housing development funding, replacing fragmented processes with a single-window approach. Applicants can now submit one proposal to access multiple programs, significantly reducing administrative burden and overall processing time. By removing fixed deadlines and allowing continuous intake, applicants have more flexibility to develop complete proposals.

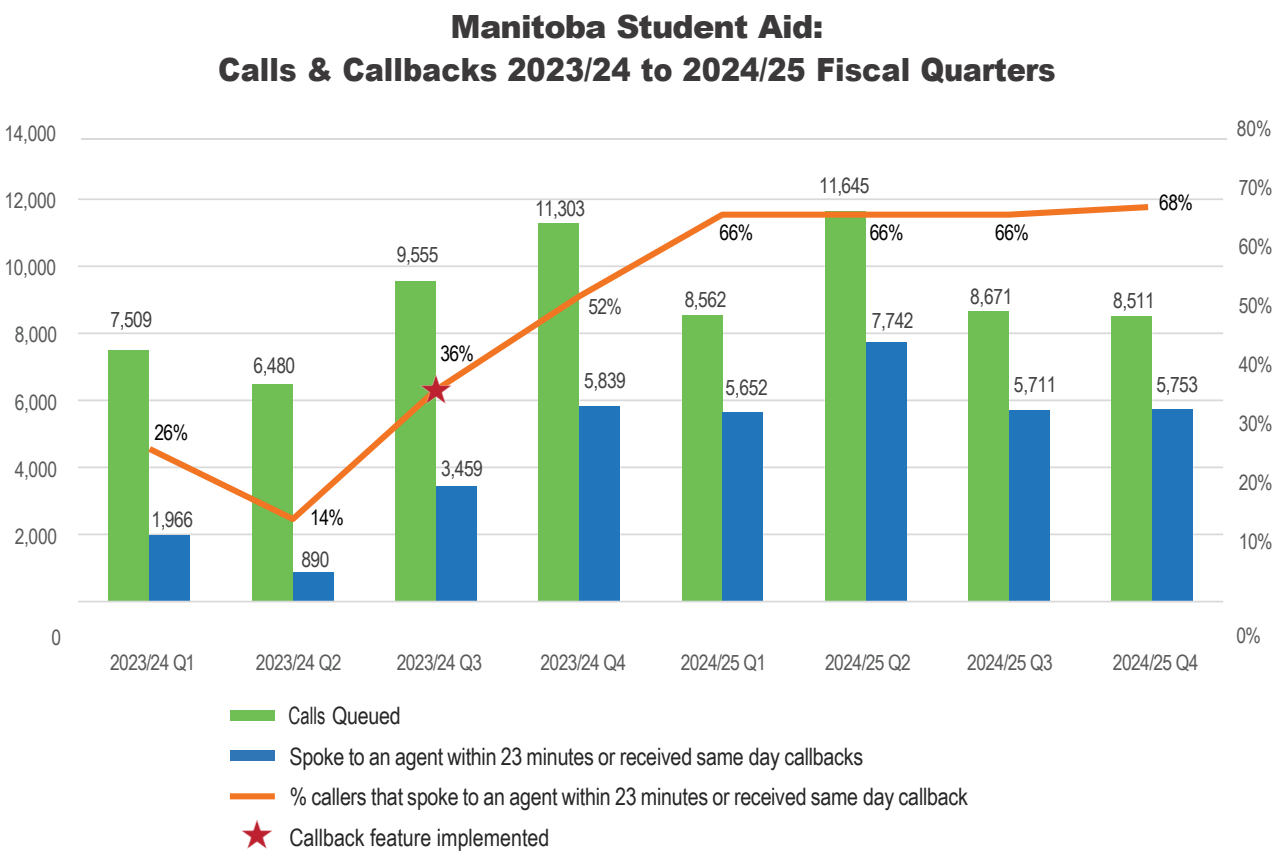
In 2024/25, Manitoba Housing funded 511 social and affordable units, surpassing the 2024 Budget target of 350 by 46 per cent. The additional funding helped build 115 new units, exceeding the target of 94 by 22 per cent. The portal has also helped address funding gaps, that were used to help get housing projects to the finish line, particularly for developments aimed at combating homelessness and delivering wrap-around supports.

To increase the uptake of Rent Supplement units under the Your Way Home strategy, Manitoba has worked with property owners to maximize their RS allocations and improve utilization and uptake in new supply of rent supplement units. Since April 1, 2025, this effort has led to measurable financial and social benefits. Housing partners have reported stronger financial viability due to higher occupancy rates and lower turnover costs, driven by more consistent use of RS units. Overall, operational efficiency has improved, and vacancy rates have declined, allowing providers to stabilize revenue streams. On the social side, the initiative has expanded access to housing for low- and moderate- income households and individuals. These improvements also support compliance with the National Housing Strategy by optimizing the use of subsidized housing units.

The province has also developed a dashboard to transform how housing operations data is managed and used. Previously, manual processes led to incomplete and unreliable data, making it harder to respond quickly and effectively to tenant needs. The new Housing Operations Management System is a centralized digital platform, developed in-house, that ensures data accuracy, eliminates duplication, and delivers significant cost savings. The system, along with the Financial Monitoring Dashboard, automates tasks and seamlessly integrates with other internal systems such as property services, security, asset management, and pest control, thereby reducing administrative burden for staff and streamlines workflows across departments. This interconnected approach not only improves reporting and decision-making but also enables faster, more coordinated responses to tenant issues.

For Manitobans, this means better service quality, greater accountability, and more efficient use of public resources— all while cutting unnecessary red tape and freeing staff to focus on what matters most: supporting tenants.

Manitoba Student Aid introduced key upgrades to its inbound call system and application processing workflows to simplify access to financial assistance for continued education. The call system was modernized with a call-back feature and intelligent routing based on caller classification, allowing students to receive relevant information more efficiently. These changes, along with increased staffing and streamlined workflows, resulted in 67.2 per cent of callers receiving a same day return call, or waiting a maximum of 23 minutes on the line; a new benchmark for service efficiency. Application processing also saw measurable gains. Despite a year-over-year increase in volume from 25,605 to 27,937 applications, 82.9 per cent were processed within six weeks, slightly improving on the previous year’s rate of 82.5 per cent.



To save Manitoba workers time, the province has reduced processing time for Employment Standards claims. Through a concerted effort in redistributing resources and a focus on growing internal staff, the government was able to drastically reduce wait times for claims. With this new measure, workers do not have to wait ten to twelve months approximately to have their claims investigated. Instead, claim processing times have improved 80 per cent, now only spending approximately two months in the field queue before being assigned to a field officer for further review. This significantly reduces the waiting time for workers, making the process more efficient and responsive to their needs.

Effective March 26, 2025, Manitoba implemented the Language Proficiency Testing Regulation (M.R. 91/2024), standardizing language testing requirements across self-regulated professions named in The Fair Registration Practices in Regulated Professions Acts to improve registration outcomes for internationally educated applicants. The regulation mandates acceptance of specific federally recognized tests and combined scoring for accepted tests, ensures test validity of two years, and exempts applicants who completed academic programs entirely in English or French. Since implementation, 13 professions have expanded test options, 15 now accept combined scores, ten introduced waivers, and one extended test validity. These changes will reduce unnecessary testing while supporting professional standards and will seamlessly integrate into Manitoba's labour market.

In March 2024, Manitoba advanced its commitment to more accessible public services by strengthening French-language services across the province. These improvements modernized longstanding processes that had created barriers for French-speaking Manitobans, ensuring clearer, faster, and more equitable access to essential programs. The Provincial Court increased judicial French-language training to improve competency and service consistency, and this initiative was supported by a new working group of bilingual judges and judicial justices of the peace to ensure timely handling of French-language matters across Manitoba. Complementary legislative changes further supported the development and capacity for bilingual municipalities to deliver French-language services in other essential areas including health, immigration, early childhood education, and social services. Together, these investments promote fairness, inclusion, and high-quality service delivery, reinforcing Manitoba's commitment to meeting the needs of its French-speaking communities and reducing barriers to navigating provincial systems in French.

## **Public Safety: Safer Roads, Workplaces, and Communities**

In the area of public safety, Manitoba is modernizing regulations to create safer roads, stronger workplaces, and more resilient communities. Regulatory improvements focus on promoting clarity, reducing delays, and strengthening the tools that protect Manitobans every day. Updates to safety rules, inspections, and enforcement systems are designed to be easier to navigate while maintaining high standards that safeguard workers and the public. Digital innovations, streamlined procedures, and risk-informed approaches help ensure that safety regulations are effective, accessible, and aligned with the real needs of families, businesses, and frontline professionals across the province.

Manitoba advanced public safety in 2024-25 through initiatives that improve enforcement efficiency, protect workers, and expand access to justice. Manitoba Transportation and Infrastructure developed “Track My Plow”, a new tracking system available on Manitoba 511’s highway map that will allow users to track active snowplows and view their route for the past two hours. Combined with real-time descriptions of road conditions and closure information, this service will provide more information to Manitobans to help make safer travel decisions during inclement weather.

The government has also partnered with an intelligent transportation systems provider to authorize pre-clearance at provincial highway weigh stations. The new system allows heavy commercial vehicle operators with strong safety records to by-pass weigh scales at eight locations across Manitoba. The program applies to subscribed trucks with Canadian or U.S. plates and since implementation, more than 38,000 by-passes have been granted to vehicle operators in good standing. This has resulted in over 3,700 hours saved, and 16,000 gallons of fuel avoided for an estimated total cost savings of \$370,000 in time and 190 tons of CO<sub>2</sub> emissions saved across the heavy commercial vehicle industry. Each by-pass not only reduces the industry’s environmental impact but also allows enforcement officers to focus on higher risk carriers, improving efficiency and supporting road safety enforcement.

In the 2024/25 fiscal year, Manitoba conducted 5,820 Workplace Safety and Health inspections, surpassing the previous target. As a result, a total of 12,191 improvement orders and 413 stop work orders were issued. This proactive approach improved workplace safety and health by identifying and addressing non-compliance and hazards. Enforcement strategies and activities are updated online to promote proactive compliance. Manitoba also renewed 8,997 trade licences in regulated fields, including journeyperson electricians and specialized licence holders, on schedule, ensuring continued compliance with safety and technical standards. The streamlined renewal process and strengthened oversight has reduced administrative backlog and reinforced public and client confidence in the province’s regulation of skilled trades. Additionally, 998 new licences were issued across all regulated trades, demonstrating operational efficiency and alignment with public policy objectives related to workforce readiness and safety.



Labour relations reforms further supported fairness and stability. Amendments to The Labour Relations Act in November 2024 (Replacement Workers, Essential Services, Certification), addressed union certification, the use of replacement workers, and continuation of essential services during a lockout or strike. The amendments make it easier for Manitobans to join a union and protect jobs during a labour dispute while also ensuring critical services are maintained. Manitoba government also repealed The Public Sector Construction Projects (Tendering) Act to allow public sector employers to utilize Manitoba Jobs Agreements (MJA). The use of MJAs provides a means for achieving social objectives relating to matters like employment equity, investments in training and skill development, local hiring, workplace safety and health, and fair representation for contractor and labour groups. This repeal allows opportunities for the labour market to inform the use of MJAs for public projects, protecting good paying jobs for Manitobans.

Manitoba strengthened access to justice through a series of targeted initiatives. In 2024/25 Manitoba Justice launched an initiative called “Lawyer Talk,” a Northern Access to Justice program with the goal of allowing residents to meet with legal counsel virtually ahead of docket dates (sometimes referred to as “pre-court conversations”). “Lawyer Talk” utilizes a hybrid delivery model that requires in-community Manitoba Keewatinowi Okimakanak staff, and virtual legal counsel from Legal Aid Manitoba, Manitoba Prosecution Service, and Private Bar lawyers. “Lawyer Talk” aims to reduce the barriers to access legal counsel, utilize better connections between clients and counsel (using video over phone), and increases the efficiency of circuit court dockets. The department is taking an iterative approach to developing a scalable program model that can be delivered across more circuit court locations and First Nations to make service delivery regular and predictable. The first round of implementation of programming occurred successfully in Mathias Colomb Cree Nation (Pukatawagan).

The Law Society of Manitoba’s Regulatory Sandbox Pilot Project initiative launched in August 2024. Court Operations Specialists have provided legal information services to over 100 families. This reduced the need for legal expenses, saving families time, and creating efficiencies in delivering Family Resolution Service court operation services. Through this initiative specialists are permitted to offer legal information to the public, as defined by their specialization and under the supervision of a lawyer, to assist in self-representation. This Pilot Project aims to provide augmented legal supports so that families who cannot secure legal representation are empowered to self-navigate their court matter as informed as possible. It is anticipated that, as awareness of these services grows, the number of families accessing these services will increase, helping to address the “middle income” gap in access to justice for families.



In addition, the government has expanded its out-of-court resolution services through a partnership with public, private, and community organizations. The initiative provides comprehensive mediation and family coaching, up to five hours of free independent legal advice, wrap-around supports for families facing complex circumstances, and a triage process to connect families with relevant services. The goal is to provide a faster and more cost-effective way for families to resolve disputes, saving them time and money. In 2024/25 the service screened 100 families, conducted 159 family coaching sessions, and provided 477 comprehensive mediation sessions. The FRS has also created a dedicated Triage Coordinator position to support families with complex needs, including those experiencing family violence. This alternative dispute resolution process can save families thousands of dollars and months of time typically taken to advance family law matters before the Court.

Manitoba Justice has implemented a series of staffing, policy, procedural, and operational reforms including the appointment of seven new Family Evaluators to enhance the quality and reduce turnaround times for delivering court-ordered family evaluations and brief consultation reports. Family Evaluators are now conducting interviews with parents, children (when appropriate), family members, educators, and/or health care providers to provide a neutral assessment of the family's circumstances. Based on these assessments, they make recommendations to the Court to assist the Judge or Associate Judge in making informed decisions regarding parenting time and decision-making responsibility in family law cases. As a result of these reforms, the average monthly waitlist for evaluations has decreased by over 60 per cent, from 58.5 files in 2023-24 to just 23.2 files in 2024-25, significantly improving access to timely, high-quality reports for families and the courts.

## **Efficient and Accountable Government Services**

Manitoba is strengthening government services by modernizing regulatory and administrative processes to make them simpler, more transparent, and more accountable. This work includes improving how information is collected and shared, adopting digital systems that reduce duplication, and updating forms and procedures to reflect current needs. By streamlining requirements and improving internal coordination, the province is delivering faster and more predictable service experiences for the public while ensuring that regulations remain effective and easy to understand. These efforts reinforce Manitoba's commitment to a modern, people-focused public service that uses regulatory accountability to improve outcomes for all Manitobans.

Manitoba continued to modernize service delivery in 2024/25 by replacing outdated, paper-based processes with digital systems that improve efficiency, transparency, and client experience. In December 2024, Manitoba launched a fully digital renewal process for water well drilling licensing, replacing the previous system that relied on printed applications, internal mail, and manual document handling. Drilling contractors can now receive electronic forms by email, complete submissions online and have credit card payments processed within minutes, with staff able to review documents electronically. Applicants are kept informed through real-time email updates at each stage of the approval, and once finalized, licences are posted online with corresponding expiration dates, eliminating the need for physical mail. This significantly reduced processing times, improved the client experience by removing paper-based workflows, streamlining interdepartmental coordination, and increased the transparency of licensing information for Manitobans.

A new online mapping application, the Manitoba Water Well App, allows citizens to independently access water well reports and groundwater information. This replaces a manual system that required mailing physical media to well drillers, sending databases to consultants, and responding to public requests by phone or email. The new self-serve platform enables homeowners, researchers, and industry professionals to search for and retrieve data directly. This significantly reduces staff time previously spent processing each request individually. By streamlining access to environmental data, it allows industry and the public quicker access to essential information.

Amendments to the Trapping of Wild Animals Regulation added two additional certified traps to the list of approved devices that can be used in Manitoba; one for the trapping of beavers, and one for trapping of grey (timber) wolves. By including newly certified devices, trappers can use safer and more modern equipment and methods to humanely trap fur-bearing animals throughout rural Manitoba. These additions to the list of approved devices enabled the use of power-assisted snares for coyotes and open grey wolf trapping in Open Area Trapping Zone 2A. Power-assisted snares are safer for trappers than traditional power snares as the latter's large steel spring can inadvertently release, strike the trapper, and cause serious injury. Furthermore, these newly approved devices enable agricultural producers to more effectively protect their livestock from predators and provide the government with more accurate data on wolf harvest numbers, addressing previous limitations where permits for trapping grey wolves were unavailable, and harvest numbers relied on anecdotal information from agricultural producers.

In 2025, Manitoba introduced an electronic form to facilitate public comment submissions during the public review period of the environmental assessment process. The public review period is integral to new development proposals that require a licence under The Environment Act, The Dangerous Goods Handling and Transportation Act, or when an existing development is changed. Comments received from the public during the review period influence the identification and assessment of adverse environmental effects, the development of mitigation measures, and the development of any resulting licence. The form, which is accessible through the Environment and Climate Change's Public Registry web page, replaced the previous system that required the public to submit their comments via email. This has improved public access to the environmental assessment process, while contributing to faster and more effective licensing.

Manitoba Justice has now implemented a system for digital evidence management. Over the past five years, Manitoba has spent a significant amount annually on transcribing video evidence for court proceedings. This new system provides unlimited storage and AI-generated transcripts of digital evidence, while reducing transcript and storage costs as more statements are entered into the system. Although court transcripts still need to be requested from a vendor, the number of transcripts ordered for presenting digital evidence in court is expected to be significantly reduced. The implementation of body-worn cameras by law enforcement agencies in Manitoba is anticipated to increase digital evidence, but the unlimited storage and AI-assisted processing of transcripts will buffer against the increased demand.

The Criminal Record Check (CRC), Adult Abuse Registry (AAR) Check, and First Aid requirements, revised in 2024 for residential care facilities, consolidated previously separate forms, and eliminated procedural checklists. The new forms address delays in CRC and AAR checks and can be used as declarations for visitors. The total number of forms has been reduced from six to three, while still outlining timelines, conditions, and responsibilities. The accepted age of checks at hiring has been extended from three months to six months, reducing new record checks required for newly hired staff. This consolidation also applies to home share service providers who can now complete a single form covering both CRC and AAR checks during the annual review/renewal.

In 2025, the Department of Families implemented a transition to Electronic Funds Transfer (EFT) as the standard method of payment for all Community Living disABILITY Services, Children's disABILITY Services, and Provincial Alternative Support Services-funded services. This initiative eliminated reliance on paper cheques and improved payment security and timeliness. EFT setup is now mandatory for new vendor contracts, and a centralized process was established to support existing vendors in transitioning to direct deposit. Exceptions are considered on a case-by-case basis. This modernization effort aligns with Manitoba's regulatory accountability goals by streamlining financial operations and enhancing service efficiency.

On January 7, 2025, the government transitioned the application process for the Private Investigators and Security Guards to an online application system. Under the Private Investigators and Security Guards Act workers and businesses providing private security and/or private investigation services must meet minimum licensing standards to obtain licence. Prior to the implementation of online forms, applications were received through regular mail and electronic mail resulting in inefficiency and longer processing time. The new online system also moves the fee transaction process online, which helps maintains comparable costs for industry workers.

In 2024/25, Manitoba streamlined the construction process for new schools to improve project delivery. A standardized core design was adopted for Kindergarten – Grade 8 and high schools, requiring only site-specific adjustments based on consultations with school divisions. This common architectural framework reduced the number of consultants, construction managers, and contractors required, allowed stronger coordination, minimized administrative burden, and enforced scope and cost-control measures. To accelerate delivery, an alternative delivery model was implemented to centralize the planning, design, and construction of new schools. The new delivery model has allowed construction to begin earlier and encourages collaboration among bidders, consultants, and contractors. This proactive approach incorporates value engineering and helps identify risks before they impact schedules, ensuring stronger oversight of both costs and timelines. Together, these measures reduce red tape, accelerates the delivery of needed school infrastructure, and provides Manitobans with high-quality, cost-effective educational facilities.

Amendments to the City of Winnipeg Charter and the Planning Act reduced regulatory delays in local planning and development approvals. Under Bill 3, the threshold for the number of objections required to trigger a Municipal Board hearing was increased, ensuring that only projects with significant community concern proceed to formal appeal. By reducing the volume of hearings, these changes help mitigate the substantial costs, administrative workload, and prolonged timelines associated with the appeals process. The amendments support faster, more predictable zoning and development decisions, and contribute to a more efficient, transparent planning system that accelerates development while preserving meaningful opportunities for public input.

Manitoba Historic Resources introduced a standardized template and review process for Development Plans to ensure alignment with the Heritage Resources Act and Manitoba Burials Policy. The new template provides clear definitions, structured guidance, and space for recommended modifications, allowing staff to focus on site-specific evaluations without duplicating routine content. This approach has improved consistency across the province, helped municipalities and developers address potential concerns early in the planning process, and reduced the risk of costly revisions later in development.

Manitoba continues to deliver procurement projects using a category management methodology for the Manitoba government and the broader public sector to generate continuous savings and streamline the acquisition of goods and services required to deliver on individual mandates. As a result, Manitoba has modernized the Procurement Administration Manual, which reflects current best practices and how government achieves broader objectives, such as Indigenous economic reconciliation and advancing accessibility and inclusion for Manitobans.



## Conclusion

This year, Manitoba demonstrated that regulatory modernization can deliver real improvements in the daily lives of Manitobans. By reducing unnecessary administrative burden, simplifying key processes, and modernizing the tools that support service delivery, the province has achieved meaningful wins across healthcare, public safety, affordability, and government services. These efforts reflect a growing commitment to building a regulatory system that is clear, predictable, and centered on the needs of people and communities.

The accomplishments outlined in this report show that meaningful regulatory improvement is possible when modernization is grounded in clear outcomes and a people-first approach. Manitoba has taken important steps to simplify processes, reduce administrative burden, and support more timely service experiences. These early wins provide a strong foundation for continued progress, and the province remains committed to building on this momentum in the years ahead.

Regulatory accountability initiatives, such as those described in this report, will continue to support a prosperous future for Manitobans. As the government aligns its work with national and global best practices and responds to the evolving needs of residents, the province is well-positioned to advance a sustainable and inclusive future in which necessary regulation supports economic growth, strengthens public services, and contributes to the well-being of Manitoba communities. With more modernization underway, Manitobans can expect continued improvements that make government easier to navigate and more responsive to the needs of daily life.

Manitoba will continue building on this work by focusing on practical reforms that improve service delivery and reduce everyday administrative burden. Upcoming initiatives reflect a continued commitment to modernizing government systems in ways that are responsible, people-centred, and focused on measurable outcomes.

- **Eliminating unnecessary sick notes:** Manitoba will advance legislation to remove the requirement for sick notes for short-term absences, reducing unnecessary clinical visits, freeing up healthcare capacity, and lowering administrative burden for workers, employers, and healthcare providers.
- **Expanding digital health cards:** The province will continue the rollout of digital health cards to simplify access to healthcare services, reduce paperwork, and make interactions with the health system more efficient and secure for Manitobans.
- **Enhancing MB Ready:** Manitoba will continue to enhance MB Ready by improving accessibility, expanding available information, and strengthening its role as the primary source of timely and reliable public safety information during emergencies and disasters.

JANUARY 2026