

Manitoba Finance

Finances Manitoba

**Annual Report  
2019-2020**

**Rapport annuel  
2019-2020**



Manitoba Finance

General Inquiries:  
Room 109 Legislative Building  
Winnipeg, MB R3C 0V8  
Phone: 204-945-5343  
Fax: 204-945-1640  
Email: [DMFIN@leg.gov.mb.ca](mailto:DMFIN@leg.gov.mb.ca)

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**MINISTER OF  
FINANCE**

Legislative Building  
Winnipeg, Manitoba, CANADA  
R3C 0V8

Her Honour the Honourable Janice Filmon, C.M., O.M.  
Lieutenant Governor of Manitoba  
Room 235 Legislative Building  
Winnipeg, MB R3C 0V8

May It Please Your Honour:

I have the privilege of presenting for the information of Your Honour, the Annual Report of Manitoba Finance for the fiscal year ending March 31, 2020.

Respectfully submitted,

A handwritten signature in blue ink that reads "Scott Fielding".

Honourable Scott Fielding  
Minister of Finance





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## MINISTRE DES FINANCES

Palais législatif  
Winnipeg (Manitoba) CANADA  
R3C 0V8

Son Honneur l'honorable Janice Filmon, C.M., O.M.  
Lieutenante-gouverneure du Manitoba  
Palais législatif, bureau 235  
Winnipeg (Manitoba) R3C 0V8

Madame la Lieutenante-Gouverneure,

J'ai l'honneur de vous présenter, à titre d'information, le rapport annuel du ministère des Finances pour l'exercice qui s'est terminé le 31 mars 2020.

Le tout respectueusement soumis.

Le ministre des Finances,

A handwritten signature in blue ink that reads "S. Fielding".

L'honorable Scott Fielding





Deputy Minister of Finance

Room 109, Legislative Building, Manitoba, Canada R3C 0V8

[www.manitoba.ca](http://www.manitoba.ca)

Honourable Scott Fielding  
Minister of Finance  
Room 103 Legislative Building  
Winnipeg, MB R3C 0V8

Dear Sir:

I am pleased to present the 2019/2020 Annual Report of Manitoba Finance.

The 2019/20 fiscal year has been unique and memorable for two reasons. In 2020, we recognize Manitoba's 150<sup>th</sup> anniversary. We also concluded the fiscal year facing the worst health pandemic and economic crisis that most will ever experience in a lifetime.

In addition, following the 2019 provincial general election, Manitoba Finance experienced significant reorganization as a department: Central Services became a stand-alone department and we added Labour and Regulatory Services Division, the Consumer Protection Division and Communications Services Manitoba, as well as the Vital Statistics Agency, Entrepreneurship Manitoba (the Companies Office) and the Public Guardian and Trustee of Manitoba.

Key departmental highlights include:

- implementing a number of tax reduction measures, most notably the decrease in sales tax from 8% to 7%, returning \$325 million to Manitobans' kitchen tables and businesses;
- tabling important legislation that will:
  - ensure a strong framework for pensions and a secure and stable retirement for Manitobans,
  - strengthen the regulatory framework, oversight and governance of the credit union and caisse populaire system in Manitoba,
  - reduce the frequency of rate setting hearings at Manitoba's Public Utilities Board, saving ratepayers up to \$10 million annually in hearing costs that translated into higher rates,
  - address the qualified opinion by the Office of the Auditor General, and
  - increase Manitoba Hydro's short-term borrowing capacity from \$500 million to \$1.5 billion, saving the Crown Corporation and ratepayers \$15 million in annual debt servicing costs.

These, and other accomplishments during the 2019/20 fiscal year would, unbeknownst to us, better prepare Manitobans for the COVID-19 pandemic.

During the 2019/20 fiscal year, Manitoba Finance continued to capitalize on its mandate to restore the fiscal integrity of the province, and move towards a balanced budget by eliminating waste, duplication and overlap in government spending, while protecting front-line services, and taking measured steps to reduce risks of growing debt service costs.

Furthermore, Finance took the lead in ensuring sustainable government spending and achieving value for money, thereby highlighting Manitoba's commitment to sustainable and disciplined management of taxpayers' money.

In addition, the department successfully worked alongside government, business, labour and community agencies in order to further reduce the burden of red tape across government and boost economic growth, prosperity and competitiveness in Manitoba.

Manitoba Finance remains committed to its mission to implement and manage effective financial, fiscal and economic policies, practices and services for Manitoba and its citizens, and is eager to remain a dynamic and innovative organization that supports a strong and growing province.

I invite readers to peruse the Annual Report for more Finance highlights and accomplishments during the 2019/20 fiscal year.

Respectfully submitted,



Richard Groen  
Deputy Minister of Finance





**Sous-ministre des Finances**

Palais législatif, bureau 109, Winnipeg (Manitoba) R3C 0V8, Canada  
[www.manitoba.ca](http://www.manitoba.ca)

Monsieur Scott Fielding  
Ministre des Finances  
Palais législatif, bureau 103  
Winnipeg (Manitoba) R3C 0V8

Monsieur le ministre,

J'ai le plaisir de vous présenter le rapport annuel 2019-2020 du ministère des Finances du Manitoba.

L'exercice 2019-2020 a été unique et mémorable pour deux raisons. En 2020, nous reconnaitre le 150<sup>e</sup> anniversaire du Manitoba. Nous avons également clôturé l'exercice en faisant face à la pire pandémie sanitaire et à la pire crise économique que l'on puisse connaître au cours d'une vie.

Par ailleurs, à la suite de l'élection générale provinciale de 2019, le ministère des Finances du Manitoba a fait l'objet d'une importante réorganisation : les Services centralisés sont devenus un ministère autonome et nous avons ajouté la Division des services du travail et de la réglementation, la Division de la protection du consommateur et la Division des services de communication du Manitoba, ainsi que le Bureau de l'état civil, Entrepreneuriat Manitoba (l'Office des compagnies) et le Bureau du tuteur et curateur public.

Voici les principaux faits saillants du ministère :

- la mise en œuvre d'un certain nombre de mesures de réduction fiscales, notamment la baisse de la taxe de vente qui est passée de 8 % à 7 %. Cette réduction de la taxe de vente a permis aux Manitobains et aux entreprises du Manitoba de garder 325 millions de dollars dans leurs poches;
- le dépôt d'importantes mesures législatives visant à :
  - garantir un cadre solide pour les pensions et une retraite sûre et stable pour les Manitobains,
  - renforcer le cadre réglementaire, la surveillance et la gouvernance du système des credit unions et des caisses populaires au Manitoba,
  - réduire la fréquence des audiences de fixation des tarifs à la Régie des services publics du Manitoba. La réduction de ces audiences permet aux contribuables d'économiser jusqu'à dix millions de dollars par an en frais d'audiences, lesquels engendraient des tarifs plus élevés,
  - prendre en compte l'opinion avec réserve du Bureau du vérificateur général,

- augmenter la capacité d'emprunt à court terme de Manitoba Hydro qui passe de 500 millions de dollars à 1,5 milliard de dollars. La société d'État et les contribuables pourront ainsi économiser 15 millions de dollars en frais annuels de service de la dette.

Ces réalisations ainsi que d'autres au cours de l'exercice 2019-2020 permettraient, à notre insu, de mieux préparer les Manitobains à la pandémie de COVID-19.

Au cours de l'exercice 2019-2020, le ministère des Finances du Manitoba a continué à tirer parti de son mandat pour rétablir l'intégrité financière de la province et progresser vers l'équilibre budgétaire. Pour ce faire, il a éliminé le gaspillage, le double emploi et le chevauchement des dépenses gouvernementales, tout en protégeant les services de première ligne et en prenant des mesures modérées pour réduire les risques d'augmentation des coûts du service de la dette.

En outre, le ministère des Finances a ouvert la voie en veillant à la durabilité des dépenses gouvernementales et à l'optimisation des ressources, soulignant ainsi l'engagement du Manitoba envers une gestion durable et disciplinée de l'argent des contribuables.

Par ailleurs, le ministère a collaboré avec succès avec le gouvernement, les entreprises, les syndicats et les organismes communautaires afin de réduire davantage le fardeau administratif dans l'ensemble du gouvernement et de stimuler la croissance économique, la prospérité et la compétitivité au Manitoba.

Finances Manitoba reste fidèle à sa mission qui consiste à mettre en œuvre et à gérer des politiques, des pratiques et des services financiers, fiscaux et économiques efficaces pour le Manitoba et ses citoyens. Le ministère tient également à demeurer un organisme dynamique et novateur qui soutient une province forte et en pleine croissance.

J'invite les lecteurs à consulter le rapport annuel pour en savoir plus sur les faits saillants et les réalisations du ministère des Finances au cours de l'exercice 2019-2020.

Je vous prie d'agréer, Monsieur le Ministre, l'expression de mon profond respect.

Richard Groen



Sous-ministre des Finances





Treasury Board Secretariat  
200-386 Broadway Ave, Manitoba, Canada R3C 3R6  
www.manitoba.ca

Honourable Scott Fielding  
Minister of Finance  
Room 103 Legislative Building  
Winnipeg, MB R3C 0V8

Dear Sir:

I am pleased to present the 2019/2020 Annual Report of the Treasury Board Secretariat for inclusion in the Manitoba Finance Annual Report.

The report provides a summary of the key results for Treasury Board Secretariat, including the tabling of the 2019/20 Estimates of Expenditure and Revenue along with Budget 2019. Treasury Board Secretariat continues to play a leadership role in supporting responsible financial stewardship throughout the Manitoba Government.

It is an honour and a privilege to submit this report, which provides a summary of the valuable work accomplished by staff within the Treasury Board Secretariat.

Respectfully submitted,

Paul Beauregard  
Secretary to Treasury Board





**Secrétariat du Conseil du Trésor**

386, Broadway, bureau 200, Winnipeg (Manitoba) R3C 3R6  
www.manitoba.ca

Monsieur Scott Fielding  
Ministre des Finances  
Palais législatif, bureau 103  
Winnipeg (Manitoba) R3C 0V8

Monsieur le Ministre,

J'ai le plaisir de vous présenter le rapport annuel 2019-2020 du Secrétariat du Conseil du Trésor à inclure dans le rapport annuel du ministère des Finances.

Le rapport fournit un résumé des résultats clés du Secrétariat, ainsi que le dépôt des prévisions de dépenses et de recettes de 2019-2020 et le Budget de 2019. Le Secrétariat du Conseil du Trésor continue de jouer un rôle de premier plan pour favoriser une gestion financière responsable à l'échelle du gouvernement provincial.

C'est pour moi un honneur et un privilège de présenter ce rapport qui offre un résumé du précieux travail accompli par le personnel du Secrétariat du Conseil du Trésor.

Je vous prie d'agréer, Monsieur le Ministre, l'expression de mon profond respect.

Le secrétaire du Conseil du Trésor,

Paul Beauregard



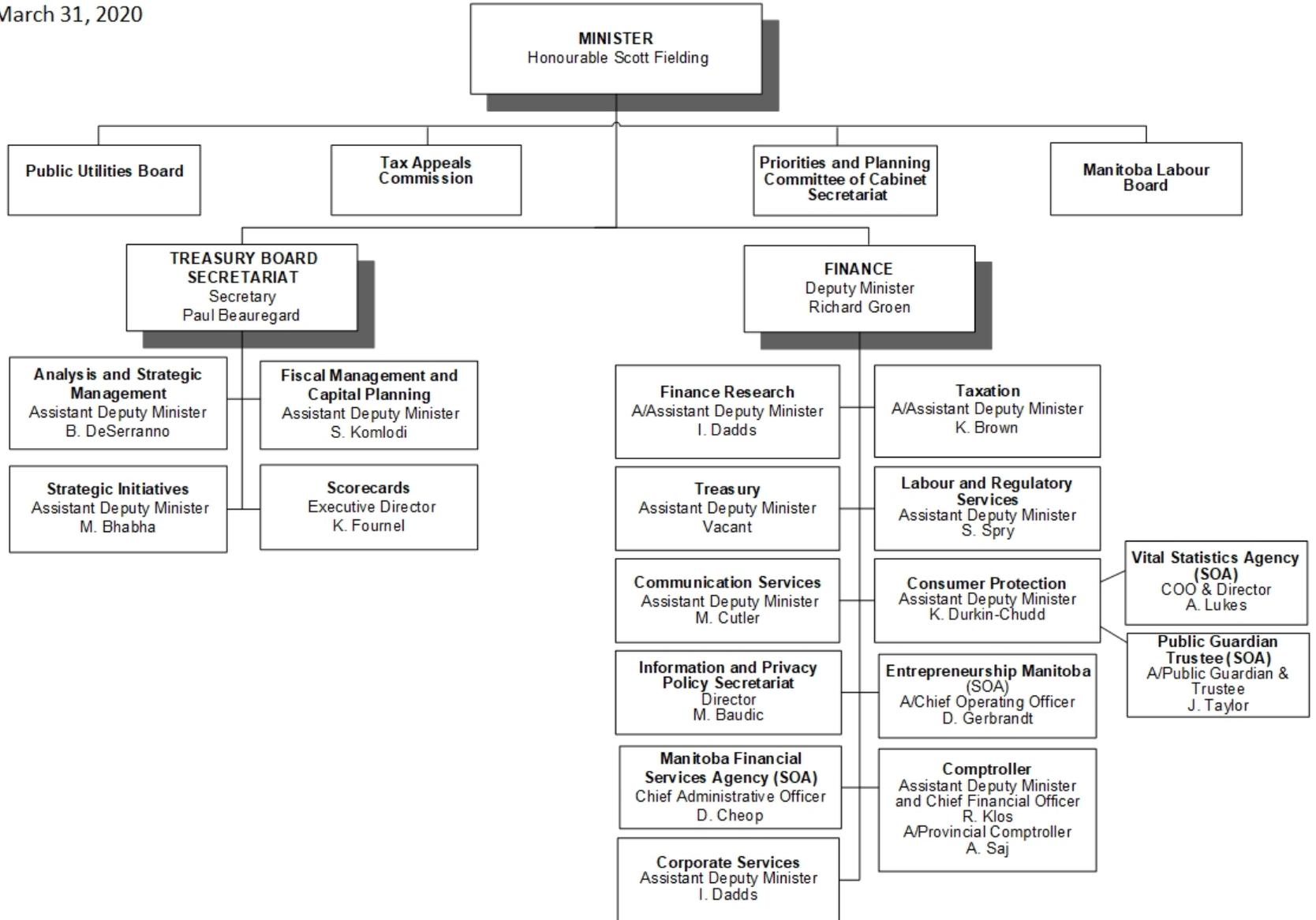
## TABLE OF CONTENTS

Title	Page
Minister's Letter of Transmittal – Manitoba Finance .....	i
Deputy Minister's Letter of Transmittal – Manitoba Finance .....	ii
Secretary to Treasury Board - Letter of Transmittal .....	iii
Organization Charts .....	3
Preface .....	9
Report Structure .....	9
Vision and Mission .....	9
Highlights .....	9
Statutory Responsibilities of the Minister Finance .....	13
Corporate Services .....	17
Tax Appeals Commission .....	20
Regulatory Accountability Secretariat .....	21
Communications Services Manitoba .....	23
Information of Protection and Privacy Secretariat .....	25
Fiscal and Financial Management .....	26
Treasury .....	26
Public Debt (Statutory) .....	28
Comptroller .....	29
Taxation .....	31
Finance Research .....	35
The Public Utilities Board .....	37
Treasury Board Secretariat .....	39
Treasury Board Secretariat .....	39
Priorities and Planning .....	41
Priorities and Planning Committee of Cabinet Secretariat .....	41
Labour and Regulatory Services .....	42
Legislative Development .....	42
Workplace Safety and Health .....	43
Employment Standards .....	44
The Worker Advisor Office .....	46
Manitoba Labour Board .....	46

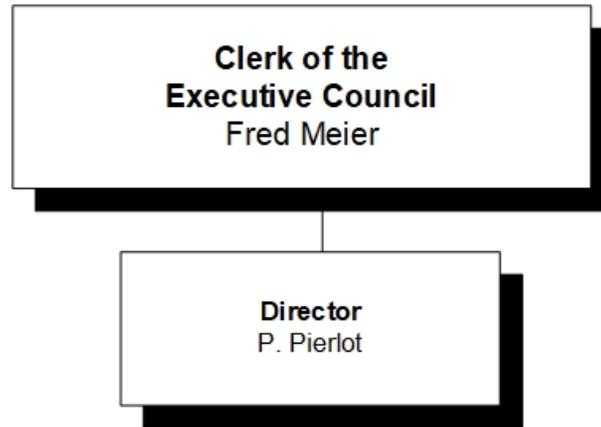
Intergovernmental Affairs .....	49
Federal-Provincial Relations .....	49
Consumer Protection .....	50
Administration and Finance .....	50
Consumer Protection Office .....	51
Residential Tenancies Branch .....	56
Claimant Advisor Office .....	60
Automobile Injury Compensation Appeal Commission.....	63
Residential Tenancies Commission .....	64
Office of the Registrar - General .....	67
Vital Statistics Agency .....	69
The Public Guardian and Trustee .....	69
Costs Related to Capital Assets .....	71
Part B Capital Investment .....	72
Sustainable Development .....	73
Financial Information Section.....	74
Part A: Operating Expenditure Reconciliation Statement .....	74
Part A: Expenditure Summary by Appropriation .....	75
Revenue Summary by Source .....	80
Revenue Variance Explanations .....	82
Five Year Operating Expenditure and Staffing Summary .....	85
Performance Reporting.....	86
Regulatory Accountability and Red Tape Reduction .....	90
The Public Interest Disclosure (Whistleblower Protection) Act.....	93
Appendix A – Agencies, Boards and Commissions.....	94

# Manitoba Finance

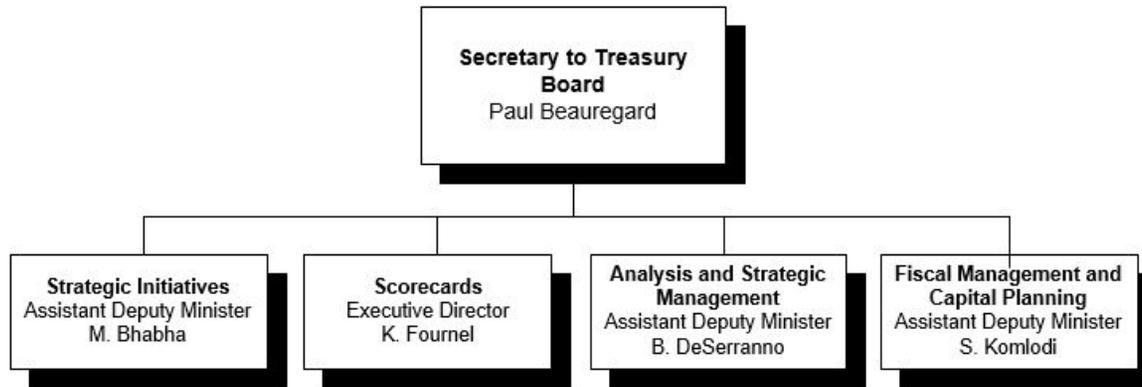
March 31, 2020



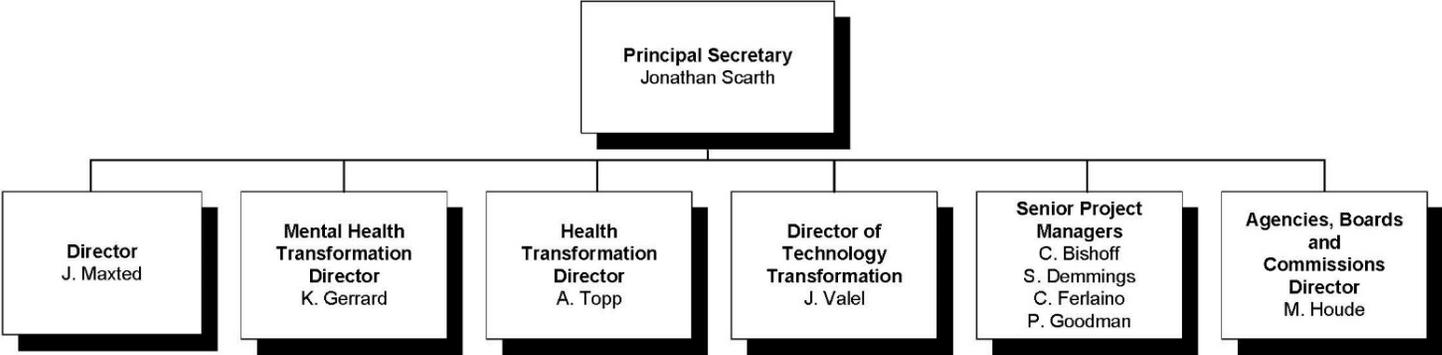
**Regulatory Accountability Secretariat**  
**March 31, 2020**



**Treasury Board Secretariat**  
March 31, 2020

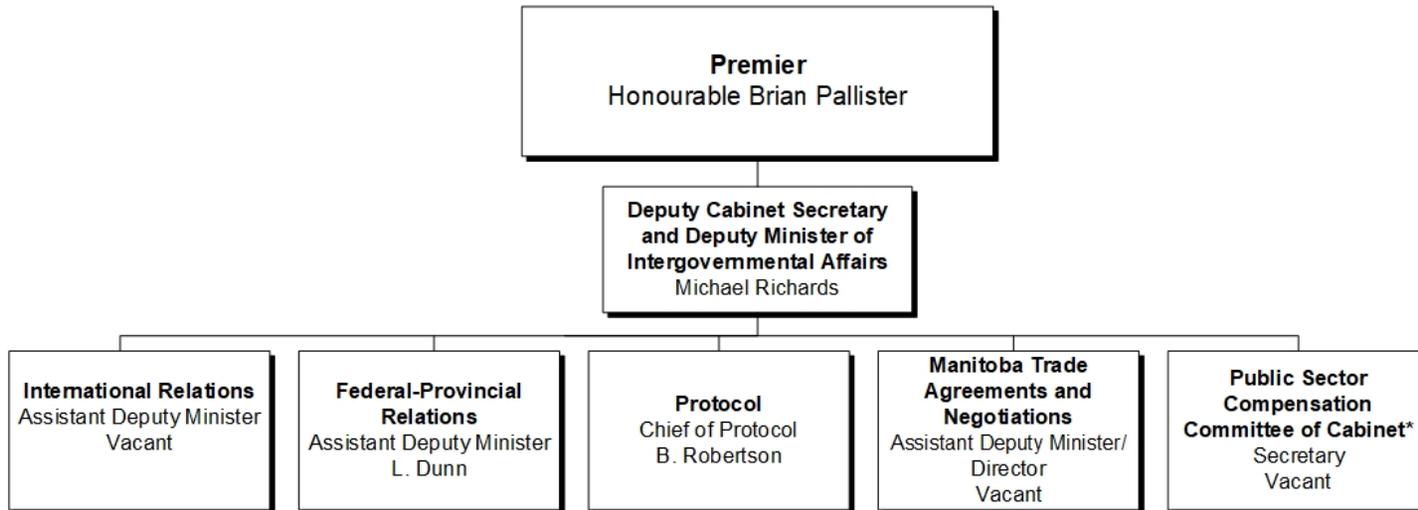


**Priorities and Planning Committee  
of Cabinet Secretariat  
March 31, 2020**



# Intergovernmental Affairs

March 31, 2020



\*The Minister of Finance chairs the Public Sector Compensation Committee of Cabinet.



## **PREFACE**

### **Report Structure – Manitoba Finance**

The Annual Report of Manitoba Finance is organized in accordance with Manitoba Finance's appropriation structure as at March 31, 2020, which reflects the authorized appropriations approved by the Legislative Assembly. Exceptions to this format have been made for Net Tax Credit Payments and Public Debt. These areas have been included within the divisions responsible for their administration.

The report includes information at the main and sub-appropriation levels relating to Manitoba Finance's objectives, actual results achieved, financial performance and variances, and provides a five-year historical table giving Manitoba Finance expenditures and staffing. Expenditures and revenue variance explanations previously contained in the Public Accounts of Manitoba are now provided in the Annual Report.

### **Vision and Mission - Manitoba Finance**

#### **Vision**

A dynamic and innovative organization that supports a strong and growing province.

#### **Mission**

Implementing and managing effective financial, fiscal and economic policies, practices and services for Manitoba and its citizens.

#### **Highlights**

In 2019/2020, Manitoba Finance activities and achievements included:

- preparing the annual Provincial Budget
- providing policy direction on matters relating to financial management and administration, and ensuring appropriate government-wide management practices and systems
- reviewing Special Operating Agencies to measure and assess their continued value to the government
- maintaining the core government accounting and financial reporting systems
- preparing the annual Public Accounts and interim summary reports which present Manitoba government's financial results from a "whole of government" perspective

- managing daily cash requirements, the public debt, the investment of public money, and loans and advances made and guarantees given by the government
- advising on fiscal and other economic policies and measures including taxation
- analyzing and appraising the economic situation and prospects in Manitoba, in cooperation with other ministries as appropriate
- representing the Manitoba government in negotiations and participating in meetings related to finance, taxation and economic development
- insuring government assets and managing risk
- providing statistical and labour force information to Manitoba Finance, other government departments and other agencies of government
- promoting the improvement of employment pension plans registered under The Pension Benefits Act
- managing the Manitoba government's financial assets and liabilities
- promoting international relationships and strategic partnerships between and among the Manitoba government, federal government, local government and non-governmental organizations
- advising on strategic policies that relate to federal-provincial relations

Manitoba Finance also encompasses the special operating agencies of the Manitoba Financial Services Agency, Vital Statistics Agency, The Public Guardian and Trustee Agency, and Entrepreneurship Manitoba which present their own annual report.

## **PRÉFACE**

### **Structure du rapport – Ministère des Finances**

Le rapport annuel du ministère des Finances est présenté conformément à la structure des crédits du ministère des Finances au 31 mars 2020, qui tient compte des crédits autorisés approuvés par l'Assemblée législative. Seuls les paiements nets au titre des crédits d'impôt et la dette publique sont présentés autrement. Ces secteurs ont été inclus à l'intérieur des divisions chargées de leur administration.

Le rapport comprend des renseignements sur les affectations budgétaires principales et de moindre importance relativement aux objectifs du ministère des Finances, à ses résultats réels, ainsi qu'à ses rendements et ses écarts financiers. Il présente en outre un tableau chronologique de la dotation en personnel et des dépenses des cinq dernières années. Les explications relatives aux écarts budgétaires en matière de dépenses et de recettes qui étaient auparavant comprises dans les Comptes publics du Manitoba sont maintenant présentées dans le rapport annuel.

### **Vision et mission – Ministère des Finances**

#### **Vision**

Un organisme dynamique et novateur qui soutient une province vigoureuse et florissante.

#### **Mission**

Mettre en œuvre et gérer des politiques, des pratiques et des services financiers, fiscaux et économiques efficaces pour le Manitoba et ses citoyens.

#### **Faits saillants**

Aperçu des activités et des réalisations du ministère des Finances en 2019/2020 :

- préparer le budget annuel provincial;
- orienter les politiques en matière de gestion financière et d'administration et veiller à l'utilisation de pratiques et de systèmes de gestion appropriés dans l'ensemble du gouvernement;
- examiner les organismes de service spécial pour mesurer et évaluer leur pertinence pour le gouvernement;
- maintenir les systèmes principaux de comptabilité et de rapports financiers du gouvernement

- préparer les comptes publics annuels et autres rapports faisant état de la situation financière de l'ensemble du périmètre comptable du gouvernement;
- gérer les besoins quotidiens de trésorerie, la dette publique, l'investissement de l'argent public, ainsi que les prêts, les avances et les garanties offerts par le gouvernement;
- donner des conseils sur les politiques et mesures fiscales et économiques, y compris les taxes;
- analyser et évaluer la situation économique et les perspectives du Manitoba, en collaboration avec les autres ministères, au besoin;
- représenter le gouvernement du Manitoba dans le cadre des négociations et participer aux réunions portant sur les finances, la fiscalité et le développement économique;
- assurer les biens du gouvernement et gérer les risques;
- fournir des statistiques et des renseignements sur la population active au ministère des Finances, à d'autres ministères et à d'autres organismes gouvernementaux;
- promouvoir l'amélioration des régimes de pension d'employeur enregistrés en vertu de la Loi sur les prestations de pension;
- gérer l'actif et le passif financiers du gouvernement du Manitoba;
- promouvoir les relations internationales et les partenariats stratégiques entre le gouvernement du Manitoba, le gouvernement fédéral, les administrations locales et les organismes non gouvernementaux;
- donner des conseils par rapport aux politiques stratégiques relatives aux relations fédérales-provinciales;

Le ministère des Finances du Manitoba englobe aussi les organismes de service spéciaux de l'Office des services financiers du Manitoba, du Bureau de l'état civil, du Bureau du tuteur et curateur public et d'Entrepreneuriat Manitoba, qui présentent leur propre rapport annuel.

# STATUTORY RESPONSIBILITIES OF THE MINISTER OF FINANCE

Continuing  
Consolidation  
Chapter

The Amusements Act [except Part II]	A 70
The Business Names Registration Act	B 110
The Business Practices Act	B 120
The Cemeteries Act	C 30
The Change of Name Act	C 50
The Chartered Professional Accountants Act	C 71
The Commodity Futures Act	C 152
The Condominium Act	C 170
The Construction Industry Wages Act	C 190
The Consumer Protection Act	C 200
The Cooperatives Act	C 223
The Corporations Act	C 225
The Corporation Capital Tax Act	C 226
The Credit Unions and Caisses Populaires Act	C 301
The Credit Unions and Caisses Populaires Profits Tax Act	C 302
The Crocus Investment Fund Act [section 11]	C 308
The Electronic Commerce and Information Act	E 55
The Emissions Tax on Coal and Petroleum Coke Act	E 90
The Employment Standards Code	E 110
The Film and Video Classification and Distribution Act	F 53
The Financial Administration Act	F 55
The Firefighters and Paramedics Arbitration Act	F 60
The Fire Insurance Reserve Fund Act	F 70
The Fiscal Responsibility and Taxpayer Protection Act	F 84
The Freedom of Information and Protection of Privacy Act	F 175
The Fuel Tax Act	F 192
The Funeral Directors and Embalmers Act	F 195
The Prearranged Funeral Services Act	F 200
The Government Purchases Act	G 90
The Health and Post Secondary Education Tax Levy Act	H 24
The Housing and Renewal Corporation Act [clause 44(k)]	H 160
The Hudson's Bay Company Land Register Act	H 170
The Income Tax Act	I 10
[except sections 7.13 to 7.16, 10.4, 10.5, 10.6 and 11.8 to 11.21]	
The Insurance Act	I 40
The Insurance Corporations Tax Act)	I 50
The International Interests in Mobile Equipment Act (Aircraft Equipment)	I 63
The International Labour Cooperation Agreements Implementation Act	I 65
The Manitoba Investment Pool Authority Act	I 100
The Labour Mobility Act	L 5
The Labour Relations Act	L 10

The Labour-Sponsored Venture Capital Corporations Act [except Part 2 and sections 16 to 18 as they relate to Part 2]	L 12
The Labour Administration Act	L 20
The Landlord and Tenant Act	L 70
The Life Leases Act	L 130
The Marriage Act	M 50
The Mining Claim Tax Act	M 165
The Mining Tax Act	M 195
The Mortgage Act [Part III]	M 200
The Mortgage Brokers Act	M 210
The Municipal Taxation and Funding Act [except Part 2]	M 265
The New Home Warranty Act [This Act is not yet in force. It is to come into force on a date to be fixed by proclamation]	N 85
The Pari-Mutuel Levy Act	P 12
The Pay Equity Act	P 13
The Partnership Act	P 30
The Pension Benefits Act	P 32
The Personal Information Protection and Identity Theft Prevention Act [This Act is not yet in force. It is to come into force on a date to be fixed by proclamation]	P 33.7
The Personal Investigations Act	P 34
The Personal Property Security Act	P 35
The Pooled Registered Pension Plans (Manitoba) Act	P 94.6
The Property Tax and Insulation Assistance Act [Parts I, I.1, III, III.3, IV, V.1 and V.2, and section 1 and Part VI as they relate to subjects covered under Parts I, I.1, III, III.3, IV, V.1 and V.2 ]	P 143
The Public Guardian and Trustee Act	P 205
The Manitoba Public Insurance Corporation Act [sections 174.1 to 174.4 (claimant adviser office) and sections 175 to 185 (Automobile Injury Compensation Appeal Commission)]	P 215
The Public Officers Act	P 230
The Public Utilities Board Act	P 280
The Queen's Printer Act	Q 10
The Real Estate Brokers Act (to be repealed by SM 2015, 45, s. 89)	R 20
The Real Estate Services Act, SM 2015, [This Act is not yet in force. It is to come into force on a date to be fixed by proclamation]	R 21
The Real Property Act	R 30
The Registry Act	R 50
The Regulatory Accountability Act	R 65
The Religious Societies' Lands Act	R 70
The Remembrance Day Act	R 80
The Residential Tenancies Act	R 119
The Retail Businesses Holiday Closing Act	R 120
The Retail Sales Tax Act	R 130

The Securities Act	S 50
The Securities Transfer Act	S 60
The Special Survey Act	S 190
The Statistics Act	S 205
The Suitors' Moneys Act	S 220
The Surveys Act [Part I]	S 240
The Tax Administration and Miscellaneous Taxes Act	T 2
The Tobacco Tax Act	T 80
The Vital Statistics Act	V 60
The Worker Recruitment and Protection Act	W 197
The Workers Compensation Act	W 200
The Workplace Safety and Health Act	W 210



## CORPORATE SERVICES

### Executive Support

The ministers' salaries provide additional compensation to which individuals appointed to the Executive Council are entitled.

Executive Support provides support and advice to the minister on all policy and program matters related to Manitoba Finance, coordinates and administers the activities of Manitoba Finance in order to meet government policy objectives, and provides administrative leadership to Manitoba Finance.

<b>1 (a) Ministers' Salaries</b>					
<b>Expenditures by Sub-Appropriation</b>	<b>Actual</b>	<b>Estimate</b>		<b>Variance</b>	<b>Expl. No.</b>
	<b>2019/2020</b>	<b>2019/2020</b>	<b>2019/2020</b>	<b>Over/(Under)</b>	
	<b>\$(000s)</b>	<b>FTEs</b>	<b>\$(000s)</b>	<b>\$(000s)</b>	
Ministers' Salaries	41	1.00	42	(1)	
<b>Total Sub-Appropriation</b>	<b>41</b>	<b>1.00</b>	<b>42</b>	<b>(1)</b>	

<b>1 (b) Executive Support</b>					
<b>Expenditures by Sub-Appropriation</b>	<b>Actual</b>	<b>Estimate</b>		<b>Variance</b>	<b>Expl. No.</b>
	<b>2019/2020</b>	<b>2019/2020</b>	<b>2019/2020</b>	<b>Over/(Under)</b>	
	<b>\$(000s)</b>	<b>FTEs</b>	<b>\$(000s)</b>	<b>\$(000s)</b>	
Salaries and Employee Benefits	881	7.00	662	219	
Other Expenditures	115		38	77	
<b>Total Sub-Appropriation</b>	<b>996</b>	<b>7.00</b>	<b>700</b>	<b>296</b>	

### Corporate Services

The Corporate Services Division supports the corporate needs of Manitoba Finance by liaising and cooperating with other areas to develop and implement departmental policies and procedures for financial management, administration, business processes and Information Technology (IT) management.

The division supports the minister, deputy minister and department on corporate and financial services policy matters, issues management, legislation, regulation, and executive management strategic planning. The division provides support on the development and implementation of policy matters for the Manitoba Financial Services Agency, which is a special operating agency under Manitoba Finance, as well as for the Office of the Superintendent - Pension Commission (branch). The division also coordinates access to information for Manitoba Finance, Executive Council, Civil Service Commission, Central Services and Crown Services and administers the All Charities function.

The Office of the Superintendent - Pension Commission (branch) safeguards employees' rights to benefits promised under employment pension plans as provided under pension benefits legislation. The branch administers and enforces The Pension Benefits Act (Act) and Regulations, which set minimum standards for members' pension benefits, the funding of pension benefits, and the investing of plan assets. The branch also promotes the establishment, extension and improvement of employment pension plans registered under the Act. The branch also enforces The Pooled Registered Pension Plans (Manitoba) Act and Regulations.

## Key Results Achieved:

- providing digital transformation leadership, strategic planning, and the effective use of IT resources for Manitoba Finance and the Civil Service Commission
- managing the implementation of several value-for-money IT investments that were clearly linked to the achievement of strategic business outcomes
- supporting management through the provision of analytical, consultative and evaluative advice on policy and planning proposals and ongoing operations
- responding to the Truth and Reconciliation Commission's Call to Action #57 by delivering training to the extended management team that includes the history of Aboriginal peoples, the history and legacy of residential schools, content on treaties, the Indian Act, and the "60's scoop"
- supporting staff in the offer of French Language Services through translation and training; continued implementing the 2018-2023 Finance French Language Services Plan
- ensuring Manitoba Finance, Executive Council, Civil Service Commission, Central Services and Crown Services met their responsibilities under The Freedom of Information and Protection of Privacy Act (FIPPA)
- processing FIPPA requests of 75 for Manitoba Crown Services; 66 for Manitoba Civil Service Commission, 117 for Manitoba Executive Council, 9 for Manitoba Central Services and 207 for Manitoba Finance
- supporting the timely reporting of Manitoba Finance's Supplementary Information for Legislative Review, and Annual Report to the Legislature in consultation with Central Finance Division
- expanding the use of cost-effective investments in information systems to enable delivery of Manitoba Finance program needs for automated functionality, system performance, security and availability
- reviewing for compliance: 15 pension plan amendments; and five full plan windups
- reviewing for compliance: 332 Annual Information Returns, which detail the contributions and membership changes under a pension plan over its fiscal year; and 25 actuarial valuation reports, which detail the funded and solvency position of a defined benefit pension plan, and contribution requirements over the next three years
- processing 2,266 requests for written notice concerning one-time transfers of funds held in life income funds and pension plans if the plan permits

- responding to approximately 2,500 pension related telephone inquiries and issued responses to over 500 pieces of correspondence
- publishing two electronic documents, updated two policy bulletins, and maintained up-to-date information on the website
- working with pension regulators from other jurisdictions on several new and continuing initiatives through the activities of the Canadian Association of Pension Supervisory Authorities
- digitizing the pension documents filed with the branch to achieve efficiencies related to the storage and retrieval of these documents

1 (c) Corporate Services					
Expenditures by Sub-Appropriation	Actual	Estimate		Variance	Expl. No.
	2019/2020 \$(000s)	FTEs	2019/2020 \$(000s)	Over/(Under) \$(000s)	
Salaries and Employee Benefits	2,354	31.00	2,449	(95)	
Other Expenditures	484		466	18	
<b>Total Sub-Appropriation</b>	<b>2,838</b>	<b>31.00</b>	<b>2,915</b>	<b>(77)</b>	

## Tax Appeals Commission

The Tax Appeals Commission Act provides for the appointment of one or more commissioners for the purpose of dealing with appeals filed by taxpayers who disagree with assessments issued by the Taxation Division. The Tax Appeals Commission provides taxpayers with an objective review of a taxpayer's appeal, independent of the taxation officials who issued the assessment.

The activity of the Commission and results for 2019/2020 are as follows:

<b>Outstanding appeals as at March 31, 2019</b>		<b>27</b>
Appeals received in 2019/2020:		
Administration	3	
Audit	<u>20</u>	<u>23</u>
		50
Disposition of appeals in 2019/2020:		
Varied	6	
Affirmed	3	
Rescinded	1	
Withdrawn	<u>18</u>	
Appeals Resolved		<u>28</u>
<b>Outstanding appeals as at March 31, 2020</b>		<b><u>22</u></b>

1 (d) Tax Appeals Commission					
Expenditures by Sub-Appropriation	Actual	Estimate		Variance	Expl. No.
	2019/2020	2019/2020	2019/2020	Over/(Under)	
	\$(000s)	FTEs	\$(000s)	\$(000s)	
Tax Appeals Commission	32		16	16	1
<b>Total Sub-Appropriation</b>	<b>32</b>		<b>16</b>	<b>16</b>	

### Explanation:

1. Variance is primarily due to an increase in legal and professional services resulting from an increase in number and complexity of appeals.

## Regulatory Accountability Secretariat

The Regulatory Accountability Secretariat provides support to the Regulatory Accountability Committee of Cabinet, which was established by legislation to oversee and promote regulatory accountability and red tape reduction across government. The Secretariat is responsible for the implementation of The Regulatory Accountability Act, and leads and coordinates efforts to establish and implement principles and practices for regulatory accountability within government initiatives and activities. It also facilitates monitoring and analysis of government regulatory requirements to minimize administrative burden on external stakeholders.

### Key Results Achieved:

- providing extensive analytical and operational support to the Regulatory Accountability Committee of Cabinet
- implementing the “two-for-one rule” included in the Regulatory Accountability Act, which requires departments and government agencies to eliminate at least two regulatory requirements for each regulatory requirement that is introduced
- launching in partnership with Communications Services Manitoba, the Manitoba Forms and Policies Portal; and worked with departments and government agencies to ensure that all of their forms and policies are posted to the portal and publicly available as required by the Regulatory Accountability Act
- launching the Manitoba Regulatory Consultation Portal, which enables all proposed regulations to be posted and available for public comment for a 45 day period as required by the Statutes and Regulations Act
- implementing and enhanced the Regulatory Accountability Database (RAD)
- training and supporting departments and government agencies in regulatory accountability methodologies and techniques, and in the use of the RAD system and other analytical tools
- facilitating the identification, monitoring and minimization of the number of regulatory requirements and their associated administrative burden, and identified unnecessary regulatory requirements, in support of the 2.5% annual reduction target introduced under the government’s Balanced Scorecard

1 (e) Regulatory Accountability Secretariat					
Expenditures by Sub-Appropriation	Actual	Estimate		Variance	Expl. No.
	2019/2020 \$(000s)	FTEs	2019/2020 \$(000s)	Over/(Under) \$(000s)	
Salaries and Employee Benefits	413	8.00	695	(282)	1
Other Expenditures	247		317	(70)	
<b>Total Sub-Appropriation</b>	<b>660</b>	<b>8.00</b>	<b>1,012</b>	<b>(352)</b>	

**Explanation:**

1. *Variance is primarily due to the delays and timing differences related to filling vacancies and secondments.*

## COMMUNICATIONS SERVICES MANITOBA

Communications Services Manitoba (CSM) leads government communications in Manitoba, supporting the work of all government departments and dozens of Crown corporations, agencies and public bodies to provide information to Manitobans that is helpful, easy to understand, and easy to use - in the most cost-effective manner possible.

### Key Results Achieved:

- helping the public understand the government's vision and priorities
- creating opportunities for the public to inform and contribute to the development of public policy
- explaining legal or statutory requirements
- encouraging people to lead healthy, safe lives
- informing people about public services and how to access them
- reassuring people in times of crisis or emergency
- enhancing the reputation of Manitoba by promoting our province nationally and internationally
- providing government departments full-service communication support including project management, strategic communications planning, campaign development, media relations, public engagement and opinion research, digital and web communications and writing advice and services under the authority of The Queen's Printer Act and The Coat of Arms, Emblems and the Manitoba Tartan Act.
- contracting communications services for the procurement and oversight of such as advertising, third-party public affairs and creative services, and other third-party communications support as required by departments, Crown corporations, agencies and other public bodies
- acting on behalf of the Queen's Printer of Manitoba, CSM publishes the Manitoba Gazette and other statutory publications, provides leadership and coordination of Manitoba's style and visual identity, oversees the use of our symbols, including the Coat of Arms, and ensures the effective administration and oversight of Crown copyright

The division's work can be summarized in five service areas:

1. Program Promotion, assisting departments with the development of strategic communications plans, program strategies and promotional materials to ensure government communications are proactive, high-quality, consistent and cost-

effective. Staff consult with departments to develop the message, methodology and media to meet promotional needs, coordinate interdepartmental communications, lead audience research, implement and oversee standard graphic and design guidelines and manage the government's visual identity.

2. Public Affairs, coordinating media relations and issue management initiatives across government and advising on the most effective method of communications delivery. Staff write news releases; act as liaisons for media; research, write and follow through on the production of informational publications; manage public communications during major emergencies and protocol events; arrange media interviews; produce and disseminate news releases, social media posts and public information; and provide audio visual support services for media at government news events, including the operation of the press theatre and the daily broadcast of oral questions in the legislature.
3. Production and Media Services, coordinating the strategic procurement of print, design, electronic production, research, advertising, planning and other marketing and communications services for government departments, agencies and Crown corporations. Staff work to develop production and advertising strategies, proposals and estimates for campaigns and services that are cost-effective and results-driven, ensuring the best use of government resources.
4. Digital Engagement, leading practice and innovation in digital engagement and communications through Manitoba.ca, mobile apps, information portals and other digital user interfaces. Staff work closely with departments and the Business Transformation and Technology division to develop and manage innovative and effective systems for delivering public services and information, including the use of live chat, social media, mobile apps and other digital platforms. Staff also lead the development of policy and best practice across digital government platforms.
5. Open Government, ensuring access to information through proactive disclosure, public engagement and statutory publications. Staff lead the implementation of a central public engagement framework and community of practice, coordinate the routine and proactive disclosure of reports, data and other information, publish the Manitoba Gazette, the official record of government and legal notices that has been published for nearly 150 years, and print other statutory publications including regulations and legislation.

1 (f) Communication Services Manitoba					
Expenditures by Sub-Appropriation	Actual	Estimate		Variance	Expl. No.
	2019/2020	2019/2020	2019/2020	Over/(Under)	
	\$(000s)	FTEs	\$(000s)	\$(000s)	
Salaries and Employee Benefits	3,633	54.00	4,046	(413)	
Other Expenditures	925		2,592	(1,667)	1
Less: Recoverable from Other Appropriations	(676)		(761)	85	
<b>Total Sub-Appropriation</b>	<b>3,882</b>	<b>54.00</b>	<b>5,877</b>	<b>(1,995)</b>	

**Explanation:**

1. Variance is primarily due to a decrease in advertising.

## The Information and Privacy Policy Secretariat

The Information and Privacy Policy Secretariat (IPPS) provides corporate leadership and support to government and local public bodies about information accessibility and privacy initiatives. The secretariat carries out policy development, reporting, coordination and administrative roles for The Freedom of Information and Protection of Privacy Act (FIPPA).

### Key Results Achieved:

- assisting members of the public who wish to make applications for access to information held by public bodies, and compiles reports and statistics on the use of the act
- posting weekly listings of FIPPA applications received by government departments on the FIPPA website
- ensuring effective administration of the act, IPPS works with staff who are responsible for FIPPA in over 340 public bodies. The secretariat assists with access to information requests, and conducts privacy impact assessments on the collection, use and disclosure of personal information by public bodies
- providing assistance to the public about their rights under the act and the protection of their personal information
- providing in-person and online training to 750 employees of government departments, agencies and public bodies, and responded to more than 1,200 inquiries directed to the FIPPA help desk in 2019

1 (g) Information and Privacy Policy Secretariat					
Expenditures by Sub-Appropriation	Actual	Estimate		Variance	Expl. No.
	2019/2020	2019/2020	2019/2020	Over/(Under)	
	\$(000s)	FTEs	\$(000s)	\$(000s)	
Salaries and Employee Benefits	364	5.00	352	12	
Other Expenditures	37		38	(1)	
<b>Total Sub-Appropriation</b>	<b>401</b>	<b>5.00</b>	<b>390</b>	<b>11</b>	

# **FISCAL AND FINANCIAL MANAGEMENT**

## **Treasury**

The Treasury Division manages and administers the cash resources, borrowing programs, and all investment and debt management activities of the government. It further manages the borrowing programs and investment activities for all of its Crown corporations and government agencies. The division also arranges for the financing of municipalities, universities, schools and hospitals.

Major changes are continually taking place in the world's economic and financial markets. These changes have a significant impact on both short and long-term management strategies, as well as the day-to-day decisions made by Treasury Division staff.

The division maintains contact with a large number of domestic and foreign financial institutions, as well as regulatory and rating agencies, to inform them of the fiscal and economic performance of the Manitoba government and its policies, while at the same time obtaining information about the state of world financial markets and financial products and opportunities available to the Manitoba government.

### **Key Results Achieved:**

- maintaining the best possible financial arrangements that minimize risk and cash flow requirements for the Manitoba government, Crown corporations, government agencies, school boards, hospitals and municipalities
- ensuring policies, legislation and regulations are sufficient for the needs of the government
- ensuring investment returns are the maximum possible within acceptable risk parameters
- issuing securities in both domestic and international markets valuing approximately \$4.5 billion
- servicing provincial borrowings represented by debentures, savings bonds, treasury bills, promissory notes and Canada Pension Plan debentures payable in Canadian dollars; borrowings also include: debenture issues payable in United States dollars, euros, pounds sterling, Swiss francs, New Zealand dollars, Australian dollars, Hong Kong dollars, Swedish krona and Japanese yen. In servicing foreign issues, the division administered approximately 400 swap agreements whereby all the foreign debt has been swapped into fixed or floating rate Canadian or United States dollar liabilities in order to mitigate risk to foreign currency fluctuation
- managing the cash flow and investment of significant dollar amounts processed through the bank accounts of the government

- managing the surplus funds deposited from government departments, agencies and Crown corporations in approximately 80 interest-bearing trust deposit accounts; these trust funds averaged \$1.5 billion and paid interest of approximately \$26.0 million
- advancing \$3.4 billion in new loans and advances to government programs, Crown corporations and government agencies; and managing an aggregate outstanding of \$28.8 billion in loans and advances to government programs, Crown corporations, and agencies
- managing approximately \$4.3 billion in long-term investments of the Manitoba government and its agencies, generating earnings of approximately \$246.0 million
- managing an average balance of approximately \$3.0 billion in short-term investments of the Manitoba government, requiring processing of transactions representing purchases, sales and maturities of approximately \$148.0 billion; this servicing was accomplished while maintaining loss-free safekeeping, payment and receipt operations

**2 (a) Treasury**

Expenditures by Sub-Appropriation	Actual	Estimate		Variance	Expl. No.
	2019/2020 \$(000s)	2019/2020 FTEs	2019/2020 \$(000s)	Over/(Under) \$(000s)	
Salaries and Employee Benefits	2,380	25.00	2,158	222	
Other Expenditures	121		152	(31)	
<b>Total Sub-Appropriation</b>	<b>2,501</b>	<b>25.00</b>	<b>2,310</b>	<b>191</b>	

## Public Debt (Statutory)

This appropriation provides for the required net cost of interest and related expenses payable with respect to the Public Debt of the Manitoba government.

9 Public Debt (Statutory)					
Expenditures by Sub-Appropriation		Actual 2019/2020 \$(000s)	Estimate 2019/2020 \$(000s)	Variance Over/(Under) \$(000s)	Expl. No.
(a)	Interest on:				
(1)	Interest on the Public Debt of Manitoba and related expenses	1,545,944	1,656,666	(110,722)	
(2)	Interest on departments' capital assets	282,800	260,000	22,800	
(3)	Interest on Trust and Special Funds	44,320	29,300	15,020	
	<b>Subtotal (a)</b>	<b>1,873,064</b>	<b>1,945,966</b>	<b>(72,902)</b>	
(b)	Less: Interest and Other Charges to be received from:				
(1)	Sinking Fund Investments	(55,488)	(41,249)	(14,239)	
(2)	Manitoba Hydro	(1,037,133)	(1,066,298)	29,165	
(3)	Manitoba Housing and Renewal Corporation	(36,555)	(40,730)	4,175	
(4)	Manitoba Agricultural Services Corporation	(27,591)	(24,558)	(3,033)	
(5)	Other Government Agencies	(13,689)	(14,035)	346	
(6)	Other Loans and Investments	(193,741)	(200,084)	6,343	
(7)	Other Appropriations	(356,813)	(334,012)	(22,801)	
	<b>Subtotal (b)</b>	<b>(1,721,010)</b>	<b>(1,720,966)</b>	<b>(44)</b>	
<b>Total Sub-Appropriation</b>		<b>152,054</b>	<b>225,000</b>	<b>(72,946)</b>	<b>1</b>
	Add back: Subtotal (b)	1,613,725	1,589,903	23,822	
	Less: Manitoba Hydro net of Hydro Guarantee Fees	(830,567)	(860,771)	30,204	
	Less: Interest recoveries received from Other Reporting Entities	(217,207)	(210,004)	(7,203)	
	Less: Capitalized interest on Core departments' capital assets	(3,072)	(16,000)	12,928	
	Interest on Borrowings of Other Reporting Entities	214,600	228,732	(14,132)	
	<b>Summary Debt Servicing Costs</b>	<b>929,533</b>	<b>956,860</b>	<b>(27,327)</b>	

### Explanation:

1. Variance is primarily due to lower interest rates than forecast, an increase in capital gains and a decrease in borrowing requirements.

## Comptroller

The Comptroller Division establishes and fosters a corporate comptrollership function for the Manitoba government that includes the development and operation of financial and management systems in support of legislative and governmental decision-making, service delivery effectiveness and accountability requirements and manages risk to reduce the impact of uncertainty upon organizational goals and to protect assets and programs.

Some of the key components integral to the division's government-wide comptrollership function include: designing management processes; establishing financial and accounting policies; assisting in the coordination of the government's Summary Budget; preparing and presenting financial information for internal and external reporting, including the government's Public Accounts on a summary basis; maintaining the central accounts of the Manitoba government; controlling all disbursements and revenue transactions for the Consolidated Fund; facilitating the integration and coordination of financial and management information; providing advisory and problem solving services to corporate government and line departments; recommending and monitoring appropriate financial risk control measures; administering insurance related claims; reviewing contracts, requests for proposals, legislation and commercial insurance; and implementing risk financing measures including self-insurance and commercial insurance.

### Key Results Achieved:

- leading the orientation of the new Deputy Ministers Audit and Enterprise Risk Management Committee members
- participating in Chartered Professional Accountants of Manitoba (CPA Manitoba), the Institute of Internal Auditors, Information Systems Audit and Control Association activities)
- leading Business Continuity management and Workplace Safety and Health Committees for Manitoba Finance
- providing commercial insurance coverage for departments and government agencies to protect properties valued in excess of \$10 billion, including administering the agency self-insurance fund
- performing payroll transactions that included 401,407 direct deposits, 58 cheques, 199 new and 88 amendments to garnishment orders while adhering to all deadlines and all related laws, regulations and policies
- releasing 292,000 payments for grants, supplies and services to corporations, firms and other recipients based on documents and supporting information provided by the government's operating departments; of this total, 181,000 were direct deposit payments to vendors

- processing and collecting amounts owing to the government for shared-cost agreements on a timely basis
- issuing quarterly summary financial report statements of the government in accordance with established timetables and accounting policy
- preparing the annual financial reports, as represented by the Public Accounts in accordance with The Financial Administration Act; the 2018/2019 summary financial statements of the government are represented by Volume 1 of the Public Accounts, and the more detailed financial statements, schedules and reports of the Consolidated Fund are represented by Volumes 2 and 3 of the Public Accounts
- providing consultation and financial guidance to departments within the Consolidated Fund and to other reporting entities for appropriate financial processes that align with Manitoba's Comptrollership Framework
- providing advice to central government on the impacts of financial decisions on the summary financial statements
- maintaining strong fiscal management, accountability and control over departmental financial resources, monitoring and advising of emerging financial and program management issues, and providing financial information to departmental managers and other government agencies and departments
- ensuring prompt and accurate payment of accounts payable, and collecting and depositing all revenues and receipts to which the departments were entitled
- ensuring timely reporting of departmental management reports, annual estimates information, detailed budget forecasts and related reports, the Supplementary Information for Legislative Review, as well as the Annual Report to the Legislature

<b>2 (b) Comptroller</b>					
<b>Expenditures by Sub-Appropriation</b>	<b>Actual 2019/2020 \$(000s)</b>	<b>Estimate 2019/2020 FTEs</b>	<b>Estimate 2019/2020 \$(000s)</b>	<b>Variance Over/(Under) \$(000s)</b>	<b>Expl. No.</b>
Salaries and Employee Benefits	5,481	82.00	6,713	(1,232)	1
Other Expenditures	1,517		960	557	2
Insurance Premiums	1,734		2,770	(1,036)	3
Less: Recoverable from Other Appropriations	(2,216)		(3,330)	1,114	3
<b>Total Sub-Appropriation</b>	<b>6,516</b>	<b>82.00</b>	<b>7,113</b>	<b>(597)</b>	

**Explanation:**

1. *Variance is primarily due to staffing vacancies related staffing costs.*
2. *Variance is primarily due to expenditures related to the Idea Fund Project.*
3. *Variance in expenditures and corresponding recoveries is due to a substantial decrease in aviation insurance portfolio requirements.*

## Taxation

The Taxation Division is responsible for efficiently and effectively administering the following provincial taxation acts and collecting revenues as provided in these acts:

- The Corporation Capital Tax Act
- The Credit Unions and Caisses Populaires Profits Tax Act
- The Emissions Tax on Coal and Petroleum Coke Act
- The Fuel Tax Act
- The Health and Post Secondary Education Tax Levy Act
- The Insurance Corporations Tax Act
- The Mining Tax Act
- The Retail Sales Tax Act
- The Tax Administration and Miscellaneous Taxes Act
- The Tobacco Tax Act
- The continuing phase-out of The Succession Duty Act

Activities of the division include administering the collection, processing and reporting of taxation revenues; informing, investigating and auditing taxpayers and businesses; and developing and distributing public tax information to protect revenue by promoting voluntary compliance.

Actual revenues for the 2019/2020 fiscal year under the taxation acts noted above as well as for the Mining Claim Lease Tax and Environmental Protection Tax, were \$3,647 million, which was \$65 million less than the estimated revenues of \$3,712 million.

Revenue variances by source are discussed in the Revenue Variance Explanations section (page 83). The major variances from the estimate are as follows:

Corporation Capital Tax was less than the estimate by \$19 million due to financial institutions taxable capital and allocation percentages reported under the forecast projection.

Fuel Tax was less than the estimate by \$10 million due to actual consumed fuel volumes under the forecast projection.

Levy for Health and Education was less than the estimate by \$7 million due to wage and employment growth under the forecast projection.

Further details on all taxation revenues are presented in the Revenue Summary by Source table (page 80).

The following table details the historical revenues collected under the taxation acts noted above for the past five years:

**Provincial Taxation Acts**  
**Comparative Statement of Actual Revenues \$(000s)**  
For Fiscal Years Ending March 31, 2016 to March 31, 2020

	2015/2016	2016/2017	2017/2018	2018/2019	2019/2020
Corporation Capital Tax	158,359	185,845	177,681	195,076	194,512
Profit Tax on Credit Unions	865	710	1,360	1,422	40
Insurance Corporations Tax	90,771	94,263	100,645	112,562	112,881
Mining Tax	2,035	1,345	6,381	12,358	81
Environmental Protection Tax	4,670	3,464	3,835	2,701	2,794
Fuel Taxes	319,189	335,512	343,716	347,406	338,013
Levy for Health and Education	457,512	475,284	490,430	510,894	516,745
Mining Claim Lease Tax	71	71	71	71	105
Retail Sales Tax	2,266,868	2,298,215	2,441,336	2,469,391	2,259,940
Succession Duty and Gift Tax	3	3	3	3	-
Tobacco Tax	256,119	243,266	228,123	217,540	220,175
<b>Total</b>	<b>3,556,462</b>	<b>3,637,978</b>	<b>3,793,581</b>	<b>3,869,424</b>	<b>3,645,286</b>

**Key Results Achieved:**

- maintaining effective and efficient tax administration systems to reduce tax administration costs and maintaining accurate and current filing of tax returns and business registrations, with a deterrent to tax avoidance or evasion
- collecting outstanding taxes and delinquent returns
- maintaining and delivering enhancements to TAXcess — an efficient online system for filing and payment of taxes, which facilitates business registrations and permits taxpayer browsing of account status
- ensuring accurate processing of taxpayer refund claims
- increasing voluntary compliance by recovering unpaid taxes through audits and investigations
- maintaining tax administration processes and systems to ensure continued efficiency in the filing and processing of returns and business registration under the acts
- evaluating the implications of administrative and revenue options considered by the government on a timely basis
- maintaining and updating key public information bulletins including online information pertaining to all acts, and responding in a timely basis to taxpayer enquiries to promote voluntary compliance
- liaising with the Canada Revenue Agency and other jurisdictions on co-operative information exchanges, joint compliance and audit initiatives, and other taxation administration and management issues

<b>Vendors</b>  Note: represents all vendors registered under all statutes	Registered Vendors	54,000
	Returns generated	85,200 (paper) 137,400 (electronic)
<b>Administration</b>  Note: includes all refunds and resulting disbursements under all statutes except for First Nations fuel and tobacco tax exemptions	Completed refunds (not including fuel and tobacco tax exemptions on First Nations)	7,051
	Disbursements	\$ 28.9 million
<b>Fuel Tax exemption on First Nations</b>	Total active retailers	58 (on 35 First Nations)
	Bands with agreements	0
	Claims (retailers and Bands)	1,298
	Bulk fuel collectorship agreements	10
	Disbursed	\$ 13.5 million
<b>Tobacco Tax exemption on First Nations</b>	Total active retailers	7 (on 2 First Nations)
	Bands with agreements	57
	Claims (retailers and Bands)	1,559
	Disbursed	\$ 35.4 million

<b>Audit</b>  Note: represents all files under all statutes	Completed refunds	52
	Completed files	1,302
	Audit recoveries	\$42.4 million
<b>Investigations</b>  Note: includes all files except tobacco	Completed files	51
	Charges	43
	Convictions	29
	Fines	\$ 22,873
	Penalties	\$1.0 million
<b>Tobacco Interdiction</b>	Completed audit or investigation files	45
	Charges	69
	Convictions	21
	Fines	\$ 34,660
	Penalties	\$2.2 million

2 (c) Taxation

Expenditures by Sub-Appropriation	Actual	Estimate		Variance	Expl. No.
	2019/2020 \$(000s)	FTEs	2019/2020 \$(000s)	Over/(Under) \$(000s)	
Salaries and Employee Benefits	10,663	175.80	12,689	(2,026)	1
Other Expenditures	12,824		3,455	9,369	2
<b>Total Sub-Appropriation</b>	<b>23,487</b>	<b>175.80</b>	<b>16,144</b>	<b>7,343</b>	

**Explanation:**

1. Variance is primarily due to vacancies and related staffing costs.
2. Variance is primarily due to a year end Allowance for Doubtful Accounts required for RST, HET and Tobacco Tax.

## **Finance Research**

Finance Research Division provides research and analysis to government with respect to national and provincial economic, fiscal and statistical matters; taxation policy and programs; and intergovernmental fiscal arrangements.

Activities of the division include producing policy advice and analysis; developing revenue forecasts and coordinating and developing tax credit expenditure forecasts; drafting legislation and implementing tax and other budget measures; coordinating the preparation of the Manitoba Budget and preparing budget documents; and operating the Tax Assistance Office. Total provincial revenue from income taxes administered by the division in 2019/2020 amounted to \$3.7 billion in individual income tax and \$0.5 billion in corporate income tax. Total provincial revenues governed by federal-provincial transfer arrangements and administered by the division in 2019/2020 included \$2.3 billion in equalization and \$2.0 billion in cash payments for major health and social programs.

### **Key Results Achieved:**

- providing research and analytical support and advice to the minister and cabinet with respect to national and provincial economic, fiscal, statistical and taxation matters as well as intergovernmental issues
- preparing research and analysis necessary for the minister and cabinet to develop the Manitoba Budget
- supporting the pre-budget consultation process by preparing presentations for stakeholder meetings and providing analysis and reports of the online public survey
- coordinating the production of the Manitoba Budget and related documents
- implementing budget measures through The Budget Implementation and Tax Statutes Amendment Act, 2018 and 2019 and working with Finance Canada and the Canada Revenue Agency to implement the changes
- providing input into the Quarterly Financial Reports and the Public Accounts
- administering and monitoring fiscal arrangements with the federal government, including participating in activities to support the renewal of certain federal/provincial fiscal arrangements
- administering tax administration agreements with the federal government and administering tax credit programs with the federal government, departments, municipalities and other administrators
- managing administration of a variety of programs through the Tax Assistance Office, informing and assisting taxpayers and enforcing Manitoba income tax and Manitoba tax credit programs as provided by the office

- developing and maintaining the Manitoba government's revenue estimates and projections, including for provincial tax credit expenditures
- preparing components of provincial borrowing prospectuses and securities registration with regard to economic and financial data and representing the Manitoba government in related due diligence reviews
- preparing financial, economic, and fiscal presentations and publications for financial institutions, investors and credit-rating agencies
- providing data compilation, analysis and dissemination of economic, demographic and social statistics to government, external clients, and the public
- providing expertise and analysis to facilitate participation in federal-provincial-territorial finance working groups related to the major federal transfer programs; Canada Pension Plan; tax policy, tax compliance and enforcement; and economic, fiscal and statistical policies

The following table details the revenues collected under federal-provincial fiscal arrangements for the past five years:

**Federal-Provincial Fiscal Arrangements**  
**Comparative Statement of Actual Revenues \$(000s)**  
For Fiscal Years Ending March 31, 2016 to March 31, 2020

	2015/2016	2016/2017	2017/2018	2018/2019	2019/2020
<b>Income Taxes</b>					
Individual Income Tax	3,261,344	3,498,544	3,423,437	3,627,761	3,901,629
Corporation Income Tax	516,598	459,116	561,330	605,550	613,707
Subtotal	3,777,942	3,957,660	3,984,767	4,233,311	4,515,336
<b>Federal Transfers</b>					
Equalization	1,737,951	1,735,593	1,820,394	2,036,897	2,255,443
Canada Social Transfer (CST)	466,560	485,600	501,197	518,449	531,726
Canada Health Transfer (CHT)	1,228,159	1,312,187	1,365,187	1,438,188	1,490,003
Government of Canada Subsidy Reconciliation (Reorg)	2,320	2,745	2,745	2,775	2,816
Subtotal	3,434,990	3,536,125	3,689,523	3,996,309	4,279,988
<b>Total from Fiscal Arrangements</b>	<b>7,212,932</b>	<b>7,493,785</b>	<b>7,674,290</b>	<b>8,229,620</b>	<b>8,795,324</b>

2 (d) Finance Research					
Expenditures by Sub-Appropriation	Actual		Estimate	Variance	Expl. No.
	2019/2020	FTEs	2019/2020	Over/(Under)	
	\$(000s)		\$(000s)	\$(000s)	
Salaries and Employee Benefits	2,287	34.50	2,994	(707)	1
Other Expenditures	2,266		2,277	(11)	
Less: Recoverable from Other Appropriations	-		(60)	60	2
<b>Total Sub-Appropriation</b>	<b>4,553</b>	<b>34.50</b>	<b>5,211</b>	<b>(658)</b>	

**Explanation:**

1. Variance is primarily due to vacancies and related staffing costs.
2. Variance is primarily due to Manitoba Bureau of Statistics (MBS) removing the cost-recovery fees on government-to-government services. MBS does not anticipate recovering costs in the fiscal year.

## **The Public Utilities Board**

The Public Utilities Board (board) is an independent quasi-judicial regulatory body operating under the authority of the Manitoba Legislature.

The board is responsible for the regulation of public utilities as defined under The Public Utilities Board Act and includes:

- Centra Gas Manitoba Inc. — natural gas distribution
- Stittco Utilities Man Ltd. — propane distribution
- Water and Sewer Utilities — excluding the City of Winnipeg and the Manitoba Water Services Board

The board regulates the rates of compulsory driver and vehicle insurance premiums charged by the Manitoba Public Insurance Corporation, and electricity rates charged by Manitoba Hydro.

Pursuant to The Gas Pipe Line Act, the board assures that natural gas and propane are distributed to Manitoba consumers in a safe manner.

Other legislation that assigns either regulatory or adjudicative responsibilities to the board includes:

- The Greater Winnipeg Gas Distribution Act
- The Gas Allocation Act
- The Manitoba Water Services Board Act (Appeals)
- The Consumer Protection Act (maximum rates for cashing government cheques)
- The City of Winnipeg Charter Act (passenger carrier agreements)
- The Municipal Act
- The Emergency 911 Public Safety Answering Point Act (Appeals)
- The Efficiency Manitoba Act

## Key Results Achieved:

- convening seven public hearings over 45 days. As a result of those public hearings, issuing a total of 206 Board Orders and seven gas marketing licences.

Utility	Hearing Days	Briefing/Meeting Days	Pre-Hearing Conferences	Decision Making Days	Orders Issued
Manitoba Hydro	6	Previous Fiscal	1	1	60
Centra Gas	11	11	N/A	2	16
Manitoba Public Insurance	13	8	2	3	14
Efficiency Manitoba	12	9	2	3	6
W&W Utilities	3	3	N/A	N/A	104
<b>TOTALS</b>	<b>45</b>	<b>31</b>	<b>5</b>	<b>9</b>	<b>200</b>

### 2 (e) Public Utilities Board

Expenditures by Sub-Appropriation	Actual	Estimate		Variance	Expl. No.
	2019/2020 \$(000s)	2019/2020 FTEs	2019/2020 \$(000s)	Over/(Under) \$(000s)	
Salaries and Employee Benefits	1,006	9.00	944	62	
Other Expenditures	342		727	(385)	1
<b>Total Sub-Appropriation</b>	<b>1,348</b>	<b>9.00</b>	<b>1,671</b>	<b>(323)</b>	

### Explanation:

1. Variance is primarily due to a delay in staffing requirements resulting in a reduction of operational services.

# TREASURY BOARD SECRETARIAT

## Treasury Board Secretariat

Treasury Board Secretariat provides financial and analytical support and strategic management advice to the Minister of Finance and Treasury Board. Treasury Board is a committee of Cabinet responsible for the overall fiscal management and reporting of the Manitoba government and the establishment of policies required for the effective management of public funds to meet government objectives.

The Secretariat is headed by a Deputy Minister who acts as Secretary to Treasury Board. The organization has been an independent secretariat since 1987/1988.

The major functions fulfilled by the Treasury Board Secretariat include:

- providing analytical support to the Treasury Board in fulfilling its responsibilities for fiscal management, program and organizational reviews
- integrating and implementing policy decisions with the longer term fiscal plans of government
- analyzing and monitoring program performance and the fiscal position of the government
- planning and coordinating the summary budgetary process
- undertaking strategic initiatives and targeting program reviews and coordinating the use of balanced scorecards across government
- developing and communicating policies, procedures and guidelines on administrative matters and maintaining the General Manual of Administration
- planning and coordinating the review and preparation of the annual estimates and participating in the development of the annual budget

Treasury Board Secretariat consists of the following Divisions:

- Office of the Secretary to Treasury Board
- Fiscal Management and Capital Planning
- Analysis and Strategic Management
- Strategic Initiatives (including planning and program review)
- Scorecards

The Secretariat also includes administrative support services for Secretariat staff and Treasury Board including agenda and minute preparation and distribution of agenda material.

**3 (a) Treasury Board Secretariat**

Expenditures by Sub-Appropriation	Actual	Estimate		Variance	Expl. No.
	2019/2020 \$(000s)	FTEs	2019/2020 \$(000s)	Over/(Under) \$(000s)	
Salaries and Employee Benefits	4,881	42.00	4,256	625	
Other Expenditures	1,535		2,161	(626)	
<b>Total Sub-Appropriation</b>	<b>6,416</b>	<b>42.00</b>	<b>6,417</b>	<b>(1)</b>	

## PRIORITIES AND PLANNING

### Priorities and Planning Committee of Cabinet Secretariat

The Priorities and Planning Committee of Cabinet Secretariat (Secretariat) is a small staff group, which provides advice and support to the premier of Manitoba, the Priorities and Planning Committee of Cabinet and the Cabinet as a whole in advancing major government initiatives.

The Agencies, Boards and Commissions (ABCs) Office is part of the Secretariat. The ABCs Office oversees Manitoba government appointments to approximately 160 ABCs. These are entities established by government to carry out a range of functions and services, and include councils, authorities, advisory bodies, funding bodies, professional organizations and quasi-judicial tribunals.

#### Key Results Achieved:

- providing timely and effective policy advice and services to the Priorities and Planning Committee of Cabinet
- supporting the advancement of major government commitments and initiatives
- providing timely and thorough analysis of information and submissions for the Premier of Manitoba and the Cabinet
- focusing on the ABC process becoming more transparent, effective and efficient in accordance with the recommendations outlined in the 2012 Auditor General's report
- reducing the total number of ABCs, and the number of individuals serving on ABCs
- increasing board member representation and diversity in terms of Indigenous persons, visible minorities, persons with disabilities, gender balance, bilingual persons, and regional representation so that boards better reflect the population they serve

4 (a) Priorities and Planning Committee of Cabinet Secretariat					
Expenditures by Sub-Appropriation	Actual	Estimate		Variance	Expl. No.
	2019/2020 \$(000s)	FTEs	2019/2020 \$(000s)	Over/(Under) \$(000s)	
Salaries and Employee Benefits	1,725	16.00	1,691	34	
Other Expenditures	324		380	(56)	
<b>Total Sub-Appropriation</b>	<b>2,049</b>	<b>16.00</b>	<b>2,071</b>	<b>(22)</b>	

## LABOUR AND REGULATORY SERVICES

Labour and Regulatory Services contributes to Manitoba's growth and development by creating safe and healthy workplaces, balanced employment practices and harmonious labour/management relations.

### Legislative Development Branch

The Legislative Development Branch provides support to the Labour and Regulatory Services Division by conducting research and analysis, supporting policy development, coordinating the Division's legislative initiatives, and providing support services to a number of advisory boards and committees. The branch also coordinates the Division's responsibilities under The Regulatory Accountability Act. The objective of the branch is to provide effective and timely support to branches and to the Deputy Minister and Minister's offices in order to help the Department achieve its policy objectives.

### Key Results Achieved:

- leading the division's statutory and regulatory development initiatives
- coordinating the division's compliance with The Regulatory Accountability Act
- preparing approval documents for appointments to the division's agencies, boards and commissions
- providing administrative support, research, and analysis to the Labour Management Review Committee
- responding in a timely manner to requests for information by unions, management, labour relations practitioners, the general public, the Minister, and internal and external government branches, including requests from the federal government on matters relating to the International Labour Organization
- exchanging information and shared best practices regarding current and emerging labour trends with counterparts in other Canadian jurisdictions through the Canadian Association of Administrators of Labour Legislation

5 (a) Legislative Development					
Expenditures by Sub-Appropriation	Actual	Estimate		Variance	Expl. No.
	2019/2020 \$(000s)	2019/2020 FTEs	2019/2020 \$(000s)	Over/(Under) \$(000s)	
Salaries and Employee Benefits	508	5.00	379	129	
Other Expenditures	43		27	16	1
<b>Total Sub-Appropriation</b>	<b>551</b>	<b>5.00</b>	<b>406</b>	<b>145</b>	

### Explanation:

1. Variance is primarily due to an increase in the legal and professional services required .

## **Workplace Safety and Health Branch**

Workplace Safety and Health (WSH) Branch enforces The Workplace Safety and Health Act and its three associated regulations – the Workplace Safety and Health Regulation, Operation of Mines Regulation, and Administrative Penalty Regulation. Inspection and investigation activity focuses on improving legislative compliance through the use of strategic enforcement approaches that target high-risk hazards in order to prevent serious workplace injuries, illnesses and fatalities.

### **Key Results Achieved:**

- collaborating with the Workers Compensation Board, SAFE Work Manitoba, and other key partners to reduce the number and severity of workplace related injuries and illnesses in Manitoba. Through these partnerships, achieved the lowest time-loss injury rate on record -- 2.6 per 100 full-time workers in the 2018 calendar year, representing a reduction of almost 19% in the last five years
- responding to over 8,000 calls, approximately 2,000 emails and 120 walk-ins
- conducting 4,641 inspections that resulted in 6,853 improvement orders and 398 stop work orders
- employing a targeted enforcement strategy that resulted in 56% of inspections identifying high-risk contraventions, indicating the approach was effective at identifying workplaces with compliance issues. Prior to implementing focused enforcement, approximately 33% of inspections resulted in orders issued
- responding to 520 serious incidents, representing 43% of 'reportable incidents; completed 16 full investigation files while maintaining investigation timeframes that are among the fastest in Canada
- investigating 57 allegations of discriminatory action, confirming 11 cases of unlawful reprisal
- issuing eight administrative penalties ranging from \$2,500 to \$5,000
- amending the Workplace Safety and Health and the Operation of Mines Regulations to ensure adequate protections for workers, reduce red tape, and improve clarification and harmonization
- continuing progress on replacing existing case management software to facilitate easier indepth analysis and information sharing, and timely reporting of key performance indicators. This information will inform and focus future enforcement strategies

## Performance Indicators: Workplace Safety and Health Branch:

Effectiveness Measures	Planned Target 2019/2020	Actual Result 2019/2020	Expl. No.
Number of Inspections Conducted	4,700	4,641	

5 (c) Workplace Safety and Health					
Expenditures by Sub-Appropriation	Actual 2019/2020	Estimate 2019/2020		Variance Over/(Under)	Expl. No.
	\$(000s)	FTEs	\$(000s)	\$(000s)	
Salaries and Employee Benefits	5,836	78.60	6,755	(919)	1
Other Expenditures	2,713		3,775	(1,062)	2
<b>Total Sub-Appropriation</b>	<b>8,549</b>	<b>78.60</b>	<b>10,530</b>	<b>(1,981)</b>	

### Explanation:

1. Variance is primarily due to vacancies resulting from retirements and staff turnover.
2. Variance is primarily due to delays in the WSH case management system and lower operating costs

## Employment Standards

Employment Standards seeks to promote compliance with employment legislation and protect vulnerable workers. It offers labour adjustment services to assist employers in finding solutions to potential business closures or layoffs while supporting workforce adjustment committees to develop retraining and re-employment strategies for employees.

The objectives of the branch include:

- achieving a high level of voluntary compliance with employment standards legislation for timely resolution for employees and employers, and cost-effective use of government resources
- enforcing minimum standards, when necessary, to ensure payment of wage entitlements for employees and a level playing field for employers
- streamlining administrative processes, reducing unnecessary burdens on employers and employees and improving efficiency in the branch
- providing services to employers and employees to help respond to business closures and lay-offs, and facilitate timely re-entry into the workforce of affected employees

### Key Results Achieved:

- providing assistance and information to more than 26,000 employees and employers through our general inquiries line and responded to approximately 3,700 email inquiries

- resolving 1,606 claim-based investigations and 89 proactive investigations, recovered \$1.1 million in wages and issued 6 Administrative Penalties related to repeated non-compliance with minimum standards legislation, ranging from \$500 to \$2,500
- resolving 94% of all claims without a formal order being issued by an employment standards officer. 68% were settled voluntarily, in an average of 30 days, using an education-based process; eliminating the need for more costly, time-consuming field investigation
- delivering free public education sessions to enhance employers' understanding and awareness of legislative provisions. This service provides opportunities for Employment Standards Officers to engage stakeholders outside of typical claim-based interaction and enforcement activities
- responding to 100% of group layoff and business closure notifications within 5 days, assisting individuals and groups in transitioning to re-employment following significant workplace changes

**Performance Indicators: Client-Initiated Services**

**April 1, 2019 to March 31, 2020**

<b>Claim Resolution Method</b>	<b>Percentage of Finalized Claims</b>
Quick Resolution Process	67
Field Investigation	27
Alternate Dispute Resolution	4
Manitoba Labour Board	1
Judgement and Collections	1

*\*Note: Numbers have been rounded and approximate 100%*

<b>5 (d) Employment Standards</b>					
<b>Expenditures by Sub-Appropriation</b>	<b>Actual</b>	<b>Estimate</b>		<b>Variance</b>	<b>Expl. No.</b>
	<b>2019/2020</b>	<b>2019/2020</b>	<b>2019/2020</b>	<b>Over/(Under)</b>	
	<b>\$(000s)</b>	<b>FTEs</b>	<b>\$(000s)</b>	<b>\$(000s)</b>	
Salaries and Employee Benefits	2,846	37.60	3,088	(242)	
Other Expenditures	370		383	(13)	
<b>Total Sub-Appropriation</b>	<b>3,216</b>	<b>37.60</b>	<b>3,471</b>	<b>(255)</b>	

## The Worker Advisor Office

The Worker Advisor Office, established under Section 108 of The Workers Compensation Act, is independent of the Workers Compensation Board (WCB), and provides professional and timely service to workers and their dependants who require assistance with their workers compensation claims.

The Worker Advisor Office objectives include:

- advising workers and their dependants on the interpretation of The Workers Compensation Act, its regulations and WCB policies
- assisting workers in understanding WCB processes in general, and specific decisions that affect their entitlement to benefits
- advising, assisting, and where appropriate, representing injured workers in appeals to obtain benefits to which they are entitled under The Workers Compensation Act in a fair, compassionate and timely manner

### Key Results Achieved:

- assisting 232 injured workers and their families through the process of disputing claim decisions by the WCB and helped facilitate fair resolutions
- providing informal advice and assistance to 100 injured workers and their families
- representing clients at various levels of the workers compensation process in 138 cases, comprising:
  - 14 at case management/adjudication
  - 70 at Review Office
  - 78 at Appeal Commission.
- identifying opportunities to improve response times and efficiency of service delivery processes

5 (e) Worker Advisor Office					
Expenditures by Sub-Appropriation	Actual	Estimate		Variance	Expl. No.
	2019/2020	2019/2020	2019/2020	Over/(Under)	
	\$(000s)	FTEs	\$(000s)	\$(000s)	
Salaries And Employee Benefits	568	8.00	649	(81)	
Other Expenditures	57		54	3	
<b>Total Sub-Appropriation</b>	<b>625</b>	<b>8.00</b>	<b>703</b>	<b>(78)</b>	

## The Manitoba Labour Board

The Manitoba Labour Board is an independent and autonomous specialist tribunal comprised of a full-time chairperson, one full-time vice-chairperson (.8 EFT), six part-time vice-chairpersons, and 30 Board members. The Board is responsible for the fair and efficient administration and adjudication of responsibilities assigned to it under various statutes from which it derives its jurisdiction, including: The Labour Relations

Act; The Employment Standards Code; The Workplace Safety and Health Act; The Construction Industry Wages Act; The Worker Recruitment and Protection Act; The Apprenticeship and Certification Act; The Victims' Bill of Rights; The Essential Services Act (Government and Child and Family Services); The Essential Services Act (Health Care); The Pay Equity Act; The Public Interest Disclosure (Whistleblower Protection) Act; The Public Schools Act; The Remembrance Day Act; and The Elections Act.

The objectives of the Board include:

- resolving applications and appeals in a fair and reasonable manner, including the expeditious issuance of appropriate orders
- assisting parties in resolving disputes without the need of the formal adjudicative process
- providing information to parties and the public on their dealings with the Board and the Board's operations

### Key Results Achieved:

- Received 270 applications and carried forward 80 files under the following Acts:

The Elections Act	1
The Public Interest Disclosure (Whistleblower Protection) Act	2
The Workplace Safety and Health Act	9
The Employment Standards Code	23
The Labour Relations Act	235
<b>Total filed in reporting year</b>	<b>270</b>
<b>Cases carried forward (from 2019/2020)</b>	<b>80</b>
<b>Total applications before the Board*</b>	<b>350</b>

\*The total number of applications before the board increased by 9% over the previous year's total of 320.

- disposing of/closed 271 of 350 cases (77%)
- scheduling 104 applications and appeals for hearing and appointed arbitrators for 47 expedited arbitration applications
- resolving or narrowing the issues before the Board in 90.6% of cases where a Board officer was formally appointed or assisted the parties informally through the dispute mediation process. This represents an increase of 3.6% from the previous fiscal year
- conducting 21 votes: 13 votes within the legislated time frames of the certification process; four votes under extended limits for which the Board was satisfied exceptional circumstances existed; and 4 votes were not subject to timeframes stipulated under The Labour Relations Act

- processing applications and appeals with a median processing time of 114 calendar days under The Employment Standards Code and 53 calendar days under The Labour Relations Act (LRA)
- continuing streamlining procedures for receiving, storing and disbursing documents, to improve electronic communications and efficiencies

<b>5 (b) Manitoba Labour Board</b>					
<b>Expenditures by Sub-Appropriation</b>	<b>Actual</b>	<b>Estimate</b>		<b>Variance</b>	<b>Expl. No.</b>
	<b>2019/2020</b>	<b>2019/2020</b>	<b>2019/2020</b>	<b>Over/(Under)</b>	
	<b>\$(000s)</b>	<b>FTEs</b>	<b>\$(000s)</b>	<b>\$(000s)</b>	
Salaries and Employee Benefits	1,331	14.50	1,422	(91)	
Other Expenditures	157		200	(43)	
<b>Total Sub-Appropriation</b>	<b>1,488</b>	<b>14.50</b>	<b>1,622</b>	<b>(134)</b>	

# INTERGOVERNMENTAL AFFAIRS

## Federal-Provincial Relations

Federal-Provincial Relations coordinates and provides strategic policy advice, analysis and support to the premier of Manitoba concerning Manitoba's relationships with the federal government and other provincial and territorial (PT) governments. The branch promotes Manitoba's interests in the development of interprovincial/territorial positions and policies in co-operation with other provinces and territories, and in the development and implementation of national policies in cooperation with the federal government.

Activities of the branch include ensuring a consistent, government-wide approach and strategy to advance Manitoba's priorities in intergovernmental affairs. Federal-Provincial Relations also ensures that members of the Manitoba government have adequate and timely information on the implications resulting from national and regional trends and the implementation of programs and policies by the federal government and/or other PT governments.

### Key Results Achieved:

- providing support to the premier of Manitoba in his responsibilities as the minister of Federal-Provincial Relations, including his involvement in regular First Ministers' meetings, annual Western Premiers' Conferences, Council of the Federation, bilateral meetings with the prime minister and other inter-jurisdictional meetings and conferences
- coordinating government-wide approach to intergovernmental affairs

6 (a) Federal-Provincial Relations					
Expenditures by Sub-Appropriation	Actual	Estimate		Variance	Expl. No.
	2019/2020 \$(000s)	FTEs	2019/2020 \$(000s)	Over/(Under) \$(000s)	
Salaries and Employee Benefits	806	9.00	805	1	
Other Expenditures	327		328	(1)	
<b>Total Sub-Appropriation</b>	<b>1,133</b>	<b>9.00</b>	<b>1,133</b>	<b>-</b>	

# **CONSUMER PROTECTION DIVISION**

## **Consumer Protection**

The Consumer Protection appropriation (07-7) has seven sub-appropriations: Administration and Research, Consumer Protection Office (CPO), Residential Tenancies Branch (RTB), Claimant Adviser Office (CAO), Automobile Injury Compensation Appeal Commission (AICAC), Residential Tenancies Commission (RTC) and the Office of the Registrar-General (ORG).

Two special operating agencies – the Vital Statistics Agency (VSA) and the Public Guardian and Trustee (PGT) – are also a part of the division and are discussed in following, but they additionally prepare separate Annual Reports, as do the AICAC and the RTC. The Assistant Deputy Minister chairs the Vital Statistics Agency Advisory Board and the Public Guardian and Trustee Advisory Board, as well as the Landlord and Tenant Advisory Committee.

The mandate of the division reflects many of the ways in which Manitobans interact in the marketplace, and experience important life events such as births, deaths and marriages. Especially today, Manitobans face challenges from an increasingly innovative and dynamic marketplace. New technologies, new types of commercial activities and business models, new ways of shopping and buying places additional importance on sustaining a fair, balanced and up-to-date regulatory system, so that Manitobans can maintain their full confidence in the marketplace, and that life events are properly recorded to protect identity and personal information.

The division encourages marketplace confidence through a wide range of activities that include: identifying and responding rapidly to the emergence of new legislative needs in the administration of the provincial legislation for which the division is responsible; ensuring the proper operation of the land registration systems and Personal Property Registry, in accordance with the service provider contract with Teranet Manitoba and applicable legislation; registering births, marriages and deaths, and issuing certificates to eligible individuals; administering the province's rent regulation program, and investigating and mediating disputes between tenants and landlords, consumers and businesses; licensing businesses in a number of key sectors, licensing door to door sellers and collection agents; and regulating pay day lenders and collection agencies.

With fast-paced marketplace changes, comes the challenge of helping Manitobans help themselves, through the availability of timely and useful information. The division places emphasis on using a variety of traditional and new social media tools to ensure all Manitobans can be kept aware of issues relating to the mandate of the division.

## **Administration and Research**

Administration and Research is composed of two units; the Assistant Deputy Minister's office and Research and Planning. The Administration and Research office provides executive direction and administrative support to branches, agencies and commissions of the Consumer Protection Division. Activities of the two units include undertaking strategic action to prioritize, sustain and improve services, focusing on outcome-based measures to ensure investments are appropriate, assessing the need for new or

amended legislation and coordinating the development of legislation and other responses to marketplace problems, investigating marketplace issues and assessing alternative responses to them, coordinating the division's budget and financial reporting and identifying strategic and innovative opportunities for fiscal improvement, and collaborating and networking across departments and sectors to achieve governments' objectives.

### Key Results Achieved:

- providing information, advice and support to the Minister, Deputy Minister and the executive level of government on issues related to the division
- providing leadership and centralized co-ordinated support to the division in such areas as policy and legislative development, planning new strategic initiatives and service delivery
- providing divisional financial management services, including budget analysis and control, in accordance with governing legislation and established financial administration policies and procedures
- establishing and maintaining strong working relationships with stakeholders, including consumer associations, business associations and municipalities
- creating and sustaining a culture of innovation, employee engagement, and continuous improvement
- attending a day-long Treaty Presentation and Blanket exercise that included staff from various branches as part of the commitment made to address the Truth and Reconciliation Report's Call to Action #57

### 7 (a) Administration and Research

7 (a) Administration and Research					
Expenditures by Sub-Appropriation	Actual	Estimate		Variance	Expl. No.
	2019/2020 \$(000s)	FTEs	2019/2020 \$(000s)	Over/(Under) \$(000s)	
Salaries And Employee Benefits	524	5.00	446	78	
Other Expenditures	94		230	(136)	1
<b>Total Sub-Appropriation</b>	<b>618</b>	<b>5.00</b>	<b>676</b>	<b>(58)</b>	

#### Explanation:

1. Variance is primarily due to lower than anticipated legal fees.

### Consumer Protection Office

The CPO functions fall into six main areas of investigation and dispute resolution, licensing and registration, special investigations, education and outreach, administration/legislative review, and the oversight and management of the Financial Literacy Fund. The Investigation and Dispute Resolution area investigates consumer-related complaints and resolves them through mediation or by taking enforcement action. The Licensing and Registration area works within The Consumer Protection Act

which regulates payday lenders, high-cost credit grantors, vendors and direct sellers, collection agents and collectors through licensing and bonding requirements. Additionally, licences are issued to hearing aid dealers, and registrations are issued to manufacturers and renovators of stuffed articles. The Special Investigations area administers the legislation it oversees in a way that is balanced and fair to both consumers and businesses while preventing undue hardship to businesses in the marketplace in Manitoba. The education and outreach activities fall into formal and informal categories. Many of the calls and emails received are from businesses or consumers who are seeking information about their respective rights and obligations. The Administration/Legislative Review area reviews programs and effectively manages the internal operation of the CPO, including the management of financial and human resources. In February 2011, the Manitoba government established the Payday Borrowers' Financial Literacy Fund. All payday lenders that are licensed in Manitoba paid an annual levy for the fund of \$500 for each licensed location. In September 2016, the Payday Borrowers' Financial Literacy Fund was continued as the Manitoba Borrowers' Financial Literacy Fund and high-cost credit grantors along with payday lenders pay an annual levy of \$500 for each licensed location. The fund is used to provide borrowers and potential borrowers with information to help them make sound financial decisions.

#### **Key Results Achieved:**

- investigating consumer complaints and facilitating the resolution of disputes between consumers and businesses
- enforcing and taking action to enforce legislation as appropriate
- licencing/registering/granting certifications or authorizations to vendors and individuals engaged in direct selling, collection agencies and collectors, hearing aid dealers, payday lenders and high cost credit grantors
- administering film and video classification under an agreement with Consumer Protection BC
- Supporting fair and honest transactions by other regulated businesses, such as motor vehicle dealers and repair shops, cell phone providers and those offering gift cards
- informing and educating consumers, businesses, service groups, consumer groups and student organizations regarding their rights and responsibilities as well as potential risks in the marketplace
- developing and administering consumer protection legislation for Manitobans
- consulting consumer issues with other departments, agencies and organizations in Manitoba, Canada and other countries

- responding to requests by the Investigation and Dispute area for information, advice and assistance as follows:
  - receiving over 21,926 new calls or email messages and over 436 in-person inquiries including from businesses who contacted the CPO to determine their obligations under the legislation, and consumers who sought information or assistance with a specific situation
  - handling 524 written complaints, the majority of which came from automotive and direct sales including 160 files carried over from the previous year
  - obtaining an amount of \$1,017,291 in cash settlements or contract adjustments for consumers
  - classifying 485 films and videos by the Consumer Protection BC for exhibition

### Analysis of Complaints

Complaint Type	2019/2020	2018/2019
Payday Lender	15	10
Automotive	146	176
Credit / Finance / Credit Card	17	17
High Cost Credit	0	0
Home Renovations	63	67
Electronics Sales/Service/Manufacturing	42	33
Collections	42	38
Direct Sales	70	178
Home Furnishing / Accessories	25	33
Personal Services/Goods	30	36
*Other	74	65
<b>Total</b>	<b>524</b>	<b>653</b>

\*Other' complaints include categories such as: retail, internet transactions, professional services, hearing aids, travel, prepaid purchase cards, credit reporting agencies, loan brokers and bedding and other upholstered or stuffed articles related.

- issuing 8,313 licences, registrations and authorizations in 2019/2020
- conducting inspections at a number of trade shows, fairs and exhibitions

## Licences, Registrations and Authorizations

Type	2019/2020	2018/2019
Collection Agent	88	84
Collectors	3,193	3,358
Vendors	148	158
Direct Seller	2,559	2,763
Hearing Aid Dealers	83	82
High-Cost Credit Products	57	44
BOUSA <sup>1</sup>	2,144	4,417
Payday Lenders	41	40
<b>Total</b>	<b>8,313</b>	<b>10,946</b>

- repealing The Bedding and Other Upholstered and Stuffed Articles Regulation effective January 1, 2020
- issuing specific enforcement actions, such as administrative penalties and prosecutions, by the CPO are published online
- providing presentations to members of the business community, consumer groups, seniors, students, agencies and public administrators focused on the role of the CPO, consumer protection issues, motor vehicle information disclosure, identity theft, frauds and scams
- educating consumers to help them make more informed decisions with accurate information from the CPO when participating in the marketplace
- sharing information about new legislation with consumers and businesses through news releases, social media posts, updated information on the CPO website and on the Consumer Protection mobile App
- issuing news releases reminding consumers their rights and responsibilities relating to gift cards, online shopping, direct sales, debt collection and fraud
- modernizing client service strategies, which include broadening social media and digital presence
- developing an integrated approach to improving education and awareness for consumers and businesses across all branches of the CPO
- monitoring the consumer protection landscape and conducting on-going reviews of policies and legislation to ensure that they remain effective and responsive in an ever-evolving marketplace

- upgrading electronic case management system to improve licensing and complaints tracking activities and to create a public online business registry
- repealing The Bedding and Other Upholstered or Stuffed Articles Regulation, 78/2004 under The Public Health Act, C.C.S.M. c. P210 on January 1, 2020 as it was duplicative of federal health regulations, was a regulatory barrier to internal trade and represented an administrative burden to businesses
- administering The Amusements Act, C.C.S.M. c. A70, with the exception of Part II
- representing Manitoba on the Federal/Provincial/Territorial Consumer Measures Committee to improve the marketplace for consumers by harmonizing laws, regulations and practices, and through partnerships and initiatives to raise public awareness
- continuing discussions on classification systems for consumer complaints, improving consumer awareness, enforcement best practices and electronic commerce
- releasing two 2-minute animated videos and two 15-second video clips on payday loans and high-cost credit products on YouTube, with funding from the Manitoba Borrowers' Financial Literacy Fund and posted online and on social media in order to improve the financial literacy of payday loan and high-cost credit borrowers and/or potential borrowers.

<b>Financial Literacy Fund</b>	<b>2019/2020</b>	<b>2018/2019</b>
Revenue	\$49.0	\$42.0
Grants	\$10.6	\$22.46
Funds remaining on March 31	\$244.2	\$205.7

## 7 (b) Consumer Protection Office

### 7 (b) Consumer Protection Office

Expenditures by Sub-Appropriation	Actual	Estimate	Variance	Expl. No.
	2019/2020 \$(000s)	2019/2020 FTEs	Over/(Under) \$(000s)	
Salaries and Employee Benefits	1,540	23.00	1,595	(55)
Other Expenditures	324		362	(38)
Grants	113		113	-
<b>Total Sub-Appropriation</b>	<b>1,977</b>	<b>23.00</b>	<b>2,070</b>	<b>(93)</b>

## **Residential Tenancies Branch**

The RTB provides information to landlords, tenants and others about The Residential Tenancies Act, The Life Leases Act, and The Condominium Act as it relates to residential tenancies. The branch duties include investigating complaints of non-compliance with legislation and enforcing compliance when necessary, mediating disputes between landlords and tenants, and issuing enforceable agreements. The RTB also makes decisions about disputes between tenants and landlords regarding deposits, repairs, terms and conditions of a tenancy agreement or life lease, the right to continue in occupancy, including termination of tenancy for non-payment of rent, noise and disturbance, claims for compensation, non-payment of utilities, tenant services, and life lease entrance fees. Additionally, the RTB is responsible for making decisions about landlords' applications for rent increases above the guideline and tenants' objections to any rent increases, and applications for approval of a rehabilitation scheme, hearing appeals of fines imposed by condominium boards under The Condominium Act, and administering the Security Deposit Compensation Fund.

### **Key Activities Achieved:**

- creating a rental marketplace that serves landlords and tenants fairly
- expanding video conferencing capabilities in RTB office locations to simplify the hearing process and improve access to services for people from rural and remote locations
- reducing waiting time to obtain a hearing date for compensation claims from 5 months from the date of application to 1.5 months,
- streamlining Manitoba's residential tenancies dispute resolution process by providing landlords and tenants with the right to appeal a decision of the RTB once, instead of twice
- educating tenants and landlords to help them make well-informed, responsible decisions
- providing tenants and landlords with balanced, accessible and timely dispute resolution, in an informal administrative setting
- amending the Residential Tenancies Act to expand the eligibility criteria for early lease termination to include victims of sexual violence in addition to domestic violence and stalking
- Simplifying the procedure for establishing that violence or stalking has occurred was simplified by allowing for a variety of professionals/agencies to provide a statement confirming violence or stalking has occurred (for example a physician, a registered nurse, a psychologist, police officer, employee of an emergency shelter). Prior to the amendment, legislation required a police report or a no-contact order issued by the court be in place to qualify for early lease termination. The changes ensure that

victims of domestic or sexual violence or stalking can leave dangerous living situations even in the absence of a police report or no-contact order

- identifying issues and trends in the rental marketplace and recommending legislative change where appropriate
- providing front end dispute resolution; Client Services Officers resolved almost 3,000 complaints informally in 2019/2020, and an additional 946 disputes through formal mediated agreements
- providing investigation of legislative breaches and enforcing compliance
- assisting in the settlement of disputes related to repairs, with 746 requests referred to Investigation and Enforcement Officers to investigate
- working with utility service providers to ensure that utility service continued to be provided for tenants in 87 buildings after landlords' accounts fell into arrears and the service was in danger of being cut off
- continuing to work with other government departments to respond to issues respecting the enforcement of the City of Winnipeg Health Orders
- issuing seven administrative penalties against a landlord, for non-compliance with existing Orders to Repair, Lock Outs and Vital Services

### **Mediation and Adjudication**

- resolving disputes before the date set for the determination hearing
- hearing three appeals of fines levied by condominium boards in 2019/2020
- mediating resolution of 20 per cent of the 1,165 compensation claims filed with the RTB in 2019/2020, and 32 per cent of the 2,518 applications for orders of possession
- holding 1,425 hearings when mediation was not successful
- providing written orders and written reasons for decision for each matter that went to hearing, ensuring that the successful party receive an order enforceable by the Court of Queen's Bench and ensuring that both parties understand how a particular decision was reached

### **Rent Regulation**

- reviewing 335 applications by landlords to increase rent above the guideline, receiving tenant objections to rent increases, and accepting three applications for approval of rehabilitation schemes in 2019/2020

- receiving 110 applications for rent status reports in 2019/2020 by new landlords or potential purchasers of rental properties; these reports can alert prospective purchasers to potential rent increase problems because it provides information about a property's rent history

### **Information/Education**

- offering information to clients through 47,000 telephone calls, almost 14,000 email requests and over 12,000 in-person visits to RTB offices
- providing 7,119 clients with information through the automated Interactive Voice Response System, accessible 24 hours a day/seven days a week
- providing detailed web-based information including its Policies and Procedures Guidebook, forms, a security deposit interest calculator, and access to the Residential Tenancies Orders System
- continuing outreach and education activities for the public and industry stakeholders regarding legislation and programs administered by the RTB providing 48 presentations to 1,419 participants in addition to displays at four events and speaking with approximately 600 people at these venues
- consulting with stakeholders and other jurisdictions to stay current with issues and trends in the rental marketplace and ensure that the legislation continues to meet the needs of tenants and landlords
- producing many fact sheets and guides to provide information to clients about their rights, responsibilities, and obligations

### **Administration**

- continuing to administer the Security Deposit Compensation Fund, the purpose of which is to return security deposits to tenants when landlords fail to refund the money; in 2019/2020, \$22,647.94 was paid to 35 tenants
- recovering funds from landlords where appropriate and transferring a total of \$4,903.19 of unclaimed money into the Security Deposit Compensation Fund in 2019/20, in addition to \$16,000 of administrative penalties
- dedicating \$18,561.01 of Fund surplus (the excess balance when the balance in the fund is more than \$30,000) to offset the cost of providing educational programs for landlords and tenants, including in 2019/20 landlord/tenant fact sheets and brochures, landlord resource manuals and participation in trade shows and exhibitions

## Independent Tenant Advisor Program

- assisting 861 tenants to prepare for their cases, representing 65 tenants at RTB hearings, and 17 tenants at RTC hearings

## Parts 1-8 of The Residential Tenancies Act

### CASE LOAD

Case Type	2019/2020	2018/2019
Failure of Landlord/Tenant to Meet Obligations <sup>1</sup>	59	107
Hearings		
• Claims	1,165	1,175
• Order of Possession	2,518	2,535
• Determination	28	32
Non-payment of Utilities	87	108
Notices to Vacate	2	3
Repairs	746	773
Security Deposits	581	520
Other <sup>2</sup>	142	151
<b>Total Cases Opened</b>	<b>5,357</b>	<b>5,404</b>
Total Cases Closed <sup>3</sup>	5,357	5,614
Intakes Resolved <sup>4</sup>	3,299	3,017
<b>Total Cases Closed and Intakes Resolved</b>	<b>8,656</b>	<b>8,631</b>

1 This category includes disputes over locks and doors, privacy, seizure of tenants' property, non-payment of rent, disturbance, withholding of services, unauthorized charges or fees.

2 This category includes disputes involving assignment and subletting, mobile homes, entitlement to collect rent, change of landlord and abandonment of rental unit.

3 These figures include cases carried over from the previous fiscal year which were closed during the reporting period.

4 An Intake is a client's request for assistance that does not result in a formal case file being opened. Most are resolved informally at the first stage of contact.

## Part 9 of The Residential Tenancies Act

### CASE LOAD

Case Type	2019/2020	2018/2019
Application for Above the Guideline Rent Increase <sup>1</sup>	335	375
Application for Approval of a Rehabilitation Scheme – Complex	3	1
Application for Approval of a Rehabilitation Scheme –	234	249

<b>Case Type</b>	<b>2019/2020</b>	<b>2018/2019</b>
Specified Unit		
Application for Laundry Increase	8	20
Application for Rent Status Report	110	124
Application for Tenant Requested Improvement	15	9
Application for Withdrawal of Service	17	61
Life Lease Rent Review	4	3
Tenant Objection to Guideline, or less, Rent Increase	19	14
Unauthorized Rent Increases	985	520
<b>Total Cases Opened</b>	<b>1,730</b>	<b>1,376</b>
<b>Total Cases Closed<sup>2</sup></b>	<b>1,547</b>	<b>1,539</b>

- 1 The rent increase guideline for 2018 was 1.3%, 2.2% for 2019, and 2.4% for 2020.
- 2 These figures include cases carried over from the previous fiscal year, which were closed during the reporting period.

## 7 (c) Residential Tenancies Branch

### 7 (c) Residential Tenancies Branch

Expenditures by Sub-Appropriation	Actual	Estimate		Variance	Expl. No.
	2019/2020 \$(000s)	2019/2020 FTEs	2019/2020 \$(000s)	Over/(Under) \$(000s)	
Salaries and Employee Benefits	4,842	61.00	4,824	18	
Other Expenditures	566		744	(178)	
<b>Total Sub-Appropriation</b>	<b>5,408</b>	<b>61.00</b>	<b>5,568</b>	<b>(160)</b>	

## Claimant Adviser Office

The CAO advises claimants about the provisions of The Manitoba Public Insurance Corporation Act including the regulations and decisions made under the Act. The office carries out investigations, including obtaining expert opinions, respecting an appeal of an MPIC internal review decision to the AICAC. It advises claimants regarding the evidence in support of their appeals. The CAO may represent and advocate for claimants during mediation at the Automobile Injury Mediation Office, in discussions with MPIC and at Case Conferences and Appeal Hearings before AICAC.

## Key Results Achieved:

- assisting persons who wish to appeal an Internal Review decision made by the Manitoba Public Insurance Corporation (MPIC) in relation to bodily injury claims to the AICAC
- opening 153 new regular CAO files, each one representing one internal review decision being appealed, though the internal review decision may deal with more than one issue
- providing assistance to claimants with questions that required further discussion,

meetings, or investigations regarding appealing MPIC Internal Review decisions, without opening a regular file

- triaging all new regular CAO files to initiate prompt action on the file
- regularly reviewing appeal investigations and preparation progress in regular meetings between the Director and Claimant Advisers
- providing ongoing advocacy skills coaching and appeal strategy advice to Claimant Advisers
- implementing an electronic database system to improve data security and increase efficiency

## CAO File Analysis

### CAO Files closed in 2019/2020 - Analysis by Personal Injury Protection Plan (PIPP) Benefits recovered:

PIPP Benefits recovered	Amount
Wage Replacement benefits.	\$250,000.00 approx.
Personal Care Assistance	\$60,000 approx.
Permanent Impairment Awards	\$20,000 approx.
Reimbursement for Treatment and Travel to Treatment (Physiotherapy; Chiropractic; Athletic; Psychological; Dental)	\$26,000 approx.
Reimbursements for Medications; Medical Aid; reduction of overpayments, and other benefits	\$95,000 approx.

These amounts do not include the value of ongoing benefits that will be paid to claimants on the basis of the appeal decision; new MPI decisions or resolution agreements. Other benefits can include benefits such as injury related modifications to homes to address mobility needs, prescribed home based exercise program needs, and other benefits.

Since the office opened on May 16, 2005, Claimant Advisers have recovered approximately \$10 million in benefits for appellants.

### CAO Files closed in 2019/2020 - Analysis by Year CAO File Opened:

Year CAO File Opened	% of total CAO Files closed in 2019/2020
2019	86 or 52%
2018	43 or 26%
2017	17 or 10%
2016	7 or 4%
2015	8 or 5%
2014	1 or 1%
2013	1 or 1%
2012 and prior	2 or 1%

**CAO Files closed in 2019/2020 - Analysis by Reason for File Closure:**

<b>CAO Files Closed</b>	<b>2019/2020</b>
Commission Decisions – Appeal allowed	1
Commission Decisions – Appeal denied	5
Resolved by CAO and MPIC prior to Hearing	12
Resolved at Mediation – Memorandum of Agreement (MOA) and Notice of Withdrawal (NOW) filed	65
Resolved before Mediation – Resolution Agreements with MPIC or new decision	13
CAO representation withdrawn as insufficient evidence and other reasons	34
Claimant left CAO for self or alternative representation	16
Claimant withdrew appeal on recommendation of CAO or abandoned appeal	19
<b>Total</b>	<b>165</b>

**CAO files opened and Active files in 2019/2020**

<b>Files Opened</b>	<b>2019/2020</b>	<b>2018/2019</b>
Regular CAO Files Opened	153	122
Query Files Opened	140	N/A

<b>Total of Active Files</b>	<b>2019/2020</b>	<b>2018/2019</b>
Regular CAO Files	219	252

**CAO Matters scheduled in 2019/2020**

<b>Appeals</b>	<b>2019/2020</b>	<b>2018/2019</b>
Appeal Hearings scheduled	13	14
Appeal Hearings that proceeded	7	9
Case Conferences scheduled	43	15
Case Conferences that proceeded	32	15

<b>Mediation</b>	<b>2019/2020</b>	<b>2018/2019</b>
Pre-Mediations scheduled	104	98
Pre-Mediations that proceeded	92	90

<b>Mediation</b>	<b>2019/2020</b>	<b>2018/2019</b>
Mediations scheduled	119	114
Mediations that proceeded	98	102

Query files are created where a non-claimant contacts the CAO for assistance not directly related to open CAO files that require further correspondence, discussion, or investigation but do not result in opening a file. Such contact could include follow up questions related to implementation of an agreement or a decision, assistance in reviewing correspondence from MPI, and other enquiries.

## 7 (d) Claimant Adviser Office

7 (d) Claimant Adviser Office					
Expenditures by Sub-Appropriation	Actual 2019/2020 \$(000s)	Estimate 2019/2020 FTEs	Estimate 2019/2020 \$(000s)	Variance Over/(Under) \$(000s)	Expl. No.
Salaries And Employee Benefits	875	11.50	905	(30)	
Other Expenditures	86		79	7	
<b>Total Sub-Appropriation</b>	<b>961</b>	<b>11.50</b>	<b>984</b>	<b>(23)</b>	

## Automobile Injury Compensation Appeal Commission

The AICAC is a specialist tribunal established under The Manitoba Public Insurance Corporation Act to hear appeals of internal review decisions concerning benefits under the PIPP of MPIC, a “no-fault” insurance program.

AICAC is composed of a chief commissioner, two part-time deputy chief commissioners, a director of appeals, three appeals officers, a secretary to the chief commissioner and two administrative assistants. In addition, there are 16 part-time commissioners who sit on appeal panels as required.

A decision of AICAC is binding, subject only to a right of appeal to the Manitoba Court of Appeal on a point of law or a question of jurisdiction, and then only with leave of the court.

### Key Results Achieved:

- expanding video conferencing capability in its office location to simplify the hearing process for people from rural or remote locations
- introducing a digital Notice of Appeal form for simple electronic submission
- holding 26 formal hearings and 91 pre-hearing meetings or case conferences, compared to 30 hearings and 75 pre-hearings or case conferences in the previous fiscal year. Appellants were successful in whole or in part in 25 percent of the appeals heard by AICAC
- preparing 102 indexed files, compared to 112 in 2018/2019. AICAC’s appeals

officers prepared 72 supplementary indexes, compared to 73 in 2018/2019

- tracking the number of appeals, there were 396 open appeals at AICAC as of March 31, 2020 which is 25 more than the previous year
- receiving 203 appeals from appellants in 2019/2020, compared to 150 appeals filed in the previous fiscal year
- scheduling hearing dates, on average, within 7.67 weeks from the time the parties were ready to proceed to a hearing, compared to 3.31 weeks in 2018/19
- preparing 20 written decisions and issuing nine decisions for Dismissal for Failure to Pursue Appeal
- averaging 13.19 weeks between the date a hearing concluded to the date AICAC issued an appeal decision
- holding 41 days of hearings and 91 days of pre-hearing or case conferences
- receiving notice of two applications for leave to appeal to the Court of Appeal, both of which were dismissed
- implementing an electronic database systems to improve data security and increase efficiency

## 7 (e) Automobile Injury Compensation Appeal Commission

7 (e) Automobile Injury Compensation Appeal Commission					
Expenditures by Sub-Appropriation	Actual 2019/2020 \$(000s)	Estimate 2019/2020 FTEs	Estimate 2019/2020 \$(000s)	Variance Over/(Under) \$(000s)	Expl. No.
Salaries And Employee Benefits	854	7.00	900	(46)	
Other Expenditures	123		118	5	
<b>Total Sub-Appropriation</b>	<b>977</b>	<b>7</b>	<b>1,018</b>	<b>(41)</b>	

## Residential Tenancies Commission

The RTC is a quasi-judicial, specialist tribunal that hears appeals from decisions and orders of the Director under The Residential Tenancies Act.

The RTC is composed of The Chief Commissioner – a full-time position; appointed for up to a five-year term, located in Winnipeg; Deputy Chief Commissioners – one full-time Deputy Chief Commissioner and a 0.6 Deputy Chief Commissioner appointed for up to a four-year term and 15 part-time deputy chief commissioners appointed for up to a four-year term, located in Winnipeg, Virden and Brandon. The Deputy Chief Commissioner may exercise the powers and perform the duties of the Chief Commissioner and panel members – 35 part-time panel members appointed for up to a two-year term located in Winnipeg, Portage la Prairie, Thompson and Brandon – approximately half representing the views of the landlords; the others the views of the tenants.

Some appeals are heard only by the Chief Commissioner or a Deputy Chief Commissioner and some appeals are heard by a panel of three, consisting of one landlord and one tenant representative and either the Chief Commissioner or a Deputy Chief Commissioner as the neutral Chairperson. If there is not a majority decision, the decision of the neutral Chairperson is the decision of the Commission. Hearings outside of Winnipeg are held at the nearest judicial district.

A person who did not attend or otherwise participate in the hearing before the director may not appeal an order granting an order of possession to a landlord for the termination of the tenancy for non-payment of rent or a tenant services charge, unless the Commission, on application, grants the person leave to appeal.

Effective June 3, 2019, all RTC decisions are final and binding. Prior to June 3, 2019, Part 1 – 8 matters could be appealed to the Court of Appeal, but only on a question of law or jurisdiction and with leave of the Court.

**Key Results Achieved:**

- expanding the matters that can be heard by a single commissioner to increase efficiency
- updating a number of forms and information sheets to ensure accessibility to the public and enhance service delivery

April 1, 2019– March 31, 2020

<b>Activity</b>	<b>Received</b>	<b>Processed</b>
Claim For Security Deposit or Less	54	54
Claim	138	137
Claim and Order of Possession	182	189
Determination	2	4
Repairs	25	26
Distrain and Lockout	2	2
Utilities	4	4
Enforcement	2	2
Administrative Penalty	5	5
Rent Regulation	93	104
<b>Total</b>	<b>507</b>	<b>527</b>

<b>Appeals Initiated By</b>	<b>2019/2020</b>
Landlord	221
Tenant	248

<b>Appeals Initiated By</b>	<b>2019/2020</b>
Other Party	1
Multiple Parties	37
<b>Total Appeals<sup>1</sup></b>	<b>507</b>

<sup>1</sup> Total Appeals represents the number of Appeals received within the fiscal period.

<b>Motions for Extension of Time to Appeal</b>	<b>Received</b>	<b>Outcome</b>
Motions for Extension of Time to Appeal	91	
Decisions Denied		45
Decisions Granted		46

<b>Leave to Appeal Applications to the Residential Tenancies Commission</b>	<b>Received</b>	<b>Outcome</b>
Applications for Leave to Appeal	66	
Leave to Appeal Denied		40
Leave to Appeal Granted		26

<b>Decisions</b>	<b>2019/2020</b>
Orders upheld	228
Orders varied	172
Orders rescinded/overturned	57
Orders withdrawn/settled	58
Orders cancelled	12
<b>Total Decisions<sup>2</sup></b>	<b>527</b>

- Total Decisions represents the number of Appeals processed where Orders have been issued and files closed within the fiscal period.

<b>Appeal Hearings:</b>	<b>2019/2020</b>
Brandon	5
Dauphin	0
Thompson	0
Russell	0
Portage la Prairie	3
Steinbach	0

Winkler	0
Winnipeg	548
<b>Total Appeal Hearings</b>	<b>556</b>

<b>Court of Appeal</b>	<b>Received</b>	<b>Outcome</b>
Applications for Leave to Appeal	3	
Decisions Denied		5
Applications Withdrawn		0
Hearings Pending		0

## 7 (f) Residential Tenancies Commission

7 (f) Residential Tenancies Commission					
Expenditures by Sub-Appropriation	Actual 2019/2020 \$(000s)	Estimate 2019/2020 FTEs	Estimate 2019/2020 \$(000s)	Variance Over/(Under) \$(000s)	Expl. No.
Salaries And Employee Benefits	740	5	795	(55)	
Other Expenditures	90	-	119	(29)	
<b>Total Sub-Appropriation</b>	<b>830</b>	<b>5</b>	<b>914</b>	<b>(84)</b>	

### Office of the Registrar-General

The ORG is responsible for exercising general oversight of the private service provider and ensuring that the land registration systems and the Personal Property Registry are provided in accordance with the applicable legislation. The duties of the Registrar-General include matters referred by someone dissatisfied with an act or omission of a District Registrar, the Examiner of Surveys or the Registrar of the Personal Property Registry, hearing applications to determine ownership of rights to interests in land and for claims for compensation from The Assurance Fund related to an interest in land, establishing rules of practice for the service provider and users of the land titles system and rules regarding mortgage sale and foreclosure proceedings. For greater transparency, significant rules of practice and all form approvals are issued by Directive and approving the forms to be used in the land registration system and the Personal Property Registry.

Another role of the Registrar-General is implementing the Survey Outline Monument Restoration Program. Outline monuments are the monuments that indicate on the ground, the location of key elements of the survey fabric of Manitoba. These monuments are the foundation of the Land Titles system and if monuments are missing there can be a negative impact on development and the integrity of titles issued by Land Titles. Under this program, municipalities pay the cost of monument restoration and are reimbursed for half of the cost in accordance with the guidelines and fee schedule agreed on by the relevant parties and the Registrar-General.

For the calendar year 2019, 770 outline monuments were restored with \$320,708.17 reimbursed to municipalities by Teranet Manitoba.

## Key Results Achieved:

- ensuring the proper operation of the land registration systems and Personal Property Registry in accordance with the service provider contract with Teranet Manitoba and applicable legislation
- operating a fair and efficient tribunal to decide appeals of decisions of a District Registrar, the Examiner of Surveys or the Registrar of the Personal Property Registry, claims for compensation from the Assurance Fund, and rights regarding estates or interests in land
- developing and administering land and personal property security legislation for Manitobans
- overseeing the operations of Teranet Manitoba including monthly meetings with management of Teranet Manitoba and quarterly meetings of the Joint Executive Committee
- ensuring Teranet Manitoba met all of its contractual obligations under the License and Service Provider Agreement from the agreement's inception in March, 2014 to the date of this report, March 31, 2020
- Improving several client services in The Property Registry to benefit all Manitobans, such as implementation of a fully digital electronic land titles search and registration system
- Launching a rebranded website, Teranet Manitoba met the highest accessibility standards in Canada with a wider offering of data and registry solutions
- clarifying the The Real Property Act as part of The Reducing Red Tape and Improving Services Act, 2019, to clarify wording relating to the powers of the District Registrar with respect to Tax Sales

There were no payments made from the Assurance Fund in 2019/2020.

## 7 (g) Office of the Registrar-General

7 (g) Office of the Registrar- General					
Expenditures by Sub-Appropriation	Actual 2019/2020 \$(000s)	Estimate 2019/2020 FTEs	Variance Over/(Under) \$(000s)	Expl. No.	
Salaries And Employee Benefits	330	2	227	103	1
Other Expenditures	44	-	87	(43)	2
<b>Total Sub-Appropriation</b>	<b>374</b>	<b>2</b>	<b>314</b>	<b>60</b>	

### Explanation:

1. Variance is primarily due to severance and related pay-outs, offset by savings from vacancies.
2. Variance is primarily due to lower than anticipated legal fees.

## **Vital Statistics Agency (SOA)**

The VSA, commenced operation as a provincial government Special Operating Agency (SOA) on April 1, 1994. It reports to the Legislature through the Minister of Finance. Detailed information on the VSA can be found in the agency's annual report. This report is available online at <https://vitalstats.gov.mb.ca/>.

### **Key Results Achieved:**

- Implementing an Idea Fund project that enables Manitobans to use an online service to apply for foundational identity and vital status documents. This online service improves access and contributes to reducing delays. This approach improves convenience, by allowing Manitobans to apply online 24-7. More than 13,000 Manitobans have used the service since launch
- introducing a digital appointment process for marriage licence issuers via encrypted email and text messaging
- amending The Vital Statistics Act and The Fatality Inquiries Act reflecting that nurse practitioners are authorized to complete a medical certificate of death. Once proclaimed, this change will decrease wait times for grieving families to register a death and the administrative burden on physicians

## **The Funeral Board of Manitoba**

The Funeral Board of Manitoba (FBM) was established as a not-for-profit regulatory organization to strengthen consumer protection in Manitoba. The FBM is committed to enhancing funeral and cemetery services within a fair, ethical and transparent marketplace. The FBM administers The Funeral Directors and Embalmers Act, The Cemeteries Act, and The Prearranged Funeral Services Act, including their regulations. The Funeral Board of Manitoba consists of a Chair, designated by the Minister, and five other persons of whom two are licensed funeral directors. The Board members are appointed by the Lieutenant Governor in Council in three-year renewable terms. The Chair of the Funeral Board is also the Director and Chief Operating Officer of the VSA. The FBM annual report is available at: <https://www.gov.mb.ca/funeraldirectorsboard/reports.html>

## **Public Guardian & Trustee (SOA)**

The PGT commenced operation as a provincial government SOA on April 1, 1996. It reports to the Legislature through the Minister of Finance. Detailed information on the PGT can be found in the agency's annual report. This report is available online at [www.gov.mb.ca/publictrustee](http://www.gov.mb.ca/publictrustee).

**Key Results Achieved:**

- implementing an electronic Document Management System to facilitate reduction in paper and automate a variety of processes. This will reduce various manual intensive processes enabling staff to manage a growing client base and focus on value-added tasks

## COSTS RELATED TO CAPITAL ASSETS

The appropriation provides for the amortization and interest expense related to capital assets.

8 Costs Related to Capital Assets				
Expenditures by Sub-Appropriation	Actual 2019/2020 \$(000s)	Estimate 2019/2020 \$(000s)	Variance Over/(Under) \$(000s)	Expl. No.
Amortization Expense	601	1,918	(1,317)	1
Interest Expense	232	332	(100)	
<b>Total Sub-Appropriation</b>	<b>833</b>	<b>2,250</b>	<b>(1,417)</b>	

### Explanation:

1. Variance is due to a reduction in assets.

## PART B CAPITAL INVESTMENT

Capital investment in Manitoba Finance provides for upgrades to government owned buildings and development or enhancement of information technology systems and other capital assets.

Part B - Capital Investment				
Expenditures by Sub-Appropriation	Actual 2019/2020 \$(000s)	Estimate 2019/2020 \$(000s)	Variance Over/(Under) \$(000s)	Expl. No.
Other Equipment and Buildings	94	135	(41)	
<b>Total Sub-Appropriation</b>	<b>94</b>	<b>135</b>	<b>(41)</b>	

## SUSTAINABLE DEVELOPMENT

Manitoba Finance is committed to the principles and guidelines of Sustainable Development and works to incorporate them in department activities, programs and business practices.

The following activities continued throughout 2019/2020:

- continuing to use green products and recycled materials where available, including the use of recycled copy paper
- implementing new enhanced video conferencing and collaborating services across government that can be used to reduce travel and improve consultation throughout the civil services
- continuing the recycling of various materials and expanding and promoting electronic transfer and storage of e-documents
- participating in the annual Commuter Challenge to promote active and sustainable transportation choices
- continuing to reduce its paper footprint by broadening the use of electronic documents, including:
  - reducing the amount of printed material by expanding use of the department's online tax filing service TAXcess
  - making documents available on the internal and external Manitoba Finance websites
  - converting of printed pay cheques, including employee expense claim reimbursements, to electronic funds transfer
  - encouraging vendors to accept electronic payments where possible
  - converting to online publishing of quarterly and annual financial reports, which reduced the requirement for distributing printed copies

## FINANCIAL INFORMATION SECTION

### Part A – Operating Expenditure Reconciliation Statement

DETAILS	\$(000s)
2019/2020 MAIN ESTIMATES	305,613
Allocation of Funds from: - Internal Service Adjustments	2,935
<b>2019/2020 ESTIMATE</b>	<b>308,548</b>

Manitoba Finance

**Part A: Expenditure Summary by Appropriation**

for the fiscal year ended March 31, 2020 with comparative figures for the previous fiscal year (\$000s)

Estimate 2019/2020	Appropriation	Actual 2019/2020	Actual 2018/2019	Increase (Decrease)	Explanation Number
	07- 1 CORPORATE SERVICES				
42	(a) Ministers' Salaries	41	45	(4)	
	(b) Executive Support				
662	Salaries and Employee Benefits	881	768	113	
38	Other Expenditures	115	94	21	
	(c) Corporate Services				
2,449	Salaries and Employee Benefits	2,354	1,952	402	
466	Other Expenditures	484	269	215	
16	(d) Tax Appeals Commission	32	34	(2)	
	(e) Regulatory Accountability Secretariat				
695	Salaries and Employee Benefits	413	155	258	
317	Other Expenditures	247	105	142	
	(f) Communication Services Manitoba				
4,046	Salaries and Employee Benefits	3,633	3,863	(230)	
2,592	Other Expenditures	925	1,403	(478)	
(761)	Less: Recoverable from Other Appropriations	(676)	(789)	113	
	(g) Information and Privacy Policy Secretariat				
352	Salaries and Employee Benefits	364	352	12	
38	Other Expenditures	37	38	(1)	
10,952	Subtotal 07- 1	8,850	8,289	561	

Manitoba Finance

**Part A: Expenditure Summary by Appropriation**

for the fiscal year ended March 31, 2020 with comparative figures for the previous fiscal year (\$000s)

Estimate 2019/2020	Appropriation	Actual 2019/2020	Actual 2018/2019	Increase (Decrease)	Explanation Number
	07- 2 FISCAL AND FINANCIAL MANAGEMENT				
	(a) Treasury				
2,158	Salaries and Employee Benefits	2,380	2,339	41	
152	Other Expenditures	121	133	(12)	
	(b) Comptroller				
6,713	Salaries and Employee Benefits	5,481	5,260	221	
960	Other Expenditures	1,517	1,645	(128)	
2,770	Insurance Premiums	1,734	2,105	(371)	
(3,330)	Less: Recoverable from Other Appropriations	(2,216)	(2,611)	395	
	(c) Taxation				
12,689	Salaries and Employee Benefits	10,663	10,921	(258)	
3,455	Other Expenditures	12,824	3,854	8,970	1
	(d) Finance Research				
2,994	Salaries and Employee Benefits	2,287	2,630	(343)	
2,277	Other Expenditures	2,266	2,535	(269)	
(60)	Less: Recoverable from Other Appropriations	-	-	-	
	(e) Public Utilities Board				
944	Salaries and Employee Benefits	1,006	942	64	
727	Other Expenditures	342	411	(69)	
-	(f) Manitoba Financial Services Agency	-	-	-	
32,449	Subtotal 07- 2	38,405	30,164	8,241	
	07- 3 TREASURY BOARD SECRETARIAT				
	(a) Treasury Board Secretariat				
4,256	Salaries and Employee Benefits	4,881	4,003	878	
2,161	Other Expenditures	1,535	1,690	(155)	
6,417	Subtotal 07- 3	6,416	5,693	723	

Manitoba Finance

**Part A: Expenditure Summary by Appropriation**

for the fiscal year ended March 31, 2020 with comparative figures for the previous fiscal year (\$000s)

Estimate 2019/2020	Appropriation	Actual 2019/2020	Actual 2018/2019	Increase (Decrease)	Explanation Number
	07- 4 PRIORITIES AND PLANNING COMMITTEE OF CABINET SECRETARIAT				
	(a) Priorities and Planning Committee of Cabinet Secretariat				
1,691	Salaries and Employee Benefits	1,725	1,514	211	
380	Other Expenditures	324	252	72	
2,071	Subtotal 07- 4	2,049	1,766	283	
	07- 5 LABOUR AND REGULATORY SERVICES				
	(a) Legislative Development				
379	Salaries and Employee Benefits	508	387	121	
27	Other Expenditures	43	14	29	
	(b) Manitoba Labour Board				
1,422	Salaries and Employee Benefits	1,331	1,316	15	
200	Other Expenditures	157	168	(11)	
	(c) Workplace Safety and Health				
6,755	Salaries and Employee Benefits	5,836	6,104	(268)	
3,775	Other Expenditures	2,713	1,609	1,104	2
	(d) Employment Standards				
3,088	Salaries and Employee Benefits	2,846	2,655	191	
383	Other Expenditures	370	247	123	
	(e) Worker Advisor Office				
649	Salaries and Employee Benefits	568	570	(2)	
54	Other Expenditures	57	55	2	
-	(f) Entrepreneurship Manitoba				
16,732	Subtotal 07- 5	14,429	13,125	1,304	
	07- 6 INTERGOVERNMENTAL AFFAIRS				
	(a) Federal-Provincial Relations				
805	Salaries and Employee Benefits	806	989	(183)	
328	Other Expenditures	327	192	135	
1,133	Subtotal 07- 6	1,133	1,181	(48)	

Manitoba Finance

**Part A: Expenditure Summary by Appropriation**

for the fiscal year ended March 31, 2020 with comparative figures for the previous fiscal year (\$000s)

Estimate 2019/2020	Appropriation	Actual 2019/2020	Actual 2018/2019	Increase (Decrease)	Explanation Number
	07- 7 CONSUMER PROTECTION				
	(a) Administration and Research				
446	Salaries and Employee Benefits	524	495	29	
230	Other Expenditures	94	161	(67)	
	(b) Consumer Protection Office				
1,595	Salaries and Employee Benefits	1,540	1,886	(346)	
362	Other Expenditures	324	286	38	
113	Grants	113	113	-	
	(c) Residential Tenancies Branch				
4,824	Salaries and Employee Benefits	4,842	4,516	326	
744	Other Expenditures	566	598	(32)	
	(d) Claimant Adviser Office				
905	Salaries and Employee Benefits	875	777	98	
79	Other Expenditures	86	82	4	
	(e) Automobile Injury Compensation Appeal Commission				
900	Salaries and Employee Benefits	854	850	4	
118	Other Expenditures	123	114	9	
	(f) Residential Tenancies Commission				
795	Salaries and Employee Benefits	740	732	8	
119	Other Expenditures	90	100	(10)	
	(g) Office of the Registrar- General				
227	Salaries and Employee Benefits	330	248	82	
87	Other Expenditures	44	58	(14)	
-	(h) Vital Statistics Agency			-	
-	(i) The Public Guardian and Trustee			-	
11,544	Subtotal 07- 7	11,145	11,016	129	
	07- 8 COSTS RELATED TO CAPITAL ASSETS				
1,918	(a) Amortization Expense	601	1,918	(1,317)	3
332	(b) Interest Expense	232	332	(100)	
-	(c) Less: Recoverable from Other Appropriations	-	-	-	
2,250	Subtotal 07- 8	833	2,250	(1,417)	

Manitoba Finance

**Part A: Expenditure Summary by Appropriation**

for the fiscal year ended March 31, 2020 with comparative figures for the previous fiscal year (\$000s)

Estimate 2019/2020	Appropriation	Actual 2019/2020	Actual 2018/2019	Increase (Decrease)	Explanation Number
	07- 9 PUBLIC DEBT (STATUTORY)				
1,656,666	(a) (1) Interest on Public Debt of Manitoba and related expenses	1,545,944	1,484,066	61,878	
260,000	(2) Interest on departments' capital assets	282,800	281,303	1,497	
29,300	(3) Interest on Trust and Special Funds	44,320	27,928	16,392	
	(b) Less: Interest and Other Charges to be received from:				
(41,249)	(1) Sinking Fund Investments	(55,488)	(44,438)	(11,050)	
(1,066,298)	(2) Manitoba Hydro	(1,037,133)	(972,825)	(64,308)	
(40,730)	(3) Manitoba Housing and Renewal Corporation	(36,555)	(40,962)	4,407	
(24,558)	(4) Manitoba Agricultural Services Corporation	(27,591)	(23,953)	(3,638)	
(14,035)	(5) Other Government Agencies	(13,689)	(13,534)	(155)	
(200,084)	(6) Other Loans and Investments	(193,741)	(162,699)	(31,042)	
(334,012)	(7) Other Appropriations	(356,813)	(355,315)	(1,498)	
225,000	Subtotal 07- 9	152,054	179,571	(27,517)	4
308,548	Total Expenditures	235,314	253,055	(17,741)	

79

**Expenditure Variance Explanations**

for expenditures for the fiscal year ended March 31, 2020 as compared to figures for the previous fiscal year

**Explanation Numbers:**

1. Variance in expenditures is due to a change in the doubtful accounts provision.
2. Variance is due to the one-time payment to St. John's Ambulance in support of their Capital Campaign.
3. Variance is due to a reduction in assets.
4. Variance is due to lower interest rates than forecast.

Manitoba Finance

**Revenue Summary by Source**

for the fiscal year ended March 31, 2020 with comparative figures for the previous fiscal year (\$000s)

Actual 2018/2019	Actual 2019/2020	Increase (Decrease)	Source	Actual 2019/2020	Estimate 2019/2020	Variance	Expl. No.	
CURRENT OPERATING PROGRAMS								
TAXATION								
3,627,761	3,901,629	273,868	a	Individual Income Tax	3,901,629	3,744,495	157,134	1
605,550	613,707	8,157	b	Corporation Income Tax	613,707	505,940	107,767	2
195,076	194,512	(564)	c	Corporation Capital Tax	194,512	212,890	(18,378)	3
1,422	40	(1,382)	d	Profit Tax on Credit Unions	40	1,464	(1,424)	4
112,562	112,881	319	e	Insurance Corporations Tax	112,881	108,323	4,558	
12,358	81	(12,277)	f	Mining Tax	81	6,213	(6,132)	5
2,701	2,794	93	g	Environmental Protection Tax	2,794	2,868	(74)	
328	692	364		Emissions Tax on Coal	692	1,007	(315)	
				Emissions Tax Petroleum				
293	-	(293)		Coke	-	234	(234)	
347,406	338,013	(9,393)	h	Fuel Taxes	338,013	348,754	(10,741)	6
92,074	92,561	487	i	Land Transfer Tax	92,561	91,207	1,354	
510,894	516,745	5,851	j	Levy for Health and Education	516,745	523,926	(7,181)	7
71	105	34	l	Mining Claim Lease Tax	105	71	34	
2,469,391	2,259,940	(209,451)	m	Retail Sales Tax	2,259,940	2,290,459	(30,519)	8
3	-	(3)		Succession Duty and Gift Tax	-	-	-	
217,540	220,175	2,635	n	Tobacco Tax	220,175	216,772	3,403	9
-	-	-		Reconciliation (Reorg)	-	-	-	
8,195,430	8,253,875	58,445		Subtotal	8,253,875	8,054,623	199,252	

Manitoba Finance

Revenue Summary by Source

for the fiscal year ended March 31, 2020 with comparative figures for the previous fiscal year (\$000s)

Actual 2018/2019	Actual 2019/2020	Increase (Decrease)	Source	Actual 2019/2020	Estimate 2019/2020	Variance	Expl. No.
OTHER REVENUE							
1,251	1,169	(82)	a	1,169	1,132	37	
33,535	33,901	366	b	33,901	14,100	19,801	10
1,055	860	(195)	c	860	960	(100)	
10,964	10,355	(609)	d	10,355	11,000	(645)	
767	462	(305)	e	462	457	5	
78	59	(19)	f	59	50	9	
8,598	9,473	875	g	9,473	10,114	(641)	
	103	103	h	103	144	(41)	
1,188	1,197	9	i	1,197	1,308	(111)	
1,023	1,122	99	j	1,122	1,287	(165)	
3,379	2,532	(847)	k	2,532	2,536	(4)	
205	0	(205)	l	0	180	(180)	
439	1,282	843	m	1,282	1,111	171	
-	-	-		-	-	-	
62,482	62,515	33	Subtotal	62,515	44,379	18,136	
GOVERNMENT OF CANADA							
2,036,897	2,255,443	218,546		2,255,443	2,255,400	43	
518,449	531,726	13,277		531,726	532,500	(774)	
1,412,574	1,490,003	77,429		1,490,003	1,474,100	15,903	11
2,775	2,816	41		2,816	2,740	76	
157	133	(24)		133	185	(52)	
-	-	-		-	-	-	
3,970,852	4,280,121	309,269	Subtotal	4,280,121	4,264,925	15,196	
12,228,764	12,596,511	367,747	Total	12,596,511	12,363,927	232,584	







Manitoba Finance

Five-Year Operating Expenditure and Staffing Summary by Main Appropriation

for the fiscal years ended March 31, 2016 to March 31, 2020 \*

Main Appropriation	2015/2016		2016/2017		2017/2018		2018/2019		2019/2020		
	FTEs	\$000s	FTEs	\$000s	FTEs	\$000s	FTEs	\$000s	FTEs	\$000s	
FINANCE											
07- 1	CORPORATE SERVICES	118.00	8,489	117.00	8,786	109.00	8,473	48.00	8,289	106.00	8,850
07- 2	FISCAL AND FINANCIAL MANAGEMENT	357.00	30,034	357.00	34,279	343.00	29,444	341.00	30,164	326.30	38,405
07- 3	TREASURY BOARD SECRETARIAT	40.00	4,013	40.00	4,269	40.00	3,765	40.00	5,693	42.00	6,416
07- 4	PRIORITIES AND PLANNING COMMITTEE OF CABINET SECRETARIAT	20.00	2,032	16.00	1,930	16.00	1,813	16.00	1,766	16.00	2,049
07- 5	LABOUR AND REGULATORY SERVICES	155.70	14,444	155.70	14,089	155.70	13,448	148.70	13,125	143.70	14,429
07- 6	INTERGOVERNMENTAL AFFAIRS	9.00	3,072	9.00	794	9.00	839	21.00	1,181	9.00	1,133
07- 7	CONSUMER PROTECTION	128.30	10,484	124.30	10,495	123.30	10,812	117.80	11,016	114.00	11,145
07- 8	COSTS RELATED TO CAPITAL ASSETS	-	66,972	-	67,717	-	69,382	-	2,250	-	833
<b>TOTAL DEPARTMENTAL OPERATING APPROPRIATIONS</b>		<b>828.00</b>	<b>139,540</b>	<b>819.00</b>	<b>142,359</b>	<b>796.00</b>	<b>137,976</b>	<b>732.50</b>	<b>73,484</b>	<b>757.00</b>	<b>83,260</b>
07- 9	PUBLIC DEBT (STATUTORY)	-	199,931	-	195,160	-	214,086	-	179,571	-	152,054
<b>TOTAL APPROPRIATIONS</b>		<b>828.00</b>	<b>339,471</b>	<b>819.00</b>	<b>337,519</b>	<b>796.00</b>	<b>352,062</b>	<b>732.50</b>	<b>253,055</b>	<b>757.00</b>	<b>235,314</b>

\* Adjusted figures reflect historical data on a comparison basis in those appropriations affected by a re-organization during the years under review.

- i 2016/2017: 07-2- Fiscal and Financial Management reflects transfer of the Office of Superintendent - Pension Commission to Finance from former Department of Labour and Immigration and transfer of Manitoba Bureau of Statistics to Finance from the former Jobs and the Economy; 07-3 - Treasury Board Secretariat reflects transfer of Labour Relations to Civil Service Commission and transfer of Francophone Affairs Secretariat to Sport, Culture and Heritage; 07-5 - Intergovernmental Affairs reflects in-year transfer of Manitoba Strategic Infrastructure Secretariat (MSIS) to Finance from Indigenous and Municipal Relations.
- ii 2017/2018: 07-1- Corporate Services reflects transfer of Office of the Lieutenant Governor to Department of Sport, Culture and Heritage; 07- 4 - Priorities and Planning Committee of Cabinet Secretariat reflects transfer of 3.00 FTEs and resources from Executive Council related to Agencies, Board and Commissions Office; and transfer of Net Tax Credit Payments from Finance to Department of Sport, Culture and Heritage; Growth, Enterprise and Trade and Department of Education.
- iii 2018/2019: 07-1- Corporate Services reflects transfer of 4.00 FTEs and resources to the Civil Service Commission; 07-2 - Fiscal and Financial Mangement reflects the transfer of 1.00 FTE from the Civil Service Commission; 07- 4 - Priorities and Planning Committee of Cabinet Secretariat reflects transfer of 4.00 FTEs and resources.
- iv 2019/2020: 07 reflects the transfer of the Labour and Regulatory Services from the Department of Economic Development and Training and Consumer Protection from the Department of Justice.

## PERFORMANCE REPORTING

The following section provides information on key performance measures for Manitoba Finance for the 2019/2020 reporting year. All Manitoba government departments include a Performance Measurement section in a standardized format in their annual reports.

Performance indicators in Manitoba government annual reports are intended to complement financial results and provide Manitobans with meaningful and useful information about government activities and their impact on the province and its citizens.

For more information on performance reporting and the Manitoba government, visit [www.gov.mb.ca/finance/publications/performance.html](http://www.gov.mb.ca/finance/publications/performance.html).

Your comments on performance measures are valuable to us. You can send comments or questions to [mbperformance@gov.mb.ca](mailto:mbperformance@gov.mb.ca).

88

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2019/2020 result or the most recent available data?	What is the trend over time?	Comments/recent actions/report links
The Manitoba government's credit rating.	Impacts the Manitoba government's ability to borrow at a cost-effective rate. An important consideration for investors in Manitoba bonds	Ratings as at March 31, 2002 were: <ul style="list-style-type: none"> <li>• Aa3 (Stable) Moody's Investor's Service</li> <li>• AA- (Stable) Standard &amp; Poor's</li> <li>• A (Stable) Dominion Bond Rating Service</li> </ul>	Ratings as at March 31, 2020 were: <ul style="list-style-type: none"> <li>• Aa2 (Stable) Moody's</li> </ul>	Uncertain.	Moody's has rated Manitoba at Aa2 with a stable outlook.

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2019/2020 result or the most recent available data?	What is the trend over time?	Comments/recent actions/report links
	and other securities.		Investor's Service <ul style="list-style-type: none"> <li>• A+ (Stable) Standard &amp; Poor's</li> <li>• A (High) (Stable) Dominion Bond Rating Service</li> </ul>		
<p>The effectiveness of injury and illness prevention, including workplace safety and health enforcement, by measuring the time-loss injury rate.</p>	<p>This is a global measure that indicates the effectiveness of injury and illness prevention. Time-loss injuries result in personal suffering for Manitobans, as well as lower productivity and higher insurance costs for industry.</p>	<p>We are starting from a baseline of 3.3 time-loss injuries per 100 workers in 2012.</p>	<p>The time-loss injury rate decreased to 2.5 (estimated) per 100 full-time workers in the 2019 calendar year.</p>	<p>The time-loss injury rate has declined by 24%, from 3.3 2012 to 2.5 in 2019.</p>	<p>Rates are based on lost-time claims for workers covered by workers compensation. To help make further progress in reducing injuries, enforcement and education activities will continue to be increased, especially in those areas needing special attention.</p>

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2019/2020 result or the most recent available data?	What is the trend over time?	Comments/recent actions/report links																		
<div data-bbox="235 344 1066 652" data-label="Figure"> <p style="text-align: center;"><b>Time Loss Injury Rate Per 100 Workers</b></p> <table border="1"> <caption>Time Loss Injury Rate Per 100 Workers</caption> <thead> <tr> <th>Year</th> <th>Rate</th> </tr> </thead> <tbody> <tr> <td>2012</td> <td>3.3</td> </tr> <tr> <td>2013</td> <td>3.2</td> </tr> <tr> <td>2014</td> <td>3.1</td> </tr> <tr> <td>2015</td> <td>3</td> </tr> <tr> <td>2016</td> <td>2.9</td> </tr> <tr> <td>2017</td> <td>2.9</td> </tr> <tr> <td>2018</td> <td>2.6</td> </tr> <tr> <td>2019</td> <td>2.5</td> </tr> </tbody> </table> </div>						Year	Rate	2012	3.3	2013	3.2	2014	3.1	2015	3	2016	2.9	2017	2.9	2018	2.6	2019	2.5
Year	Rate																						
2012	3.3																						
2013	3.2																						
2014	3.1																						
2015	3																						
2016	2.9																						
2017	2.9																						
2018	2.6																						
2019	2.5																						
<p>The effectiveness of targeted enforcement strategies, by the number of severe injuries resulting in significant time away from work.</p>	<p>Severe injuries significantly alter individuals' lives and result in high healthcare and insurance costs, as well as decreased productivity.</p>	<p>We are starting from a baseline of 2,814 severe injuries in 2012/2013 (the first year for which data is available).</p>	<p>The number of severe injuries in 2019 was 2,319 (estimated).</p>	<p>The number of severe injuries has declined by 17%, from 2,814 in 2012 to 2,319 in 2019.</p>	<p>Severe injury statistics inform WSH's targeted enforcement strategies to ensure enforcement is strategic, efficient and effective.</p>																		
<p>The number of Employment Standards claims voluntary resolved in 30 days.</p>	<p>Resolving claims in a short timeframe significantly reduces costs and administrative requirements,</p>	<p>In 2007/2008, 40% of claims were resolved in approximately 30 days.</p>	<p>In 2019/2020, 68% of claims were resolved in approximately 30 days.</p>	<p>Since 2007/2008 fiscal year, Employment Standards has increased the number of files resolved voluntarily in 30</p>	<p>Employment Standards uses a Quick Resolution (QR) to achieve this level of voluntary compliance. In cases of repeated</p>																		

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2019/2020 result or the most recent available data?	What is the trend over time?	Comments/recent actions/report links
	while maintaining the ability to monitor compliance.			days by 28%.	non-compliance, Employment Standards can adopt progressively stronger enforcement mechanisms.

## Regulatory Accountability and Red Tape Reduction

Manitoba Finance is committed to implementing the principles of regulatory accountability as set out in [The Regulatory Accountability Act](#). The department works to achieve balance with regulatory requirements, identify the best options for them, assess their impact and incorporate them in department activities, programs and in the development of all regulatory instruments.

A regulatory requirement is a requirement in a regulatory instrument for a person to take an action in order to:

- access a program or service offered by the government or a government agency
- carry on business
- participate in a regulated activity

Regulator accountability provides a framework to create a transparent, efficient and effective regulatory system. Red tape reduction aims to remove the regulatory requirements that are unclear, overly prescriptive, poorly designed, redundant, contradictory or antiquated. Not all regulatory requirements create red tape.

### Regulatory Requirements - Manitoba Finance

<b>FINANCE</b>	<b>Baseline</b> (April 1, 2016)	<b>2016/17</b> (March 31, 2017)	<b>2017/18</b> (March 31, 2018)	<b>2018/19</b> (March 31, 2019)	<b>*2019/20</b> (March 31, 2020)
Total number of regulatory requirements	85,844	84,774	85,077	84,396	100,820

\*The 2019/20 figure includes changes to regulatory requirements that do not reflect the actual change in regulatory requirements brought about by the department in the fiscal year. Specifically, the reorganization resulted in changes to the departmental structure whereby divisions, related programs, regulatory instruments and their corresponding regulatory requirements previously owned by other departments or by Finance were transferred both in and out of the department.

These transfers resulted in:

- an increase of 19,076 in the regulatory requirements count for the department comprising: 14,113 (from Justice), 20 (from Economic Development and Training), 4,806 (from former Growth, Enterprise and Trade), 57 (from Manitoba Public Insurance Corporation) and 137 (from Sports, Culture and Heritage).
- a decrease of 3,293 in the regulatory requirements count for the department comprising: 18 (to Economic Development and Training), 49 (to Justice), 6 (to Crown Services); and 3,220 (to Central Services).

The department's count for the period resulting from its own regulatory activity is 84,858.

By comparison with the 2018/19 count of 84,396, the count for 2019/20 of 84,858 (resulting from the Department's own regulatory activities) represents an increase of 462.

Additional information is provided in the 2019/2020 Manitoba Regulatory Accountability Report.

### **Key Results Achieved:**

For 2019/2020, Manitoba Finance's achievements in reducing regulatory requirements and eliminating red tape included:

- amending The Employment Standards Code to be more responsive to Manitoban's needs by broadening domestic violence leave to include victims of interpersonal violence and extend eligibility criteria. The Employment Standards Regulations were also amended in response to COVID-19, to temporarily suspend provisions that deem a period of layoff exceeding 8 weeks in a 16-week period to be a termination
- introducing Bill 2, The Retail Business Hours of Operation Act (Various Acts Amended or Repealed), if passed, the Bill will repeal province-wide retail shopping restrictions on Sundays and holidays.
- amending the Workplace Safety and Health Regulation and the Operation of Mines Regulation were passed that included a number of changes that reduce red tape while maintaining protections for workers, such as:
  - no longer automatically adopting new versions of threshold limit values for chemical and biological substances published by the American Conference of Government Industrial Hygienists or new editions of a wide range of standards cited in the regulations. This will increase clarity and allow for greater consultation and transition periods;
  - implementing a two-tiered system for addressing confined spaces in order to clearly outline requirements for low and high-risk spaces; and
  - outlining requirements for rope access work that are consistent with other jurisdictions and reflective of industry standards.
- repealing the Bedding and Other Upholstered or Stuffed Articles Regulation, 78/2004 under The Public Health Act, C.C.S.M. c. P210, effective January 1, 2020, to eliminate a duplicative regulatory environment related to upholstered and stuffed articles within Canada, which acted as a barrier to trade. This amendment eliminated 244 regulatory requirements.

- amending The Vital Statistics Act and The Fatalities Inquiries Act as part of The Reducing Red Tape and Improving Services Act, 2019, to enable nurse practitioners to complete death registrations. Amending The Cemeteries Act and The Prearranged Funeral Services Act as part of The Reducing Red Tape and Improving Services Act, 2019, to enable the Funeral Board of Manitoba to approve forms (e.g. licence applications) rather than requiring forms to be adopted by Lieutenant Governor in Council regulation.
- amending The Real Property Act as part of The Reducing Red Tape and Improving Services Act, 2019, to clarify wording relating to the powers of the District Registrar with respect to Tax Sales.
- amending The Residential Tenancies Act to expand the eligibility criteria for early lease termination to include victims of sexual violence in addition to domestic violence and stalking. The procedure for establishing that violence or stalking has occurred was simplified by allowing for a variety of professionals/agencies to provide a statement confirming violence or stalking has occurred (for example a physician, a registered nurse, a psychologist, police officer, employee of an emergency shelter). Prior to the amendment, legislation required a police report or a no-contact order issued by the court be in place to qualify for early lease termination. The changes ensure that victims of domestic or sexual violence or stalking can leave dangerous living situations even in the absence of a police report or no-contact order. Amendments removed the ability for parties to seek leave to appeal an order of the Residential Tenancies Commission to the court of appeal.

## The Public Interest Disclosure (Whistleblower Protection) Act

The Public Interest Disclosure (Whistleblower Protection) Act came into effect April 2007. This law gives employees a clear process for disclosing concerns about significant and serious matters (wrongdoing) in the Manitoba public service, and strengthens protection from reprisal. The Act builds on protections already in place under other statutes, as well as collective bargaining rights, policies, practices and processes in the Manitoba public service.

Wrongdoing under The Act may be: contravention of federal or provincial legislation; an act or omission that endangers public safety, public health or the environment; gross mismanagement; or knowingly directing or counselling a person to commit a wrongdoing. The Act is not intended to deal with routine operational or administrative matters.

A disclosure made by an employee in good faith, in accordance with The Act, and with a reasonable belief that wrongdoing has been or is about to be committed is considered to be a disclosure under The Act, whether or not the subject matter constitutes wrongdoing. All disclosures receive careful and thorough review to determine if action is required under The Act, and must be reported in a department's Annual Report in accordance with section 18 of The Act.

The following is a summary of disclosures received by Manitoba Finance for fiscal year 2019/2020.

Information Required Annually (as per Section 18)	Fiscal Year 2019/2020
The number of disclosures received and the number acted on and not acted on. <i>Subsection 18(2)(a)</i>	0
The number of investigations commenced as a result of a disclosure. <i>Subsection 18(2)(b)</i>	0
In the case of an investigation that results in a finding of wrongdoing, a description of the wrongdoing and any recommendations or corrective actions taken in relation to the wrongdoing, or the reasons why no corrective action was taken. <i>Subsection 18(2)(c)</i>	NIL

## **Appendix A – Agencies, Boards and Commissions**

### **2019/2020 Agencies, Boards and Commissions**

Automobile Injury Compensation Appeal Commission

Cooperative Housing Appeals Tribunal

Deposit Guarantee Corporation of Manitoba

Funeral Board of Manitoba

Insurance Agents' and Adjusters' Licensing Appeal Board

Insurance Council

Labour Board

Landlord and Tenant Advisory Committee

Pension Commission

Public Utilities Board

Residential Tenancies Commission

Securities Commission

Tax Appeals Commission

Treasury Risk Oversight Committee

Vital Statistics Agency Advisory Board

Workers Compensation Board - Appeal Commission

Workers Compensation Board - Board of Directors