



# **Service Alberta and Red Tape Reduction**

## Ministry Business Plan

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# Service Alberta and Red Tape Reduction

## Business Plan 2024-27

### Ministry Fact Sheet – Mandate and Structure

The Ministry of Service Alberta and Red Tape Reduction has a strategic role within government to support affordability, modernization, and efficient delivery of programs, services, and information. The ministry's focus is to:

- Optimize and modernize the delivery of current programs and services to meet existing and emerging needs of Albertans and to provide good value for taxpayers.
- Protect individuals and businesses in an increasingly complex and changing economic and social environment.
- Lead, coordinate, track, and report on red tape reduction efforts across the Government of Alberta to maintain a culture of regulatory excellence and to eliminate unnecessary regulatory burden on businesses and Albertans.
- Provide centralized corporate services across the Government of Alberta, and Freedom of Information and Protection of Privacy (FOIP) Services, and print and publication services to Albertans.

The ministry is a leader in improving services to Albertans by simplifying interaction between citizens, businesses, and government, while also improving government's ability to respond to emerging needs. In support of this objective, the ministry is working to update registry systems using modern technologies to maintain data and to offer stability, reliability, accuracy, and assurance in registry systems.

Service Alberta and Red Tape Reduction strives to increase government productivity, efficiency, and effectiveness through increased collaboration with ministry partners, modernizing business processes, and adopting user-centric service design methods, paired with cost effective technology. The ministry will improve program delivery across government and provide better value for taxpayers by adopting consistent policies and standards, and by leveraging resources as a single enterprise.

The ministry will support Alberta's clean hydrogen economy by working with other ministries and organizations to advance hydrogen in the transportation sector and to expand hydrogen fueling station infrastructure. The ministry will also work with other ministries and organizations to expand electric vehicle charging capability within the province.

Service Alberta and Red Tape Reduction is implementing innovative procurement practices to improve agility, time to market, and value received, while providing new opportunities for small organizations to conduct business with government. The ministry will implement a procurement council to provide a regular forum for conducting ongoing dialogue.

The ministry continues to focus on reducing approval times for permits and related activities necessary to support the growth and development of the province and its municipalities, including the priority areas of housing and business investment.

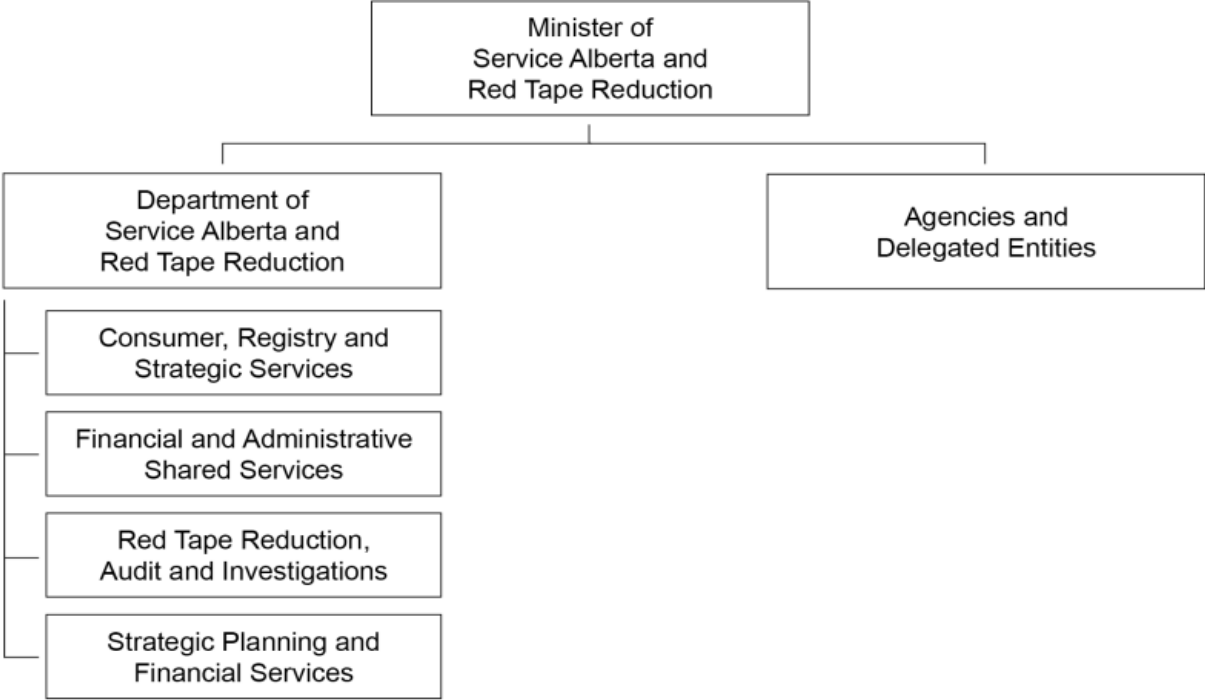
Service Alberta and Red Tape Reduction is committed to increasing consumer and business awareness through education and outreach strategies, and the use of technology to share information. The ministry strives to ensure consumers are protected, and businesses operate in a competitive environment by conducting inspections, investigation and enforcement actions when required.

The ministry has streamlined payments and provided a quick dispute resolution process for the construction industry by implementing the *Prompt Payment and Construction Lien Act*. The ministry will complete any outstanding regulatory work on the current legislation and explore extending the rules to Government of Alberta.

Service Alberta and Red Tape Reduction is committed to supporting Alberta seniors by implementing a seniors' discount of 25 per cent to personal registry services, and is working with other ministries to deliver a 25 per cent discount on camping fees and medical driving exams.

Working with Indigenous partners, Service Alberta and Red Tape Reduction is further committed to developing and implementing Alberta's online gaming strategy, with a focus on responsible gaming and provincial and Indigenous revenue generation. The ministry will also look for opportunities to reduce red tape in Alberta Gaming, Liquor and Cannabis (AGLC) regulated industries.

The ministry will continue to provide access to information services on behalf of government public bodies under the *Freedom of Information and Protection of Privacy (FOIP) Act*, while protecting the privacy of Albertans' personal information in the delivery of transparent services which align under the *FOIP Act*. The ministry will also continue to offer access to provincial statutes and regulation, and official government materials through Alberta King's Printer services.



A more detailed description of Service Alberta and Red Tape Reduction and its programs and initiatives can be found at: [www.alberta.ca/service-alberta](http://www.alberta.ca/service-alberta)

The Ministry of Service Alberta and Red Tape Reduction remains committed to regulatory approaches and program delivery that reduce unnecessary government oversight and emphasize outcomes, in order to improve access to government services, attract investment, support innovation and competitiveness, and grow Alberta businesses.

Ministry business plans should be considered in conjunction with all budget documents - including the Fiscal Plan, Government Strategic Plan, and Estimates - which work together to provide a complete overview of government's commitment to responsible fiscal management.

# 2024-27 Business Plan

## Outcome 1

### Albertans have access to affordable and user-friendly services, in a timely and effective manner

Service Alberta and Red Tape Reduction is committed to making services more affordable and accessible, while making delivery more efficient.

#### Key Objectives

- 1.1 Maintain and improve Land Titles registration processing timeline targets and continue to develop solutions that lead to improved efficiency and faster processing.
- 1.2 Ensure registry services are modernized by maximizing automation and utilizing efficient and effective processes.
- 1.3 Ensure registry services are delivered sustainably to Albertans at an affordable cost.

#### Initiatives Supporting Key Objectives

- In 2024-25, \$60.7 million is allocated to maintain and modernize Land Titles services, Motor Vehicles and other registry systems. This will help ensure that Albertans are receiving fast and efficient services that meet both current and future needs and wait times are within acceptable service levels.
- In 2024-25, \$16.6 million is allocated to Senior’s Discount for personal registry services and driver’s medical exams to support Alberta seniors with affordability.

## Performance Metrics

### 1.a Performance Measure: Year-end registration turnaround time for land titles and surveys (business days)

In 2023-24, system improvements brought resolution to the land titles backlog, returning timelines to the target of 10-12 business days. The manual processing turnaround time peaked at 84 business days in December 2022. Land Titles expects to have modern registry services available to Albertans in 2026-27.

Targets	2024-25	10	2025-26	10	2026-27	5
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## Outcome 2

### The economy is strengthened and red tape is reduced

Promoting effective regulation, and streamlining government services and policies, creates the environment needed to attract new businesses, increase investor confidence, and strengthen the economy.

#### Key Objectives

- 2.1 Lead government’s red tape reduction efforts to improve service delivery and remove unnecessary regulatory and administrative burdens on Albertans and businesses; support economic growth and job creation by reducing wait times for permit approvals at the provincial and municipal levels to support housing and business park development; reduce costs for business; and attract investment.
- 2.2 Implement outcome-focused regulatory approaches and efficient policy and processes to ensure Albertans and businesses have access to timely and affordable government services.
- 2.3 Increase provincial revenue generation and contributions from AGLC-regulated industries to Alberta charities and community facilities through a review of the *Gaming, Liquor and Cannabis Act* and supporting Regulation.
- 2.4 Continue to advance the interests of Albertans at the federal level to ensure that revisions to the federal *Cannabis Act* are effective, balance stakeholder interests, reduce red tape for industry, and maintain a strong commitment to the health and safety of all Albertans.
- 2.5 Work with Indigenous partners and stakeholders to advance the development of an online gaming strategy for Alberta.

**Initiatives Supporting Key Objectives**

- In 2024-25, \$1.7 million is allocated to support leadership of government efforts to reduce regulatory burden and red tape, which includes a focus on measuring, benchmarking, and reducing wait times for permit processing across government.

**Performance Metrics**

**2.a Performance Indicator: Percentage of red tape reduced across the Government of Alberta**

The government has committed to reducing red tape, by removing unnecessary regulatory requirements from legislation, regulation and policies. Government is projected to achieve its commitment to reduce red tape by one third by the end of the 2023-24 fiscal year, which will be maintained through the commitment of no net increase.

	2019-20	2020-21	2021-22	2022-23
Percentage red tape reduced	5.0	15.7	25.3	31.5

**Outcome 3**

**Consumers are protected in a competitive business environment**

Service Alberta and Red Tape Reduction supports consumers and businesses through effective and appropriate legislation, which protects consumers and encourages economic growth in a competitive business environment.

**Key Objectives**

- 3.1 Ensure consumers are protected when they are engaged in marketplace transactions; improve licensing and technology to support investigations; and balance effective industry regulation and protection of consumer interests, while building strong relationships between industry and regulators.
- 3.2 Improve consumer protections for life lease arrangements.
- 3.3 Work with condominium owners, corporations, lawyers, managers, and other stakeholders to enhance legislation and regulations to support effective governance and operations of condominium communities, including the exploration of options for establishing a condominium tribunal.

**Initiatives Supporting Key Objectives**

- In 2024-25, \$2.3 million is allocated to consumer protection initiatives including education, licensing, and enforcement.
- In 2024-25, \$3.0 million is allocated to investigate consumer complaints.

**Performance Metrics**

**3.a Performance Measure: Percentage of investigations into alleged consumer protection legislation violations completed within established timelines**

In 2023-24, 87 per cent of investigations were completed within established timelines.

Targets	2024-25	87%	2025-26	87%	2026-27	87%
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**3.b Performance Measure: Percentage of urgent tenancy dispute resolutions completed within established timelines (business days)**

In 2023-24, 95 per cent of urgent tenancy applications were heard within the established 15 business day timeline.

Targets	2024-25	85%	2025-26	85%	2026-27	85%
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STATEMENT OF OPERATIONS

(thousands of dollars)

	Comparable		2024-25 Estimate	2025-26 Target	2026-27 Target
	2023-24 Budget	2023-24 Forecast			
<b>REVENUE</b>					
Net Income from Government Business Enterprises	2,348,761	2,373,419	<b>2,301,765</b>	2,389,879	2,447,868
Motor Vehicle Licences	550,205	550,205	<b>565,336</b>	580,317	594,245
Land Titles Registration Levy	-	-	<b>77,406</b>	156,512	158,093
Electric Vehicle Tax	-	-	<b>1,000</b>	5,400	8,100
Other Premiums, Fees and Licences	181,836	181,836	<b>117,562</b>	87,748	92,453
Other Miscellaneous Revenue	34,140	34,140	<b>34,140</b>	34,140	34,140
Ministry Total	3,114,942	3,139,600	<b>3,097,209</b>	3,253,996	3,334,899
Inter-Ministry Consolidation Adjustment	(32,515)	(32,515)	<b>(32,515)</b>	(32,515)	(32,515)
Consolidated Total	3,082,427	3,107,085	<b>3,064,694</b>	3,221,481	3,302,384
<b>EXPENSE</b>					
Ministry Support Services	4,936	4,936	<b>5,566</b>	5,660	5,737
Consumer and Registry Services	60,054	62,866	<b>78,135</b>	80,101	79,589
Red Tape Reduction, Audit and Investigations, and Gaming	56,521	57,591	<b>56,029</b>	55,923	56,218
Financial and Administrative Shared Services	93,215	91,626	<b>96,035</b>	93,190	92,377
Ministry Total	214,726	217,019	<b>235,765</b>	234,874	233,921
Inter-Ministry Consolidation Adjustment	(32,515)	(32,515)	<b>(32,515)</b>	(32,515)	(32,515)
Consolidated Total	182,211	184,504	<b>203,250</b>	202,359	201,406
Net Operating Result	2,900,216	2,922,581	<b>2,861,444</b>	3,019,122	3,100,978
<b>CAPITAL INVESTMENT</b>					
Consumer and Registry Services	28,689	28,689	<b>44,782</b>	35,589	29,989
Financial and Administrative Shared Services	16,831	14,925	<b>19,665</b>	16,831	16,831
Consolidated Total	45,520	43,614	<b>64,447</b>	52,420	46,820