

BUDGET 2023

GOVERNMENT OF ALBERTA | 2023-26

Ministry Business Plan Service Alberta and Red Tape Reduction

Service Alberta and Red Tape Reduction

Business Plan 2023-26

Ministry Fact Sheet – Mandate and Structure

Service Alberta and Red Tape Reduction has a strategic role within government to support affordability, modernization, and fostering 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 and to provide good value for taxpayers.
- Protect Albertans 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 eliminate unnecessary regulatory burden on businesses and 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 and reducing the cost of services.

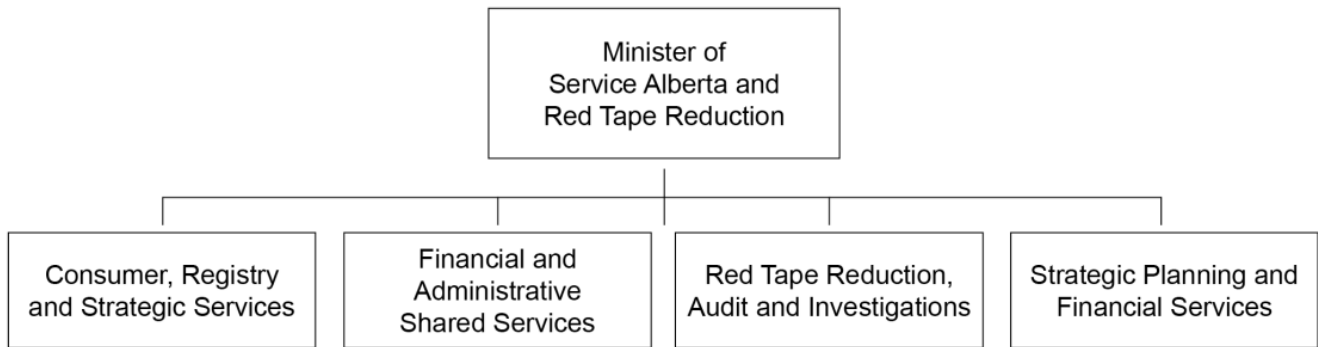
Service Alberta and Red Tape Reduction will increase government productivity, efficiency, and effectiveness through increased collaboration with ministry partners, modernizing business processes, and adopting user-centric service design methods; paired with cost effective technology. The ministry will 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. Service Alberta and Red Tape Reduction will support Municipal Affairs on the building codes review to ensure both safety and affordability concerns are appropriately addressed.

The ministry will support Alberta's clean hydrogen economy by working with other ministries to release and complete an analysis of Hydrogen Fueling Infrastructure Expression of Interest, as well as working with organizations to advance hydrogen fueling station capability within the province.

Service Alberta and Red Tape Reduction is adopting 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 work with the Parliamentary Secretary for Procurement Transformation to implement a procurement council in collaboration with industry.

Service Alberta and Red Tape Reduction is committed to increasing consumer and business awareness through provision of information, education and outreach strategies, and the use of technology to share information. Registry data integrity will be maintained, and registry systems will offer stability, reliability, accuracy, and assurance. Inspections and investigations will occur to protect consumers and enable businesses to compete on a level playing field. The ministry will streamline payments and provide a quick dispute resolution process for the construction industry by implementing Prompt Payment legislation to establish payment timelines and an adjudication process for contractors and subcontractors and extend the rules to Government of Alberta projects. The ministry will also complete any outstanding regulatory work on the current legislation.

The ministry will continue to respect and protect the privacy of Albertans' personal information and will ensure the government is transparent through the *Freedom of Information and Protection of Privacy (FOIP) Act*. The ministry will also continue to offer access to the laws and official government materials through Alberta King's Printer.



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

The Ministry of Service Alberta and Red Tape Reduction remains committed to regulatory approaches and program delivery that reduce unnecessary government oversight and emphasizes 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.

2023-26 Business Plan

Outcome 1

Albertans have access to user friendly services they need, in a timely and effective manner

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

Key Objectives

- 1.1. Respond to increased demand and resulting delays in Land Titles processing and develop solutions that lead to better efficiency and faster approvals.
- 1.2. Ensure registry services are modernized by maximizing automation and utilizing efficient and effective processes.

Initiatives Supporting Key Objectives

- In 2023-24, \$10.8 million of operating and \$18.6 million in capital budget is allocated to improve the Land Titles service model to reduce application backlogs.
- In 2023-24, \$6 million of operating budget is allocated to modernize the Registries Systems, which will help to remove barriers and ensure Albertans have access to needed driver licensing and vehicle registration services.
- In 2023-24, \$7 million of capital budget is allocated to increase Motor Vehicles Registry efficiencies by delivering modernized document management through digitization as well as to support Registry Agent real-time driver’s license history reporting through digitization and automation.

Performance Metrics

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

In 2022-23, as a result of increased demand and limits of the current paper focused system, land titles turnaround time was 84 business days.

Targets	2023-24	12	2024-25	10	2025-26	5
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Outcome 2

The economy is strengthened and red tape is reduced

Streamlining government services and policies reduces red tape, which creates an environment 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; reduce costs for business; and attract investment.
- 2.2. Albertans and Alberta businesses have access to timely and affordable government services through implementation of outcome-focused regulatory approaches and efficient policy and procedures.

Initiatives Supporting Key Objectives

- In 2023-24 \$2 million is allocated to support leadership of government efforts to reduce regulatory burden and red tape with a new focus on measuring, benchmarking and reducing wait times for permit approvals and reporting.
- In 2023-24, Service Alberta and Red Tape Reduction will invest \$350,000 to establish a Procurement Council to work with industry to improve the government's procurement process with a focus on reducing administrative burden and costs for business.

Performance Metrics

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

The government has committed to reducing red tape, as found in the Government of Alberta's regulatory requirements, by one-third by 2023. As of January 31, 2023, overall regulatory requirements have been reduced by over 29 percent.

Outcome 3

Consumers are protected in a competitive business environment

Service Alberta and Red Tape Reduction supports economic growth that arises when consumers and businesses spend with confidence, while legislation creates a protective and competitive business environment.

Key Objectives

- 3.1. Enhance consumer protection for Albertans through review of policies and procedures as well as improving licensing and technology to support investigations.
- 3.2. Balance effective industry regulation and protection of consumer interests while building strong relationships between industry and regulators.
- 3.3. Work with condominium owners, corporations, lawyers, property managers and other stakeholders to enhance condominium legislation and regulations to support effective governance and operations of condominium communities.

Initiatives Supporting Key Objectives

- In 2023-24, \$2.3 million is allocated to support affordability for consumers through consumer protection initiatives including education, licensing, and enforcement.
- In 2023-24, \$3 million has been 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 2022-23, 86 percent of investigations were completed within established timelines.

Targets	2023-24	87%	2024-25	87%	2025-26	87%
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3.b Performance Measure: Percentage of urgent tenancy dispute resolutions completed within established timelines

In 2022-23, 41 percent of urgent tenancy applications were heard within the established 15-day timeline.

Targets	2023-24	85%	2024-25	85%	2025-26	85%
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STATEMENT OF OPERATIONS

(thousands of dollars)

	Comparable		2023-24 Estimate	2024-25 Target	2025-26 Target
	2022-23 Budget	2022-23 Forecast			
REVENUE					
Land Titles	113,990	113,990	129,395	95,382	97,480
Motor Vehicles	542,560	555,741	550,205	563,122	575,498
Other Premiums, Fees and Licences	49,315	54,127	52,441	53,652	54,809
Other Revenue	30,136	33,136	34,140	34,140	34,140
Ministry Total	736,001	756,994	766,181	746,296	761,927
Inter-Ministry Consolidation Adjustment	(28,511)	(31,511)	(32,515)	(32,515)	(32,515)
Consolidated Total	707,490	725,483	733,666	713,781	729,412
EXPENSE					
Ministry Support Services	4,542	4,611	4,936	4,976	4,976
Consumer and Registry Services	49,868	51,868	60,054	54,852	53,112
Red Tape Reduction, Audit and Investigations	9,033	9,033	9,664	9,745	9,745
Financial and Administrative Shared Services	76,670	81,670	93,215	95,817	92,107
Ministry Total	140,113	147,182	167,869	165,390	159,940
Inter-Ministry Consolidation Adjustment	(28,515)	(31,515)	(32,515)	(32,515)	(32,515)
Consolidated Total	111,598	115,667	135,354	132,875	127,425
Net Operating Result	595,892	609,816	598,312	580,906	601,987
CAPITAL INVESTMENT					
Consumer and Registry Services	-	18,623	28,689	35,589	35,589
Financial and Administrative Shared Services	12,765	14,253	16,831	19,665	16,831
Consolidated Total	12,765	32,876	45,520	55,254	52,420