



Department of Public Safety

Annual Report
2013-2014



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The Honourable Jocelyne Roy-Vienneau

Lieutenant-Governor of New Brunswick

May it please your Honour:

It is my privilege to submit the Annual Report of the Department of Public Safety, Province of New Brunswick, for the fiscal year April 1, 2013, to March 31, 2014.

Respectfully submitted,



Hon. Stephen Horsman
Minister of Public Safety and Solicitor General

Hon. Stephen Horsman

Minister of Public Safety and Solicitor General

Sir:

I am pleased to be able to present the Annual Report describing operations of the Department of Public Safety for the fiscal year 2013-2014.

Respectfully submitted,



L. Craig Dalton
Deputy Minister

Table of Contents

Minister’s Message	1
Deputy Minister’s Message	2
Highlights	3
Strategic Priorities.	4
Performance Measures.	6
Overview of Departmental Operations	13
Corporate Services and Planning.	14
Performance Excellence	15
Communications and Public Awareness	15
Public Security and Corrections.	16
Safety Services	18
Security Directorate	19
Financial Information.	20
Table 1: Ordinary Expenditure Status Report by Primary	20
Table 2: Ordinary Expenditure Status Report by Program	21
Table 3: Ordinary Revenue Status Report by Source	22
Table 4: Special Purpose Accounts Status Report by Program.	23
Table 5: Special Operating Agency Technical Inspection Services	23
Summary of Staffing Activity.	24
Summary of Legislation and Legislative Activity	25
Summary of Official Languages Activities.	26
Appendices	27
Appendix A: Human Resource Data	27
Appendix B: Statistical Information	28

Minister's Message

The Department of Public Safety strives to keep our people and our communities safe through the delivery of a diverse suite of programs and services.

During the 2013-2014 fiscal year, our employees worked hard to deliver top-quality services to New Brunswickers and did so with a particular focus on continuous improvement and on being responsible with taxpayers' money.

We have several successes to look back on in 2013-2014 due to the professionalism and dedication of all of the Department's employees. In particular I would like to note the following achievements:

- The 2013-2014 fiscal year marked the first year of operation of the Roundtable on Crime and Public Safety and the introduction of New Brunswick's first-ever strategy on crime prevention and reduction.
- Our vision is to make New Brunswick a world leader in crime prevention and reduction through the implementation of a comprehensive strategy based on proven practices.
- Training on a new risk assessment tool commenced. This tool will help police officers from across New Brunswick to better assess risk in domestic and intimate partner violence situations.
- A public awareness and education workshop regarding Internet Child Exploitation took place in Fredericton.
- The Department's Emergency Measures Organization responded to emergency situations that arose in communities across the province, including the December 2013 ice storm and assisted with the coordination of the Office of the Fire Marshal's Hazardous Materials Response to the Wapske train derailment.
- The new DPS Intranet site was launched in an effort to streamline internal communications for the Department.

These important initiatives and others were achieved while living within our means. During the 2013-2014 fiscal year, the Department of Public Safety realized savings of \$6.8 million on projected spending for things under its control. This has been done primarily by operating more efficiently while continuing to deliver on our commitment to a safe New Brunswick.

As we move into the 2014-2015 fiscal year, the Department will continue to ensure we remain motivated by our primary focus of safety and security for all New Brunswickers.

Stephen Horsman
Minister of Public Safety and Solicitor General

Deputy Minister's Message

The 2013-2014 fiscal year was a challenging yet successful year for the Department of Public Safety and all members of the Department should be justifiably proud. I am particularly proud of the manner in which all branches of the Department continued to balance service delivery with fiscal prudence while remaining resolutely focused on our mission – “Working Together for a Safe New Brunswick.”

Once again, Public Safety employees demonstrated dedication, commitment and an excellent work ethic as they consistently strove to deliver outstanding programs and services to New Brunswickers. In particular, I would like to highlight the following noteworthy accomplishments, among many, that demonstrate the Department's ongoing commitment to the safety of our province and its citizens.

- We enhanced our focus on organized crime through support to the Safer Communities and Neighbourhoods Unit and our policing partners.
- In collaboration with our policing partners, we bolstered the RCMP's Internet Child Exploitation Unit to better educate parents and children about the risks associated with Internet use and to better protect children when they go online.
- We strengthened the *Off-Road Vehicle Act* to improve safety on New Brunswick trails.
- In partnership with departments across government and in collaboration with non-profit and private industry partners, the Department responded to a number of emergency events including the Christmas ice storm, a major train derailment and spring flooding.
- In addition, the New Brunswick Emergency Measures Organization implemented and managed a Disaster Financial Assistance Program in support of New Brunswickers who suffered loss or damage to property as a result of spring flooding.

As part of an ongoing focus on excellence and continuous improvement, we also found new and innovative ways to do business in a more efficient manner resulting in considerable savings across the Department. We will continue to develop in this regard through 2014-2015 as we work together with our partners for a safe New Brunswick.

L. Craig Dalton
Deputy Minister

Highlights

The department developed and implemented its first strategy map and balanced scorecard.



Sustained funding for Regional Integrated Intelligence Units (criminal intelligence units).



The New Brunswick law enforcement Internet Child Exploitation Unit was enhanced and a public education and awareness campaign was implemented.



A provincial working group to develop and coordinate strategies to address elder abuse was established.



The implementation of the NB Crime Prevention and Reduction Strategy continued.



26 legislative/regulatory items, including amendments to the *Motor Vehicle Act* regarding motorcycle safety were successfully completed.



Emergency plans for 48 municipalities were completed.



A new Licencing and Permitting system for Technical Inspections Services was implemented, in addition to 24 other IT enabled enhancement initiatives.



Three Lean Six Sigma projects and 40 waste walks were completed for \$489,897 in savings realized through continuous improvement activities in 2013-2014.



Strategic Priorities

Strategy Management

The Government of New Brunswick (GNB) has implemented a formal management system built on leading business practices to develop, communicate and review strategy. This process provides the public service with a proven methodology in both public and private sectors to execute strategy.

The formal management system starts with a strategic vision. The government expresses its vision through the themes for a **stronger economy** and an **enhanced quality of life while living within our means**. This strategic vision is articulated through the strategy map, which is a tool to provide focus and overall direction for improvement.

The Perspectives of the Strategy Map

The strategy map focuses on what's important to citizens: stimulating job creation and getting more people working; access to necessary programs and services; and providing value for their tax dollars.

The **financial perspective** addresses the financial requirements needed to sustainably support the commitment to citizens, stretching across all three themes of the vision. The financial perspective focuses on supporting the private sector to stimulate growth, ensuring the government lives within its means by achieving a sustainable budget, and funding priority programs to contribute to an enhanced quality of life.

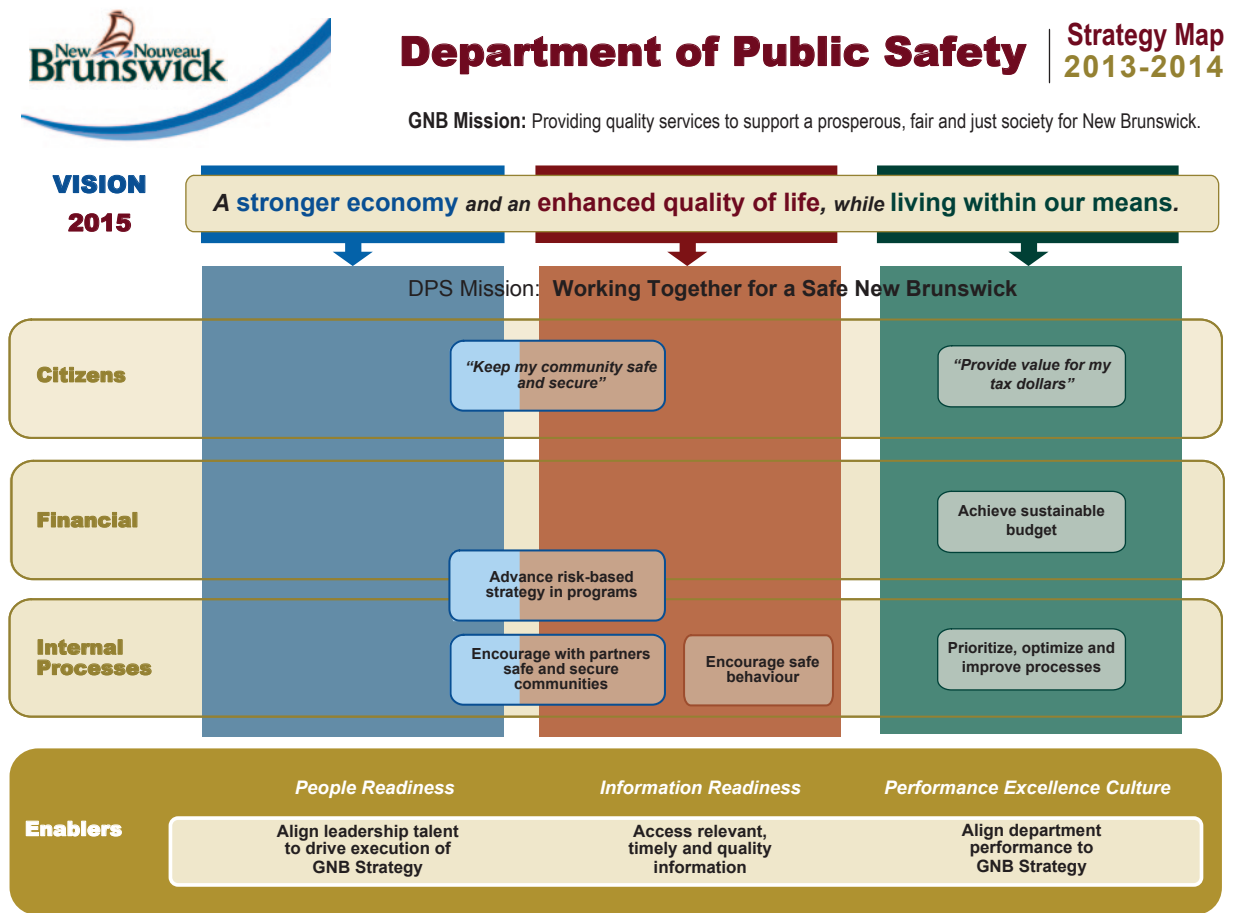
The **internal processes** are government's direct role in achieving the vision. They are the strategic improvements government needs to successfully implement to achieve the vision. Each department sets its own goals and priorities within the strategic themes to match its programs and specialized needs.

The **enablers** ensure that GNB is ready to execute the strategy through internal processes. Leaders and employees need to develop and demonstrate behaviours that engage others to ensure the success of strategic projects. Leaders need the right information at the right time to make strategic decisions, and the culture must align and recognize those who contribute to achievement of the strategy.

Department of Public Safety Strategy Map

The Department of Public Safety was part of the 2nd wave of departments to participate in the performance excellence process. This process is part of a cultural change to increase efficiency and accountability, improve services to the public, and streamline administration. The strategy map is a blueprint for describing, measuring and aligning the department's focus. It provides the link with the strategic themes of the Government of New Brunswick and outlines the department's priorities for 2013-2014. All projects undertaken by the department each year align to one of the strategic themes set out by the province.

The map contains the department's mission statement, with specific objectives on where to focus improvement efforts.



NB PUBLIC SERVICE VALUES: Competence - Impartiality - Integrity - Respect - Service – Excellence (DPS) – Wellness (DPS)

Performance Measures

Based on the strategy map, a framework that translates the organization’s strategy into a set of objectives and performance measures is developed. This allows the department to measure progress in meeting objectives. The performance measures do not reflect all of the day-to-day operations of the department, but rather the strategic areas where it needs to focus improvement efforts.

Objectives:	Measures
Strategic Theme : A Stronger Economy	
Encourage with partners safe and secure communities	# of Regional Integrated Intelligence probes resulting in a law enforcement intervention
Strategic Theme : Enhanced Quality of Life	
Encourage with partners safe and secure communities	% of municipalities with a current emergency plan
Strategic Theme : Living Within Our Means	
Achieve sustainable budget	Ratio of actual to budgeted expenditures
	Ratio of actual to budgeted revenue
Prioritize, optimize and improve processes	Dollars saved per: continuous improvement
Enablers (HR, IT, Performance Excellence Culture)	
Align department performance to GNB Strategy	Average # of paid sick leave days in the Department of Public Safety

A Stronger Economy: Encourage with partners safe and secure communities

Measure:

of Regional Integrated Intelligence probes resulting in a law enforcement intervention

Description of measure:

This measure will identify the number of Regional Integrated Intelligence Unit (RIIU) probes of organized crime groups and individuals that pose the most serious threats to public safety in New Brunswick.

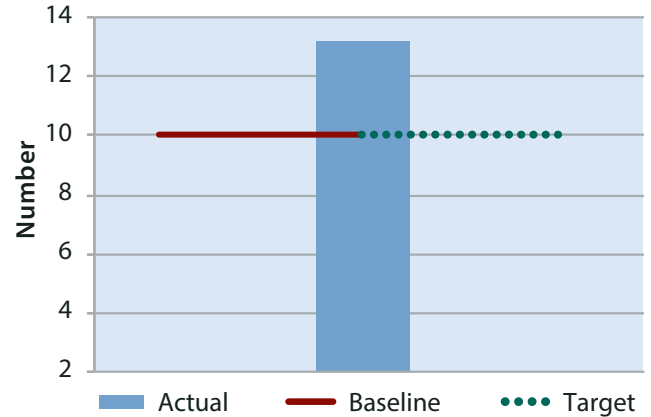
Overall performance:

RIIU conducted thirteen intelligence probes and assisted in two significant investigations led by other agencies.

Baseline: 10 (2012-2013 Actual)

Target: 10 (2013-2014)

Actual: 13 (2013-2014)



Why do we measure this?

Organized crime groups and individuals pose serious threats and emerging threats to public safety in the province. Organized crime groups are involved in a vast array of illegal activities, such as illegal drug distribution, tobacco smuggling, counterfeit consumer products, that impact the provincial economy. Timely law enforcement intervention through intelligence gathering is an essential component to a proactive operations approach for provincial/municipal law enforcement jurisdictions.

What projects were undertaken in 2013-2014 to achieve the outcome?

In 2013-2014, the five Regional Integrated Intelligence Units (RIIUs) throughout New Brunswick conducted thirteen intelligence probes and assisted in two significant investigations led by other agencies. These probes and investigations resulted in the execution of multiple search warrants leading to the arrests of key targets involved in organized and serious crime, and the seizure of various illicit drugs and a substantial amount of currency.

Enhanced Quality of Life: Encourage with partners safe and secure communities

Measure:

% of municipalities with a current emergency plan

Description of measure:

Completion of municipal emergency plans is a key indicator of overall emergency preparedness within the province.

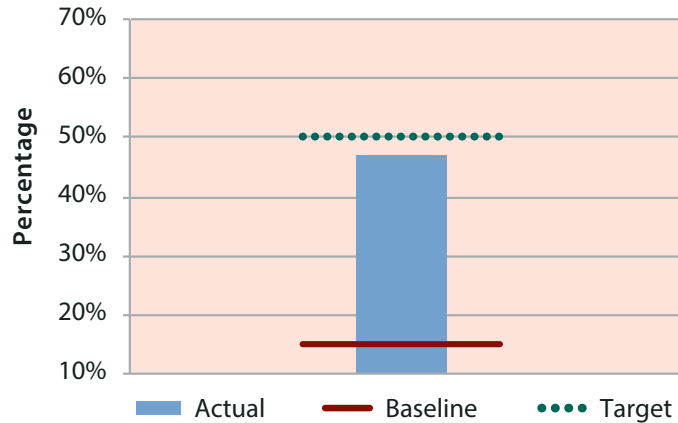
Overall performance:

Successive operations early this calendar year have slowed progress. Percentages are anticipated to improve this summer and fall.

Baseline: 15% (2012-2013 Actuals)

Target: 50% (2013-2014)

Actual: 46% (2013-2014)



Why do we measure this?

The *Emergency Measure Act* requires every municipality to prepare emergency plans and mutual aid agreements, and to submit them to NB Emergency Measures Organization (NBEMO) for review. In order to properly formulate emergency response strategies, it is important that NBEMO has an accurate indication of the extent of municipal planning, including local capabilities and available resources. Such indicators will inform on the adequacy, currency and completeness of local plans.

Currently, municipal plans are in a variety of states of completion. Many need to be re-visited for updating, amending. In the case of newly incorporated Rural Communities complete preparation is required. NBEMO has received municipal plans over the years, but at present only 46% are up to date and reflect current capabilities, with the remainder being in development.

What projects were undertaken in 2013-2014 to achieve the outcome?

The NB EMO Regional Emergency Management Coordinators (REMCs) have been assigned the task of providing advice and assisting Municipalities in their respective regions with the completion of Emergency Plans. Each REMC is required to contact and visit with each community and submit a monthly work plan so that municipalities get the assistance and advice they require to complete their plans in a timely manner. Assisting Municipalities to complete their plans is the number two priority after conducting operations for the REMCs.

Living Within Our Means: Achieve sustainable budget

Measure:

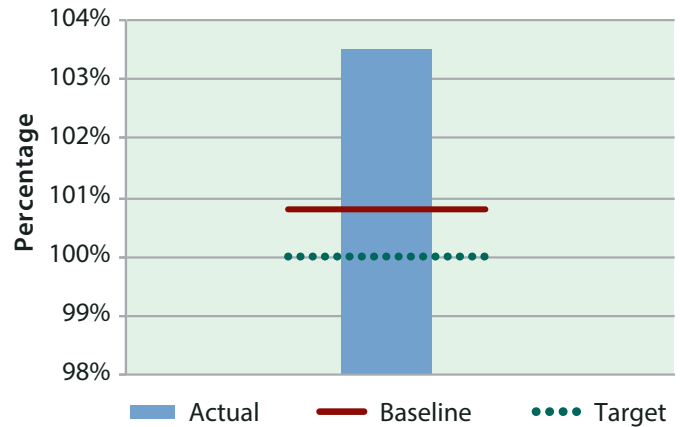
Ratio of actual to budgeted expenditures

Description of measure:

The ratio measures whether the department is over or under budget. The ratio will exceed 100 percent when spending is over budget and be less than 100 percent when spending is under-budget.

Overall performance:

Actual 2013-2014 Gross Expenditures, which include \$9.8 million for RCMP costs related to the Shale Gas protest, was over budget by \$3.0 million.



Without this expense, the department would have projected an under expenditure of \$6.8 million, compared to budgets which is 96% of budget.

Baseline: 100.8% (2012-2013 Actual)

Target: 100.0% (2013-2014)

Actual: 103.4% (2013-2014)

Why do we measure this?

This indicator measures whether DPS is adhering to the expense budget that it tabled at the beginning of the fiscal year. It shows whether DPS is able to implement and manage the various budget decisions that were incorporated into its expense budget plan, although there will be some variables that are not within government's control (accounting changes, floods, etc.).

What projects were undertaken in 2013-2014 to achieve the outcome?

- DPS met or exceeded reduction targets in areas such as attrition, procurement, process improvements, vehicle costs, and community programming efficiencies.
- Elimination of business enhancements related to the Motor Vehicle Modernization Project.
- Achieved additional savings in correctional institutions and community services as a result of constrained spending.

Living Within Our Means: Achieve sustainable budget

Measure:

Ratio of actual to budgeted revenue

Description of measure:

Targets are set based on meeting revenues outlined in budget 2013-2014 and recent performance.

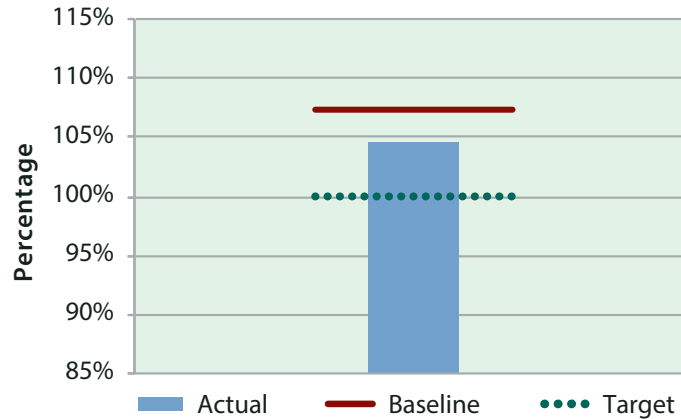
Overall performance:

Actual 2013-2014 revenue exceeded budget by \$7 million.

Baseline: 107.3% (2012-2013 Actual)

Target: 100.0% (2013-2014)

Actual: 104.2% (2013-2014)



Why do we measure this?

These ratios provide information about the performance level, i.e. the extent of deviation of the actual performance from the budgeted performance and whether the actual performance is favorable or unfavorable.

What projects were undertaken in 2013-2014 to achieve the outcome?

The following projects helped the Department exceed the target:

- The impact of the October 2012 fee increase for *Motor Vehicle Act Fees* and Driver Licensing resulted in an additional \$3 million.
- An in-depth review of Balance Sheet accounts allowed DPS to reduce the liability to the Victim of Abuse (Kingsclear) account, as most cases have been settled -\$3 million.
- Strengthening of the collection of federal funding for federal inmate holds in provincial facilities increased revenue by \$240,000.

Living Within Our Means: Prioritize, optimize and improve processes

Measure:

Dollars saved per: continuous improvement

Description of measure:

This measure targets savings (including revenue generation activities, hard cost avoidance and hard cost reduction) resulting from Lean Six Sigma activities.

Overall performance:

Three Lean Six Sigma projects and 40 employee-led waste walks were completed for \$489,897 in savings. Another \$1,580,000 was realized through other cost reduction measures.

Baseline: New Measure

Target: \$500,000 (2013-2014)

Actual: \$489,897 (2013-2014)

Why do we measure this?

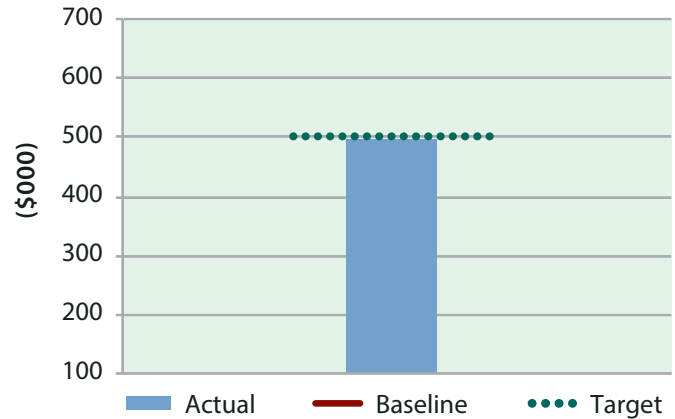
This measure targets savings resulting from Lean Six Sigma (LSS) projects and related continuous improvement efforts.

While we intend to effect improvements in quality, placing focus on savings targets ensures that we get the best possible financial value from our projects. The target includes revenue generation, dollars saved and cost avoidance from projects, waste walks and other improvement initiatives.

What projects were undertaken in 2013-2014 to achieve the outcome?

The department has an annual Continual Improvement Plan with corporate targets and executive accountability. In 2013-2014 the department initiated 14 lean-six-sigma projects and completed 7.

Our greatest financial gain was from our Fleet Management project. The project examined vehicle, rental and personal mileage usage across the department and established controls to make the most advantageous use of each method of travel. Savings were \$189,000. Another project on Meals in Institutions saved \$133,000 in just three of our seven jails; work is continuing to apply the lessons learned in the other sites. In addition to these corporate projects, individual business units conducted nearly 40 waste walks worth about \$70,000. One involving the outsourcing of fire arms safety training saved \$22,500. Another waste walk addressed charge backs for federal inmates held in provincial jails, returning \$16,018. Interest in waste walks has been increasing steadily across the department.



Enablers: Align department performance to GNB Strategy

Measure:

Average # of paid sick leave days in the Department of Public Safety

Description of measure:

The targets are set to achieve the 20% reduction in sick leave usage below the 2011 base of the 3 year project.

Overall performance:

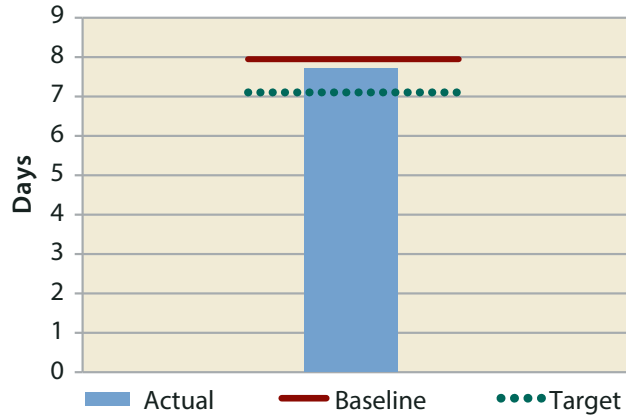
6% decrease in sick days between 2012 and 2013;

19% decrease in sick days between 2011 and 2013.

Baseline: 7.84 (2012 Actual)

Target: 6.88 (2013-2014)

Actual: 7.38 (2013-2014)



Why do we measure this?

Sick leave is a form of insurance that provides employees with a level of protection against the loss of salary during periods when they are unable to report to work due to illness or injury. We all want to ensure that sick leave is available for those circumstances when it is needed.

The Department of Public Safety values the contribution its employees make, so when an employee is unable to be at work for any reason their contribution is missed. The Department recognizes that some absences are unavoidable; thus the goal in managing attendance is not to eliminate absenteeism altogether or encouraging employees to come to work when they are sick. Rather, the goal is to reduce preventable absences, support employees experiencing difficulty with regular attendance, and strive to have a healthy and productive workforce.

What projects were undertaken in 2013-2014 to achieve the outcome?

All managers/leaders in the Department of Public Safety were required to attend a Manager's Orientation Training Session on the Blue Cross Employee Family Assistance Program and were provided Attendance Support Program training.

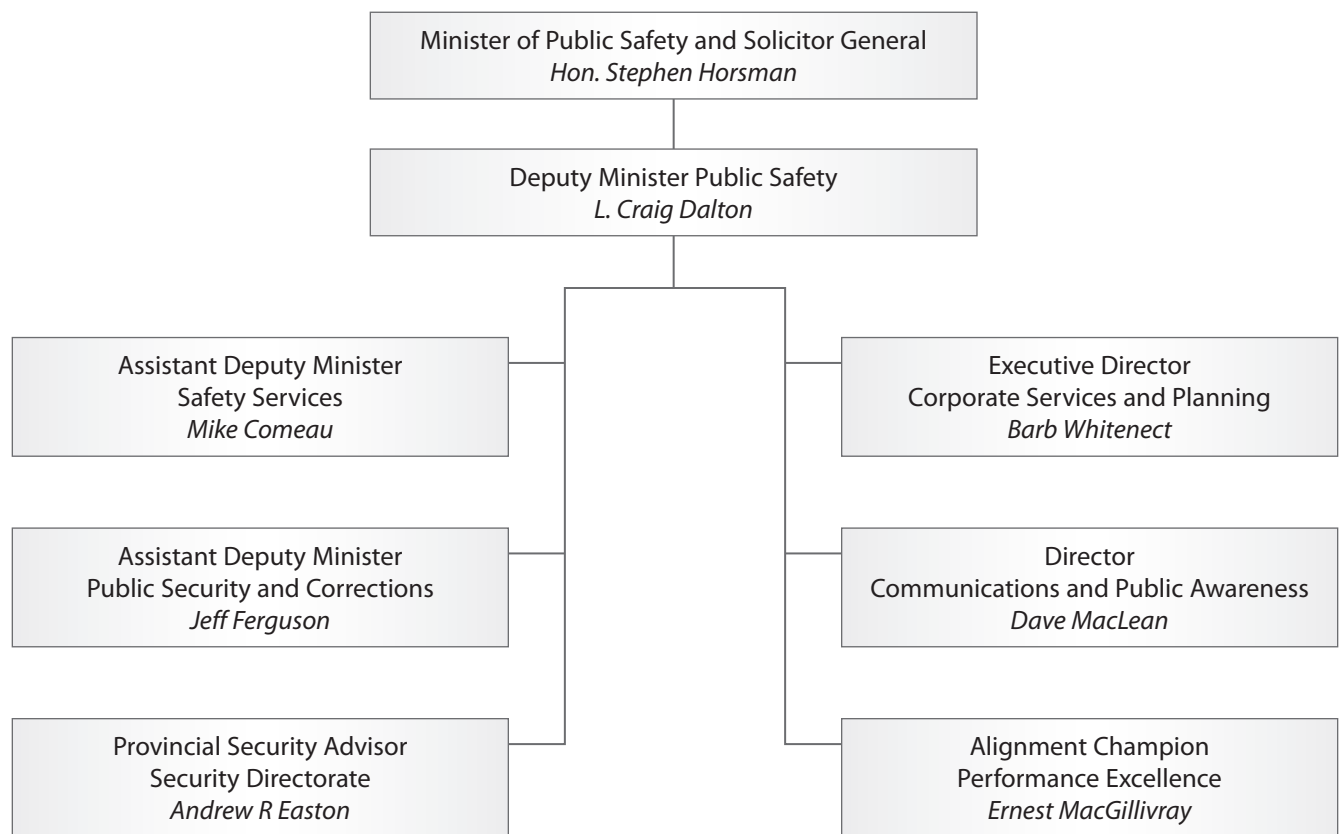
The Department of Public Safety in partnership with the Department of Healthy and Inclusive Communities rolled out training sessions for managers/leaders in the CAR (Competence, Autonomy and Relatedness) Mental Fitness Model combined with the practical "Tools for Engagement" workshops offered by the Federal Government's National Managers' Community (NMC).

Overview of Departmental Operations

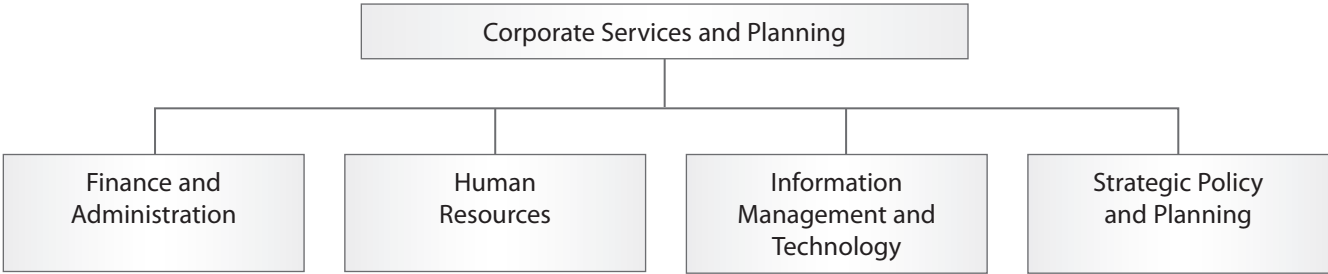
The Department of Public Safety was formed to provide a comprehensive and integrated approach to public safety. The Department strives to provide New Brunswickers with quality programs and services that enhance the safety and security of New Brunswick's residents and communities.

Our Department's mission statement is *Working Together for a Safe New Brunswick*.

In 2013-2014, the Department employed 1,016 regular, part-time, term and temporary employees. This was down from 1,030 in 2012-2013.



Corporate Services and Planning



The division provides a range of key support and direct services, working in partnership with other divisions of the Department to assist in the achievement of the organization’s programs and services. This is accomplished through executive management, policy direction and departmental corporate services in the areas of finance, administration, human resource management, information management technology and security, strategic planning, legislation development and federal provincial territorial relations.

The **Financial and Administration Branch** provides the Department with a comprehensive financial framework. All managers, financial analysis, accounting services, and expenditure and revenue projections, are utilized to enable delivery of quality programs at a reasonable cost; ensure compliance with the requirements of various Acts, regulations and established financial and procurement guidelines. Services also include liaison with central agencies on financial matters and co-ordination of the budget process. A key function is also to provide contract management services and support to the provision of RCMP services under the Provincial Policing Services Agreement, and management of agreements with municipalities and Local Service Districts for the provision of RCMP policing services. Providing administrative support services for the Department including telecommunications, purchasing, coordination of translation services, postal services, forms, fleet and inventory management, and acquisition, maintenance and renovation of office accommodations.

Working together, **Human Resources Services Branch**, provides strategic human resources programs, services, and provides advice in the areas of staffing, development, and implementation of policies to attract, retain, develop and recognize talent within the Department of Public Safety.

The **Information Management and Technology Branch** provide support and maintenance of existing departmental business applications, development and consulting services in technology solutions delivery, and records and information management. In support of departmental business objectives, optimization of technology resources to ensure the departmental business value, increases effectiveness of technology, and management of risks related to technological implementations.

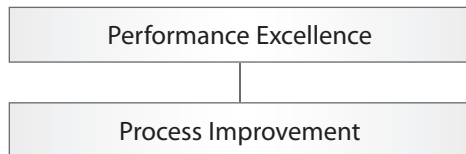
Corporate Services and Planning Division – Highlights

- A departmental cost saving of \$ 6.8 Million while ensuring quality services and programming continuation.
- A departmental dashboard achievement of 107 of 140 priorities completed.
- Employee sick leave experienced a 19% decrease from 2011 to 2013 with a 6% decrease noted in 2012-2013.
- A comprehensive electronic employee performance review process experienced an increase in Departmental usage with a 77.5% completion rate.

Support a department-wide records and information management framework to ensure compliance with government information protocol in order that all information managed by the Department is afforded appropriate safeguards for its confidentiality, integrity, availability, retention and disposition.

The **Strategic Policy & Planning Branch** provides information, policy analysis, advice and service in support of legislation development, planning, Federal/Provincial/Territorial relations and leadership in developing, maintaining and managing the Department's accountability framework.

Performance Excellence



Performance Excellence is a formal management system that is being adopted corporately across GNB. The performance excellence initiative is intended to change both the culture of government and how government works, while providing the best possible value for taxpayers. The initiative provides a structured approach to managing strategy, setting priorities, planning work and measuring performance.

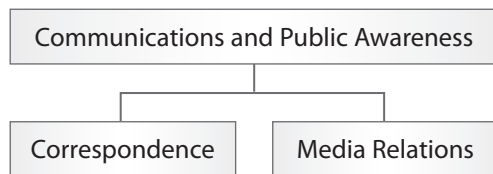
Performance Excellence Branch – Highlights

Three Lean Six Sigma projects and 40 employee-led waste walks were completed for \$489,897 in savings.

Thirty-six managers were trained in Lean Six Sigma methods.

Another \$1,580,000 was realized through other cost reduction measures.

Communications and Public Awareness



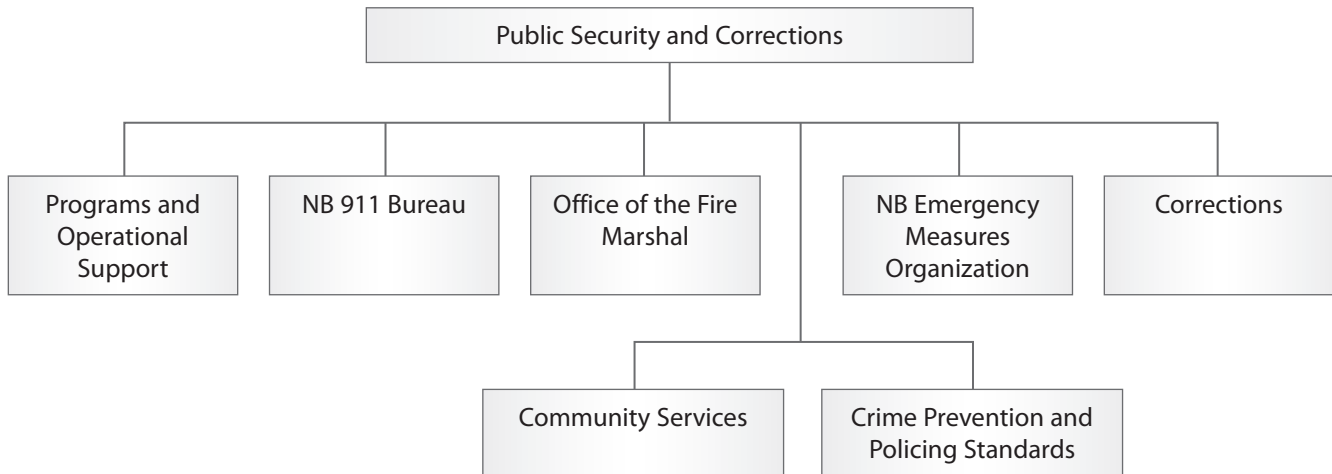
Communications and Public Awareness delivers on government communications and public engagement priorities as defined by Executive Council Office and Cabinet on behalf of the Department of Public Safety.

Communications and Public Awareness Branch – Highlights

The branch launched a new DPS Intranet site to improve internal communications.

The branch led emergency communications during EMO operations.

Public Security and Corrections



The division is committed to the protection of people and property through the administration of various provincial and federal acts and regulations in co-operation with stakeholders.

The Division is comprised of the Office of the Fire Marshal, NB Emergency Measures Organization, Corrections, Community Services, Crime Prevention and Policing Standards, the NB 911 Bureau and Programs and Operational Support. These Branches are responsible for provincial fire reporting and investigations; coordination of provincial emergency preparedness and operations; the delivery of services to youth in conflict with the law, adult offenders and victims of crime; provincial policing standards and crime prevention; management of the province-wide 911 emergency response services; and the development and promotion of provincial policies, standards, agreements and collaborative partnerships that foster strong and consistent approaches in the delivery of services throughout New Brunswick.

The purpose of the **Programs & Operational Support Branch** is effective governance and accountability to the public through the provision of leadership, policy, planning, issue management and specialist advice.

The **NB 911 Bureau** works cooperatively and collaboratively with telecommunications partners and emergency response stakeholders to effectively and efficiently manage the province-wide 911 emergency response services. The Bureau develops, implements and enforces standards, policies and operating procedures to ensure quality service and response to all emergencies when 911 calls are received at one of the six 911 Public Safety Answering Points located throughout New Brunswick.

The **Office of the Fire Marshal (OFM)** carries out the provisions of the *Fire Prevention Act*, delivers fire prevention and protection programs, and works with fire departments, municipalities and partner organizations to promote fire safety. The OFM continuously monitors fire trends, changes to the National Building Code and National Fire Code, National Fire Protection Association codes, and rising fire safety concerns to develop and promote provincial policies, standards, procedures for the fire service as a whole.

Public Security and Corrections Division – Highlights

NB EMO implemented the rollout of six emergency management coordinators to develop regional and municipal emergency plans, emergency preparedness activities.

NB 911 deployed a regional fire dispatch system for 37 fire departments within the Bathurst Regional Public Safety Answering Point (PSAP).

The Division approved an additional on-going funding of \$800,000 for the enhanced support for RCMP integrated internet child exploitation enforcement activities (ICE).

The Division, with stakeholders, implemented the first year Action Plan of the New Brunswick Crime Prevention and Reduction Strategy.

The Office of the Fire Marshal effectively utilizes multiple agencies to conduct fire safety inspections, perform fire cause and origin investigations, and implement fire prevention programs under the authority of the Fire Marshal. Additionally, the OFM is the lead agency for the response to all Hazardous Material Emergencies for the Province of New Brunswick.

The **New Brunswick Emergency Measures Organization** (NB EMO) promotes the development of emergency programs at all levels of government encompassing prevention, preparedness, response and recovery. NB EMO leads the coordination of provincial emergency operations, assists communities, municipalities and Regional Service Commissions with resources and encourages a cooperative and harmonized approach to operations to facilitate resource and information sharing.

The **Corrections Branch** provides secure custody through the operation of the Department of Public Safety's New Brunswick Youth Centre, Miramichi City. Secure custody is to be used as the last resort for youth in conflict with the law where community and open custody sanctions have been deemed not appropriate by the courts.

The Province is responsible for providing correctional institutions for adult offenders sentenced to periods of incarceration of two years less a day and for holding accused persons deemed to be dangerous and or a security risk while awaiting trial or awaiting immigration hearings.

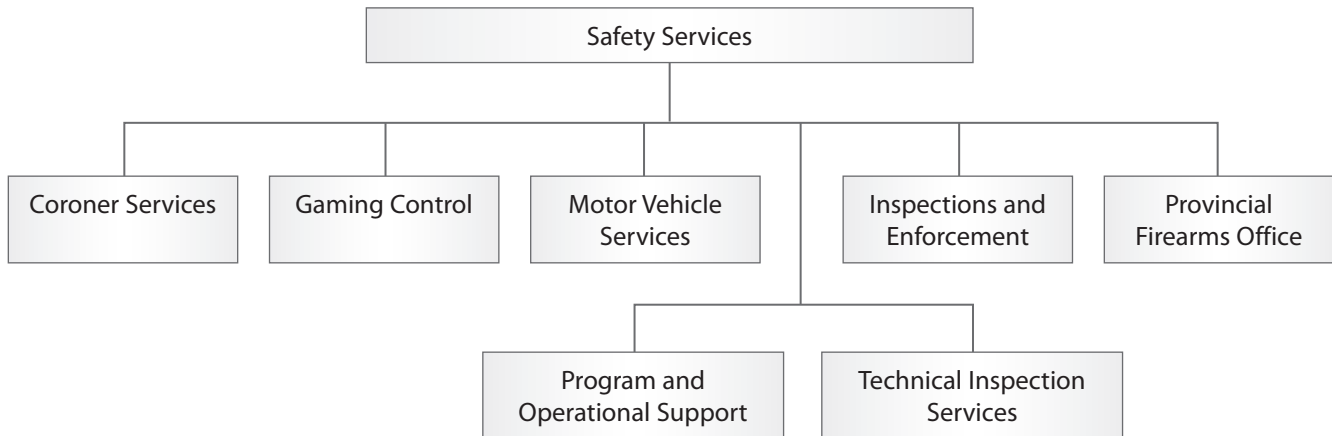
The **Community Services Branch** ensures community safety through the delivery of effective offender community supervision programs, and the development and promotion of provincial policies, standards, agreements and collaborative partnerships that foster strong and consistent approaches in the delivery of services throughout New Brunswick.

The Branch is responsible to deliver, through regional offices, community correctional services for adult and young persons to ensure offenders under community sentences are supervised and provided rehabilitation services. The Branch provides open custody placements to youth in conflict with the law, whose level of supervision have been deemed by the courts to require a less structured and restrictive custodial environment as would be provided in a secure custody facility. It also administers programs and support services to assist victims of crime who come to the attention of the criminal justice system.

The **Crime Prevention and Policing Standards Branch** ensures community safety through the coordination of effective community based programs, and the development and promotion of provincial policies, standards, agreements and collaborative partnerships that foster strong and consistent approaches in the delivery of services throughout New Brunswick.

The Branch is responsible for ensuring the delivery of consistent and standardized police services and for coordinating the planning and implementation of improvements to New Brunswick crime prevention policy and practice.

Safety Services



The division delivers licensing, registration, inspection and enforcement services that make our highways, communities and off-road trails safer and ensures safety, security and integrity in retail and service industries including liquor and hospitality, gaming, private investigation and security, videos and videogames, and salvage. We deliver expertise in electrical, plumbing, elevator, boiler and pressure vessel and fire safety inspection services. Through the Office of the Chief Coroner, we investigate all sudden and unexpected deaths in pursuit of preventing non-natural deaths.

Coroner Services is an independent and publicly accountable investigation of death agency. The Coroner Service is mandated to review all suspicious or questionable deaths in New Brunswick, conduct inquests as may be required by statute and/or in the public interest and does not have a vested interest of any kind in the outcome of death investigations. The Coroner Service also administers the Child Death Review Committee and Domestic Violence Death Review Committee.

The **Gaming Control Branch** performs registrations and inspections /compliance activities for casino, charitable and video lottery gaming and issues licences and permits for various other programs.

The **Motor Vehicle Branch** maintains a registration and vehicle information database for registered vehicles, provides for the issuance of motor vehicle dealer licences, the administration of a compulsory motor vehicle inspection program through inspection stations and the administration of the International Registration Plan (IRP) program involving the inter-jurisdictional registration of commercial vehicles. By testing aspiring drivers, issuing driver licences and ID cards, and monitoring driver behaviour and sanctioning unsafe drivers and carriers, the program promotes highway safety. The program also administers educational and ignition interlock programs for individuals convicted of impaired driving, funded by those drivers.

The **Inspections and Enforcement Branch** is a non-direct policing, law enforcement unit responsible for education, inspection and enforcement functions under Provincial and Federal Acts.

Peace officers and special constables within the Branch provide services to the trucking industry, off-road enthusiasts, the motoring public, various licensees and the citizens of New Brunswick.

Safety Services Division – Highlights

The division realized efficiency and effectiveness gains in several areas, including death investigations, licencing and permitting in electrical, plumbing, boiler, pressure vessel and elevator safety programs, and restricted firearms authorizations.

The division improved program productivity and improved safety in inspection and enforcement of commercial vehicles, off-road vehicles, tobacco retail and video lottery terminal sites.

The division undertook modernization of the motor vehicle system.

The division implemented motorcycle safety law reform.

Services intended to enhance public safety and/or protect government revenues are offered in the areas of * liquor control, * commercial vehicle enforcement, * National Safety Code audits * off-road vehicle enforcement, * motor vehicle inspections, * gaming control, * tobacco sales to minors, * smoke free places investigations, * SCAN (Safer Communities and Neighbourhoods), and inspection, enforcement and licensing matters relevant to film, video and video game, restricted beverages, salvage dealers and the security services industry.

The **Provincial Firearms Office** supports safe communities and the rights of legitimate firearms owners by controlling the ownership, purchase, movement and use of firearms within the province through the administration of federal firearms legislation.

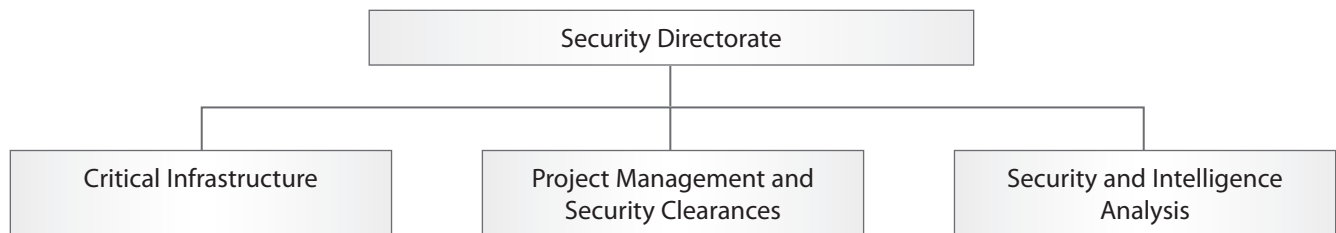
The **Program and Operational Support Branch** supports the Safety Services Division by providing research, analysis, direction and policy and program development.

Technical Inspection Services is a Special Operating Agency (SOA) responsible for regulating the safe design, fabrication, installation, and operation of electrical, plumbing, propane, natural and medical gas systems, boilers, pressure vessels, elevating devices and amusement rides. The agency also carries out plan approval and inspections relating to fire prevention and safety.

Activities include developing safety legislation, setting standards, conducting design reviews, equipment registrations, quality system audits, issuing installation and operating permits, conducting inspections, ordering compliance, qualifying and licensing specific trades people and contractors, accident investigations, education and accrediting private sector services.

This service is provided to ensure that potentially hazardous electrical, mechanical and pressurized systems do not pose an undue risk to the public and to also ensure that these potentially hazardous systems are installed by qualified and licenced trades, people. Minimize risk of fires through plans review and inspection.

Security Directorate



This government wide initiative focuses efforts amongst different levels of government and the private sector to improve prevention, preparedness and response capabilities in New Brunswick for deliberate, accidental or natural events.

The Security Directorate provides security advice and services regarding high-value and high-risk services, networks, facilities, assets and persons critical to New Brunswick's safety, security and economy, in both the public and private sectors.

Security Directorate – Highlights

The Security Directorate initiated two critical infrastructure research projects with the federal Centre for Security Science.

The directorate supported government response to multiple emergency and security events, including the Dec 2013 ice storm.

Financial Information

Table 1: Ordinary Expenditure Status Report by Primary

Fiscal Year Ending March 31, 2014

	Amended Budget	Actual	Variance (Under) Over
Personal Services	50,383,506	48,421,012	(1,962,494)
Other Services	90,162,688	99,076,562	8,913,874
Materials and Supplies	3,452,597	3,818,871	366,274
Property and Equipment	767,591	240,512	(527,079)
Contributions, Grants and Subsidies	4,179,864	3,639,128	(540,736)
Debt and Other Charges	700	116,139	115,439
Chargeback Recoveries	(873,000)	(2,143,696)	(1,270,696)
Designated Revenue	(4,924,000)	(5,375,342)	(451,342)
TOTAL	143,149,946	147,793,186	4,643,240

Constrained spending throughout the Department offset the \$9.8 million cost for RCMP costs related to the Shale Gas protest, resulting in an over-expenditure of \$4,643,240.

Table 2: Ordinary Expenditure Status Report by Program

Fiscal Year Ending March 31, 2014

	Amended Budget	Actual	Variance (Under) Over
Corporate Services and Planning	4,284,692	4,161,990	(122,702)
Public Security and Corrections	120,621,254	127,172,754	6,551,500
Safety Services	18,244,000	16,458,442	(1,785,558)
TOTAL	143,149,946	147,793,186	4,643,240

Constrained spending throughout the Department offset the \$9.8 million cost for RCMP costs related to the Shale Gas protest, resulting in an over-expenditure of \$4,643,240.

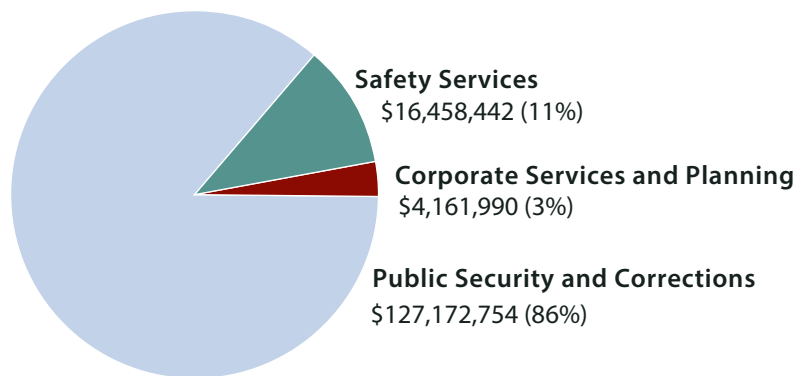


Table 3: Ordinary Revenue Status Report by Source

Fiscal Year Ending March 31, 2014

	Budget	Actual	Variance (Under) Over
Other Taxes	2,400,000	2,888,298	488,298
Return on Investment	13,000	8,490	(4,510)
Licenses and Permits	119,732,000	122,732,413	3,000,413
Sale of Goods and Services	20,181,000	20,185,668	4,668
Fines and Penalties	6,332,000	5,656,605	(675,395)
Miscellaneous	15,000	34,629	19,629
Conditional Grants - Canada	4,354,000	4,902,532	548,532
Prior Year Expenditure Recoveries	0	3,000,000	3,000,000
TOTAL	153,027,000	159,408,635	6,381,635

The Department exceeded budget by \$6,381,635 as a result of the impact of October 2012 fee increases for Motor Vehicle Fees and Driver Licensing and Victims of Abuse (Kingsclear) liability reduced as most cases have been settled.

Table 4: Special Purpose Accounts Status Report by Program

Fiscal Year Ending March 31, 2014

	Municipal Police Assistance	Victim Services	Suspended Driver	National Safety Code	NB 911	Total
Revenues						
Budget	954,000	2,122,000	403,000	209,000	5,100,000	8,788,000
Actual	1,299,833	2,188,764	327,495	209,897	5,203,301	9,229,290
Variance (Under) Over	345,833	66,764	(75,505)	897	103,301	441,290
Expenses						
Budget	950,000	2,632,000	403,000	209,000	7,700,000	11,894,000
Actual	1,411,805	2,618,006	293,100	209,897	5,728,160	10,260,968
Variance (Under) Over	461,805	(13,994)	(109,900)	897	(1,971,840)	(1,633,032)

Table 5: Special Operating Agency Technical Inspection Services

Fiscal Year Ending March 31, 2014

	Amended Budget	Actual	Variance (Under) Over
Opening Balance	472,000	388,784	(83,216)
Revenue			
License and Permits	6,030,000	5,707,428	(322,572)
Interdepartmental Transfer for Fire Prevention Program	530,000	530,000	0
Interest	40,000	51,232	11,232
Total Revenue	6,600,000	6,288,660	(311,340)
Expenses	6,648,557	6,222,878	(425,679)
Surplus (Deficit)	(48,557)	65,782	114,339
Closing Balance	423,443	454,566	31,123

Summary of Staffing Activity

Pursuant to section 4 of the *Civil Service Act*, the Deputy Minister of the Department of Human Resources delegates staffing to each Deputy Head for their respective departments. Please find below a summary of the staffing activity for 2013-2014 for the Department of Public Safety.

The department advertised 48 competitions, including 26 open (public) competitions and 22 closed (internal) competitions.

Pursuant to section 15 and 16 of the *Civil Service Act*, the department made the following appointments using other processes to establish merit than the competitive process:

Appointment type	Appointment description	Section of the <i>Civil Service Act</i>	Number
Specialized Professional, Scientific or Technical	An appointment may be made without competition when a position requires: <ul style="list-style-type: none"> • a high degree of expertise and training • a high degree of technical skill • recognized experts in their field 	15(1)	0
Equal Employment Opportunity Program	Provides Aboriginals, persons with disabilities and members of a visible minority group with equal access to employment, training and advancement opportunities.	16(1)(a)	0
Department Talent Management Program	Permanent employees identified in corporate and departmental talent pools, who meet the four-point criteria for assessing talent, namely performance, readiness, willingness and criticalness.	16(1)(b)	9
Lateral transfer	The GNB transfer process facilitates the transfer of employees from within Part I, II (School Boards) and III (Hospital Corporations) of the Public Service.	16(1) or 16(1)(c)	30
Regular appointment of casual / temporary	An individual hired on a casual or temporary basis under section 17 may be appointed without competition to a regular properly classified position within the Civil Service.	16(1)(d)(i)	19
Regular appointment of students/ apprentices	Summer students, university or community college co-op students or apprentices may be appointed without competition to an entry level position within the Civil Service.	16(1)(d)(ii)	0

Pursuant to section 33 of the *Civil Service Act*, zero complaints alleging favouritism were made to the Deputy Head of Department of Public Safety and zero complaints were submitted to the Ombudsman.

Summary of Legislation and Legislative Activity

Received Royal Assent on June 21, 2013

Bill 66 – Chapter 33

An Act to Amend the *Off-Road Vehicle Act*

<http://www.gnb.ca/0062/acts/BBA-2013/Chap-33.pdf>

Received Royal Assent March 26, 2014

Bill 37 – Chapter 6

An Act to Amend the *Elevators and Lifts Act*

<http://www.gnb.ca/0062/acts/BBA-2014/Chap-6.pdf>

Bill 38 – Chapter 7

An Act to Amend the *Boiler and Pressure Vessel Act*

<http://www.gnb.ca/0062/acts/BBA-2014/Chap-7.pdf>

To view all Department of Public Safety Acts and Regulations, visit:

<http://laws.gnb.ca/en/deplinks?subjectnumber=5>

Summary of Official Languages Activities

Department of Public Safety has developed an Action Plan that includes strategic means for each of the four sectors of activity found in the Government Plan on Official Languages.

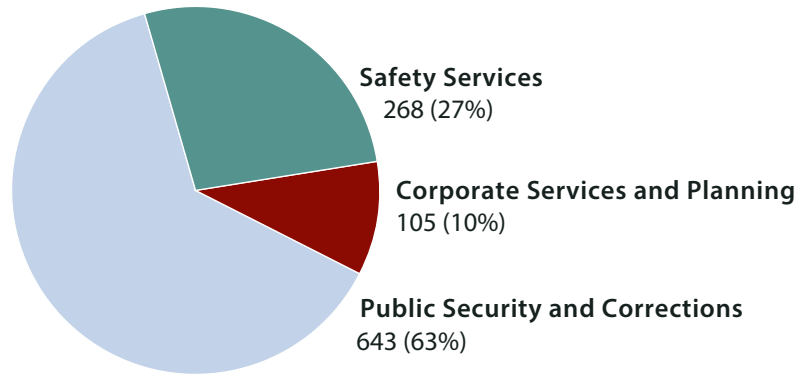
<p>Focus 1</p>	<p>Ensure access to service of equal quality in English and French throughout the province:</p> <ul style="list-style-type: none"> • Mandatory completion of i-learn module (Language of Service) • Check box added to employee performance review and development report to indicate whether i-learn modules were completed • Completion rate of i-learn module increased from 62% in 2011 to 77% in 2014. • Linguistic profiles reviewed and updated to ensure acceptable number of bilingual staff in each team
<p>Focus 2</p>	<p>An environment and climate that encourages, for all employees, the use of the official language of their choice in their workplace:</p> <ul style="list-style-type: none"> • Mandatory completion of i-learn module (Language of Work) • Check box added to employee performance review and development report to indicate whether i-learn modules were completed • Completion rate of i-learn module increased from 58% in 2011 to 73% in 2014. • Reminder to all managers was sent to ensure they are aware of methods that allow for meetings to take place that takes into account New Brunswick's linguistic duality (Guide for Chairing Bilingual Meetings Effectively)
<p>Focus 3</p>	<p>The Official Languages Policies are covered during online and onsite staff orientation to promote and ensure understanding.</p>
<p>Focus 4</p>	<p>Ensure public service employees have a thorough knowledge and understanding of the <i>Official Languages Act</i>, relevant policies, regulations, and the province's obligations with respect to official languages:</p> <ul style="list-style-type: none"> • DPS made the review of the <i>Official Languages Act</i> mandatory during performance review meetings between the employee and their manager.
<p>Conclusion</p>	<p>In fiscal 2013-2014, DPS saw a reduction in the number of official languages complaints received. We went from having 6 complaints per year in both 2011-2012 and 2012-2013 down to 1 complaint in 2013-2014. Staff are more aware of their obligations with respect to Official Languages and it is showing with the decreased number of complaints received.</p>

Appendices

Appendix A: Human Resource Data

1,016 employees

Includes full-time, part-time and term employees.



Appendix B: Statistical Information

Public Security and Corrections	2012-2013	2013-2014
Community Services		
Adult Community Services		
Pre-Sentence Reports requested	2,106	2,027
Number of admissions:		
Alternative Measures	717	563
Fine Option Program	268	216
Community Service Work Program	254	246
Placed on Probation	1,733	1,668
Conditional Sentence	562	488
Adult Program Interventions	732	741
Average monthly caseload count:		
Probation	1,654	1,905
Conditional Sentence	283	274
Youth Community Services		
Pre-Sentence Reports requested	458	440
Number of admissions		
Extrajudicial Sanctions Program	427	372
Fine Option Program	2	3
Community Service Work Program	128	128
Placed on Probation	254	246
Intensive Support Program	35	28
Deferred Custody and Supervision Order	69	71
Portage Substance Abuse Treatment Program	35	32
Open custody	42	27
Youth Program Interventions	208	153
Average monthly caseload count		
Probation	329	314
Open Custody	12	10

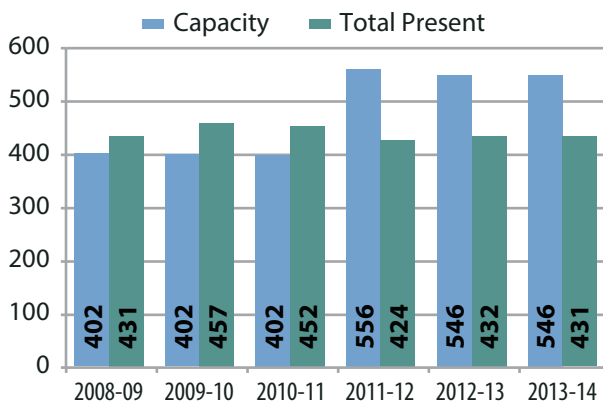
Victim Services		
Victims referred to Victim Services	3,605	3,923
Victim Impact Statements	1,097	1,115
Short-Term Counselling	255	313
Trauma Counselling	405	403
Compensation for Victims of Crime	644	674

Institutional Services		
Adult Provincial Correctional Institutions		
Adult Custody Admissions	3,764	3,458
Sentence to custody	2,055	1,817
Remands pending a court appearance	1,328	1,231
Temporary Absence Program	130	115
Island View Community Residential Centre	80	85

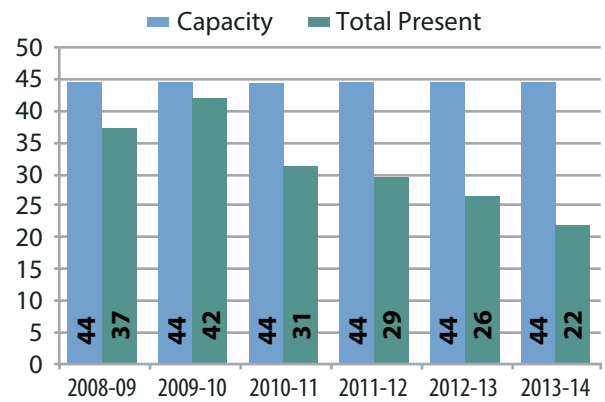
	2012-2013	2013-2014
Youth Secure Custody Services		
Youth secure custody admissions	361	288
Remand	253	229
Custody and supervision orders	74	47

Average Daily Count		
Saint John Regional Correctional Centre	137.0	120.0
Southeast Regional Correctional Centre	95.2	133.0
Dalhousie Regional Correctional Centre	82.4	73.8
Madawaska Regional Correctional Centre	87.8	70.0
New Brunswick Women's Correctional Centre	29.2	34.3
New Brunswick Youth Centre	26.4	21.9
	458.0	453.0

**Adult Provincial Institutions
Average Daily Count
6 - Year Trend**



**NB Youth Centre
Average Daily Count
6 - Year Trend**



Office of the Fire Marshal		
Fires Reported	4,060	3,738
Non Fire Related Responses	27,827	25,677
Fires Investigated by Regional Fire Marshals	122	55
Buildings Inspected:		
By Regional Fire Inspectors	4,039	3,550
By Local Assistants	3,689	3,776
Total of Inspections	7,728	7,326
Building Plans Reviewed	506	556
Sprinkler System Installations Reviewed	111	119
Participants in provincially funded firefighter training courses	340	349
Provincial firefighter examinations	1,400	1,545

	2012-2013	2013-2014
Emergency Measures Organization		
Emergency plans registered with NB EMO (of 104 municipalities)	92	94
Planning assistance provided to communities	50	73
Exercises conducted involving communities, institutions, industry and private agencies.	6	14
Participants in emergency management training courses	204	180
Provincial Emergency Operation Centre activated (significant events)	2	1
Property owners reported damage	233	826
Property owners applied for disaster financial assistance.	255	380

NB 9-1-1 Bureau		
Volume for 911 calls	182,437	170,731

Safety Services

Safer Communities and Neighbourhoods		
Investigated public complaints	278	194
Properties vacated due to illegal activity	122	66
Complaints with community resolution	175	109
Investigations based on illegal drug activity	238	179

Commercial Vehicle Enforcement		
Speed enforcement on commercial vehicles on provincial highways- Charges	333	273
Speed enforcement on commercial vehicles on provincial highways- warnings	301	216
Commercial vehicles checked or weighed	655,141	627,288
Inspections conducted	25,729	26,013
Charges Laid	5,019	5,132
Warnings Given	7,061	6,678
Permits Issued on behalf of DOT (oversize and over dimensional commercial vehicles)	346	324
Roadcheck - trucks inspected	330	314
Operation Air Brake - vehicles inspected	60	90

National Safety Code		
Carrier contacts	240	268

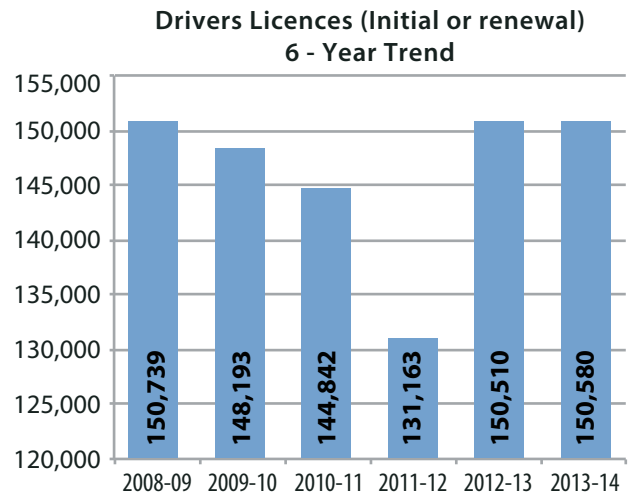
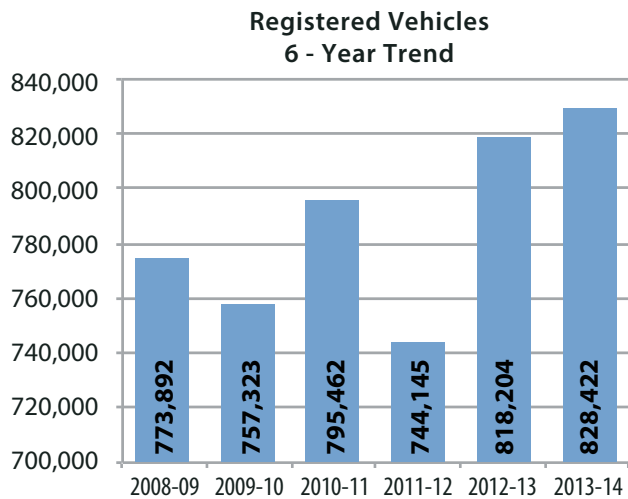
Inspections and Enforcement		
Inspections and investigations completed:		
Liquor Investigations and inspections	8,177	6,961
Lotteries Investigations and inspections	2,096	2,314
Tobacco Sales to Minors Program	2,447	1,800
Film and Video Investigations and inspections	418	242
Salvage Dealers Investigations and inspections	82	57

	2012-2013	2013-2014
Private Investigators	97	44
Smoke Free Places	5,672	5,097
Motor Vehicle Inspections	2,515	1,981
Tobacco Tax	-	501

Off-road Vehicle Enforcement		
Off-road vehicles checked	16,118	18,340
Number of citations	1,753	1,774
Calls for service	4,880	5,527
Trail Kilometres	76,924	76,601
Charges Laid	891	878
Warnings Given	872	896
Checkpoints	2,727	3,094

Gaming Control		
Liquor Licences	2,326	2,308
Liquor Permits	1,442	1,504
Charitable Gaming Licences	977	1,088
Charitable Gaming Permits	1,109	1,198
Film & Video Licences	670	661
Private Investigator and Security Guard Licences	1,909	1,860
Salvage Dealer Licences	113	112
Brewery manufacturers licences	29	34
Inspections on gaming equipment	1,244	1,854
Audits on gaming equipment	161	122
Registration of Employees and Suppliers in the Gaming Industry	346	370
Registration of Video Lottery Site Holders	240	236

Motor Vehicle Services		
Drivers Licences (Initial or renewal)	150,510	150,580
Vehicle Registration	818,204	828,422
Dealers & Inspection Stations	2,220	2,402
Identity cards (non-driving)	10,966	10,188
Passenger Vehicle Driving Schools	58	59
Commercial Vehicle Driving Schools	5	6
Passenger Vehicle Driver Instructor Permit	100	98
Commercial Vehicle Driver Instructor Permit	16	15
Medical Review	1,945	2,061
International Registration Plan (IRP) audits were completed	35	27



	2012-2013	2013-2014
Firearms		
Shooting ranges inspected	-	18
Shooting ranges met the provincial standard	-	9
Ranges required re-inspection	-	9
Firearm Safety Training	5,644	5,673
Authorizations to transport issued	4,298	5,087
Firearm transfers reviewed	1,584	1,742

Technical Inspection Services		
Inspections Completed	25,498	27,348
Plans Reviewed and /or Registered	2,230	1,877
Installation Permits Issued	17,041	16,788
Licences Issued or Renewed	13,965	13,840
Operating Permits	15,487	19,441
Exams Administered	2,540	1,738

Crime Statistics

	2012	2013	% Change
Crime Rate	5,505	4,813	-13%
Percentage of Crimes Solved (Clearance Rate)	40%	39%	-2%
Crime Severity Index	68	60	-12%
Adult Crime Rate	1,408	1,263	-10%
Youth Crime Rate	6,124	4,862	-21%
Violent Crime Rate	1,470	1,232	-16%
Percentage of Violent Crimes Solved (Clearance Rate)	64%	62%	-2%
Property Crime Rate	3,224	2,837	-12%
Percentage of Property Crimes Solved (Clearance Rate)	23%	22%	-2%
Motor Vehicle Theft Rate	152	137	-10%
Break and Enter Rate	479	405	-15%
Homicide Rate	0.8	0.9	18%
Sexual Assault Rate	65	60	-7%
Percentage of Sexual Assault Crimes Solved (Clearance Rate)	72%	65%	-10%
Luring a Child via a Computer Rate	3	4	50%
Robbery Rate	21	23	9%
Impaired Driving Rate	288	247	-14%

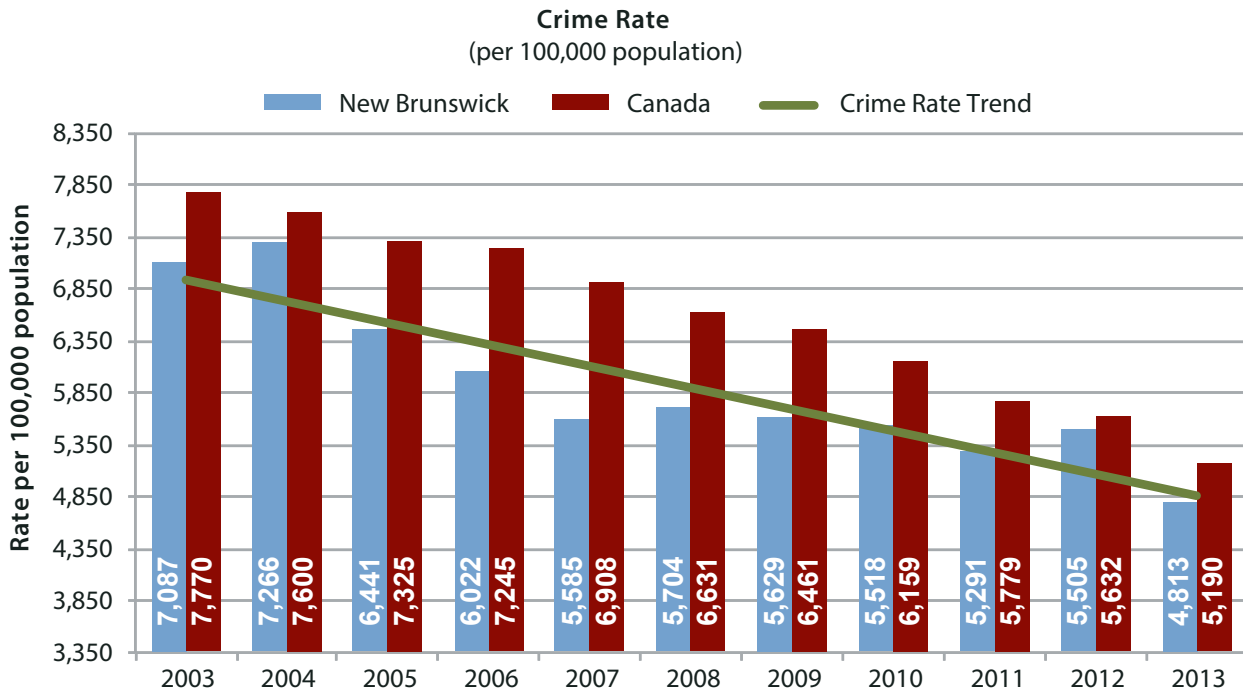
Note: Rates are calculated on the basis of 100,000 population

Source: Table 252-0051 - Incident-based crime statistics, by detailed violations, annual
Statistics Canada

Crime Rate

New Brunswick Ranking: 3rd lowest in Canada

Why it Matters: Crime rates affect the sense of security citizens have about their communities. These rates can also influence business investment and residential development.



In 2013, the New Brunswick crime rate was 4,813 per 100,000 population. The crime rate trend in New Brunswick over the past 10 years continues downward. New Brunswick is currently 3rd among Canadian provinces for lowest rates of crime.

To be fully understood, crime rates need to be looked at over a period of years. Several factors can influence the crime rate including whether crime is reported to police, police enforcement practices, changes to legislation and of course actual (real) reductions in crime. This is why the New Brunswick Crime Prevention and Reduction Strategy includes additional indicators as a way to more accurately measure reductions in crime over the long term, including crime severity, self-reported victimization, public perception of crime, and underlying crime factors.