

A photograph of the Manitoba Legislative Building, a large, ornate, light-colored stone building with a prominent central dome topped by a golden statue. The building features classical columns and is surrounded by a paved plaza, greenery, and a fountain on the left. The sky is blue with scattered white clouds.

# Departmental Briefing

October 2023

**CONSUMER  
PROTECTION AND  
GOVERNMENT  
SERVICES**

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# 1. Department Snapshot

## Consumer Protection and Government Services

### Vision

*A responsive public service and a thriving Manitoba*

### Mission

Empowering and enabling government and the broader public sector to act in the best interests of Manitobans

### Values

- ✓ Accountable
- ✓ Client-Centric
- ✓ Service Excellence
- ✓ Innovation
- ✓ Health and Well-being

### Responsibilities

- Modernizing government services, such as procurement, Information Technology and digital government
- Managing government's vertical and underground capital infrastructure through capital planning, project delivery and asset management
- Supporting and protecting the interests of Manitoba consumers, citizens, businesses, landlords and tenants

### Other Reporting Entities

- Entrepreneurship Manitoba
- Materials Distribution Agency
- Manitoba Education Research and Learning Information Networks
- Public Guardian and Trustee
- Vehicle and Equipment Management Agency

### The minister is responsible for

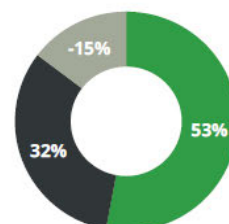
96	ABC appointments
42	Statutes
34,734	Regulatory Requirements

### 2023/24 Quick Facts

BUDGET	\$648.28 million	STAFF	1,383 Full Time Equivalents (FTEs)
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### Summary Budget

thousands



	Budget	FTEs
Core	\$485,436	1,054
OREs	\$297,315	329
Consolidation and Other Adjustments	(\$134,472)	-
	\$648,279	1,383



# Consumer Protection and Government Services

## Operating Budget by Main Appropriation

Part A (thousands)

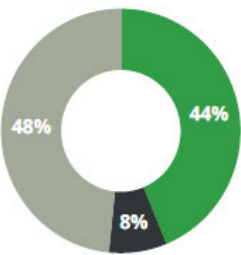


2023 / 24 Budget

■ Corporate Administration and Planning	\$1,813
■ Capital Programs	\$329,553
■ Digital and Technology Solutions	\$55,084
■ Procurement and Supply Chain	\$18,910
■ Public Safety Communication Services	\$22,393
■ Consumer Protection	\$17,059
■ Costs Related to Capital Assets (Non-Voted)	\$40,624

## Capital, Loans and Guarantees

Part B, C, and D (thousands)



	Budget
■ General Assets (Part B)	\$56,200
■ Statutory (Part B)	\$10,000
■ ORE Capital (Part D)	\$62,071

### Federal, Provincial and Territorial Involvement

- Federal, Provincial and Territorial Infrastructure
- Federal, Provincial Digital Trust and Cybersecurity
- Federal / Provincial Deputy Heads of Public Works Committee

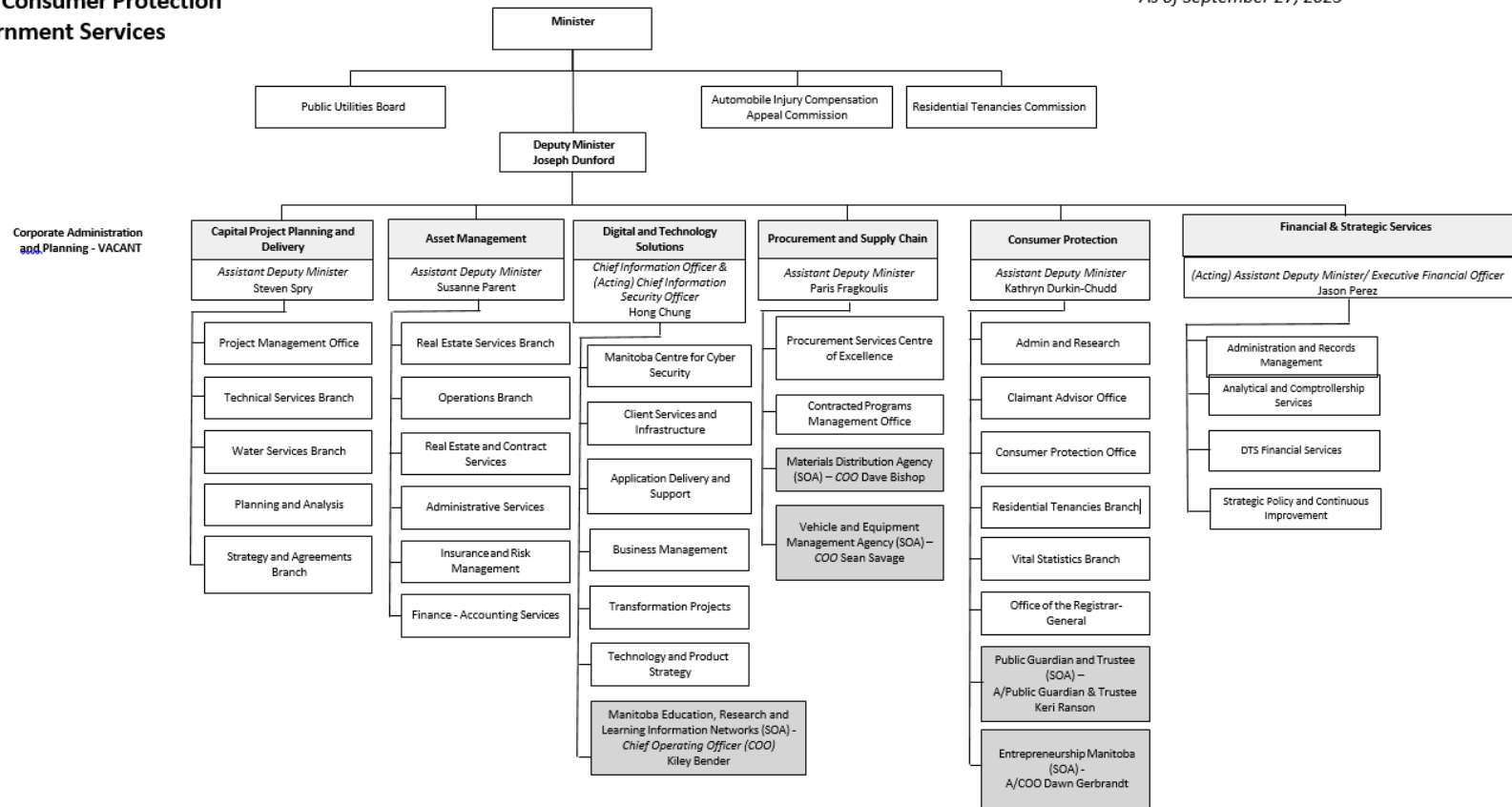


## 2. Department Organization

### Organizational Chart

Manitoba Consumer Protection  
and Government Services

As of September 27, 2023



Other Reporting Entities accountable to the minister:

- Entrepreneurship Manitoba
- Materials Distribution Agency
- Manitoba Education Research and Learning Information Networks
- Public Guardian and Trustee
- Vehicle and Equipment Management Agency

The minister is also responsible for the following Agencies, Boards and Commissions (ABCs):

- Automobile Injury Compensation Appeal Commission
- Public Utilities Board
- Residential Tenancies Commission

## Deputy Minister

### Joseph (Joe) Dunford

Joe has two bachelors' degrees (B.Sc. and B.Eng.) and a Masters in Engineering (Mechanical). He is a professional engineer who has spent much of his 25+ year career in the Atlantic Provinces and has recently relocated to Manitoba. He has a diverse background that includes Healthcare, Transportation, and Manufacturing. He has spent most of his career in the public sector either with crown corporations or government where he has held various leadership and executive roles. His expertise includes capital projects delivery and planning, operations and maintenance, continuous improvement (Lean/Six Sigma), and procurement of horizontal and vertical infrastructure.



## Department Strategy Map

### Vision

A responsive public service and a thriving Manitoba.

### Mission

Empowering and enabling government and the broader public sector to act in the best interests of Manitobans.

### Values

- **Accountability:** Returning year over year savings to government.  
We are committed to advancing government's priorities and achieving improved outcomes for Manitobans through evidence-based, data-driven, and responsible service design and delivery solutions. We are open and transparent in our communication and decision-making processes. We promote awareness and understanding of regulations and legislation to ensure compliance, fairness and equity.
- **Client-Centric:** Delivering high-quality services.  
We are dedicated to meeting the needs of our clients and stakeholders while ensuring value for money. We support government's service delivery goals to enhance citizen satisfaction with public services by enabling a more nimble and modern public service. We deliver effective and efficient public services to protect consumers and citizens.
- **Service Excellence:** Balancing transactional excellence with strategic value.  
We provide the best service by being pro-active in adapting to changing needs and maintaining high-quality performance standards and best practices. We look at

challenges as opportunities to learn and grow, and refocus or change direction when required. We build cohesive, trusting, respectful and supporting teams. We deliver impartial, reliable and open services.

- **Innovation:** Leading transformational change.  
We develop forward-thinking, creative, sustainable tools and solutions that advance transformation and the modernization of government. We foster an environment where we continuously strive to develop our skills and competencies so we are best situated to support the efforts of client-departments to innovate, improve service delivery, and leverage the talent of existing and new employees.
- **Health and Well-being:** Supporting health and wellness within the public service.  
We ensure and protect consumer rights. We promote an environment where unique strengths and abilities are known and appreciated. We welcome diversity and act in an ethical, professional and inclusive manner.

### Priorities and Objectives

#### **Quality of Life – Improving Outcomes for Manitobans**

- Develop Effective Client Service Partnerships
- Advance Truth and Reconciliation

#### **Working Smarter – Delivering Client-Centred Services**

- Foster a Culture of Continuous Improvement and Innovation
- Reduce Red Tape

#### **Public Service – Delivering Client-Service Excellence**

- Build our Capacity to Deliver
- Advance Inclusion
- Strengthen Respect in our Workplaces

#### **Value For Money – Protecting Manitoba's Bottom Line**

- Provide Value for Money
- Balance the Budget

## **Department Responsibilities**

Manitoba Consumer Protection and Government Services is responsible for procurement and supply chain, Information Technology, capital planning, project delivery and asset management of government's vertical and underground infrastructure, as well as consumer protection programs and services.

The Minister of Consumer Protection and Government Services is Vice-Chairperson of Treasury Board and manages the Consumer Protection and Government Services portfolios.

The overall responsibilities of the minister and Consumer Protection and Government Services include:



- Support the management of Manitoba's Capital Framework and the annual capital allocation plan
- Efficiently expend capital allocations on approved capital projects
- Consistently apply risk management to capital funding and projects
- Promote strategic partnerships between and among the Manitoba government, federal government, local government and non-governmental organizations
- Manage negotiations of bi and tri-lateral capital funding agreements and partnerships
- Work with federal and municipal partners to deliver funding for worthy infrastructure projects within the Investing in Canada Infrastructure Program (ICIP) and future bi or tri-lateral programs
- Advise on strategic policies that relate to federal-provincial relations
- Deliver and manage departments' capital projects, including the use of innovative project delivery and project financing methodologies
- Ensure predictable delivery of government's commitment to annual strategic infrastructure investments and expedite capital planning and project delivery through innovative project delivery approaches including design-build and P3s
- Improve asset management for all government assets, including management of government's current capital assets and provision of property services to government-owned capital assets
- Provide real estate services to government and oversee real estate and property asset disposal
- Insure government assets and manage risk
- Manage the Legislative Building Restoration plan
- Provide strategic direction, policies, and processes for procurement and supply chain related functions across government
- Continue efforts to save taxpayers' dollars by shopping smarter and working with stakeholders to expand Manitoba's procurement strategy across the public sector
- Represent the province in negotiations and participate in meetings related to digital service delivery and data analytics.
- Administer and provide for the delivery of Manitoba's consumer protection legislation and assist consumers and businesses to effectively identify and manage marketplace issues.
- Administer The Residential Tenancies Act, The Life Leases Act and residential tenancy-related sections of The Condominium Act.
- Oversee all aspects of land and personal property registries.
- Oversee the Licence and Service Provider Agreement contract with Service Provider Teranet Manitoba LP. Adjudicate appeals from decisions of land and personal property registrars, disputes over ownership of land; and applications to discharge mortgages.
- Register life events and issues foundational identity documents.
- Provide strategic direction, policy and legislative research to support the development of prompt payment legislation, to strengthen and support Manitoba's construction industry.

The Minister is also responsible for:

- The Public Service Commission, an independent and impartial agency responsible for leading effective human resource and labour relations management in government and representing public interest in the administration of The Public Service Act and regulations.
- The following Agencies, Boards and Commissions (ABCs):
  - Automobile Injury Compensation Appeal Commission: Hears appeals regarding Manitoba Public Insurance (MPIC) Personal Injury Protection Plan (PIPP) benefits, from decisions issued by MPIC's Internal Review Office, in a fair and timely fashion, and in an accessible forum.

- Residential Tenancies Commission: Provides prompt resolution on appeal of disputes between landlords and tenants that is fair, accessible, inexpensive, expeditious and amicable, in an informal administrative setting by a specialist tribunal.
- Public Utilities Board: An independent, quasi-judicial administrative tribunal that has oversight and supervisory powers over public utilities and designated organizations as set out in the statute. Considers both the impact to customers and financial requirements of the utility in approving rates.
- The following Other Reporting Entities (see below for program descriptions):
  - Vehicle and Equipment Management Agency (VEMA)
  - Materials Distribution Agency (MDA)
  - Manitoba Education Research and Learning Information Networks (MERLIN)
  - Public Guardian and Trustee (PGT)
  - Entrepreneurship Manitoba (Companies Office)

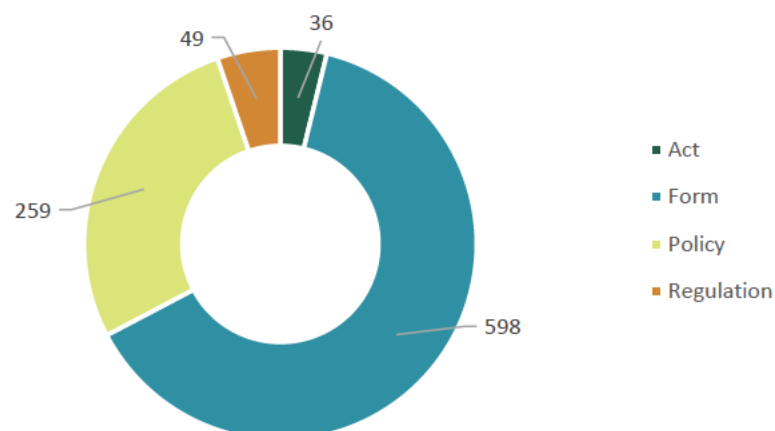
## Policy Instruments

*As of March 31, 2023*

A regulatory requirement is an action that must be taken by a Manitoba resident, local government, non-profit or business in order to access a program or service of the government or government agency, carry on business, or participate in a regulated activity. Regulatory requirements are found in statutes, regulations, policies, or forms made by government departments or government agencies.

The department currently administers **34,734** regulatory requirements through **942** policy instruments. A chart of the policy instruments by type is included below.

### Count of Department's Regulatory Instruments by Type



\* Note that a list of statutory responsibilities of the minister is included in the appendix.

## **Program Descriptions**

### **Financial and Strategic Management**

Financial and Strategic Management provides financial and strategic services to the department, which includes continuous improvement, financial analytics and leads the comptrollership framework for CPGS. Additionally the area provides executive planning, corporate management, administrative support, project leadership and centralized planning, policy and program direction to the Deputy Minister, Minister and senior management across the department.

### **Capital Project Planning and Delivery**

Capital Project Planning and Delivery (CPPD) delivers and manages departments' capital projects according to the approved capital plan. CPPD provides project management expertise for capital project planning and the coordination and delivery, including alternate delivery methods such as Public-Private Partnerships (P3s), of approved capital infrastructure projects, including internal and external professional and technical services for capital project planning, design, procurement, and management of construction contracts.

### **Asset Management**

Asset Management (AM) manages government's current capital assets, provides property services to owned capital assets, provides real estate services to government, and oversees real estate and property asset disposal. AM operates and maintains safe, high-quality and sustainable working environments that ensure the efficient operation of buildings, and good stewardship of government assets while providing a high quality work environment for the delivery of public programs.

### **Digital and Technology Solutions**

Digital and Technology Solutions (DTS) is the central agency with overall responsibility for Information Technology (IT) and Business Transformation strategy, policy and service delivery for the Government of Manitoba. DTS provides strategic leadership to continuously improve the Manitoba government's Information and Communications Technology (ICT) environment through planning and implementing solutions to meet current and future ICT needs. DTS' Manitoba Centre for Cyber Security leads work in securing Manitoba's data and systems, while aligning IT security policies and practices with government's priorities and risk tolerances.

### **Manitoba Education Research and Learning Information Networks (MERLIN)**

MERLIN is a Special Operating Agency within DTS, and coordinates the delivery of technology services to the education community across Manitoba.

### **Procurement and Supply Chain**

Procurement and Supply Chain (PSC) sets the strategic direction, policies, and processes for procurement and supply chain related functions across government. PSC also coordinates procurement across Manitoba government departments, agencies and the broader public sector to obtain the best value for taxpayers.

**Materials Distribution Agency (MDA)**

MDA is a Special Operating Agency within PSC that provides mail and materials distribution services to the public sector.

**Vehicle and Equipment Management Agency (VEMA)**

VEMA is a Special Operating Agency within PSC that provides competitive, comprehensive fleet and equipment management services to public sector organizations in Manitoba, including provincial departments, agencies and Crown corporations.

**Consumer Protection**

Consumer Protection division (CPD) investigates and facilitates the resolution of disputes between consumers and businesses; administers consumer protection legislation, including licensing payday lenders, direct sellers, and collection agencies; provides oversight over public utilities and designated organizations, and considers the impact to customers and financial requirements of the utility in approving rates; investigates, mediates and adjudicates disputes between tenants and landlords and hears such appeals; assists claimants in appealing automobile injury compensation decisions of Manitoba Public Insurance and hears such appeals; oversees land titles and personal property registries; and issues foundational identification certificates for eligible individuals and vital event registration.

**Entrepreneurship Manitoba (Companies Office)**

Entrepreneurship Manitoba is a Special Operating Agency within CPD that provides registry services to Manitoba's business and legal community.

**Public Guardian and Trustee (PGT)**

The PGT is a Special Operating Agency within CPD that manages and protects the affairs of Manitobans who are unable to do so themselves and have no one else willing or able to act.

## Human Resources

### Minister's and Deputy Minister's Staff <sup>\*a</sup>

List of Non-Political Staff		
Branch	Title	Name of Employee
Deputy Minister's Office	Deputy Minister	Dunford, Joseph
Deputy Minister's Office	Administrative Officer	Dubois, Jennifer
Deputy Minister's Office	Correspondence Secretary to Deputy Minister	vacant
Deputy Minister's Office	Administrative Assistant to Deputy Minister	Sood, Shaila
Minister's Office	Assistant to the Minister	Ranville, Brenda
Minister's Office	Correspondence Secretary	Melgarejo, Katrina
<b>Total</b>	<b>5</b>	

List of Political Staff		
Branch	Title	Name of Employee
Minister's Office	Executive Assistant to the Minister	
Minister's Office	Special Assistant to the Minister	
<b>Total</b>	<b>2</b>	

#### Notes

\* As of August 31, 2023

<sup>a</sup> List of Minister's and Deputy Minister's staff is based on employee's position title, cost center and fund center.



### Vacancies \*

Type	Count
Total FTEs	1052.2
Total Value of Vacant FTEs	256.3

<b>24.4%</b>
<b>Vacancy Rate</b>

### Appointments \*\*

Competitive Appointments	Count
Competition - Closed	4
Competition - Internal	2
Competition - Open	100
<b>Total</b>	<b>106</b>

Direct Appointments	Count
Acting Status to Regular	1
Reasonable Accommodation (Medical)	2
Reassignment	2
<b>Total</b>	<b>5</b>

Event Type	Count
Acting Status	25
In-Service Appointment	44
New Appointment	68
<b>Total</b>	<b>137</b>

### Terminations \*\*

Type	Count
Retirements	25
Other Terminations	25
<b>Total</b>	<b>50</b>

### Employment Equity \*

Employment Equity Group	Percent
Woman	45.0%
Indigenous Peoples	9.4%
Person with Disabilities	5.4%
Visible Minority	29.5%

### **Notes**

\* As of August 31, 2023

\*\* From April 1, 2023 to August 31, 2023

## Glossary of Human Resources Terms

<b>Term / Acronym</b>	<b>Definition</b>
Acting Status	Temporary assignment of an employee to another position with a higher maximum rate of pay.
Acting Status to Regular	Appointment of an individual previously in acting status to a position on a regular (permanent) basis.
Competition – Closed	Competition in which only current employees are eligible to apply.
Competition – Internal	Competitions in which only current employees within a specific department or work area are eligible to apply.
Competition – Open	Competition for which anyone eligible to work in Canada may apply.
Competitive Appointments	Appointments resulting from a competition (Open, Closed, Internal); excluding secondments.
Difficult to Recruit Position	Appointment of an individual to a position that is determined to be difficult to recruit (including difficult to recruit location).
Direct Appointments	Appointment made outside of a competitive process.
Employment Equity Group	Inclusive of four groups recognized by the Manitoba government for employment equity initiatives: women, Indigenous peoples, persons with disabilities and visible minorities.
Employment Equity Initiative	Appointment of an individual who is a member of a designated group for the purposes of advancing public service employment equity goals and objectives.
Former Employee Returning	Appointment of an individual previously terminated, generally to a similar position.
Full-Time Equivalent (FTE)	A measurement for number of positions. Every full-time regular position represents one full-time equivalent position.
Indigenous People	Employee who identifies as a person of North American Aboriginal ancestry including First Nation, (status and non-status Indians), Inuit and Metis
In-Service Appointments	Appointment of existing employees in a new/different position.
New Appointment	Appointments of individuals who are not pre-existing employees (ie. member of the public).
Other Direct Appointments	Appointment of an individual where other reason codes do not apply.

Persons with Disabilities	Employee who identifies as a persons whose functional limitations owing to their impairment have been accommodated or may require accommodation in their job or workplace, and/or persons who have a long-term or recurring impairment and believe an employer or potential employer is likely to consider them to be disadvantaged in employment by reasons of that impairment, or persons who have a long-term or recurring impairment and consider themselves to be disadvantaged in employment by reasons of that impairment.
Retirement	Employees who end their employment, and who typically begin to collect entitlements from the Civil Service Superannuation Board.
SAPEX	Sapex is a database hosted on an Oracle Server where major employee information were appended monthly. Data from this database are never changed once uploaded and are used for reports that requires consistency.
Political Employee	A political staff member appointed by the Lieutenant Governor in Council under section 59(1) of The Public Service Act.
Termination	Employees whose employment has ended with the Manitoba government, with or without cause.
Total FTEs	Total value of all FTEs, including full time and part-time positions.
Total Value of Vacant FTEs	Sum of vacant FTEs excluding Minister's position and Career Opportunity for Student FTEs.
Vacancy Rate	Percentage of vacant FTEs.
Visible Minorities	Employee who identifies, because of their race or colour, as a visible minority
Women	Employee who identifies as a woman

### 3. Strategic Overview

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#### **Urgent Matters**

The following items require action or attention by the end of the calendar year.

1. The Builders' Liens Act: Prompt Payment Regulations
2. Manitoba Schools Project – P3 Bundle
3. Vital Statistics Branch - IT Modernization
4. Residential Tenancies Act - Modernization
5. Rural Broadband Expansion Dispute

Issue notes follow on the next pages.

**1. Issue Title:** The Builders' Liens Act: Prompt Payment Regulations**High Level Summary:**

The Builders' Liens Amendment Act (Prompt Payment) establishes a prompt payment structure to facilitate timely flow of construction project funds and an adjudication model to resolve prompt payment disputes. It received Royal Assent on May 30, 2023, however it has yet to be proclaimed (come into effect). There is pressure to develop the regulations to enable proclamation of the Act by April 1, 2024; in time for the start of the 2024 construction season.

**Current Status:**




To support this work, the Manitoba Builders' Liens Modernization Advisory Council was established by Order in Council to provide advice to the minister regarding the modernization of The Builders' Liens Act and development of regulations respecting prompt payment. The Advisory Council will meet after the caretaker convention has ended.

The Deputy Minister of Consumer Protection and Government Services chairs an interdepartmental working group, to ensure perspectives from Manitoba Transportation and Infrastructure, Finance (Hydro) and Municipal Relations (City of Winnipeg and Association of Manitoba Municipalities) are considered.


The department continues to lead industry engagement and undertake the required policy work to support the preparation of the regulations.

**Confidential Advice to Minister:**

23(1)(a)

**Options and Recommendations:**

23(1)(a)





**Contact Person:** Kathryn Durkin-Chudd, Assistant Deputy Minister, Consumer Protection Division, 204-945-4160

## **2. Issue Title:** Manitoba Schools Project – Design-Build Finance-Maintain (DBFM) Bundle

### **High Level Summary:**

The Manitoba Schools Project (MSP) is the bundled construction of nine new schools in the province. To deliver the MSP, the province selected a Design-Build Finance-Maintain (DBFM) procurement model to optimize outcomes and facilitate delivery of the remaining schools for students' use by September 2027 which has been made public.



### **Current Status:**

The DBFM model employs a two-stage procurement process; Request for Qualifications (RFQ) to identify a shortlist of up to three bidders to issue a Request for Proposals (RFP).

- Market response to MSP to date has been favorable. The RFQ Industry Event on August 14, 2023 was well attended by potential bidders. The government identified that the RFP would be released in December 2023. Issuing the RFP in December will ensure the September 2027 opening day timeline is achieved.
- On July 27, 2023, Manitoba publically released the RFQ to technically and financially qualified proponents. The RFQ is scheduled to close on October 04, 2023.
- Manitoba has engaged external advisors to support the procurement process including Financial and Transactional Advisor (KPMG), Legal Advisor (Aird & Berlis), Fairness Advisor (Robinson Global Management) and Technical Advisor (WSP).
- WSP has engaged LM Architecture to advance core school designs in consultation with government and school divisions through October 2023.


### **Confidential Advice to Minister:**

23(1)(a)

### **Options and Recommendations:**

23(1)(a)



**Contact Person:** Steven Spry, Assistant Deputy Minister, Capital Project Planning and Delivery, 204-391-2665

**3. Issue Title:** Vital Statistics Branch - IT Modernization**High Level Summary:**


The processes within Vital Statistics Branch (VSB) are primarily paper-based, which is prone to error and has contributed to longer processing times. Between 30 to 90% of the registration forms contain errors or omissions. The department has prioritized an IT Modernization plan for VSB, which will transform its operations from paper-based processes to client centric online platforms.

**Current Status:**



VSB is responsible for administering The Vital Statistics Act, The Marriage Act, and The Change of Name Act. While volumes vary, VSB registers over 37K life events each year which includes approximately 20K births, 5K marriages and 12K deaths.

VSB has taken action to reduce its backlog to fully register the life events of birth, marriage and death and to process applications to issue foundational identity documents (birth, marriage and death certificates). With Public Service Commission's prioritization to improve recruitment processes, VSB recently filled a number of vacant positions, which has contributed to the improvement in processing times.


23(1)(a)

**Confidential Advice to Minister:**

23(1)(a)

  
**Options and Recommendations:**

23(1)(a)



**Contact Person:** Kathryn Durkin-Chudd, Assistant Deputy Minister, Consumer Protection Division, 204-945-3742

#### **4. Issue Title:** Residential Tenancies Act Modernization

##### **High Level Summary:**

The cost of living and affordable housing are pressing national issues that are present in the province of Manitoba. The Residential Tenancies Act (RTA) and regulations have a role to play, through rent regulation and incentivized investment in housing supply.

The RTA administers rent regulation and defines the rights, responsibilities, and obligations of both landlords and tenants of residential rental units in Manitoba.

Manitoba has a multi-pronged rent regulation model that enables annual rent increases at guideline and above the guideline. There are also a number of exemptions permitted; including social housing, buildings constructed after 2005, rental units for which the monthly payable is above the annual rent exempt level, rehabilitated units (limited exemption period) and units that are voluntarily vacated by tenants.

Stakeholders have raised concerns about the need for the legislation to be more responsive to the economy (e.g. inflation exceeds rent regulation cap), market trends (construction/repairs), economic development, downtown revitalization and rental affordability.

##### **Current Status:**

Landlords have been advocating for the following;


- Flexibility to reset the rent upon voluntary vacate for any units.
- Exemption periods based on capital investment.
- Exemptions for commercial-to-residential conversions, comparable to new builds.
- Defining “New Builds” in the RTA.
- Removal/reduction of current limitations for Complex Rehabilitations.

Tenants have advocated for greater regulation to combat the cost of living. Landlords and local advocates have advocated for a swifter eviction period to better control crime in their neighbourhoods and damage to their units.

The Landlord and Tenant Advisory Committee (LTAC) was recently re-established by the Minister to advise government on the administration of, or proposed amendments to, the RTA and regulations.

##### **Confidential Advice to Minister:**

23(1)(a)



23(1)(a)

### **Options and Recommendations**

23(1)(a)

**Contact Person:** Kathryn Durkin-Chudd, Assistant Deputy Minister, Consumer Protection Division, 204-945-4160



## 5. Issue Title: Rural Broadband Expansion Dispute

### High Level Summary:

- Following a competitive tendering process, the Manitoba signed (October 2021) a Contribution Agreement (Agreement) with Xplore Inc. (Xplore).
- The objective of the Agreement is to connect 125,000 unserved / underserved Manitobans – across 600 + communities - to reliable, high-speed internet services by leveraging Manitoba Hydro's (Hydro) surplus fibre backbone / network.
- Work activities which encompass Hydro communication assets (buildings, towers, poles, antennas etc.) between Xplore and Hydro have been paused and will delay targeted community broadband availability.

### Current Status:

- Xplore issued a formal dispute notice on 15 February 2023 purporting that Hydro's invoices are not in accordance with the Agreement.
- The defined escalation and disputes process has been followed. It remains with respective Executive / Deputy Minister for decision on next steps.
- The final step in the dispute process is binding arbitration.

### Confidential Advice to Minister:

- 23(1)(a)

### Options and Recommendations:

- 23(1)(a)

**Contact Person:** Gary Luedtke, Director, Contracted Programs Management Office, 204-794-4924

## **Strategic Priorities and Opportunities**

The following items are matters for consideration in the longer term that may pertain to organizational changes, strategic plans, multi-year projects, emerging issues and other topics:

1. Digital Modernization of Government of Manitoba Systems
2. Federal/Provincial Infrastructure Funding Progress
3. Procurement Modernization
4. Consumer Protection Division – Legislative Proposals and Regulatory Amendments
5. Manitoba Services Card

Issue notes follow on the next pages.

**1. Issue Title:** Digital Modernization of Government of Manitoba Systems**Timeline for Action:** Multi-year / continuous initiative**High Level Summary:**

The vast majority of government IT systems are outdated, with legacy technologies and processes that hinder Manitoba's ability to provide quality service to the public. There are significant programs underway to modernize the province's technology and better secure against cyber threats. Key projects include Enterprise Resource Planning (ERP) Modernization, Courts Modernization, Vital Statistics Modernization, Grants Online, Student Information Systems, Microsoft E5, and Manitoba Student Aid.

**Current Status:**

The department is currently working on the following projects which support addressing recommendations from the Auditor General's report on Manitoba's information systems:

- 23(1)(a) legacy disparate applications used by departments to support their business function.
- 23(1)(a) of projects planned annually to support application rationalization and modernization – leveraging standardized cloud technology and platforms.
- Department is driving standardization of technology and processes to introduce efficiencies, sustainability, modern citizen/external experience, security, and future agility while working with departments to ensure critical business requirements are addressed.
- On September 14, 2023, the province's websites were taken down due to a cyber-attack. No information was comprised.

**Confidential Advice to Minister:**

23(1)(a)

[Redacted text block]

[Redacted text block]

**Options and Recommendations:**

23(1)(a)

[Redacted text block]

- 23(1)(a) [Redacted]

**Contact Person:** Hong Chung, Chief Information Officer, 204-599-1197

## 2. Issue Title: Federal/Provincial Infrastructure Funding Programs

**Timeline for Action:** Fall 2023 / Spring 2024

### High Level Summary:

There are two priorities related to federal/provincial (F/P) funding:

- 23(1)(a)

### Current Status:

INFC discussed infrastructure programs under *funded* and 20(1)(a), 23(1)(a) categories:


- Funded programs in Canada's fiscal framework, includes the CCBF as well as the new PPTF.
- 20(1)(a), 23(1)(a)

20(1)(a), 23(1)(a)

### Confidential Advice to Minister:

23(1)(a)

23(1)(a)



**Contact Person:**

Steven Spry, Assistant Deputy Minister, Capital Project Planning and Delivery, 204-391-2665

**3. Issue Title:** Procurement Modernization**Timeline for Action:** Immediate**High-Level Summary:**

The Procurement and Supply Chain Division (PSCD) is advancing procurement modernization efforts, including centre-led category management while engaging the broader public sector. This includes, government agencies, boards, Crown corporations, and MASH (Municipalities, Academic Institutions, Schools and Hospitals).

23(1)(a)

The Division has two major concurrent initiatives to advance procurement modernization:

- 23(1)(a)

**Current Status:**


23(1)(a)

**Confidential Advice to the Minister:**

23(1)(a)

**Options and Recommendations:**

23(1)(a)



**Contact Person:** Paris Fragkoulis, Executive Director, Procurement Services Centre of Excellence, 204-794-5249



**4. Issue Title:** Consumer Protection Division – Legislative Proposals and Regulatory Amendments that affect the daily lives of Manitobans

**Timeline for Action:** By March 31, 2024

**High Level Summary:**

The Consumer Protection Division is preparing legislative proposals and proposed regulatory amendments to various statutes under the department's authority. The amendments are of importance to all Manitobans and are being made to better support and protect the interests of Manitoba consumers, citizens, business people, landlords, and tenants.

**Current Status:**

Work underway on legislative proposals and/or regulatory amendments includes the following:

- 23(1)(a)

**Confidential Advice to Minister:**

23(1)(a)

**Options and Recommendations:**

23(1)(a)

**Contact Person:** Kathryn Durkin-Chudd, Assistant Deputy Minister, Consumer Protection Division, 204-945-4160

**5. Issue Title:** Manitoba (MB) Services Card

**Timeline for Action:** 23(1)(a)

**High Level Summary:**

23(1)(a)

[Redacted]

**Current Status:**

- 23(1)(a)

[Redacted]

**Confidential Advice to Minister:**

23(1)(a)

[Redacted]

[Redacted]

**Options and Recommendations:**

23(1)(a)

[Redacted]

**Contact Person:** CPGS: Hong Chung, Chief Information Officer, 204-599-1197  
Health: Robert Shaffer, ADM Insurance Division, 204-788-6670

23(1)(a)

## Renewing Relationships and Advancing Indigenous Reconciliation

The department continues to advance Truth and Reconciliation through the following measures:

- a. Translating frequently used RTB Fact Sheets into Indigenous languages in response to stakeholder feedback.
- b. Providing Truth and Reconciliation related training and educational opportunities for staff.
- c. Implemented The Truth and Reconciliation Commission of Canada (TRC) Call to Action 71, following the signing of an information sharing agreement between the Vital Statistics Branch and the National Centre for Truth and Reconciliation.
- d. Implemented TRC Call to Action 17, by waiving change of name fees indefinitely for survivors and families of Indian Residential Schools, Indian Day Schools and the 60's scoop to reclaim their traditional names.
- e. Working with Indigenous-led organizations to develop a simplified and trauma-informed application process to reclaim traditional names.
- f. Following amendments to The Vital Statistics Act to include additional characters and diacritics that may be registered, undertake research to support the creation of a regulation to allow additional characters in order for parents to name their child to reflect their own culture and language, permitted for birth registration by the Vital Statistics Branch.
- g. Actively negotiating/consulting with five separate First Nations on land acquisition matters.
- h. Working with the Friends of the Peguis Selkirk Treaty Monument on the development of the Peguis Selkirk Treaty Monument to meet the deadline of a September 2024 unveiling on the Legislative Grounds.
- i. Creation of the Every Child Matters memorial garden on the Grounds of the Manitoba Legislative Building in coordination with the external stakeholders to recognize everyone affected by the legacy of the residential schools system.

## Federal, Provincial and Territorial Overview

### Representation at FPTs

#### Federal / Provincial Infrastructure

- An advisory table which brings together FPT heads of procurement to discuss opportunities for collaboration, knowledge sharing and industry trends.

#### Federal / Provincial Digital Trust and Cybersecurity

- A new cross jurisdictional table consisting of Ministers and DMs with focus on collaboration to help jurisdictions roll out digital credential services and technology and identify/action cybersecurity opportunities.

#### Federal / Provincial Deputy Heads of Public Works Committee

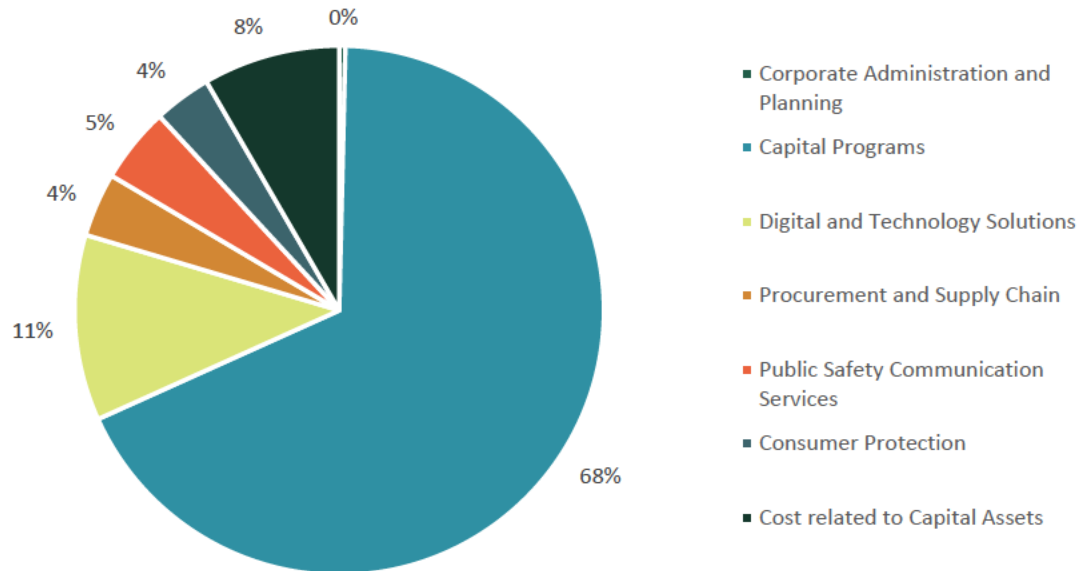
- An advisory table which brings together FPT heads of public works to discuss opportunities for collaboration, knowledge sharing and industry trends.

## 4. Fiscal Overview

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The following information reflects spending appropriations approved for the department in fiscal year 2023/24 by the Legislature. The annual Estimates process to determine the budget for the next fiscal year (2024/25) is currently underway.

Percentage Distribution of Departmental Operating Budget (2023/24)



## Summary Budget Overview

CONSUMER PROTECTION AND GOVERNMENT SERVICES							
2023/24 PRINTED ESTIMATES SUMMARY							
Appropriation / Sub-Appropriation	Print 2023/24		Inc / (Dec)			Adjusted Print 2022/23	
	FTEs	\$000s	FTEs	\$000s	%	FTEs	\$000s
<b>1. Corporate Administration and Planning</b>							
(a) Minister's Salary	1.00	42	-	-	-	1.00	42
(b) Executive Support	5.00	578	-	100	20.9%	5.00	478
(c) Corporate Policy and Strategic Planning	8.00	750	-	24	3.3%	8.00	726
(d) Data Science Program	4.00	443	-	30	7.3%	4.00	413
	<b>18.00</b>	<b>1,813</b>	-	<b>154</b>	<b>9.3%</b>	<b>18.00</b>	<b>1,659</b>
<b>2. Capital Programs</b>							
(a) Capital Project Planning and Delivery	158.00	212,562	-	55,128	35.0%	158.00	157,434
(b) Asset Management	420.70	116,991	-	11,423	10.8%	420.70	105,568
	<b>578.70</b>	<b>329,553</b>	-	<b>66,551</b>	<b>25.3%</b>	<b>578.70</b>	<b>263,002</b>
<b>3. Digital and Technology Solutions</b>							
(a) Government Information and Communication Technology	193.00	48,134	(4.00)	3,562	8.0%	197.00	44,572
(b) Manitoba Centre for Cyber Security	20.00	6,950	-	2,143	44.6%	20.00	4,807
	<b>213.00</b>	<b>55,084</b>	-	<b>5,705</b>	<b>11.6%</b>	<b>217.00</b>	<b>49,379</b>
<b>4. Procurement and Supply Chain</b>							
(a) Procurement Centre of Excellence	81.50	18,910	10.00	10,498	124.8%	71.50	8,412
	<b>81.50</b>	<b>18,910</b>	<b>10.00</b>	<b>10,498</b>	<b>124.8%</b>	<b>71.50</b>	<b>8,412</b>
<b>5. Public Safety Communication Services</b>							
(a) Public Safety Communication Services	2.00	22,393		(7)	1.0%	2.00	22,400
	<b>2.00</b>	<b>22,393</b>	-	<b>(7)</b>	<b>1.0%</b>	<b>2.00</b>	<b>22,400</b>
<b>6. Consumer Protection</b>							
(a) Administration and Research	7.50	1,060	-	42	4.1%	7.50	1,018
(b) Consumer Protection Office	21.00	2,234	-	70	3.2%	21.00	2,164
(c) Residential Tenancies Branch	57.00	5,253	-	220		57.00	5,033
(d) Claimant Advisor Office	12.00	1,105	-	53	5.0%	12.00	1,052
(e) Automobile Injury Compensation Appeal Commission	7.00	1,071	-	37	4%	7.00	1,034
(f) Residential Tenancies Commission	4.50	909	-	8	0.9%	4.50	901
(g) Office of the Registrar - General	2.00	339	-	14	4.3%	2.00	325
(h) Public Utilities Board	10.00	1,782	-	77	4.5%	10.00	1,705
(i) Vital Statistics	40.00	3,306	-	137	4.3%	40.00	3,169
	<b>161.00</b>	<b>17,059</b>	-	<b>658</b>	<b>4.0%</b>	<b>161.00</b>	<b>16,401</b>
<b>7. Costs Related to Capital Assets</b>	-	<b>40,624</b>	-	<b>(8,642)</b>	<b>(17.5)%</b>	-	<b>49,266</b>
<b>Total CPGS</b>	<b>1,054.20</b>	<b>485,436</b>	<b>6.00</b>	<b>74,917</b>	<b>18.2%</b>	<b>1,048.20</b>	<b>410,519</b>



### Pressures, Risks and Other Considerations

The following is confidential advice to a minister and may be protected by section 23(1) of the Freedom of Information and Protection of Privacy Act.

The following is list of risk areas to be aware of consideration based on the past fiscal year that had just concluded:

- 23(1)(a) [REDACTED]

### List of Major Grants/Grant Programs

Consumer Protection and Government Services 2023/24 GRANTS AND TRANSFER PAYMENTS		
Recipient	2023/24 Budget Amount (\$'000)	Grant Title
\$000s		
Consumer Protection and Government Services		
LGD of Churchill - Town Centre	1,327	Churchill Town Centre Operating Grant
Community Financial Counselling	113	CB Payday lending Program Operating Grant
Infor & Comm Tech Association of MB (ICTAM)	10	ICTAM Grant
Canadian Council of Geomatics	5	Canadian Council of Geomatics Operating Grant
QNET Sponsorship	1	QNET Hospitality Grant
Total Central Services	1,456	

### List of Major Contracts

Vendor Name	Value	Start Date	Finish Date	Description	Category
DXC TECHNOLOGY	\$ 101,020,000.00	2016-05-01	2024-04-30	DESKTOP SERVICES	Tendered
EPIC INFORMATION SOLUTIONS INC	\$ 93,800,000.00	2016-04-01	2024-04-30	DESKTOP SERVICES	Tendered
DXC TECHNOLOGY	\$ 36,020,000.00	2016-05-01	2024-04-30	DESKTOP SERVICES	Tendered
MARRBECK CONSTRUCTION LTD	\$ 20,458,438.80			OTHER BLDG CONST SRV	Tendered
AKMAN CONSTRUCTION LTD	\$ 19,536,735.57			GEN CONTRACTOR,CONST	Tendered
BOCKSTAEL CONSTRUCTION LTD	\$ 18,399,431.11			OTHER BLDG CONST SRV	Tendered
CRESTLINE COACH LTD	\$ 12,841,976.60	2023-01-05	2026-02-23	FIRE,AMBULANCE	Continuing Service Agreement
SAP CANADA INC	\$ 8,567,224.47	2022-01-01	2023-12-31	COMPUTER SOFTWARE	Sole Source
SAP CANADA INC	\$ 7,989,556.61			IT PROFESSIONAL SERV	Sole Source
MEDLINE CANADA CORP	\$ 5,436,187.72	2022-12-01	2024-11-30	SUPPLY,DISPO,MEDICA L	Tendered
WESTWOOD MECHANICAL INC	\$ 5,249,774.46			MECHANICAL,CONST SRV	Tendered
CON- PRO INDUSTRIES CANADA LTD	\$ 5,081,519.91			GEN CONTRACTOR,CONST	Tendered
RADIO A DIV OF BELL MOBILITY INC	\$ 4,925,000.00			RADIO SERVICES	Tendered
LOWE MECHANICAL SERVICES LTD	\$ 4,850,000.00	2016-10-17	2023-05-31	PLUMBING,MAINT&REP	Tendered
FRONTIER REFRIGERATION & MECHANICAL	\$ 2,600,000.00	2016-04-01	2023-10-31	PLUMBING,MAINT&REP	Tendered
TRIPLE V BUILDING MAINTENANCE LTD	\$ 2,000,000.00	2023-03-01	2024-02-29	JANITORIAL SERVICES	Direct Award
ATS TRAFFIC	\$ 1,800,000.00	2021-03-01	2024-01-31	OTHER,MAT HDLING EQP	Tendered
TOTAL CO- ORDINATION AND	\$ 1,750,000.00	2020-05-25	2023-04-30	CARPENTRY,MAINT&RE P	Tendered
COBBE'S PLUMBING & HEATING LTD	\$ 1,750,000.00	2017-04-10	2023-08-31	PLUMBING,MAINT&REP	Tendered

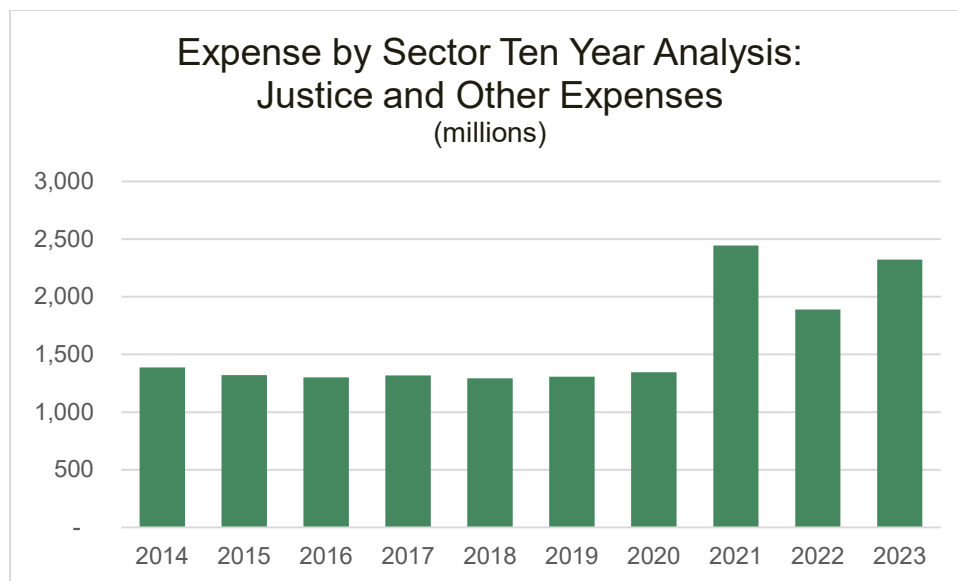
BEN WIEBE CONSTRUCTION (1985) LTD	\$ 1,700,000.00	2020-10-30	2023-09-30	CARPENTRY,MAINT&RE P	Tendered
MTS - DATA SERVICE	\$ 1,660,000.00	2016-11-15	2023-10-31	INTERNET CHARGES	Tendered
OPEN TEXT CORP	\$ 1,649,999.99	2023-04-01	2027-03-31	OTHER COMPUTER SRV	Tendered
MICROSOFT CANADA INC	\$ 1,532,576.60			OTHER COMPUTER SRV	Sole Source
LABWARE GLOBAL SERVICES INC	\$ 1,516,688.80	2022-04-01	2023-03-31	COMPUTER SOFTWARE	Tendered
SUPERIOR PROPANE	\$ 1,500,000.00	2021-10-01	2024-04-30	PROPANE FUEL	Tendered
NIMBLE INFORMATION STRATEGIES INC	\$ 1,500,000.00	2018-10-01	2023-03-31	MICROFICHE,MICROFIL M	Tendered
DELOITTE LLP	\$ 1,387,500.00	2018-10-29	2022-07-31	IT PROFESSIONAL SERV	Tendered
1X1 ARCHITECTURE INC	\$ 1,374,389.90			CONSULTING SERVICES	Tendered
RELIABLE MOBILITY	\$ 1,342,000.00	2023-03-17	2024-07-31	FURNITURE,HOSPITAL	Tendered
TOTAL CO- ORDINATION AND	\$ 1,250,000.00	2020-12-03	2023-11-30	GEN CONTRACTOR,CONST	Tendered
MANITOBA CENTENNIAL CENTRE CORP	\$ 1,228,497.75			GEN CONTRACTOR,CONST	Tendered
EXCO VENTURES LTD	\$ 1,194,257.70			ELECTRIC,CONST SRV	Tendered
NORTHERN MEAT SERVICE	\$ 1,160,000.00	2021-10-16	2023-08-31	MEAT,FISH,POULTRY	Tendered
XPERA RISK MITIGATION AND	\$ 1,150,000.00	2021-06-01	2023-10-31	PHYSICAL SECURITY SRV	Tendered
GARTNER CANADA CO	\$ 1,091,520.00	2022-12-01	2025-11-30	OTHER COMPUTER SRV	Tendered
DIALA CHAABAN DENTAL CORP	\$ 1,050,000.00	2023-05-01	2026-03-31	MEDICAL SERVICES	Tendered
PARK N PLAY DESIGN CO LTD	\$ 1,005,000.00	2022-01-28	2023-08-11	OTHER SPORTS EQUIP	Tendered
PALADIN SECURITY GROUP LTD	\$ 1,000,000.00	2022-06-09	2029-05-31	PHYSICAL SECURITY SRV	Tendered
XPERA RISK MITIGATION AND	\$ 1,000,000.00	2021-06-01	2023-03-31	PHYSICAL SECURITY SRV	Tendered
ATCO STRUCTURES & LOGISTICS LTD	\$ 978,692.29	2022-02-18	2024-02-29	OTHER TRAILERS	Tendered
WASTE CONNECTIONS OF CANADA INC	\$ 975,000.00	2020-09-06	2023-09-05	REFUSE REMOVAL SRV	Tendered
SOLVERA SOLUTIONS	\$ 965,900.00	2022-07-29	2023-09-30	IT PROFESSIONAL SERV	Tendered
M J ROOFING	\$ 950,000.00	2020-04-28	2024-03-31	ROOFS,MAINT&REPAIR	Tendered

D & S INDUSTRIAL INC	\$ 950,000.00	2017-01-17	2023-06-30	PLUMBING,MAINT&REP	Tendered
TURNKEY NETWORKS INC	\$ 880,000.00	2021-01-01	2023-12-31	ELECT WORK,MAINT&REP	Tendered
GRAND MEDICINE HEALTH SERVICES	\$ 844,871.18	2023-02-01	2025-01-31	CHEMICALS,MED,LAB	Tendered
PRATTS WHOLESALE LTD	\$ 815,163.30	2023-01-03	2023-12-31	SUPPLY,DISPO,MEDICA L	Tendered
LM ARCHITECTURAL GROUP	\$ 792,298.89			ARCHITECTURAL SRV	Tendered
HILLTOP PARTNER NETWORKS INC	\$ 783,375.50	2023-04-01	2024-03-31	IT PROFESSIONAL SERV	Tendered
TURNKEY NETWORKS INC	\$ 780,000.00	2021-01-01	2023-12-31	ELECT WORK,MAINT&REP	Tendered
GORDON FOOD SERVICE CANADA LTD	\$ 769,740.00	2023-05-01	2025-04-30	TABLEWARE,CUTLERY	Tendered
PRAIRIE HVAC/R	\$ 750,000.00	2018-08-01	2023-07-31	AIR REFRIG EQUIP,M&R	Tendered
AXIELL ALM CANADA INC	\$ 730,984.43	2021-04-01	2024-03-31	OTHER COMPUTER SRV	Tendered
ACTION CORP	\$ 673,898.84	2023-04-01	2024-03-31	OTHER COMPUTER SRV	Tendered
FRONTIER REFRIGERATION & MECHANICAL	\$ 650,000.00	2017-02-16	2023-10-31	AIR REFRIG EQUIP,M&R	Tendered
ATCO STRUCTURES & LOGISTICS LTD	\$ 633,850.00	2022-02-18	2024-02-29	OTHER TRAILERS	Tendered
BCIMC REALTY CORP	\$ 609,877.70			GEN CONTRACTOR,CONST	Tendered
FT3 ARCHITECTURE LANDSCAPE INTERIOR	\$ 608,672.25			ARCHITECTURAL SRV	Tendered
PATIO WORLD INC	\$ 600,000.00	2022-12-01	2024-09-30	SNOW REMOVAL SERVICE	Tendered
INSIGHT CANADA INC	\$ 562,284.41	2023-02-01	2024-01-31	COMPUTER SOFTWARE	Tendered
FOUR SEASONS MECHANICAL	\$ 550,000.00	2017-11-01	2023-12-31	AIR REFRIG EQUIP,M&R	Tendered
POINT WEST ELECTRICAL MECHANICAL	\$ 550,000.00	2020-02-01	2024-01-31	ELECT WORK,MAINT&REP	Tendered
CARDINAL HEALTH & FUTUREMED	\$ 540,775.50	2023-04-21	2025-03-31	EQUIP,INSTRU,MEDICAL	Tendered
WINNIPEG PROFESSIONAL PAINTERS INC	\$ 525,000.00	2020-04-03	2024-02-29	PAINTING,MAINT&REP	Tendered
ELITE SAFETY SERVICES INC	\$ 514,845.50	2023-04-30	2026-04-30	TRAINING & ED. ASST.	Tendered
PARTNERS IN GRIME	\$ 514,257.73	2020-06-01	2023-08-31	JANITORIAL SERVICES	Tendered

CAPSTONE RIDGE GROUP	\$ 505,000.00	2022-07-07	2023-01-06	IT PROFESSIONAL SERV	Tendered
MICROSOFT CORP	\$ 500,538.84	2022-09-01	2023-08-31	COMPUTER SOFTWARE	Tendered
LOWE MECHANICAL SERVICES LTD	\$ 500,000.00	2022-03-29	2025-03-29	PLUMBING,MAINT&REP	Tendered
TRANE CANADA ULC	\$ 500,000.00	2023-02-17	2024-02-26	OTHER,COOL & VENTIL	Tendered
PARADIGM CONSULTING GROUP LP	\$ 500,000.00	2022-08-07	2023-02-06	IT PROFESSIONAL SERV	Tendered
VEOLIA WATER TECHNOLOGIES &	\$ 500,000.00	2023-02-24	2023-06-30	CHEMICALS,BOILER	Tendered
SHI CANADA ULC	\$ 500,000.00	2023-03-03	2024-03-31	COMPUTER SOFTWARE	Tendered
POWERTEC ELECTRIC INC	\$ 500,000.00	2020-07-01	2023-06-30	ELECT WORK,MAINT&REP	Tendered
DR HOOK TOWING SERVICES LTD	\$ 500,000.00	2023-05-04	2025-04-30	VEHICLE,MAINT&REP	Tendered
<b>* Contracts over \$500,000 from January 1, 2023 to June 30, 2023</b>					

## Historical Expenditures in Sector

The chart below shows expenditures by area rather than by department to capture expenditures in a sector unaffected by departmental reorganizations over time. This 10-year analysis includes expenditures for the Public Service Commission, Employee Pensions and Other Costs, Executive Council, Legislative Assembly, Tax Credits, Consumer Protection and Government Services, Finance, Justice, Labour and Immigration, and Sport, Culture and Heritage.



### **Note**

\*The chart aligns with how sectors are classified for reporting operational results in the Province of Manitoba Annual Report and Public Accounts. The sectors are broken down as follows: Health; Education and Economic Development; Families; Community and Resource Development; Justice and Other Expenditures; and General Government. Sectors are classified in this way to enable comparison to other governments across Canada.

## **5. Impending Legislative and Regulatory Changes**

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The following items have been passed by the Assembly and will come into force on the date specified:

Nil.

## 6. Scheduled Events

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N/A



## 7. Appendices

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### Acronyms

Acronym	Full Terms
AACI	Accredited Appraiser Canadian Institute designation
ACC	Assiniboine Community College
ACC	Assiniboine Community College
ACI	Appraisal Institute of Canada
ACRS	Accommodation Cost Recovery System
AGRI	Above-guideline rent increase
AICAC	Automobile Injury Compensation Appeal Committee
AM	Asset Management Division
AMM	Association of Manitoba Municipalities
AMU	Agreement Management Unit
ASIF	Agency Self-Insurance Fund
AYC	Agassiz Youth Centre
BCA	Building Condition Assessment
BCP	Business Continuity Plan
BCR	Band Council Resolution
BLA	The Builders' Liens Act
BO	Beneficial Ownership
BPS	Broader Public Sector
BPS	Brandon Police Service
CAO	Claimant Advisor Office
CCBF	Canada Community Building Fund
CCBF	Canada Community-Building Fund
CCFM	Centre Culturel Franco-Manitobain
CFCS	Community Financial Counselling Services
CIB	Canada Infrastructure Bank
CLRS	Crown Lands Registry System
CMHC	Canada Mortgage and Housing Corporation
COS	Companies Online System
CPO	Consumer Protection Office
CPPD	Capital Project Planning and Delivery
CSA	Canadian Standard Association
CTC	Churchill Town Centre
D1	District One
D2	District Two
D3	District Three

D4	District Four
DCH	Dauphin Court House
DEM	Divisional Executive Management
DMAF	Disaster Mitigation and Adaptation Fund
DPM	District Property Manager
EMB	Entrepreneurship Manitoba
EMC	Executive Management Committee
ERP	Emergency Response Plan / Enterprise Resource Planning
FBOM	Funeral Board of Manitoba
FCI	Facility Condition Index
FDC	Food Development Centre
FDEA	Funeral Directors and Embalmers Act
FIPPA	Freedom of Information and Protection of Privacy Act
FM	Facility Manager , Owner's Representative
FMV	Fair Market Value
FNPS	First Nation Police Service
GH	Government House
GMA	General Manual of Administration
HCC	Headingley Correctional Centre
HCCP	High-cost credit product
HH	Her Honour, the Lieutenant Governor
ICIP	Investing in Canada Infrastructure Program
INFC	Infrastructure Canada
IPI	Indigenous Procurement Initiative
IRM	Insurance and Risk Management
JUS	Justice
LLA	The Life Leases Act
LRTC	Leaf Rapids Town Centre
LTAC	Landlord and Tenant Advisory Committee
LTO	Land Titles Office (Teranet)
LVAC	Land Value Appraisal Commission
MACY	Manitoba Advocate Children and Youth
MASH	Municipalities, Academic institutions, Schools, Healthcare facilities
MBC	Manitoba Building Code
MCCC	Manitoba Centennial Centre Corporation
MDA	Materials Distribution Agency
MDC	Manitoba Developmental Centre
MFC	Manitoba Fire Code
MGAP	Manitoba Government Accessibility Plan
MLB	Manitoba Legislative Building

MLLOA	Manitoba Life Lease Occupants Association
MRAS	Multi-jurisdictional Registry Access Service
MRCC	Milner Ridge Correctional Facility
MSP	Managed Service Provider
MSP	Manitoba Schools Project
MSSP	Managed Security Service Provider
MTRR	Manitoba Technology Risk Reduction
MWSB	Manitoba Water Services Board
NALMS	Notes Application for Land Management Services (RESB in-house historic land acquisition database)
NBC	National Building Code
NEWPCC	City of Winnipeg's North End Sewage Treatment Plant
NFC	National Fire Code
O&M	Operation and Maintenance
OFC	Office of the Fire Commissioner
OMM	Operations Management Meeting
OP	Order of Possession
OPS	Operations Branch
ORG	Office of the Registrar General
P+D	Planning and Delivery
P3 or PPP	Public-Private Partnership
PAM	Procurement Administration Manual
PDL	Payday Loan
PFSA	Prearranged Funeral Services Act
PGT	Public Guardian and Trustee
POA	Power of Attorney
POB	Provincial Office Building
PPMA	Professional Property Managers Association
PSC	Procurement and Supply Chain Division
PSPC	Public Services and Procurement Canada
PUB	Public Utilities Board
RBE	Rural Broadband Expansion
RECS	Real Estate and Contract Services Branch
RESB	Real Estate Services Branch
RFP	Request for Proposals
RFQ	Request for Qualifications
RFS	Request for Service
RTA	The Residential Tenancies Act
RTB	Residential Tenancies Branch
RTC	Residential Tenancies Commission

S4/HANA	Business Suite 4 (generation) for SAP High-performance Analytic Appliance
SAP	System Analysis Program Development
SDM	Substitute Decision Maker
SIAD	Strategic Initiatives and Alternative Delivery
SMHC	Selkirk Mental Health Centre
SOP	Standard Operating Procedures
TLE	Treaty Land Entitlement
TPCC	The Pas Correctional Centre
UCN	University College of the North
VEMA	Vehicle and Equipment Management Agency
VSB	Vitals Statistics Branch
WPS	Winnipeg Police Service
WSH	Workplace Safety and Health

## Stakeholder Contact List

Note: Contact Names and Titles listed, where provided by stakeholder.

Asset Management Division		
Organization	Contact Name	Title
Aon Reed Stenhouse Inc.	17(1), 17(2)(e)	Managing Director, Prairie Region Market Leader
Assiniboine Community College	Mark Frison	President
Appraisal Institute of Canada	17(1), 17(2)(e)	Executive Director
Canadian Claims Service	17(1), 17(2)(e)	
Centra Claims Management	17(1), 17(2)(e)	Manager - Property Division, Senior Adjuster
Compass Insurance Adjusters of Canada Inc.	17(1), 17(2)(e)	President
Friends of the Peguis Selkirk Treaty Inc.	17(1), 17(2)(e)	Committee Co-Chair
Kernaghan Adjusters	17(1), 17(2)(e)	Chief Executive Officer
Network Adjusters	17(1), 17(2)(e)	Adjuster

Sedgwick Adjusters	17(1), 17(2)(e)	Adjuster
University College of the North	Doug Lauvstad	President and Vice-Chancellor
Western Financial Group	17(1), 17(2)(e)	Chief Growth Officer
Wheat City Claims	17(1), 17(2)(e)	Executive Adjuster
<b>Capital Project Planning and Delivery</b>		
Organization	Contact Name	Title
Association of Manitoba Municipalities (AMM)	17(1), 17(2)(e)	Executive Director
Manitoba Heavy Construction Association		
Manitoba Metis Federation (MMF)	17(1), 17(2)(e)	President
Manitoba Water Services Board (MWSB)	Deputy Minister of Municipal Relations (Bruce Gray)	Board Chair
Rural Construction Association (RCA)	17(1), 17(2)(e)	Executive Director
Winnipeg Construction Association (WCA)	17(1), 17(2)(e)	President
<b>Digital and Technology Solutions</b>		
Organization	Contact Name	Title
CompuCom	17(1), 17(2)(e)	Senior Account Executive
Dell	17(1), 17(2)(e)	Data Center Account Executive
DXC	17(1), 17(2)(e)	DXC Account Delivery Leader
EPIC	17(1), 17(2)(e)	Senior Manager, Client Services
Ernst & Young	17(1), 17(2)(e)	EY Canada Partner & Service
	17(1), 17(2)(e)	Enterprise Support Services
	17(1), 17(2)(e)	Partner - ERP Modernization

IBM /Kyndryl	17(1), 17(2)	Kyndryl Account Manager
	17(1), 17(2)(e)	Partner - ERP Modernization
Rogers	17(1), 17(2)(e)	Enterprise Account Manager
Microsoft Canada	17(1), 17(2)(e)	Account Executive
SAP Canada	17(1), 17(2)(e)	Account Executive
Shared Health	Michelle Rogasky	Manager, Category Management
	Doug Snell	COO - ERP Modernization
Valley Fibre		
WBM	17(1), 17(2)(e)	Director, Strategic Account Management
<b>Consumer Protection Division</b>		
<b>Public Utilities Board</b>		
Organization	Contact Name	Title
240 Manitoba Municipalities		
7 Gas Brokers		
Aboriginal Council of Winnipeg		
Association of MB Chiefs		
Association of MB Municipalities		
Bike Wpg		
CAA		
City of Winnipeg		
Consumers Association of Canada (CAC)		
Efficiency MB		
General Service Small and General Service Medium electric customers (GSS/GSM)		
Green Action Centre		
Harvest Manitoba		
Industrial Gas User (IGU)		
Manitoba Hydro / Centra Gas		
Manitoba Ratepayers		

MB Industrial Powers Users Group (MIPUG)		
MB Keewatinowi Okimakanak		
MB Municipal Administrators Association		
MPI		
Municipal Relations		
Southern Chiefs		
Stittco Utilities Inc.		
<b>Automobile Injury Compensation Appeal Commission (AICAC)</b>		
Organization	Contact Name	Title
Automobile Injury Mediation Office		
CAO		
MPIC		
<b>Claimant Advisor Office (CAO)</b>		
Organization	Contact Name	Title
AICAC		
Automobile Injury Mediation Office		
MPIC		
<b>Residential Tenancies Branch (RTB)</b>		
Organization	Contact Name	Title
1JustCity	17(1), 17(2)(e)	Tenant Advocate
Chalmers Neighbourhood Renewal Corporation	17(1), 17(2)(e)	Tenant Advocate
City of Winnipeg	Winston Yee	Manager
End Homelessness Winnipeg	17(1), 17(2)(e)	Tenant Advocate
End Homelessness Winnipeg	17(1), 17(2)(e)	Tenant Advocate
End Homelessness Winnipeg	17(1), 17(2)(e)	Tenant Advocate
End Homelessness Winnipeg	17(1), 17(2)(e)	Tenant Advocate
End Homelessness Winnipeg	17(1), 17(2)(e)	Tenant Advocate
Legal Aid Manitoba	Stacy Regunay	Administrative Law Advocates
Legal Aid Manitoba	Jennifer Unger	Administrative Law Advocates
Legal Aid Manitoba	Mia Van Helden	Administrative Law Advocates

Manitoba Health, Environmental Health and Emergency Preparedness	Mike LeBlanc	Manager, Health Protection Unit
Manitoba Housing, Standards and Quality Compliance	Christine Makichuk	Manager
Manitoba Justice, Public Safety	Bryan Payne	Executive Director
Manitoba Life Lease Occupants Association	17(1), 17(2)(e)	President
Manitoba Non-Profit Housing Association	17(1), 17(2)(e)	Executive Director
New Journey Housing	17(1), 17(2)(e)	Tenant Advocates
New Journey Housing	17(1), 17(2)(e)	Tenant Advocates
North End Community Renewal Corporation	17(1), 17(2)(e)	Housing Manager / RentSmart Educator
North End Community Renewal Corporation	17(1), 17(2)(e)	Tenant Advocate
Professional Property Managers Association	17(1), 17(2)(e)	President
Public Interest Law Centre	17(1), 17(2)(e)	Attorney
Resource Assistance for Youth, Inc.	17(1), 17(2)(e)	Tenant Advocates
Resource Assistance for Youth, Inc.	17(1), 17(2)(e)	Tenant Advocates
Resource Assistance for Youth, Inc.	17(1), 17(2)(e)	Tenant Advocates
Spence Neighbourhood Association	17(1), 17(2)(e)	Tenant Advocate
St. Boniface Street Links	17(1), 17(2)(e)	Executive Director
The Community By-law Enforcement Services – City of Winnipeg		
The Professional Property Managers Association		
The Provincial Public Health Unit		
West Broadway Community Organization	17(1), 17(2)(e)	Executive Director
West Central Women's Resource Centre	Tammy Leask	Tenant Advocate
Winnipeg Regional Health Authority	Ashlee Charach	Tenant Advocates
Winnipeg Regional Health Authority	Darin Hovius	Tenant Advocates



Winnipeg Regional Health Authority	Mandy Safronetz	Tenant Advocates
Winnipeg Regional Health Authority	Joana Salazar	Tenant Advocates
Winnipeg Regional Health Authority	May Stapley	Tenant Advocates
Winnipeg Rental Network.		
<b>Office of the Registrar General (ORG)</b>		
Organization	Contact Name	Title
Association of Manitoba Land Surveyors		
Law Society of Manitoba		
Manitoba Bar Association		
Teranet		
<b>Consumer Protection Office (CPO)</b>		
Organization	Contact Name	Title
Association of Manitoba Municipalities	17(1), 17(2)(e)	Executive Director
Association of Manitoba Municipalities	17(1), 17(2)(e)	President
Brandon Chamber of Commerce	17(1), 17(2)(e)	
Business Council of Manitoba	17(1), 17(2)(e)	President and CEO
Canadian Centre for Policy Alternatives	17(1), 17(2)(e)	Director
Canadian Federation of Independent Business	17(1), 17(2)(e)	Director
Chalmers Neighbourhood Renewal Corporation	17(1), 17(2)(e)	Tenant Advocate
City of Winnipeg	Colleen Flather	
	Kalyn Bomback	
	Lindsay Mierau	
	Mike Jack	
	Winston Yee	Manager
Community Legal Education Association (CLEA)	17(1), 17(2)(e)	Executive Director
Consumers Coalition		
Consumers' Association of Canada (Manitoba)	17(1), 17(2)(e)	Executive Director
Consumers' Association of Canada (Manitoba)	17(1), 17(2)(e)	Counsel

Credit Union Central of Manitoba	17(1), 17(2)(e)	President and CEO
Direct Sellers Association of Canada	17(1), 17(2)(e)	President
Manitoba Association of Senior Centres	17(1), 17(2)(e)	President and CEO
Manitoba Business Council	17(1), 17(2)(e)	President and CEO
Manitoba Chambers of Commerce	17(1), 17(2)(e)	President and CEO
Manitoba Funeral Services Association	17(1), 17(2)(e)	President
Manitoba Harvest	17(1), 17(2)(e)	President and CEO
Manitoba Motor Dealers Association	17(1), 17(2)(e)	Director and CEO
Manitoba Used Car Dealers Association	17(1), 17(2)(e)	CEO
Manitoba Used Car Dealers Association	17(1), 17(2)(e)	CEO
Office of the Auditor General	Tyson Shtykalo	Deputy Auditor General
Retail Council of Canada	17(1), 17(2)(e)	Director
University of Manitoba	Anne Mahon	Chancellor
University of Winnipeg	Dr. James Currie	Interim, President & Vice-Chancellor
Winnipeg Chamber of Commerce	17(1), 17(2)(e)	President and CEO
Winnipeg Harvest	17(1), 17(2)(e)	Advocacy and Impact Manager
Winnipeg Harvest (Consumers Coalition)	17(1), 17(2)(e)	Counsel
<b>Vital Statistics Branch</b>		
Organization	Contact Name	Title
Axiell ALM Canada Inc		
Canada Revenue Agency		
Canadian Vital Statistics organizations		
Child & Family Services		
Clergy (marriages)		
Community Financial Counselling Services		
Digital and Technology Services		
Eagle Urban Transition Centre		

Elections Canada		
Employment Income Assistance		
Event registrar (Births/Stillbirths/Deaths)		
Funeral directors (deaths/stillbirths)		
IBM/Kyndryl		
Indigenous Services Canada		
John Howard Society		
Manitoba Cancer Care		
Manitoba Centre for Health Policy		
Manitoba Developmental Centre		
Manitoba Elections		
Manitoba Finance		
Manitoba Health		
Manitoba Keewatinowi Okimakanak Inc.		
Manitoba Public Insurance		
Marriage Commissioners (marriages)		
Marriage Licence Organizations (marriages)		
Marriage officiants (non- clergy) (marriages)		
Medical clerk		
Medical examiner (deaths/stillbirths)		
Medical informant		
Midwife (births/stillbirths)		
Next-of-kin (deaths)		
Nimble Information Strategies		
Norwest Co-Op Community Health Inc.		
Nurse/Nurse practitioner (births/deaths/stillbirths)		
Parents of child (Births/Stillbirths)		
Parties to marriage (marriages)		
Physicians (births/deaths/stillbirths)		
Post Adoption Registry		
Public Guardian and Trustee		
Royal Canadian Mounted Police		
Seed Winnipeg Inc.		
Service Canada		

Statistics Canada		
Thrive Community Support Circle		
<b>Builders Liens Act / Prompt Payment</b>		
<b>Organization</b>	<b>Contact Name</b>	<b>Title</b>
Chartered Professional Accountants of Manitoba	17(1), 17(2)(e)	member
Construction Association of Rural Manitoba		member
General Contractors Alliance of Canada		member
Manitoba Bar Association		member
Manitoba Building Trades		member
Manitoba Heavy Construction Association		member
Manitoba Home Builders Association		member
Manitoba Prompt Payment Coalition		member
Merit Contractors Association of Manitoba		member
Winnipeg Construction Association		member
		Chair
General Contractor Alliance of Canada – Manitoba		Chair

## Agencies, Boards and Commissions Appointments

Automobile Injury Compensation Appeal Commission	LGIC Appointment
Land Value Appraisal Commission	LGIC Appointment
Legislative Building Restoration and Preservation Advisory Council	LGIC Appointment
Public Utilities Board	LGIC Appointment
Residential Tenancies Commission	LGIC Appointment
Landlord and Tenant Advisory Committee	Minister Appointment
Manitoba Builders' Liens Modernization Advisory Council	Minister Appointment
Public Guardian and Trustee's Advisory Board	Minister Appointment
Hearing Aid Board	LGIC Appointment - by Department of Health

## Statutory Responsibilities of the Minister

The department operates under the authority of the following acts of the Consolidated Statutes of Manitoba:

- The Amusements Act (RSM 1987, c. A70) [except Part II]
- The Business Names Registration Act (RSM 1987, c. B110)
- The Business Practices Act (SM 1990-91, c. 6)
- The Cemeteries Act (RSM 1987, c. C30)
- The Change of Name Act (SM 1987-88, c. 13)
- The Civil Service Special Supplementary Severance Benefit Act (1983) (RSM 1987, c. C119)
- The Civil Service Superannuation Act (RSM 1988, c. C120)
- The Condominium Act (SM 2011, c. 30, Sch. A)
- The Consumer Protection Act (RSM 1987, c. C200)
- The Cooperatives Act (SM 1998, c. 52) [except section 7.1]
- The Corporations Act (RSM 1987, c. C225) [except Part XXIV]
- The Electronic Commerce and Information Act (SM 2000, c.32)
- The Manitoba Evidence Act (RSM 1987, c. E150) [Parts II and III]
- The Film and Video Classification and Distribution Act (SM 2018, c. 11)
- The Franchises Act (SM 2010, c. 13)
- The Funeral Directors and Embalmers Act (RSM 1987, c. E70) (formerly The Embalmers and Funeral Directors Act, C.C.S.M. c. E70)
- The Prearranged Funeral Services Act (RSM 1987, c. F200)
- The Government House Act (RSM 1987, c. G80)
- The Government Purchases Act (RSM 1987, c. G90)
- The Housing and Renewal Corporation Act (RSM 1987, c. H160) [clause 44(k)]
- The Hudson's Bay Company Land Register Act (RSM 1987, c. H170)
- The International Interests in Mobile Equipment Act (Aircraft Equipment) (SM 2012, c. 28)
- The Land Acquisition Act (RSM 1987, c. L40)
- The Landlord and Tenant Act (RSM 1987, c. L70)
- The Legislative Building Centennial Restoration and Preservation Act (SM 2019, c. 17)
- The Life Leases Act (SM 1998, c. 42)
- The Marriage Act (RSM 1987, c. M50)
- The Mortgage Act (RSM 1987, c. M200) [Part III] The Partnership Act (RSM 1987, c. P30)
- The Mental Health Act (SM 1998, c. 36) [Parts 9 and 10 and clauses 125(1)(i) and (j)]
- The Personal Investigations Act (RSM 1987, c. P34)
- The Personal Property Security Act (SM 1993, c. 14)
- The Public Guardian and Trustee Act (SM 2013, c. 46)
- The Public Interest Disclosure (Whistleblower Protection) Act (SM 2006, c.35)
- The Public Servants Insurance Act (RSM 1987, c. P270)

- The Public Service Act (SM 2021, c. 11)
- The Public Utilities Board Act (RSM 1987, c. P280)
- The Public Guardian and Trustee Act (SM 2013, c. 46)
- The Manitoba Public Insurance Corporation Act RSM 1987, c. P215) [clause 33(1)(n.1), sections 67.1 to 67.12 (claim dispute tribunal), sections 174.1 to 174.4 (claimant advisor office) and sections 175 to 185 (Automobile Injury Compensation Appeal Commission)]
- The Public Works Act (RSM 1987, c. P300) [as it relates to real estate matters within the mandate of the Department of Consumer Protection and Government Services]
- The Real Property Act (RSM 1988, c. R30)
- The Real Property Valuation Board Act (SM 2022, c. 41) [This Act is not yet in force. It is to come into force on a date fixed by proclamation]
- The Registry Act (RSM 1987, c. R50)
- The Religious Societies' Lands Act (RSM 1987, c. R70)
- The Residential Tenancies Act (SM 1990-91, c. 11)
- The Special Survey Act (RSM 1987, c. S190) The Surveys Act (RSM 1987, c. S240) [Part I]
- The Title to Certain Lands Act (RSM 1990, c. 259)
- The Vital Statistics Act (RSM 1987, c. V60)

Please be advised that section 76.2(2)(a) of *The Freedom of Information and Protection of Privacy Act* (FIPPA) states the government must make available “within 60 days after a minister assumes office, the table of contents and index for the package of briefing materials that is prepared for a minister for the purpose of enabling the minister to assume the powers, duties and functions of their office”.

Therefore, the table of contents and index of this transition binder will be fully disclosed on InfoMB within 60 days of the minister assuming office.

Additionally, the remaining contents of the binder may be requested through an access to information request under FIPPA. In response to such a request, the binder will be disclosed subject to limited and specific exceptions to disclosure under FIPPA.