Transportation and Infrastructure

ANNUAL REPORT

2024-2025

New Nouveau Brunswick

Transportation and Infrastructure

ANNUAL REPORT 2024-2025

Province of New Brunswick
PO Box 6000, Fredericton NB E3B 5H1 CANADA

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TRANSMITTAL LETTERS

From the Minister to the Lieutenant-Governor

Her Honour The Honourable Louise Imbeault

Lieutenant-Governor of New Brunswick

May it please your Honour:

It is my privilege to submit the annual report of the Department of Transportation and Infrastructure, Province of New Brunswick, for the fiscal year April 1, 2024, to March 31, 2025.

Respectfully submitted,

Honourable Chuck Chiasson
Minister

From the Deputy Minister to the Minister

Honourable Chuck Chiasson
Minister of Transportation and Infrastructure

Sir / Madam:

I am pleased to be able to present the annual report describing operations of the Department of Transportation and Infrastructure for the fiscal year April 1, 2024, to March 31, 2025.

Respectfully submitted,

Kelly Cain
Deputy Minister

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MINISTER'S MESSAGE

We respectfully acknowledge that New Brunswick is situated on the unceded and unsurrendered territories of the Wolastoqey, Mi'gmaw, and Peskotomuhkati peoples. We seek to repair and rebuild meaningful relationships with Indigenous peoples and honour these lands which hold the hopes of future generations.

The Department of Transportation and Infrastructure is committed to maintaining and improving New Brunswick's provincial infrastructure in a fiscally responsible manner. The Department manages the planning, design, construction and maintenance of government buildings and the provincial highway system. The Department is also responsible for the management of the province's fleet vehicles, ferry system, providing oversight of the province's mobile radio communication system and short line railway operations, as well as the acquisition, management and disposal of government properties.

In the 2024-2025 fiscal year, our province saw substantial progress on a wide range of important projects across the province. With initiatives like the construction of the new Anderson Bridge nearing completion, continued construction of new school facilities, or the numerous highway infrastructure improvements undertaken, our team continues to deliver for New Brunswickers.

Additionally, our three-year capital investment plan remains a province-wide blueprint for paving, culvert replacement, and bridge rehabilitation. This document continues to serve as a useful tool to promote departmental transparency, as well as accountability in the work that we do.

As always, DTI emphasizes the importance of safety, with both its staff and the public. The Department continues to partner with the Road Builders' Association of New Brunswick to help broadcast its annual road safety campaign. Additionally, our semi-annual Think Moose campaign is meant to raise public awareness about moose-related road safety, encouraging drivers to stay alert and reduce collisions through targeted messaging.

None of this important work or safety initiatives are possible without the help of the dedicated and hardworking staff at DTI. As we move forward, our Department will remain committed to carrying out its mandate to ensure our province has well-maintained buildings and transportation infrastructure. I look forward to continuing this investment across New Brunswick.

Honourable Chuck Chiasson
Minister of Transportation and Infrastructure

DEPUTY MINISTER'S MESSAGE

I am proud to share the 2024-2025 Annual Report for the Department of Transportation and Infrastructure. Our team has worked tirelessly to meet our goals and remains devoted to providing safe, reliable, and sustainable infrastructure that addresses the needs of all New Brunswickers.

This year, the Department's ordinary budget increased by 5.0%, reaching $396.5 million. This funding has allowed for expanded investments in areas such as summer highway maintenance, winter operations, ferry services, government building maintenance, and radio communications.

The Department's capital budget increased by 14.8% for a total of $976.7 million. This funding helped drive capital improvements for the Transportation Division and Buildings Division.

The Transportation Division tendered 174 projects in 2024-25 and achieved several key milestones this year, particularly with bridges. This includes the opening of the Nashwaak Bridge and the Edmundston-Madawaska International Bridge, the completion of Phases 4 and 5 of Centennial Bridge, the completion of the Coles Island bridges, and the completion of Phase 2 of the Saint John Harbour Bridge.

The Buildings Division tendered approximately 400 projects in 2024-25 and worked to push major initiatives forward. These include the comprehensive renovations at École Saint-Henri and Dr. Everett Chalmers Regional Hospital, and the continued construction of the new Regional Correctional Centre in the Municipality of Grand Lake.

New additions were also made at the NBCC Saint John and CCNB Bathurst campuses. Further strengthening our healthcare system, the Saint John Regional Hospital also received an expansion, a new youth treatment centre was built in Moncton, and infrastructure was built to provide a pharmacy program for 21 hospitals across the province.

The effects of climate change continue to have an impact on infrastructure across the province. The Department remains committed to responding quickly to weather-related challenges. To this end, we have secured $2.95 million in climate change funding towards our commitment to strengthen the resiliency and adaptation of our transportation network and reduce greenhouse gas emissions from GNB's fleet and buildings.

Our team continues to connect and listen to New Brunswickers, as our Transportation Information Centre (TIC) handled over 60,000 requests via phone and email for repairs and services to NB highway issues. We will continue to deliver on our mission to provide safe, reliable, and sustainable transportation infrastructure for the province.

It is an honor to once again be working alongside such a committed and capable team. I am confident that the Department's ongoing efforts will continue to bring positive outcomes for all New Brunswickers, and I look forward to seeing the accomplishments to come in the year ahead.

Kelly Cain
Deputy Minister

GOVERNMENT PRIORITIES

Delivering for New Brunswickers

The priorities the Government of New Brunswick (GNB) has focused on representing the stories and solutions we hear from residents across the province. Our goal is to make a difference and enhance the quality of life for everyone in the province we proudly call home. Together, we are learning, growing, adapting, and discovering new and transformative ways of doing business. GNB is focused on taking the necessary steps to move our priorities forward, and work is being done more efficiently and effectively every day. New Brunswickers are resilient, creative and compassionate people, and by working collaboratively, we can create the brighter future we all deserve. GNB is prioritizing partnerships, and trusting and empowering the people and organizations on the ground working most closely with New Brunswickers to achieve results.

Priorities

GNB is focused on creating a brighter future for all New Brunswickers. To make progress towards this vision, several priorities have been identified within the following areas:

- Health care
- Affordability and housing
- Education
- The economy
- Environment
- Trusted leadership

We invite you to explore the commitments we have made within each priority area, as well as updates on our achievements and the metrics we use to measure success. For more information, visit: www.gnb.ca/accountability.

HIGHLIGHTS

During the 2024-2025 fiscal year, the Department of Transportation and Infrastructure accomplished:

- Approximately 574 projects were tendered across the Department.
- Major highway projects include the opening of the Nashwaak River Bridge and the Edmundston-Madawaska International Bridge, the completion of Phases 4 and 5 of the Centennial Bridge, the completion of the Coles Island bridges, and the completion of Phase 2 of the Saint John Harbour Bridge.
- Published the fourth edition of the three-year Capital Investment Plan (*The Road Ahead*).
- Successfully concluded the disaster recovery of the September 2015 heavy rainfall event and the 2018 Spring Freshet under the federal Disaster Financial Assistance Arrangements (DFAA) program.
- Completed Phase 3 of development of the Long-Term Flood Mitigation Plan, which identifies and prioritizes provincial transportation assets that are vulnerable to flooding.
- Completed the in-house refit of the Robert Gordon Lee Fairweather (F98) ferry at the Evandale Haulout facility.
- Completed renovations and signed a lease for Knowledge Park Drive in Fredericton to serve ASD-W District offices and invested $8M in accommodation renovation and space optimization projects.
- Major building projects included the new Campbellton K-8 School, McAdam Avenue School, new Moncton West Elementary School, new Fredericton Northside Elementary School, Chaleur Regional Hospital expansion, Dr. Everett Chalmers Regional Hospital expansion, new Fredericton Justice Building, Saint John Regional Hospital expansion, Dr. Georges-L.-Dumont University Hospital Centre, Moncton Hospital Cardiac Care Unit and Maternal Newborn Unit, and new Central Regional Correctional Centre.
- The Innovation Showcase Series was relaunched to highlight innovations in departmental work.
- Forty-four DTI programs were identified and reviewed under the five-year Service Delivery Review initiative, with review of the final 10 programs completed in 2024-2025.
- Successfully launched a new online tendering process for disposal of surplus property.
- Conducted a stream hydraulics study to develop a cost-effective solution for fish passage through culverts.
- Secured $2.95M in climate change funding towards our commitment to strengthen the resiliency and adaptation of our transportation network and reduce greenhouse gas emissions from the GNB’s fleet and buildings.
- Published the 2024-25 Tender Advertisement Schedule.
- Successful implementation of Fusion for HR, Payroll and Expenses in July 2024 in collaboration with partners from FTB and SNB. The lead up to this implementation included digital literacy and system specific training with staff, updating human resource processes.
- Initiated the Public Safety Radio System project between the State of Maine and the Province of New Brunswick.
- The Transportation Information Centre (TIC) handled over 60,000 requests via phone and email for repairs and services to NB highway issues.

OVERVIEW OF DEPARTMENTAL OPERATIONS

The Department of Transportation and Infrastructure contributes to New Brunswick's economy and quality of life by providing transportation infrastructure that allows for the safe and efficient movement of people and goods, as well as building infrastructure to accommodate government services.

Employees with a variety of expertise and skills work together to achieve this. The Department plans, designs, constructs, operates, and maintains an extensive network of approximately 18,000 kms of highway, connected by approximately 5,500 bridges and large culverts and 10 ferry crossings. The Department manages 380 GNB-owned buildings and is responsible for 142 leases. The Department is also responsible for the management of the province's fleet vehicles, providing oversight of the province's mobile radio communication system and short line railway operations, as well as the management and disposal of surplus government properties.

18,000[1] kms of highway in the province

5,500 bridges and large culverts

8 river ferries operate across 7 river crossings, 5 coastal ferries provide services at 3 coastal crossings, connecting the communities of Deer Island, Grand Manan, and White Head Island to the mainland[2]

380 government-owned buildings
142 leases

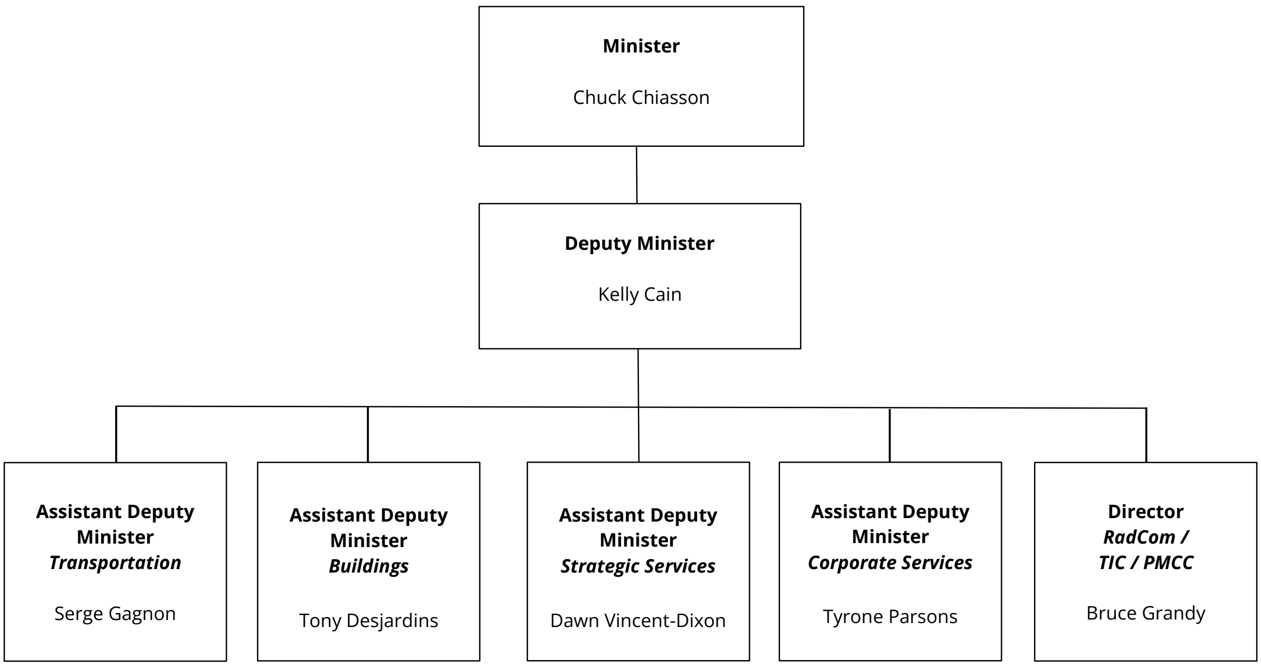
60 tower sites
15,000 radios on the NBTMR system

4,200 fleet vehicles (cars, trucks, buses, and other equipment)

[1] Approximately 18,000 kms of highways, including P3's but excluding ramps and public non-maintained roads.

[2] Coastal ferries are managed through a public-private partnership agreement.

High-Level Organizational Chart



DIVISION OVERVIEW

TRANSPORTATION DIVISION

Overview

Leaders in delivering public infrastructure, the **Transportation Division** provides professional services for all aspects and execution of planning, design, construction, maintenance, and emergency management of its ferry, bridge, and highway network. Services include management and delivery of the projects on the five-year Capital Asset Management Plan, summer and winter highway maintenance and construction programs, disaster mitigation, response, and recovery, traffic engineering, traffic operations, commercial signing, highway systems management, structural, hydraulics, geotechnical, geomatics, highway design and materials, asset management, operation of the river ferries and permits for the movement of goods. The Division oversees three public-private partnership (P3) highway contracts and the Fundy Islands Ferry Service Project (FIFSP).

The Division consists of the **Capital Planning Branch**, the **Design Branch**, the **Project Management Office**, the **Construction Branch,** the **Emergency Management Branch**, and the **Operations Branch**. The Division also includes the **six transportation Districts** and the **Marine Services Branch**.

The **Capital Planning Branch** is responsible for the development, management, and oversight of the various Transportation (capital) portfolios, specifically the five-year Capital Asset Management Plan, and the planning required for projects and initiatives to support the integrity of the New Brunswick highway network.

The Branch uses data collection systems and asset modelling when providing technical advice on the capital rehabilitation of the Department's assets.

Asset Management plans and implements highway initiatives to support public safety and the economic well-being of the province.

Portfolio Management builds, manages, and advises senior management on portfolio strategy, portfolio optimization (allocation of funding, prioritizations, variance management) and overall program and portfolio performance.

Functional Planning provides network options in advance of design, and functional plans containing details relating to the environmental, social, technical, and economic factors of highway development.

The Branch also develops trucking policies, creates partnerships with industry and issues special permits for the movement of indivisible oversize and overweight loads and unique vehicle configurations travelling on New Brunswick highways.

The **Design Branch** is responsible for the design and tender of grading, paving, municipal, hydraulics and structure projects for the Department's construction program. The Branch provides technical expertise and makes recommendations to the Department relating to engineering surveys as well as geotechnical, geological and hydrotechnical engineering for the design, construction and maintenance of highways and structures. The Branch provides engineering applications and technical support to various branches and staff, carries out quality control and assurance testing of engineering materials (concrete, aggregates, soils, and asphalt), identifies property requirements, provides document support for the property acquisition process, and provides technical support and research on material and procedures related to the transportation industry.

The **Project Management Office** manages capital projects for the Department in a consistent, transparent, and focused manner, coordinating assigned capital projects from beginning to completion while seeking funding approval for each stage of the project. This provides one accountable voice for a project. Transparency is achieved through communication with both internal and external stakeholders, the establishment of baselines (i.e., the scope, schedule, cost, risk, execution, and plan), identifying, recording, and seeking approval for changes to the baseline.

The **Construction Branch** provides technical oversight for contracts and projects related to the construction and reconstruction of provincial highways and bridges. It monitors compliance with contract plans and specifications to ensure they align with engineering best practices. The Branch also provides engineering, financial, managerial, and administrative support services for the provincial highway and structures capital program. The Branch is responsible for maintaining and reviewing the standard specification for the Department.

The **Emergency Management Branch** provides professional and technical services to prepare, respond, recover, prevent, and mitigate against emergency situations. This involves working with a team of public and private resources regarding the planning, design, tendering, and construction of transportation infrastructure during times of emergency to minimize the impact of disaster events and incidents.

The **Operations Branch** provides technical and engineering expertise in traffic engineering and operations including signing, lighting and pavement marking and, in the development and administration of the highway summer and winter maintenance programs. This includes coordination of the Department's equipment and vehicle fleet, the NB511 system and the Road Weather Information System (RWIS) network. The Branch also provides administrative and project management services for existing public-private-partnership (P3) agreements (Route 2 Fredericton - Moncton Highway MRDC, Route 2 AtkinsRéalis, and Route 1 Gateway Operations).

The six transportation **District Offices**, as a part of transportation operations, maintain and improve the provincial transportation infrastructure to enable public safety and preserve the integrity of the road networks. Their mandate includes the execution of the summer and winter maintenance programs and the delivery of small projects for the maintenance and construction of bridges, culverts, and highway systems.

The **Marine Services Branch** directly manages and operates eight river ferries, serving seven crossings and provides administrative support, technical expertise, and oversight for the existing public-private-partnership (Fundy Islands Ferry Service Project – FIFSP). The FIFSP manages and operates five vessels, serving three crossings in the Bay of Fundy, including Grand Manan Island, Deer Island and White Head Island. The Branch also provides technical expertise, planning and execution for vessel refits and marine-based capital projects such as wharf and landing rehabilitation, channel dredging, and dock fendering. In addition, the Branch provides support to the Regional Development Corporation (RDC), through a Memorandum of Understanding, to maintain oversight for ongoing maintenance, inspections, insurance coverage and any planned modification to a provincially owned floating dry dock.

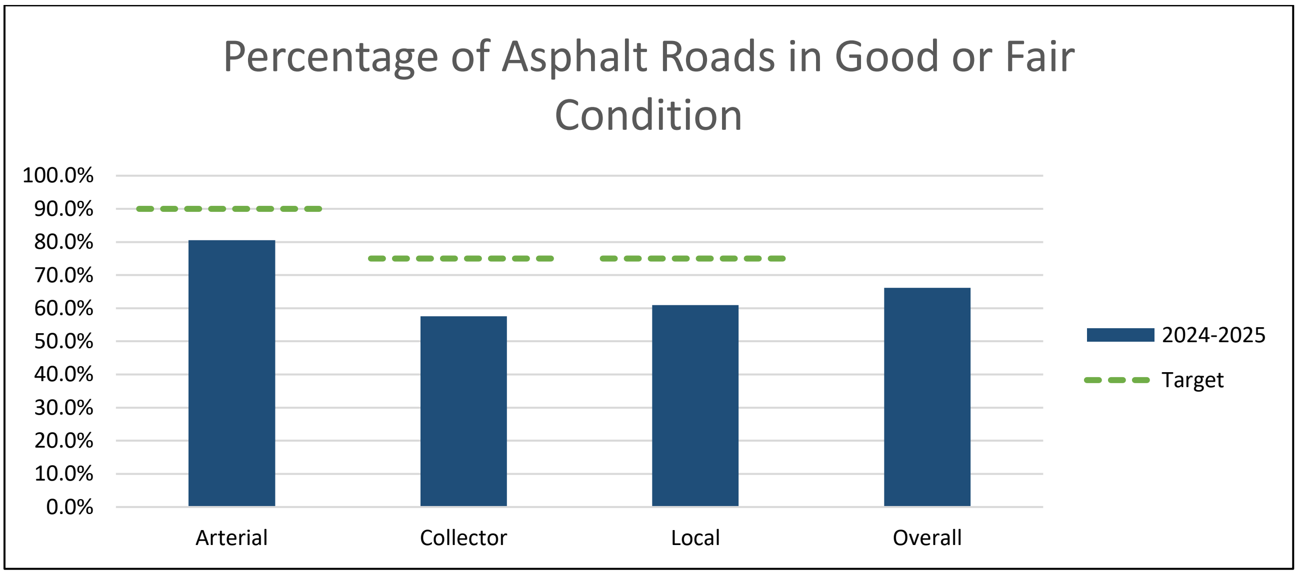
Key Performance Indicators

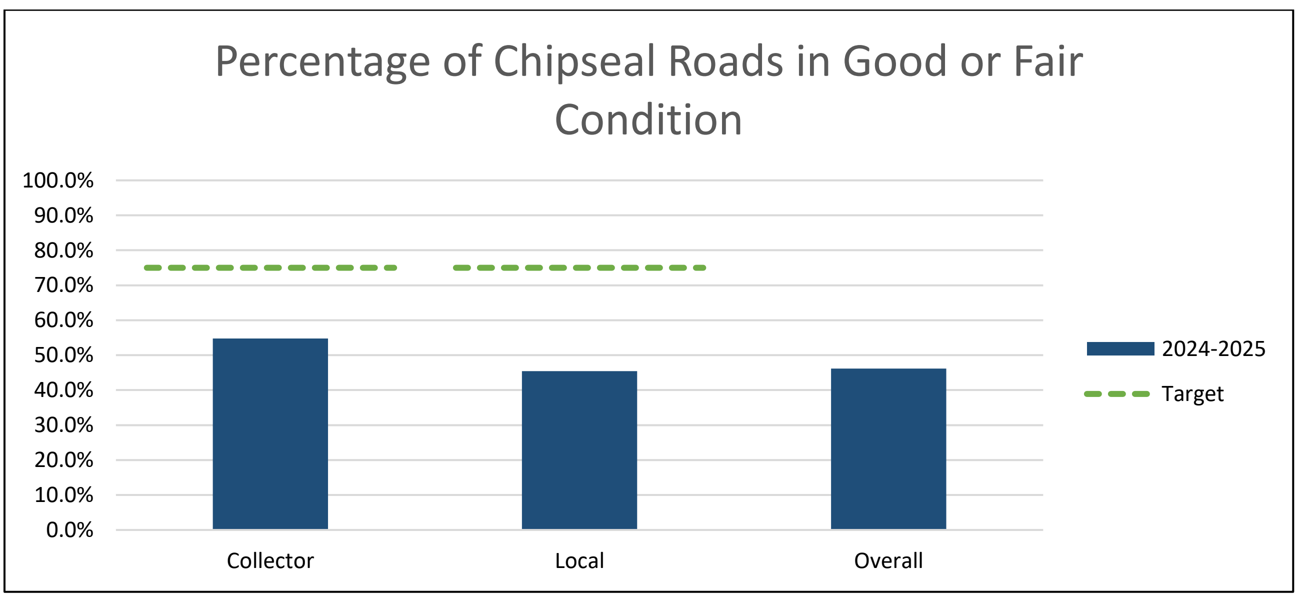
Performance measure
Percentage of highways in good or fair condition

Objective of the measure
Optimize value for customers

Measure
Percentage of highways in good or fair condition

Description of the measure
The Department uses the surface distress and International Roughness Index (IRI) to measure the condition of the highways and categorize the overall condition of the highway as good, fair, or poor. A highway in good condition is close to new condition, a highway in fair condition may have some cracks and ruts, and a highway in poor condition needs major repair.





Overall Performance

In the 2024-2025, the Department spent $217M on the rehabilitation of asphalt and chip seal surface. The target was not achieved, as in this case an actual result equal to or greater than the target is desired.

2024 – 2025 ASPHALT		
FUNCTIONAL CLASS	ROADS IN GOOD OR FAIR CONDITION	TARGET
Arterial	80.6%	90.0%
Collector	57.6%	75.0%
Local	61.0%	75.0%

2024 – 2025 CHIPSEAL		
FUNCTIONAL CLASS	ROADS IN GOOD OR FAIR CONDITION	TARGET
Collector	54.7%	75.0%
Local	45.4%	75.0%

Why do we measure this?

This measure shows how well the Department is maintaining the province’s highway network.

What took place during the 2024-2025 fiscal year to achieve the outcome?

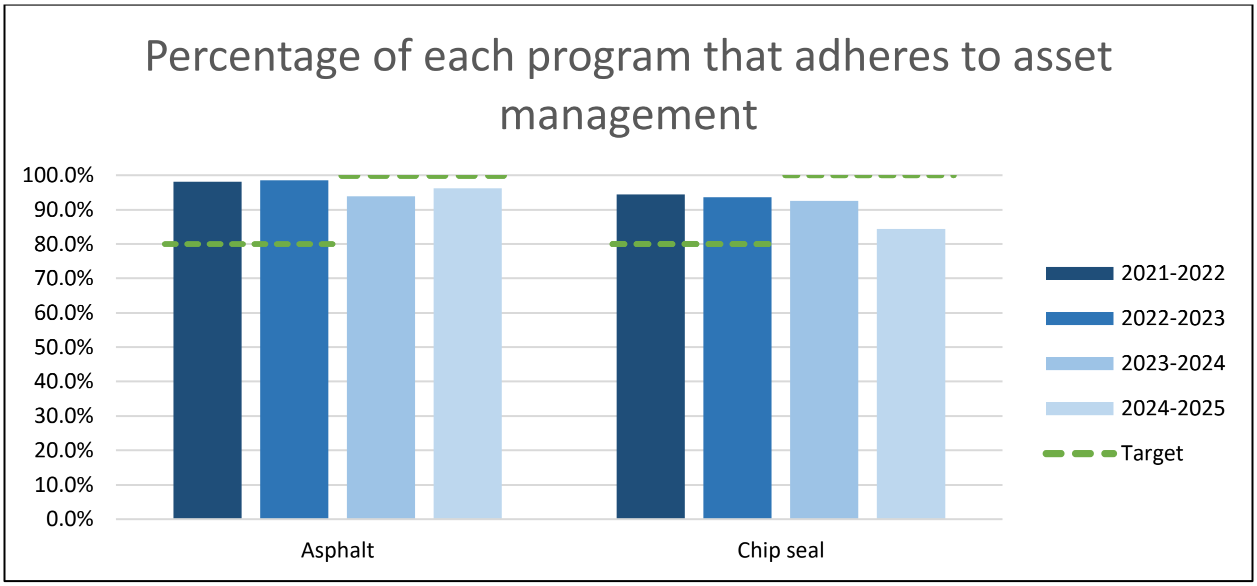
During this period, the Department rehabilitated several arterial, collector and local highways.

Performance measure
Percentage of the asphalt and chip seal programs that adhere to asset management

Objective of the measure
Optimize value for customers

Measure
Percentage of the asphalt and chip seal programs that adhere to asset management

Description of the measure
The Department uses asset management principles to determine which roads should be rehabilitated each year. Roadway data is collected and used in the Department's asset management model to create a candidate list of projects. Each project is assessed from a technical point of view and then scheduled for repairs in a specified year. To calculate the percentage of the asphalt and chip seal programs that adhere to asset management, the kilometres of roadway that adhere to asset management principles for each surface are used.



Overall Performance
Of the $217M spent on these programs, 96.2% of the asphalt program and 84.4% of the chip seal program adhered to asset management. The target was not achieved, as in this case an actual result equal to the target is desired.

ASPHALT	CHIP SEAL
2024-2025 TARGET: 100.0%	2024-2025 TARGET: 100.0%
2020-2021: 93.1%	2020-2021: 95.5%
2021-2022: 98.1%	2021-2022: 94.4%

2022-2023: 98.5%	2022-2023: 93.6%
2023-2024: 93.8%	2023-2024: 92.6%
2024-2025: 96.2%	2024-2025: 84.4%

Why do we measure this?
Measuring adherence to asset management tells the Department how closely it is following asset management practices when delivering the asphalt and chip seal rehabilitation programs. The asset management plan identifies the best ways to maintain a highway so that it costs less over its service life. It is less expensive to fix a highway that is in fair condition and only requires some repair, than it is to fix a highway that is in poor condition and that may need complete replacement. If highways are treated at the right time, costs are reduced, and more roads can be treated.

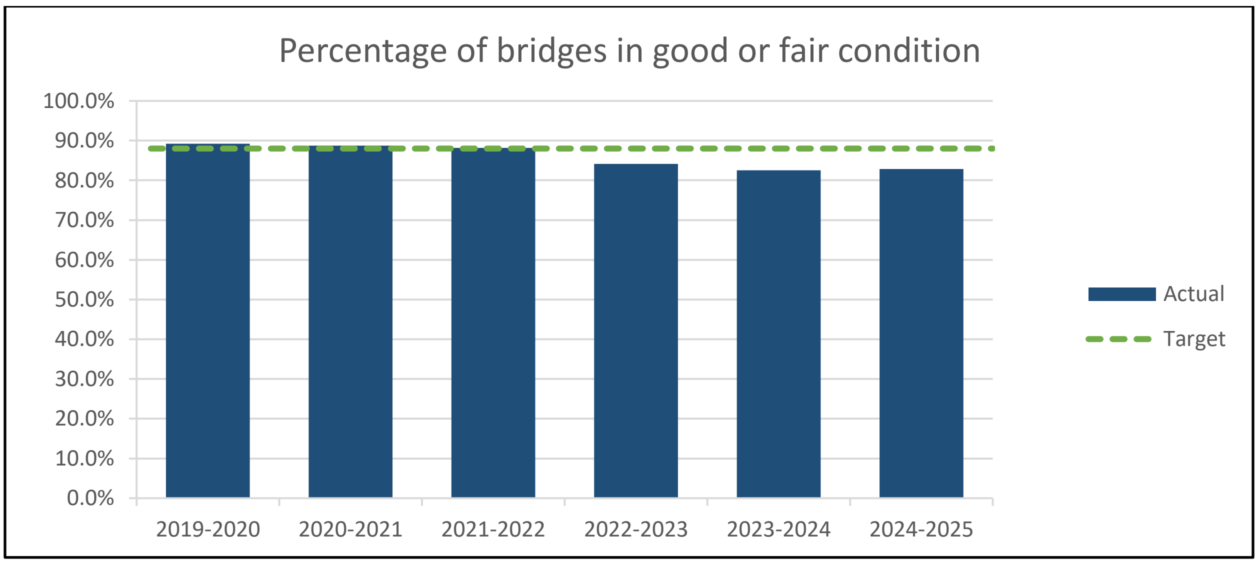
What took place during the 2024-2025 fiscal year to achieve the outcome?
In accordance with the asset management plan, the work included maintenance and rehabilitation to various sections of highways across the province.

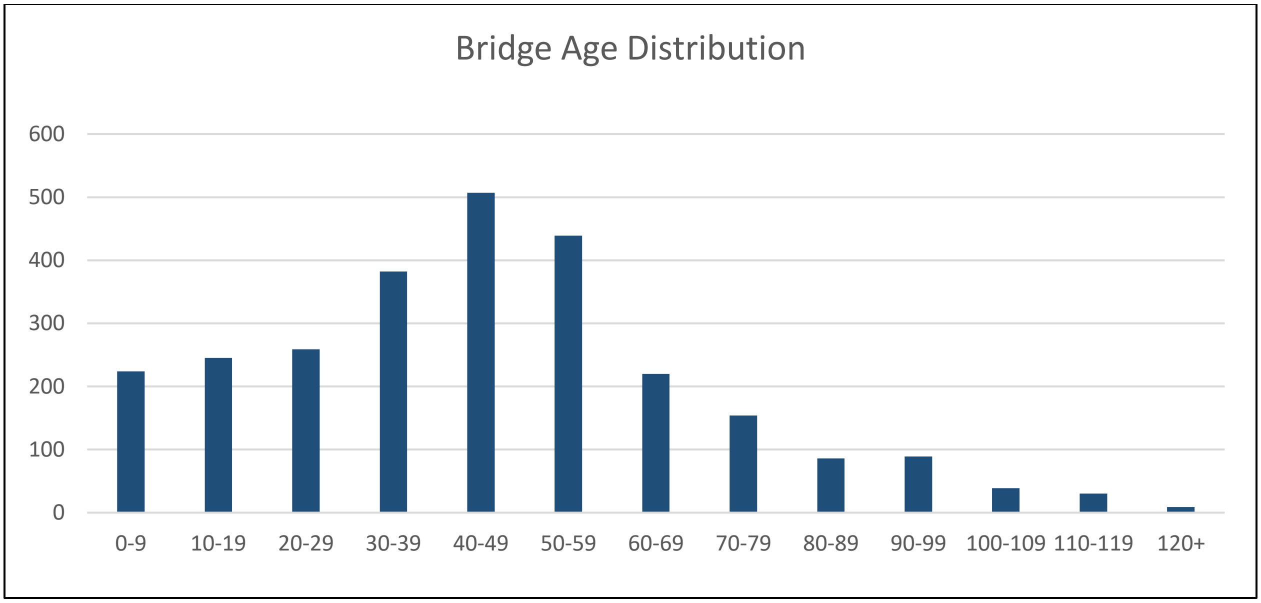
Performance measure
Percentage of bridges in good or fair condition

Objective of the measure
Optimize value for customers

Measure
Percentage of bridges with a good or fair condition rating (BCI ≥ 60.0)

Description of the measure
The Bridge Condition Index (BCI) does not measure the safety of a bridge; rather, it expresses the bridge condition based on the condition of all the components of the bridge. Bridge conditions are impacted by factors such as: exposure to the environment, including extreme events such as storms and flooding, exposure to de-icing chemicals, defects from original construction or materials, exposure to high volumes of commercial truck traffic, vandalism, etc. Bridges with a BCI above 70.0 are in "good" condition and those with a BCI from 60.0 to 70.0 are in "fair" condition; these bridges may only need a little repair. Bridges with a BCI under 60.0 are considered in "poor" condition and may need major rehabilitation or complete replacement.





The Department currently has over 1,000 bridges that are over 50 years old, representing 40.0% of the designated bridge inventory. At the current rate of replacement, the inventory is becoming increasingly difficult to manage/maintain without negative impacts to the transportation network.

Overall Performance

PERCENTAGE OF BRIDGES IN GOOD OR FAIR CONDITION	
TARGET: ≥ 88.0%	
2020-2021	88.7%
2021-2022	88.2%
2022-2023	84.1%
2023-2024	82.5%
2024-2025	82.9%

Between 2018 and 2021, the percentage of bridges on designated highways (provincially owned and maintained) with a good or fair condition rating has remained near target.

In 2021, the Department started transitioning to a new Bridge Management System (BMS). With this new System, inspection, scoring and BCI calculations are not performed in the same way, and the values cannot be compared with values prior to 2021.

Why do we measure this?
This measure shows how effective the Department's bridge replacement and rehabilitation programs are.

What took place during the 2024-2025 fiscal year to achieve the outcome?
The Department continued to plan and work on major bridge projects such as Anderson Bridge and completed Phases 4 and 5 of the Centennial Bridge, and Phase 2 of the Saint John Harbour Bridge. The Department also completed several bridge projects, including the Edmundston-Madawaska International Bridge, and the Coles Island bridges. Completed rehabilitation projects include the resurfacing of Princess Margaret Bridge, and the rehabilitation of Nashwaak River Bridge.

The number of bridges approaching the “poor” condition rating has been increasing as bridges move from “good” to “fair” condition. Work on bridges is scheduled every year; however, the network continues to age, and inspection results for some bridges move them into the “poor” rating.

BUILDINGS DIVISION

Overview

The **Buildings Division** manages building design and construction projects for all GNB departments and is responsible for the operation, security and maintenance of buildings occupied by GNB employees (including office buildings, courthouses, highway garages, etc.). This Division is also responsible for the acquisition and management of government leases for office space.

The Division consists of **Design and Construction** and **Facilities Management**. Design and Construction includes the **Design and Engineering Services Branch**, the **Construction Services Branch**, and the **Major Projects Branch**. Facilities Management includes **Security Services**, **Space Acquisition and Leasing Services**, **Accommodation Services**, **Operations Branch, Planning and Technical Services** and **Marshlands.**

Design and Construction provides planning, design, and contract administration services for all GNB departments, supporting schools, hospitals, offices, courthouses, jails, tourism facilities, dams, and other building projects. The services are administered by a multi-disciplinary professional and technical staff, supported by private architectural and engineering firms. Design and Construction manages various other government infrastructure projects, including jointly funded federal-provincial projects.

The **Design and Engineering Services Branch** is responsible for providing expertise in all disciplines of engineering and architecture. This is essential for resolving building issues, emergency repair solutions, feasibility studies, troubleshooting, cost estimating, scoping, design, tendering and establishing construction contracts. The Branch holds responsibility for delivering a variety of provincial programs.

The **Construction Services Branch** is responsible for construction contract administration and consultant contract management during the construction phase on all projects undertaken by Design and Construction and Major Projects Branch. The Construction Services Branch maintains five regional offices in Fredericton, Moncton, Saint John, Grand Falls and Bathurst.

The **Major Projects Branch** is responsible for consultant contract management, and the planning, design and tendering of new major capital building and major improvement projects (building renovations and additions).

Facilities Management is responsible for the operation and maintenance of government buildings as well as negotiating and administering government leases for office space. Facilities Management manages approximately 6 million square feet of space across the province that includes 380 government-owned buildings, and 142 leases. In managing its portfolio, Facilities Management provides an array of services related to building operations, including project management, space management, interior design, engineering and technical services, security services, technical investigations, marshlands, and capital project planning.

Security Services is responsible for ensuring the safety and security of GNB employees and facilities through physical security, systems design and troubleshooting, investigations, analysis, Threat Risk Vulnerability Assessments, and other measures of regular monitoring.

Included in the section responsibilities is the management of commissionaires that provide security guard and reception services and additional guard force as required due to special circumstances and events. Additionally, Security Services is responsible for the administration of access cards and parking passes for GNB employees.

Space Acquisition and Leasing Services is responsible for leasing, acquiring, managing, and administering space that meets organizational needs and is cost-effective.

The section has responsibility for managing approximately 2 million square feet of space for Parts I through IV of the public service, and for brokering other space. The section is also responsible for managing space utilization and rationalization, utilizing adherence to the Space Allocation Policy (AD-1901) and the Space Acquisition Policy (AD-1902).

Accommodation Services is responsible for office space planning, design, project management, code reviews, renovations, tenant improvements, relocations and ensuring that all accommodations meet the organization's standards, needs and budgets.

The section is also responsible for ensuring office space rationalization and utilization and implementing space reduction where feasible. This mandate is supported by providing vacant space audits and reporting, reviewing office space of capital improvement and major capital projects, maintaining master floor plans, determining space allocations, and implementing and upholding the Space Allocation Policy (AD-1901) for Parts I through IV of GNB.

The **Operations Branch** is responsible for administration, safety, maintenance, and operation of approximately 380 government-owned buildings and three industrial parks including utilities, services contracts, maintenance, testing, inspection, and capital project planning. Operations, through head office and six regional offices, manages approximately 4 million square feet of owned space throughout the province.

Planning and Technical Services has a multi-disciplinary professional and technical staff responsible for managing the capital budget and projects. The section also provides technical engineering investigation and support to client departments and other groups within Facilities Management.

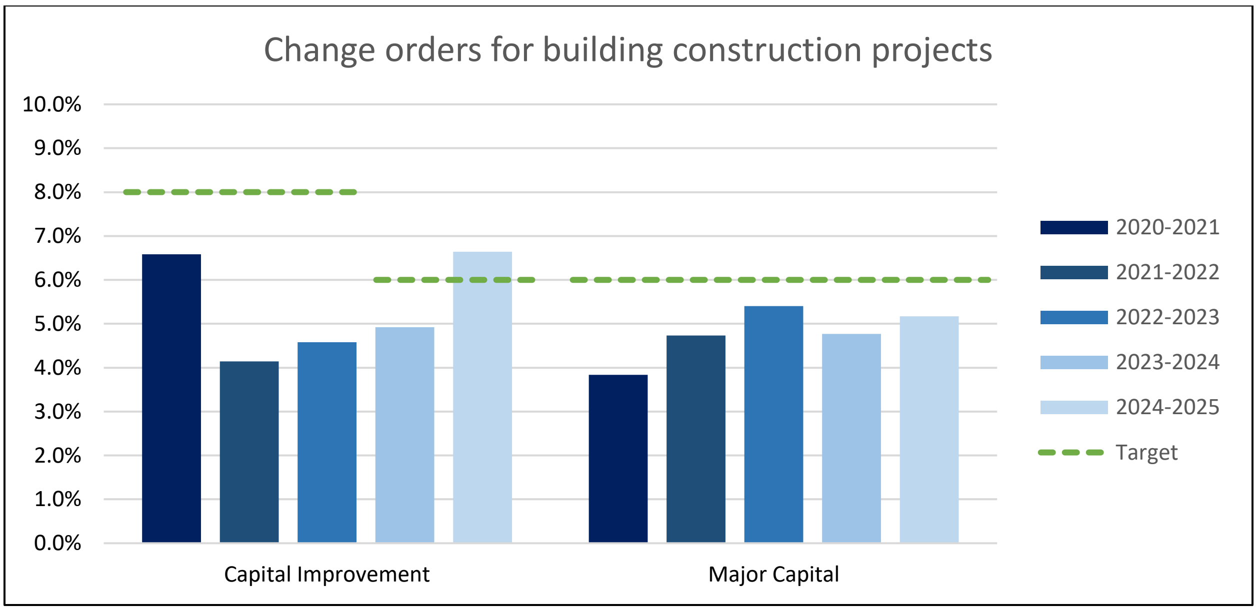
Key Performance Indicators

Performance measure
Percentage of change orders on building construction projects

Objective of the measure
Optimize value for client departments

Measure
Percentage of change orders on building construction projects

Description of measure
The Department tracks the cost of building projects including change orders as a percentage of the original awarded construction tender amounts. The Capital Improvement and Major Capital projects are assessed separately.



Overall Performance
The Buildings Division achieved its target for Major Projects, however, was slightly above target in Capital Improvement.

CAPITAL IMPROVEMENT	MAJOR CAPITAL
TARGET: ≤ 6.0%	
2020-2021: 6.6%	2020-2021: 3.8%
2021-2022: 4.1%	2021-2022: 4.7%
2022-2023: 4.6%	2022-2023: 5.4%
2023-2024: 4.9%	2023-2024: 4.8%

2024-2025: 6.6%	2024-2025: 5.2%

Why do we measure this?
This measure is an indicator of the quality of the tender documents and the team's (private consultants and the departmental staff) performance related to cost control and avoiding changes in project scope.

What took place during the 2024-2025 fiscal year to achieve the outcome?
The Buildings Division works closely with client departments to identify projects early and to clearly define the scope of each project with support from consultants in the development of the design and tender documents. The team ensures construction remains in scope and meets project objectives. The increased change orders in Capital Improvement this year were largely attributed to a few large unforeseen project challenges during construction. Despite Capital Improvement being slightly above target, the results exceed industry standard and are a testament to the commitment of staff and industry to our capital program.

Performance measure

Number of capital improvements closed on time for Early Education and Childhood Development (EECD) projects

Objective of the measure

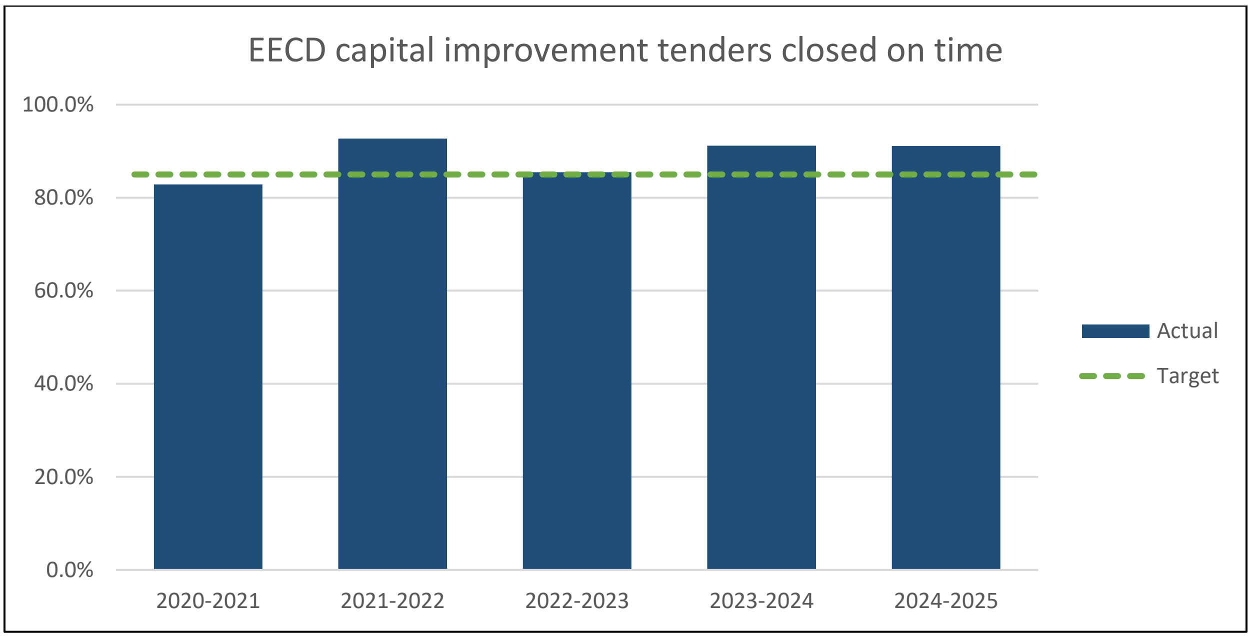
Optimize value for client departments

Measure

Percentage of capital improvement tenders closed on time for EECD projects

Description of measure

This measure tracks the percentage of tenders closed by the end of June for EECD projects, as it is important that construction work in schools be completed during the summer months. The measure is the dollar value of tenders closed by June 30 as a percentage of the total capital budget allocated to capital projects for EECD that year.



Overall performance

The Buildings Division achieved its target in both categories, as in this case an actual result equal to or greater than the target is desired.

EECD CAPITAL IMPROVEMENT TENDERS CLOSED ON TIME	
TARGET: ≥ 85.0%	
2020-2021	82.9%
2021-2022	92.7%
2022-2023	85.5%
2023-2024	91.2%

2024-2025	91.1%

Why do we measure this?
This measure is an indicator of the Department's ability to close tenders on time so that construction work in schools can take place during July and August when they are vacant. Closing the tenders in advance of the construction season also allows the Department to receive better pricing and allows for material and equipment to be delivered on time.

What took place during the 2024-2025 fiscal year to achieve this outcome?
The Buildings Division works closely with our client departments to ensure programs are identified early, consultants are engaged and projects are prioritized, scoped, designed and tendered accordingly. The Department works with client departments to support multiyear capital plans which enables designs to be completed and projects tendered in a timely manner.

STRATEGIC SERVICES DIVISION

Overview

The **Strategic Services Division** provides leadership and support to the Department for various property related services, strategic planning, policy development, intergovernmental agreements, federal funding, legislative affairs, environmental services and performance management and process improvement. In addition, it provides fleet management to GNB.

The Strategic Services Division consists of the **Performance Excellence Branch**, the **Policy and Legislative Affairs Branch**, the **Property Services Branch**, the **Environmental Services Branch**, the **Strategic Partnerships and Trade Corridors Branch**, and the **Vehicle Management Agency**.

The **Performance Excellence Branch** promotes a culture of continuous improvement throughout the Department. The Branch provides training and leadership to support staff in productivity and process improvements.

The **Policy and Legislative Affairs Branch** provides advice and expertise related to research, policy development, legislative affairs, and correspondence. The Branch also supports the Department's compliance with statutory and operational requirements. The Branch is responsible for a number of strategic services, including advancing Memoranda to Executive Council for direction and decisions related to agreements, policies, financial transactions, and legislative or regulatory change, processing access to information requests under the *Right to Information and Protection of Privacy Act*, coordinating responses to letters and emails received by the Deputy Minister, Minister, and Premier, advancing Legislative Officer investigation and audit files, leading the development of internal policies, and promoting transparency. The Branch also participates in interdepartmental work to consider diverse viewpoints, support alignment of policy and research efforts, and advance the priorities of government.

The **Property Services Branch** is responsible for providing property services to the Department, other government entities and the public. These services include title abstracts, property surveys, valuation, negotiations and acquisition of properties for highway and infrastructure projects, management and disposal of surplus properties, and marketing, tendering and document preparation. In addition, the Branch processes claims against the Department related to alleged motor vehicle highway accidents, highway defects, environmental contamination, real property damage and the expropriation of land for highway construction. The Branch is also responsible for the discontinuance of highways, expropriation, public works designation and corridor management. This includes the issuance of highway usage permits and rural subdivision review in accordance with legislative requirements.

The **Environmental Services Branch** provides environmental services for the delivery of various departmental programs. Services include technical advice and support, conducting environmental and archaeological assessments, obtaining various permits and approvals, contaminated sites management, water systems management, petroleum storage systems management, environmental training, follow-up and compliance monitoring, wildlife management, fish and wetland habitat offsetting, review of outside Environmental Impact Assessments, regulatory agency liaison and Indigenous consultation and engagement.

The **Strategic Partnerships and Trade Corridors Branch** provides guidance and direction to the Department and province in the following areas:

Strategic Partnerships is responsible for developing, identifying, negotiating, and securing partnership opportunities and agreements interprovincially, federally, and internationally. In particular, the Branch pursues and secures federal funding partnerships to enable the Department to do more with less provincially invested dollars.

Intergovernmental Relations acts as the liaison between the Department and the interprovincial, federal, territorial, and international levels of government with regards to transportation and infrastructure issues.

Trade Corridor Development, as the multimodal transportation system (air, rail and marine) subject matter experts, are responsible for the provision of leadership, guidance, advocacy, and support for initiatives aimed at enhancing New Brunswick's multimodal transportation system and economic trade corridor, including New Brunswick's international borders.

Rail Regulatory Authority is responsible for the administration and enforcement of the *Shortline Railways Act* and *Regulations*. Additionally, the Branch is responsible for the maintenance of grade crossings on provincially designated highways to ensure the safety of highway users and railway operators.

Climate Change Initiatives provides leadership and coordination of departmental climate change initiatives and secures provincial funding opportunities aligned with the Climate Change Action Plan.

The **Vehicle Management Agency (VMA)** is a Special Operating Agency that manages the provincial vehicle fleet. As a centralized agency, VMA provides a full range of vehicle services (acquisition, repair and maintenance, insurance, fueling, and disposal). In addition, VMA fabricates new plow trucks as well as a wide range of replacement parts for all in-service plow trucks at their facility in Fredericton. VMA also operates a call centre in Miramichi that coordinates the repair and maintenance of the Extra Mural vehicle fleet.

VMA currently manages approximately 4,200 assets including executive vehicles, cars, vans, light trucks, heavy equipment (graders, loaders), heavy trucks, fire tankers, school buses and miscellaneous pieces of equipment. The Agency has 250 employees, 28 repair facilities, one fabrication facility, 71 fuel sites and one call centre across the province.

Key Performance Indicators

Performance measure

Snow plow availability seasonally December – March

Objective of the measure

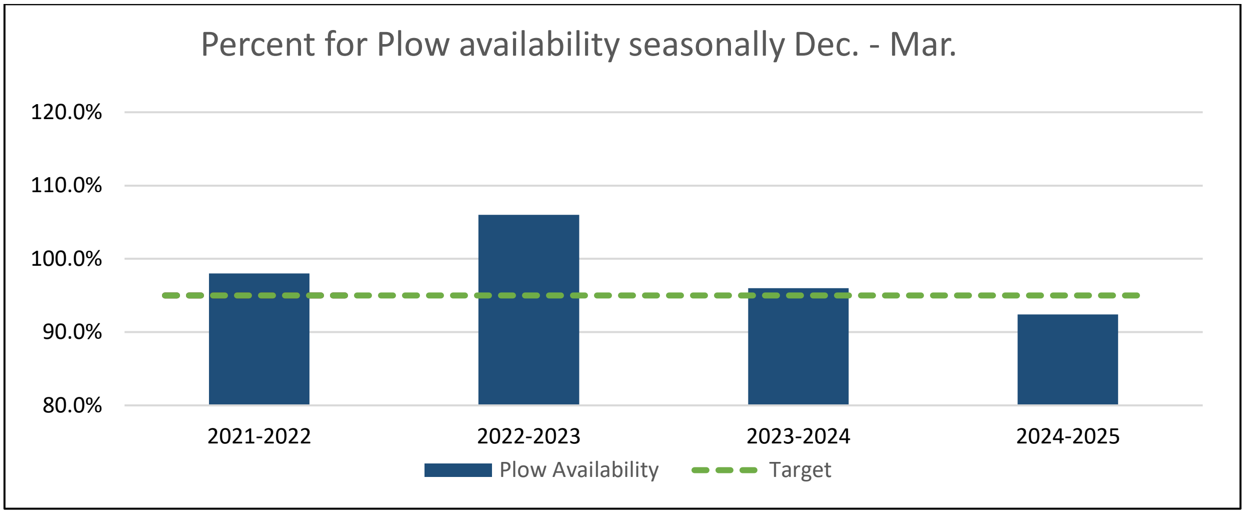
To track availability of plow trucks for planning and deployment

Measure

Snow plow availability seasonally December – March

Description of the measure

VMA repair facilities update the availability of plow trucks by noon daily during the work week. A plow truck is considered available if the asset can be ready within 24 hours.



Overall performance

In 2023-2024, the average availability for snowplows was over target. The availability was 96.0%, and the target was 95.0%. During the last fiscal year, the average availability for snow plows seasonally from December – March was under target, as in this case an actual result of equal to or greater than the target is desired. In 2024-2025 the availability was 92.4%, and the target is 95.0%.

SEASONALLY (DEC. – MAR.)	AVERAGE PLOW TRUCK AVAILABILITY
TARGET: ≥ 95.0%	
2021-2022	98.0%
2022-2023	106.0%
2023-2024	96.0%
2024-2025	92.0%

Why do we measure this?
This is a point in time indicator to help the Operations Branch plan and organize storm response. While we set an average weekly target of 95.0%, the actual availability can be impacted by global parts shortages, winter storm frequencies and other impacts outside of our control. Daily availability can have large fluctuations due to assets being brought in for repairs after a storm.

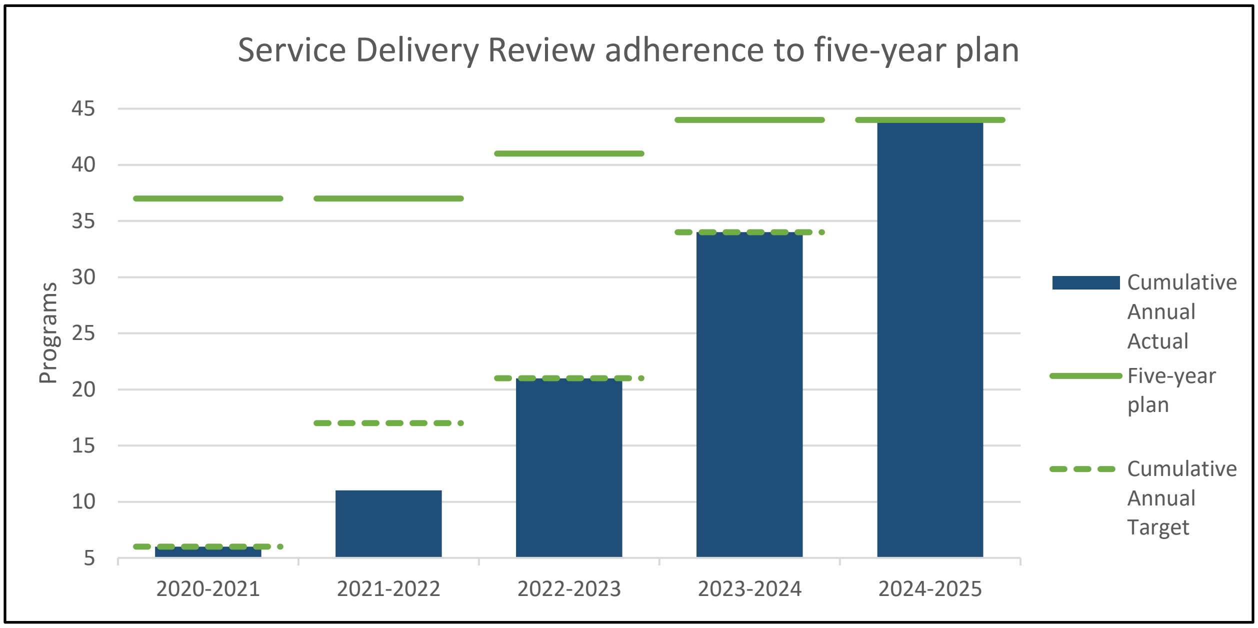
What took place during the 2024-2025 fiscal year to achieve the outcome?
VMA repair facilities continued to follow standard operating procedures.

Performance measure
Service Delivery Review – adherence to five-year plan

Objective of the measure
Optimize program service delivery

Measure
Service Delivery Review – adherence to five-year plan

Description of the measure
Measure of programs reviewed according to the annual and five-year plans



Overall performance
The Strategic Services Division met both its annual and five-year review targets, completing all 44 planned reviews. Ten of these were completed in the final year, fulfilling the overall goal.

SERVICE DELIVERY REVIEW			
YEAR	CUMULATIVE ANNUAL TARGET: ≥	CUMULATIVE ANNUAL ACTUAL	5 YEAR PLAN
2020-2021	6	6	37
2021-2022	17	11	37
2022-2023	21	21	41
2023–2024	34	34	44
2024-2025	44	44	44

Why do we measure this?

In 2019, the Auditor General recommended that the Department "Develop an evidence based outsourcing policy and a decision-making framework to guide which programs and activities to outsource" (V1 Chapter 3, 3.34).

In response to the Auditor General's recommendation, the Department self-identified candidate programs to be reviewed over five years and developed the necessary accompanying policy and evaluation tools. The Department values operational efficiency and high-quality service and is committed to maximizing value for money in its operations. Service Delivery Reviews utilize an established framework approach and standard set of tools and ensure that decisions respecting program delivery model (i.e., outsource, insource or hybrid) are substantiated with data.

This measure demonstrates the Department's progress toward reviewing the service delivery of its Transportation Division programs and activities. Tracking progress against annual and five-year targets helps the Department to be more accountable in its program review and delivery.

What took place during the 2024-2025 fiscal year to achieve the outcome?

Throughout the Service Delivery Review, 44 programs were identified for evaluation. All program reviews were completed at the end of the five-year plan.

CORPORATE SERVICES DIVISION

Overview

The **Corporate Services Division** provides leadership, subject matter expertise and service to departmental staff in wellness initiatives, workplace health and safety, procurement, contract and inventory management, information technology, geographic information system services, human resources, internal communications, financial administration, and ERP (Enterprise Resources Planning) implementation.

The Corporate Services Division consists of the **Wellness, Health and Safety Branch, Human Resources Branch**, the **Financial and Administrative Services Branch**, the **Information Management and Technology Branch**, the **Supply Chain Management Branch,** and the **ERP (Enterprise Resource Planning) Implementation Branch**.

The **Wellness Health and Safety Branch** provides guidance to the Department as subject matter experts on occupational wellness, health and safety standards, regulatory compliance, risk assessment methodologies, safety management systems and conducting investigations related to accidents, incidents, hazardous materials, near misses, issues, and complaints.

The **Human Resources Branch** provides strategic and operational support across the Department and are responsible for planning and managing staffing and recruitment, overseeing classification and organizational design, managing workforce data, reporting, and entering compensation transactions in HR systems. The Branch is also responsible for supporting labour relations and disability management, offering coaching and resources to leaders on employee engagement, team management and performance coaching, overseeing the coordination of corporate leadership development training programs, leading succession planning and change management efforts, administering HR policies and programs, and fostering employee engagement and recognition.

The **Financial and Administrative Services Branch** provides the overall financial administration, business, and operational support for the Department. This includes financial accounting and administrative systems, business and financial monitoring, forecasting and reporting, ordinary and capital budgets, consulting and advisory services, the review, evaluation, and implementation of departmental internal controls, management of all departmental revenues such as federal contribution agreements and property damage claims.

The **Information Management and Technology Branch** supports the Department in achieving its business objectives through effective use of information technology (IT) solutions and related services. The Branch is responsible for IT strategy, planning and service coordination with Service New Brunswick, geographic information system (GIS) applications and services, records and information management, and information security. The Branch also provides additional services to the Department's head office, including building access, parking, office accommodations and other general office services.

The **Supply Chain Management Branch** is responsible for commercial management of all departmental Transportation Division contracts ranging from construction services, goods and services including professional services, to term agreements for procurement of parts to support the Vehicle Management Agency (VMA) operations. The scope of services includes procurement coordination, attestation of payments, claims and dispute resolution and facilitation of contract close. The Branch is also responsible for departmental services such as head office reception, office supplies and management of departmental mail services.

The **ERP Implementation Branch** provides leadership, expert advice and service to departmental staff in the implementation of ERP. The ERP Project, co-sponsored by the Finance and Treasury Board (FTB) and Service New Brunswick (SNB), is a business-led transformation initiative committed to changing how human resource, payroll, financial, and procurement (purchasing) services are delivered within GNB. This new system will make it easier for employees to access accurate and up-to-date information, and support business decisions based on complete, accurate information. Given the scope and complexity of this organizational change, the ERP Implementation Branch has been created to help engage and collaborate with the ERP Project group and other GNB departments to make this an effective and successful transition and implementation for the Department.

Key Performance Indicators

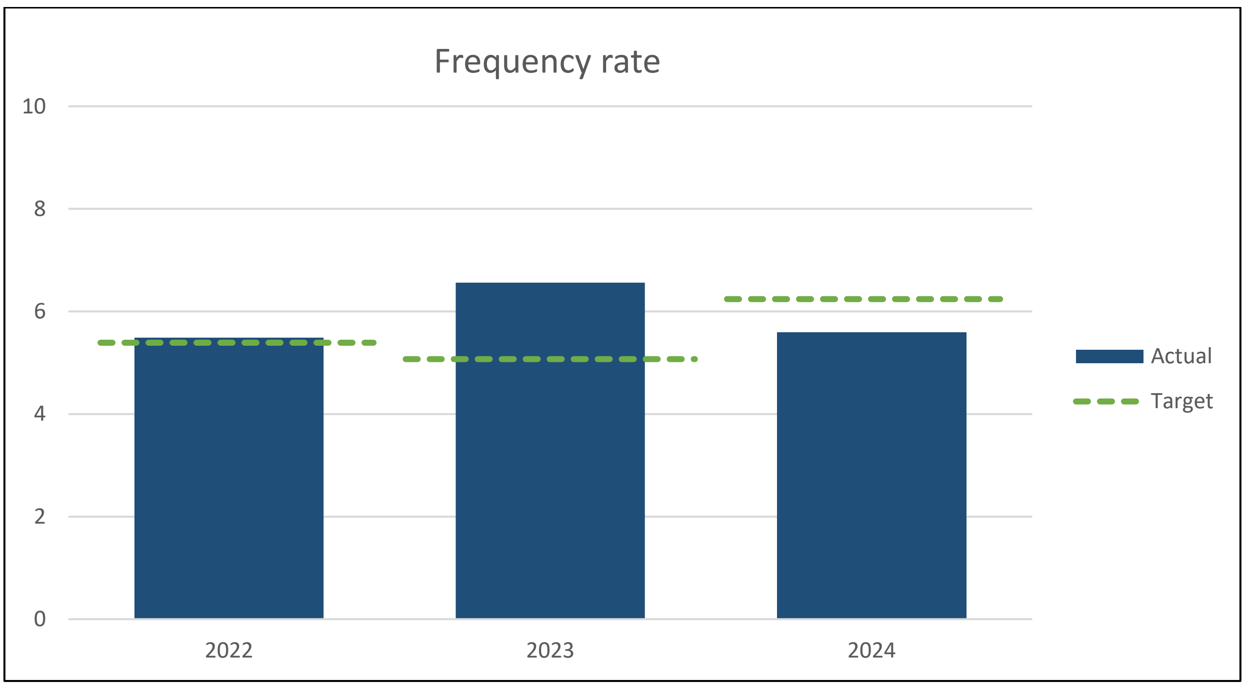
Performance measure
Frequency rate (number of injuries per 200,000 hours worked)

Objective of the measure
Health and safety culture

Measure
Frequency rate (number of injuries per 200,000 hours worked)

Description of the measure
In previous years, injury frequency rates were determined using internal DTI measures and targets. Beginning this year, these rates will be determined using GNB measures and targets.

The frequency rate is the number of WorkSafeNB claims per 200,000 hours worked. Specifically, it is the number of claims for the 2024 calendar year, divided by exposure hours (work hours) and multiplied by 200,000.



Overall performance
The Department had 102 WorkSafeNB claims during the 2024 year for a frequency rate of 5.59. The Department's target was to reduce the frequency rate by at least 10.0%; the Department exceeded this target, with a 15.0% reduction in the frequency rate compared to the previous year.[3]

[3] In this case, an actual result less than or equal to the target is desired.

FREQUENCY RATE	
TARGET: ≤6.24	
2022	5.49
2023	6.56
2024	5.59

Why do we measure this?
The Department supports a culture where safety in the workplace is a top priority and matters to everyone every day. Measuring the frequency rate and injury trends helps the Department to understand how its practices are reducing the number of injuries at the workplace, ensuring that everyone goes home safely every day.

This measure only tells part of the story. The Department's goal is to reduce the number of incidents through encouraging the reporting of near miss events and unsafe conditions, and by intervening on unsafe acts.

What took place during the 2024 year to achieve the outcome?
Over the past year, the Department achieved a reduction in both the number of WorkSafeNB claims and the frequency rate. This improvement is attributed to consistent and accurate reporting practices and strategic process enhancements.

Key accomplishments include:

Injury Classification Guide: The Wellness Health and Safety team developed and implemented a standardized Injury Classification Guide for Human Resources teams, which is now being adopted across GNB. This tool ensures consistency in the reporting of incidents and claims to WorkSafeNB.

HazID – Online Hazard Reporting Tool: In collaboration with Service New Brunswick (SNB), the Department continued to promote and train staff on the Hazard Identification (HazID) program, a web-based application that allows employees to easily report unsafe conditions in the workplace. The system provides real-time updates and feedback on the status of corrective actions.

Updated Health and Safety Orientation Program: The New Hire and Returning Employee Health and Safety Orientation Program was revised to align with the most recent amendments to New Brunswick's *Occupational Health and Safety Act* and *Regulations*. The program is now available for convenient online booking.

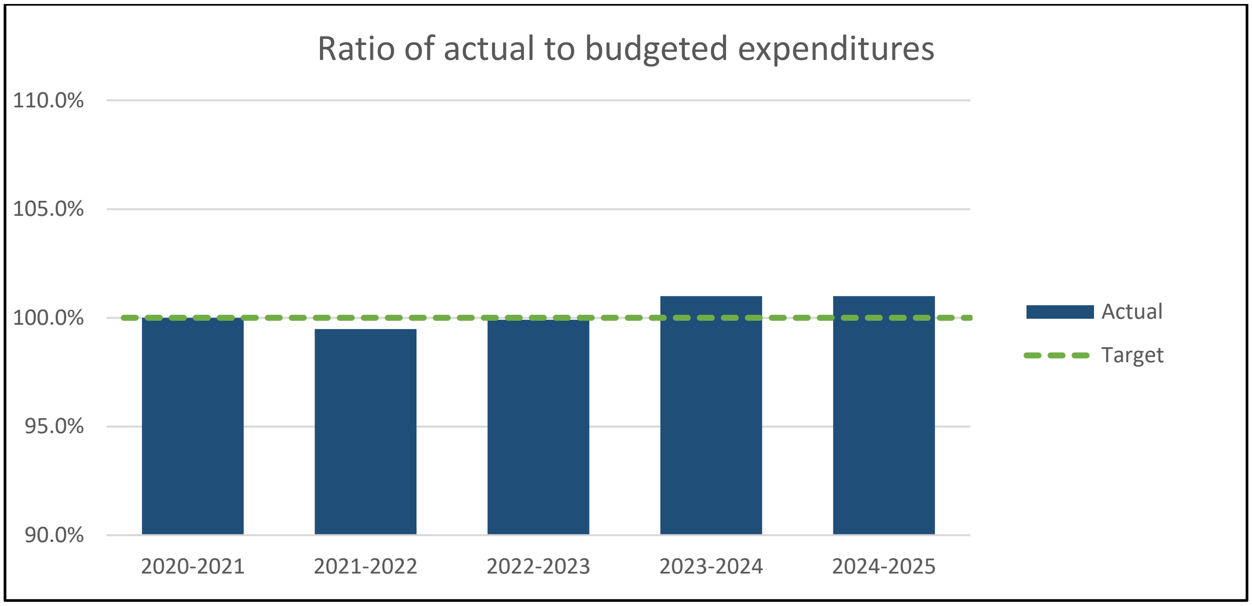
Behaviour-Based Safety Observation Checklist: A new behaviour-based safety observation checklist was introduced and is now completed monthly by supervisors. This proactive approach supports a culture of continuous improvement and safety accountability across all worksites.

Performance measure
Ratio of actual to budgeted ordinary expenditures

Objective of the measure
Eliminate deficits and reduce debt

Measure
Ratio of actual to budgeted ordinary expenditures

Description of measure
This measure focuses on controlling and managing expenditures to meet the Department's fiscal year budget.



Overall performance
The ratio of actual to budgeted ordinary expenditures for the Department was 101.0%. The target was not achieved, as in this case an actual result equal to or lesser than the target is desired.

RATIO OF ACTUAL TO BUDGETED EXPENDITURES	
TARGET: ≤100.0%	
2020-2021	100.0%
2021-2022	99.0%
2022-2023	99.9%
2023-2024	101.0%
2024–2025	101.0%

Why do we measure this?

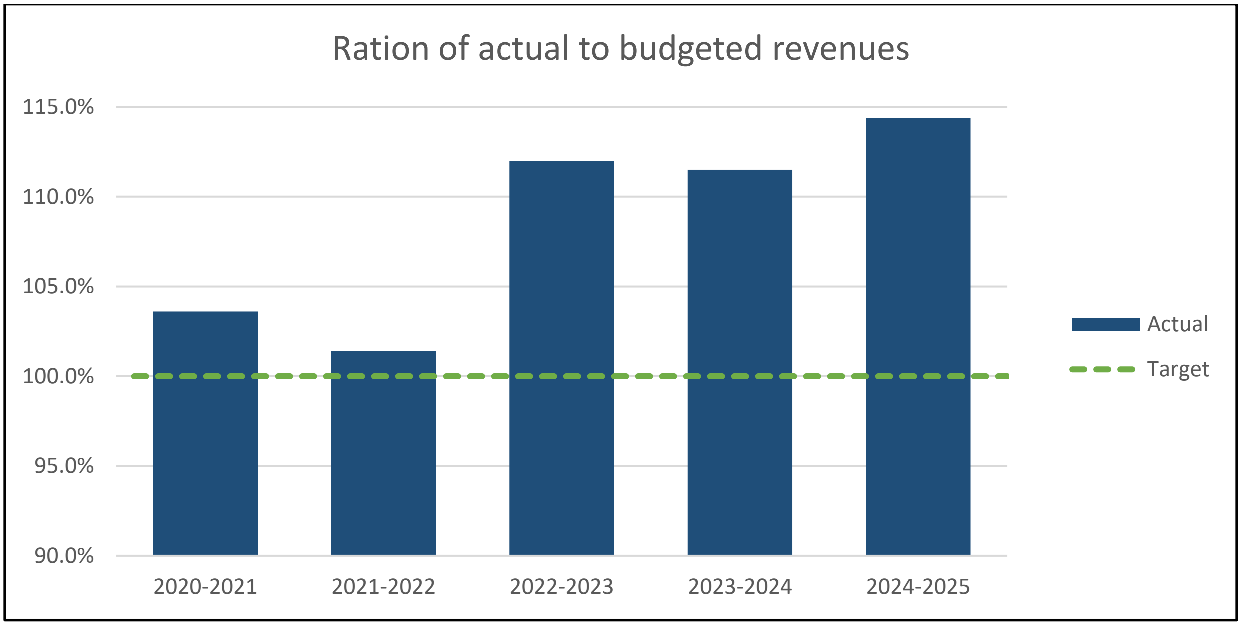
This indicator measures the ability of the Department to manage its overall expenses to meet its budget. The Department must ensure that expenses are managed in accordance with the budget and be prepared to take corrective action if expenses are projected to be over-budget during the year.

Performance measure
Ratio of actual to budgeted ordinary revenues

Objective of the measure
Eliminate deficits and reduce debt

Measure
Ratio of actual to budgeted ordinary revenues

Description of measure
The measure compares actual revenue to the budgeted revenue to help the Department focus on maximizing revenue.



Overall Performance
The ratio of actual to budgeted ordinary revenues for the Department was 114.0%[4]. The target was achieved, as in this case an actual result equal to or greater than the target is desired.

Why do we measure this?
This measure helps the Department maintain awareness of revenue-generating opportunities. Revenue is very important to GNB's fiscal picture. Major sources of revenue for the Department are obtained from land rentals and the sale of special permits for the movement of oversize and/or overweight loads on provincial highways. Increased revenue helps to offset GNB's deficit.

What took place during the 2024-2025 fiscal year to achieve this outcome?
Actual revenues exceeded the Department's target budget due to increases across several revenue streams.

[4] The Department's expenditures are divided into two categories: ordinary and capital. The measure featured in this report focuses on strategic improvement efforts to ordinary budgeted expenditures, which represent expenditures for day-to-day operating costs of government programs.

Overview

The **Radio Communications Branch** provides technology solutions including voice communications systems through several networks (including the New Brunswick Trunked Mobile Radio (NBTMR) system that include the majority of GNB's departments and agencies, as well as municipal, federal and volunteer users and the Royal Canadian Mounted Police. The Branch administers the contract for the NBTMR system which is the province's mission critical radio public safety communications system with over 15,000 users and which forms a large public safety radio network that serves the Atlantic provinces.

The Provincial Mobile Communications Center (PMCC) provides dispatch services to a large number of GNB departments including support and worker safety services to the enforcement and commercial vehicle branches of the Department of Justice and Public Safety using a series of complex technological tools. The PMCC also updates and coordinates NB511 notifications while providing a number of administrative services to all of government.

The Branch has added an emergency response program and provides emergency communications response support during various types of weather-related events such as hurricanes, floods and wildfires as well emergency events such as search and rescue operations, hazmat, mass casualty and other similar events.

The Branch also administers and maintains the GPS Automatic Vehicle Location system used in the government fleet of vehicles and has recently established the Transportation Information Centre (TIC), a call centre where the public can request transportation and road related repair requests.

FINANCIAL INFORMATION

Statement of revenue & recoveries (in thousands of dollars)

ORDINARY REVENUE	2024-2025 MAIN ESTIMATES	2024-2025 ACTUAL	VARIANCE OVER/ (UNDER)
Return on Investment	5.0	6.1	1.1
Licenses and Permits	1,715.0	2,150.0	435.0
Sales of Goods and Services	4,768.0	4,897.9	129.9
Fines and Penalties	30.0	47.0	17.0
Miscellaneous	251.0	645.9	394.9
Total - Ordinary Revenue	6,769.0	7,746.9	977.9

CAPITAL RECOVERIES	2024-2025 MAIN ESTIMATES	2024-2025 ACTUAL	VARIANCE OVER/ (UNDER)
Capital Recoveries - Own Source	3,100.0	8,985.0	5,885.0
Capital Recoveries – Canada	23,620.0	16,310.4	(7,309.6)
Total – Capital Recoveries	26,720.0	25,295.4	(1,424.6)

LAND MANAGEMENT FUND	2024-2025 MAIN ESTIMATES	2024-2025 ACTUAL	VARIANCE OVER/ (UNDER)
Own Source Revenue	30.0	315.3	285.3
Capital Recoveries – Own Source	620.0	1,621.9	1,001.9
Total – Land Management Fund	650.0	1,937.2	1,287.2

Expenditure by program (in thousands of dollars)

ORDINARY PROGRAM	2024-2025 MAIN ESTIMATES	APPROPRIATION TRANSFERS	2024-2025 BUDGET	2024-2025 ACTUAL	VARIANCE OVER/ (UNDER)
Administration	22,454.0	727.7	23,181.7	22,891.6	(290.1)
Policy and Legislative Affairs, Strategic Partnerships and Trade Corridors	1,605.0	20.4	1,625.4	1,807.2	181.8
Maintenance	109,739.0	3,227.2	112,966.2	114,682.6	1,716.4
Winter Maintenance	77,840.0	34,108.1	111,948.1	111,937.2	(10.9)
Bridge & Highway Construction	3,425.0	261.9	3,686.9	4,064.8	377.9
Buildings Group	153,255.0	157.1	153,412.1	156,288.7	2,876.6
New Brunswick Highway Corporation	28,148.0	0.0	28,148.0	28,708.7	560.7
Total – Gross Ordinary	396,466.0	38,502.4	434,968.4	440,380.8	5,412.4

CAPITAL PROGRAM	2024-2025 MAIN ESTIMATES	2024-2025 ACTUAL	VARIANCE OVER/ (UNDER)
Bridges	92,920.0	76,987.5	(15,932.5)
Highways	327,775.0	356,557.4	28,782.4
Provincial-Municipal Highway Program	25,000.0	22,669.2	(2,330.8)
Federal-Provincial Cost-Shared Program	59,288.0	47,385.5	(11,902.5)
Public Works and Infrastructure	441,696.0	339,380.6	(102,315.4)
Vehicle Management Agency	30,000.0	31,228.0	1,228.0
Total	976,679.0	874,208.2	(102,470.8)

SPECIAL PURPOSE ACCOUNT	2024-2025 MAIN ESTIMATES	2024-2025 ACTUAL	VARIANCE OVER/ (UNDER)
Government House	140.0	(42.1)	(182.1)
Land Management Fund	1,800.0	1,666.4	(133.6)
Total-Special Purpose Account	1,940.0	1,624.3	(315.7)

VEHICLE MANAGEMENT AGENCY	2024-2025 MAIN ESTIMATES	2024-2025 ACTUAL	VARIANCE OVER/ (UNDER)
REVENUE			
Chargebacks	107,600.0	107,522.0	(78.0)
Revenue from Sales of Vehicles and Equipment	800.0	1,132.6	332.6
Total Revenue	108,400.0	108,654.6	254.6
EXPENDITURE			
Operating expenditures	108,400.0	119,806.5	11,406.5
Capital Account Expenditures	30,000.0	31,228.0	1,228.0
Total Expenditures	138,400.0	151,034.5	12,634.5

SUMMARY OF STAFFING ACTIVITY

Pursuant to section 4 of the *Civil Service Act*, the Secretary to Treasury Board delegates staffing to each Deputy Head for their respective department(s). Please find below a summary of the staffing activity for the calendar years of 2023 and 2024 for the Department of Transportation and Infrastructure.

NUMBER OF PERMANENT AND TEMPORARY EMPLOYEES AS OF DEC. 31 OF EACH YEAR		
EMPLOYEE TYPE	**2024**	**2023**
Permanent	1,622	1,585
Temporary	149	106
TOTAL	1,771	1,691

The Department advertised 232 competitions, including 156 open (public) competitions and 107 closed (internal) competitions.

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

APPOINTMENT TYPE	APPOINTMENT DESCRIPTION	SECTION OF THE *CIVIL SERVICE ACT*	NUMBER
Specialized Professional, Scientific or Technical	An appointment may be made without competition when a position requires: • a high degree of expertise and training, • a high degree of technical skill, and • recognized experts in their field.	15(1)	11
Equal Employment Opportunity Program	Provides Indigenous peoples, persons with disabilities and members of a visible minority group with equal access to employment, training and advancement opportunities.	16(1)(a)	1
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)	36

APPOINTMENT TYPE	APPOINTMENT DESCRIPTION	SECTION OF THE *CIVIL SERVICE ACT*	NUMBER
Lateral transfer	The GNB transfer process facilitates the transfer of employees from within Part 1, 2 (school districts) and 3 (hospital authorities) of the Public Service.	16(1) or 16(1)(c)	51
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)	54
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)	2

Pursuant to section 33 of the *Civil Service Act*, no complaints alleging favouritism were made to the Deputy Head of the Department of Transportation and Infrastructure and no complaints were submitted to the Ombud.

SUMMARY OF LEGISLATION AND LEGISLATIVE ACTIVITY

No legislative or regulatory changes were undertaken by the Department in 2024-2025.

Statutes under the jurisdiction of the Minister of Transportation and Infrastructure and administered by the Department of Transportation and Infrastructure can be found at: https://laws.gnb.ca/en/bycategory/cs?categoryId=departmentId&itemId=transportation.

SUMMARY OF OFFICIAL LANGUAGES ACTIVITIES

Introduction

The Department of Transportation and Infrastructure developed an action plan that included strategic means for each of the four strategic objectives found in Implementation Plan 2024-2031.

Strategic Objective 1

Ensure high quality, equal bilingual services to all New Brunswickers:

- Measures were taken to ensure adequate bilingual staffing in all service points to provide immediate support in either language.

- Clear signage and communication tools are provided to help the public identify available bilingual services.

- Bilingual websites, online forms, and self-service platforms continued to be maintained to ensure equal access to information and services.

- Multiple avenues for service in both languages, including phone, email, in-person, and virtual options, were provided to accommodate all members of the public.

Strategic Objective 2

Provincial government employees are able to work and pursue a career in the official language of their choice:

- The Department continues to promote bilingual communication in meetings, emails, and internal documents to ensure all employees can operate comfortably in their language of choice.

- Leaders conduct regular performance reviews in our employee's language of choice and encourage employee feedback to identify areas for improvement in language use and accessibility.

- Leaders continue to support bilingual practices within their teams.

Strategic Objective 3

New Brunswickers understand the socio-economic benefits of bilingualism through improved and effective communication and better support.

- The Department gathered information to inform the section of the Department's annual report dedicated to Official Languages.

- Human Resource Services and senior leaders confirmed team linguistic capacity needs on a regular basis.

- Linguistic profiles and linguistic teams were reviewed and updated at the time of any new hire to ensure linguistic requirements were met.

- New employees were asked to complete the Language of Service and Language of Work e-learning modules through the onboarding process.

- The Department continues to ensure program and policy development considers the needs of both English and French-speaking communities and ensures accessibility in both Official Languages.

Strategic Objective 4

Positive measures are implemented to promote the development of both official linguistic communities:

- Promoted the Official Languages Secretariat in the September 2024 Newsletter – and provided direct links to the mandatory e-learning modules, Language of Work and Language of Service.

- Baseline data for the current percentage of completion rates for the e-learning modules were tracked and will continue to be tracked for all employees.

Conclusion

The Department continued to heighten employees' awareness of the responsibilities of the *Official Languages Act* in day-to-day work, and in the quality of programs and services provided to the public.

SUMMARY OF RECOMMENDATIONS FROM THE OFFICE OF THE AUDITOR GENERAL

Section 1

No recommendations to report from the Office of the Auditor General for the current reporting year.

REPORT ON THE *PUBLIC INTEREST DISCLOSURE ACT*

As provided under subsection 18(1) of the *Public Interest Disclosure Act*, the chief executive shall prepare a report of any disclosures of wrongdoing that have been made to a supervisor or designated officer of the portion of the public service for which the chief executive officer is responsible. The Department of Transportation and Infrastructure received no disclosure of wrongdoing in the 2024-2025 fiscal year.

APPENDIX A

Highway conditions are very important to motorists in New Brunswick. The Department has established targets for the percentage of highways in good and fair condition for each highway type. In order to maintain highways at an acceptable condition, the Department uses asset management principles to determine which highways should be treated, and when, in order to reduce the highway's total cost over its lifecycle.