

PROVINCE OF
BRITISH COLUMBIA

2013/14 STRATEGIC PLAN





Government's Core Values

- * *Integrity: to make decisions in a manner that is consistent, professional, fair, transparent and balanced;*
- * *Fiscal Responsibility: to implement affordable public policies;*
- * *Accountability: to enhance efficiency, effectiveness and the credibility of government;*
- * *Respect: to treat all citizens equitably, compassionately and respectfully; and*
- * *Choice: to afford citizens the opportunity to exercise self-determination.*

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Letter from the Premier



It is a pleasure to present this report on our government's performance in 2013/14 – a year that marked a turning point for the province of British Columbia. In May, after winning a strong mandate from the public, we re-introduced Balanced Budget 2013, delivering on our promise to control spending, find efficiencies in government and provide a platform for stronger investment and job growth. The balanced budget – B.C.'s first since the global recession of 2009 – was delivered on target and included a surplus, even as many other governments continued running deficits.

To help keep the budget balanced, in July we launched a core review of all departments of government to ensure that resources were being used effectively and that the interests of taxpayers were paramount in how government programs were funded and delivered. Among the changes that resulted, the work of the Pacific Carbon Trust and the Provincial Capital Commission will transition into government – delivering annual savings of about \$6.6 million. The core review will continue in 2014/15, with total savings expected to reach \$50 million.

Along with reducing unnecessary spending, during the fiscal year we redoubled our efforts to stimulate growth in jobs and investment. In September, I met with Canadian business and community leaders on labour-market and skills-training initiatives. I also met with U.S. officials to promote B.C. liquefied natural gas (LNG) as a clean energy solution. Our plans to develop an LNG industry are moving forward quickly and already represent the largest private-sector investment in B.C.'s history. The opportunity before us will re-shape the energy future of both British Columbia and Canada.

In November, business owners, First Nations leaders, municipal officials and trade union members joined me on a 13-day trade mission to China, Korea and Japan to deepen our relationships in those key Asian markets. We also made history, becoming the first foreign government to issue bonds on the Chinese Renminbi (CNH) market, opening doors to new investors and further raising British Columbia's profile in the Asia Pacific. The issue not only raised more than \$400 million to support public services here at home, but also added an important new dimension to Canada-China relations.

By December, as work continued to strengthen our economy, the government had reached tentative contract agreements covering a quarter of the B.C. public service – adding to the climate of stability and certainty that helps to attract new investment. We are also moving forward with our long-standing commitment to eliminate unnecessary regulation. In January, we were the only province to earn an "A" in the annual report card from the Canadian Federation of Independent Business, which grades provinces' efforts to cut red tape.

Our second consecutive balanced budget followed in February and bond rating agencies reaffirmed our Triple-A credit rating. In March, the final month of the 2013/14 fiscal year, B.C.'s unemployment rate fell to 5.8 per cent – the lowest rate recorded since the global financial recession. The number of full-time jobs increased by 10,300; part-time employment grew by 8,000; and B.C.'s unemployment level was well below the national rate of 6.9 per cent.

Like any single month's statistics, these numbers are only a snapshot, showing where we are at a certain point in time. Still, they are encouraging and part of the foundation we continue to build for families and communities in every part of our province. That is why our government is so sharply focused on attracting investment and supporting job growth – so families can get ahead, young people can plan their futures and government can afford to continue investing in high-quality health care, education and social services.

With a balanced budget, we are also able to extend new support programs and services to seniors, people with disabilities and families raising children. These include a new Early Childhood Tax Benefit, an Early Years Office to improve access to child development services and a \$1,200 BC Training and Education Savings Grant to help parents save for their children's post-secondary schooling. We are also investing over \$5 million in a comprehensive plan to prevent and respond to domestic violence and moving forward with strategies to overcome bullying and hate crimes.

As we work to build a stronger future, we are also addressing a dark chapter in our past – the mistreatment of our Chinese community. We cannot re-write history but we can acknowledge historical wrongs, apologize and learn from them. To that end, we carried out a three-month consultation process in 2013/14 to help ensure that our apology will set the stage for meaningful and real reconciliation with our history.

We believe a rich multicultural society helps to nurture acceptance, understanding and mutual respect – values that unite us as British Columbians. And we will continue working in the years ahead to build on the strengths of our people and communities – attracting investment, generating jobs, building stronger social programs and delivering on our commitment to ensure a strong tomorrow for generations to come.

A handwritten signature in black ink that reads "Christy Clark". The signature is written in a cursive, flowing style.

Honourable Christy Clark
Premier of British Columbia



Strong Economy

Job Creation and Investment

Since day one, the current B.C. government has focused on building a stronger economy, recognizing that jobs and investment are the keys to a future of opportunity and prosperity. British Columbians are among the best-educated, most talented people in the world and we are committed to ensuring that they are first-in-line for the million job openings expected in the next decade.

The Province's overall economic picture remained strong in 2013/14. Small business confidence was the highest in the country; the government continued to receive top marks from the business community for cutting red tape; and in February 2014, we introduced our second consecutive balanced budget – setting the stage for further growth, investment and job creation.

Canada Starts Here: The BC Jobs Plan

While many other jurisdictions struggled to grow their economies, B.C. was guided by a comprehensive **Jobs Plan**, built around our natural, strategic and financial advantages – including balanced books and a Triple-A credit rating. **Canada Starts Here: The BC Jobs Plan** is founded on three pillars:

1. Working with employers and communities to enable job creation across British Columbia.
2. Strengthening our infrastructure to get our goods to market.
3. Expanding markets for B.C. products, particularly in Asia.

Since its introduction in September 2011, **the Jobs Plan** has served as a centrepiece for government initiatives, helping to attract billions of dollars in new investment and ensuring that our policies, programs and actions are aligned to support this critical priority.

Two ministries have led responsibility for **Jobs Plan** implementation:

- ▶ Jobs, Tourism and Skills Training works to open markets, attract new investment and develop B.C.'s regions and key industries to their full potential.
- ▶ International Trade and Asia Pacific Strategy – newly created in June 2013 – works to accelerate and diversify export-market development, focusing on countries in the Asia Pacific generally and India in particular.

To make the most of the Province's advantages, **the BC Jobs Plan** focuses on eight areas in the natural resource, knowledge-based and infrastructure sectors, targeting each with specific measures, strategies and targets for growth.



Natural Resource Sectors

British Columbia was built on the strength of our natural resources and, with the growth of a new middle-class in markets such as India and China, demand for our resources has never been greater. In particular, LNG—liquefied natural gas—has incredible potential to power growing Asian economies in a cleaner, safer way while delivering jobs, education and skills development opportunities here at home.



Natural Gas and LNG

In 2013/14, the government moved forward with *the BC Jobs Plan* LNG strategy, capturing the interest of global investors who have now come forward with a range of proposals, representing the largest private-sector investment in the province's history. Key achievements included:

- ▶ Signing sole-proponent agreements with two international gas companies—Aurora LNG and Woodside—to explore the feasibility of developing LNG export facilities on two separate parcels of land at Grassy Point, near Prince Rupert.
- ▶ Consulting with industry on emissions requirements, taxation, workforce needs and First Nations land issues.
- ▶ Working with First Nations to ensure they have the possibility to benefit from this generational opportunity.
- ▶ Working with the Ministry of Environment to ensure that LNG facilities in B.C. are the cleanest in the world.
- ▶ Creating a new roundtable of representatives from communities, industry, labour, First Nations and the environmental sector to provide guidance on how to balance environmental protection with economic development. Chaired by Peace River South MLA Mike Bernier, the roundtable will meet every three to four months. Summaries of discussions will be posted on the Ministry of Environment website.
- ▶ Consulting with education institutions, the business community, and private-sector labour unions on skills training to ensure British Columbians have the skills they need and are first-in-line for job opportunities that will flow from the investment in LNG and related infrastructure.
- ▶ Introducing a Buy BC initiative to match B.C. businesses, large and small, with LNG investors and projects so that B.C. companies can be a strategic part of the LNG supply chain.

By year's end 10 LNG project proposals were being developed, and many of the companies behind them were already investing in B.C.'s natural-gas sector, boosting local economies.

LNG was also the focus of the Premier's tour of Canada and the U.S. in September, and featured strongly in meetings with government and business leaders in China, Korea and Japan as part of the Premier's November trade mission to Asia.

Forestry

B.C.'s forests are among our greatest assets, covering 55 million hectares of public land. Along with enriching our quality of life, the forests makes significant contributions to our economy.

Our work in this area is guided by *the BC Jobs Plan Forest Sector Strategy*, which was developed in response to a working roundtable consultation process. The strategy has six priorities:

- ▶ A commitment to using wood first.
- ▶ Growing trees, sequestering carbon and ensuring land is available from which to derive a range of forest products.
- ▶ Creating a globally competitive, market-based operating climate.
- ▶ Embracing innovation and diversification.
- ▶ Supporting prosperous rural forest economies.
- ▶ First Nations becoming partners in forestry.

Building on the strategy, in June 2013, Premier Christy Clark committed to co-sponsoring annual trade missions to Asia with leading representatives of B.C.'s forest industry. The Minister of Forests, Lands and Natural Resource Operations led a delegation of senior executives from forest companies and associations to Japan and China—B.C.'s two largest offshore wood-products markets—in October. That same month saw B.C. break a new record for softwood lumber exports to China and, by the end of November 2013, forest product exports to all markets had increased by 13 per cent over 2012.

Other key achievements included:

- ▶ Examining the role and effectiveness of BC Timber Sales and bringing forward recommendations for improvement.
- ▶ Consulting with communities on area-based tenures to mitigate the economic and environmental impacts of the mountain pine beetle.
- ▶ Monitoring and assisting with softwood lumber treaty agreement discussions leading up to renegotiation in 2015.
- ▶ Developing a plan for the \$10 million in additional silviculture funding for reforestation, beginning in 2015/16.
- ▶ Working with the forest industry to develop research opportunities for cellulose filament; this highly innovative biomaterial is expected to have an immediate impact on Canada's forest industry due to its capacity to be integrated into other materials and to its high strength, light weight and flexibility.

The government also advanced its commitment to support First Nations as partners in forestry. In March 2014, the Province signed an agreement with the Council of the Haida Nation fulfilling a major component of the historic 2009 “Kunst’ aa Guu–Kunst’aayah” Reconciliation Protocol. The agreement sets the stage for a First Nations Woodland Licence with a proposed allowable annual cut of more than 134,000 cubic metres.

The Forest Tenure Agreement with the Haida is the seventh of its kind since the concept was introduced in 2011. First Nation Woodland Licences provide exclusive rights to harvest timber and the right to manage other forest resources within the licence area. First Nation communities and the Province continue to develop these opportunities, with the potential for up to 10 more First Nation Woodland Licences to be issued in 2014/15.

Mining

B.C.’s mining sector is a key economic driver: in 2012, the value of commodities produced by B.C. mines was approximately \$8.3 billion and exploration spending hit record highs. More than 30,000 people work in mining and related sectors, directly and indirectly.

With continuing demand for B.C. products, *the BC Jobs Plan* sets aggressive goals for our mining sector including eight new mines and nine mine expansions by 2015, and a 60-day turnaround for Notice of Work permitting.

Government has made substantial progress towards these goals with:

- ▶ Three new mines in operation since 2011 (Copper Mountain, New Afton and Mt. Milligan) creating 1,195 jobs.
- ▶ Three more scheduled to open in 2014 (Yellow Giant, Red Chris and Roman) creating another 815 jobs.
- ▶ Three more mines permitted (Bonanza Ledge, Treasure Mountain, Quintette).
- ▶ Seven major expansions of existing mines completed, supporting 3,000 existing jobs and creating 300 new jobs.

By year’s end, more than 30 major mines and expansions were moving through the environmental assessment and permitting process. The turnaround time for Notice of Work permitting fell from an average of 110 days to 55 days.

To support further growth and development, the government reasserted its commitment to advancing the “one project, one process” initiative, providing more certainty for investors ensuring adherence to our rigorous environmental standards. We also extended the \$10-million B.C. mining flow-through share tax credit program for 2014 to support mining exploration investment. The credit helps junior exploration companies attract investment and continue making important resource discoveries in the province.

Other key achievements included:

- ▶ Working with the Ministry of Aboriginal Relations and Reconciliation to continue signing mineral tax-sharing agreements with First Nations to provide First Nations the opportunity to participate in the economy, while giving industry the certainty to invest.
- ▶ Continuing to develop the Site C dam project and support it through the environmental assessment review process.
- ▶ Nearing completion on the Northwest Transmission Line.

- ▶ Continuing to find efficiencies at BC Hydro.
- ▶ Minimizing BC Hydro rate increases.
- ▶ Working with the clean-energy sector to ensure it has significant opportunities to provide power to British Columbia.
- ▶ Working with First Nations to ensure they have the opportunity to benefit from the First Nations Clean Energy Business Fund.



AgriFoods

The agriculture industry puts food on our tables. It also plays a big part in generating jobs, stimulating investment and encouraging growth and stability in communities across B.C. Despite global fiscal pressures and intense competition from other jurisdictions, our strategy to grow the agrifoods sector is working.

Revenues topped \$11 billion in 2012 and we are on target to achieve our goal of a \$14 billion-a-year industry by 2017.

B.C. foods are in demand locally and around the world because they are trusted sources of nutrition that can be served with confidence. We built on that advantage in 2013/14, establishing a new Centre of Excellence in Agriculture at the University of the Fraser Valley, including venues for agriculture teaching and innovation. We also introduced a new ***Animal Health Act*** that addresses the realities of increasing global travel and trade. It enables modern animal-disease management practices to help keep B.C. livestock – and our agrifood sector – healthy.

Exports are critical to keeping the momentum going. B.C. food products are sold in more than 130 countries, with annual sales valued at \$2.5 billion. We've set records for agrifood exports to China in each of the last four years and we're pursuing similar opportunities in other Asian and European countries, while continuing to look at increasing exports to the United States.

BC's new Water Sustainability Act

was introduced in the Legislature in March 2014, delivering on government's commitments to modernize B.C.'s water laws, regulate groundwater use, and strengthen provincial water management in light of growing demands for water and a changing climate. Water is our most precious resource and the new legislation will ensure that our supply of fresh, clean water is sustainable – to meet our needs today and for generations to come.

The new legislation was prepared after extensive public engagement spanning four years. We met with British Columbians from across the province and received thousands of comments, ideas and recommendations. This input was considered in writing the Act and will continue to guide us as we develop supporting regulations.

To help ensure we have the land we need for growing food, the Province announced a series of improvements to the Agricultural Land Commission (ALC) during the year. The changes will help farmers and farm families get ahead by:

- ▶ Recognizing regional differences.
- ▶ Strengthening regional decision making.
- ▶ Enhancing the ALC's service to the public.

The ALC will remain a fully independent tribunal and decision-maker and continue to make final decisions on specific land uses within the Agricultural Land Reserve.

To encourage the development of new agrifood products and practices, in February, the governments of B.C. and Canada put an additional \$10.4 million into the Canada-B.C. Agri-Innovation Program – building on a \$3-million commitment announced in 2013. Nineteen projects shared more than \$1.8 million in 2013/14 in areas including:

- ▶ Transforming agricultural waste into value-added products.
- ▶ Testing a rubber-bearing plant variety.
- ▶ Developing new food and beverage products, as well as plant propagation and bio-control measures.

The B.C. and federal governments also announced a new, \$4.3-million B.C. Agrifoods Export Program during the fiscal year. It provides matching funds to support industry participation at international tradeshows and to develop marketing materials for international audiences.

Other key achievements for the fiscal year included:

- ▶ Implementing a new meat inspection program.
- ▶ Working with industry to develop and promote the "Certified BC Beef" brand
- ▶ Planning for a new long-term, sustainable tree-fruit replanting program.
- ▶ Working with the Ministry of Finance to implement the tax credit for farmers' food bank donations.
- ▶ Working with Intergovernmental Relations to break down interprovincial trade barriers on B.C. wine and create new markets for B.C. vintners.
- ▶ Continuing to implement the actions in *BC Agrifoods, a Plan for Growth* to increase the industry's value to \$14 billion a year by 2017.

Knowledge-Based Sectors

Technology, Clean Tech and Green Economy

B.C.'s technology sector is one of the top contributors to the provincial economy, providing 84,000 jobs for British Columbians and generating revenues of \$18 billion a year. Underlining our commitment to *the BC Jobs Plan Technology Strategy*, in June 2013 the government created a new ministry focused on technology and innovation, with a mandate to work with the BC Innovation Council to make sure government does everything it can to move the industry ahead.

Since the strategy's inception:

- ▶ The BC Innovation Council (BCIC) has launched the BC Acceleration Network, a network of 12 regional partners who facilitate the ongoing development of regional innovation networks and deliver the BC Venture Acceleration Program province-wide.
- ▶ The Network has engaged 242 companies across the province, assisting them to add 628 new full-time jobs, generate more than \$14.5 million in revenue and attract over \$53.6 million in new investment to British Columbia.
- ▶ BCIC continues to offer mentorship programs to help launch and grow new, sustainable technology companies.
- ▶ The BC Innovator Skills Initiative is designed to cultivate future technology entrepreneurs and innovators, with the goal of creating quality jobs in B.C. The program matches post-secondary students with entrepreneur-driven technology companies to provide technology skills training and practical experience in innovation, business, commercialization and entrepreneurship.
- ▶ In August 2013, the three-year International Post Graduate Pilot Project was confirmed as a permanent category of the Provincial Nominee Program (PNP). Approximately 750 international post-graduates have been nominated since 2010.

These initiatives support the development of innovative clean technology companies, consistent with our government's vision for growing our Green Economy. The sector is growing with new businesses emerging, revenues increasing, and workers earning higher wages and salaries than ever before. Specifically:

- ▶ The GDP of British Columbia's high tech sector climbed 3.4 per cent in 2012, the third consecutive year of growth.
- ▶ Revenues increased by a similar percentage, to \$23.2 billion.
- ▶ Combined wages and salaries rose 7.7 per cent in 2012, to almost \$6.3 billion, the highest level ever recorded.
- ▶ An additional 253 net new businesses emerged in 2012, a growth of 2.9 per cent over the previous year. In total, there are now more than 9,000 high tech businesses with employees in the province.
- ▶ The value of B.C.'s high tech goods exports jumped 10.5 per cent to just under \$1 billion in 2012, the largest increase since the global economic downturn.



British Columbia has been among the top provincial performers in terms of growth in high tech revenues over the last decade. Adding to that success, in January 2013, Simon Fraser University and the Indian Oil Corporation – one of the world’s largest companies – signed an agreement to collaborate on hydrogen and fuel cell technology research.

In February, a delegation of B.C. life sciences companies and organizations spent a week in India during Bangalore India Bio, India’s key biotechnology event. These are just the latest results from the ongoing expansion of British Columbia’s trade and investment network in India.

B.C. has enjoyed an influx of technology investment and growth. We are home to Hootsuite, Ballard Power Systems and MDA, and high-profile international companies like Microsoft, Twitter and Sony Imageworks have decided to set up major presences in B.C.

Our province is emerging as a global centre of excellence for technology and innovation.

Tourism

Tourism is a vital part of our vision for a strong economy. In 2012, the industry generated \$13.5 billion in revenue, an increase of 2.5 per cent from 2011 and a 43 per cent increase from 2001. The industry also contributed \$7.1 billion in GDP and \$3.2 billion in export revenues.

Over 127,000 workers are employed in the sector, translating to roughly one out of every 15 people employed in the province, and they earn around \$4.3 billion in salaries and wages.

Government’s five-year tourism strategy, *Gaining the Edge*, set the plan for 2012–2016 with targeted action in four key areas: leadership through partnership and coordination, focused marketing, a world-class visitor experience, and removing barriers to sustainability and competitiveness. Achievements in 2013/14 included the following:

- ▶ Destination BC, an industry-led, formula-funded provincial destination marketing organization was launched on April 1, 2013. It focuses on marketing B.C. to travellers, both domestically and internationally.
- ▶ Destination BC established a Tourism Marketing Committee, with representatives nominated by B.C.’s six regional destination-marketing organizations on July 31, 2013. The committee will support provincial marketing strategies and recommend approaches to better align regional and provincial marketing activities.
- ▶ The Province introduced reforms to antiquated liquor laws, reflecting current lifestyles, encouraging business and economic growth while continuing to safeguard health and public safety.
- ▶ To further strengthen our film industry, which showcases B.C. locations around the world, the government delivered on commitments including increased tax credits for post-production and expansion of the Distant Location Regional Tax Credit to include the Capital Regional District.
- ▶ The Province invested approximately \$6 million in 14 resort-oriented municipalities throughout B.C. to support and promote local tourism economies. The Resort Municipality Initiative (RMI) has invested over \$72.5 million since 2007 to assist in maintaining and growing a robust regional tourism economy.

The government also worked with Destination BC to facilitate the further development of “The Next Phase: A Five-Year Strategy for Aboriginal Cultural Tourism in B.C.” The strategy was created by the Aboriginal Tourism Association of B.C.



Transportation and Infrastructure

Transportation and infrastructure are fundamental to *the BC Jobs Plan*, directly supporting the central pillar of getting our goods to market. They also underpin every aspect of our daily lives, from getting the kids to school in the morning to fueling new investment and job creation.

Work in this area is guided by the government’s *Pacific Gateway Transportation Strategy 2012–2020: Moving Goods and People*. The strategy targets \$25 billion in new public and private sector investment in transportation infrastructure to meet rising Asian demand for B.C.’s and Canada’s products—beyond the \$22 billion the Province has already committed since 2005. This investment is expected to translate into 17,000 additional jobs by 2020.

During 2013/14, we achieved a number of important milestones, including:

- ▶ Opening B.C.’s newest highway—the South Fraser Perimeter Road (SFPR)—to support a stronger economy and make travel through the region quicker and easier. Travel time between Highway 1 and the Tsawwassen ferry terminal is less than 30 minutes on the SFPR, compared with an average of 60 minutes using Highway 10.
- ▶ The SFPR will lead to 7,000 long-term jobs in Delta and Surrey through improved industrial development opportunities along the corridor. More than 4,000 jobs were created during construction.
- ▶ Announcing the start of Evergreen Line tunnel construction.
- ▶ Introducing legislation that places greater authority for TransLink in the hands of the Metro Vancouver Mayors’ Council and lays the groundwork for a public, region-wide transportation funding referendum.
- ▶ Working with the federal government, unions and the Port of Vancouver to resolve the truckers’ dispute that affected the movement of goods for several days in March 2014.

The Evergreen Line is the largest transit project underway in Metro Vancouver, linking Burnaby, Port Moody and Coquitlam—creating 8,000 jobs while giving families and communities a reliable, affordable and convenient public transportation choice. The line will carry 70,000 passengers and remove 40,000 cars from the road every day by 2021.

- ▶ Continuing consultation and planning to replace the George Massey Tunnel – one of the province’s worst traffic bottlenecks – with a new bridge.
- ▶ Continuing to four-lane more sections of the Trans-Canada Highway between Kamloops and the Alberta border, improving the flow of both people and goods while increasing safety.
- ▶ Supporting economic growth by increasing capacity along Highway 97 as part of the Cariboo Connector Program and on the Trans-Canada Highway through the Kicking Horse Canyon Project.
- ▶ Starting work on a detailed Vancouver Island Transportation Strategy that will cover land, rail, air and sea. Public engagement will be a key component as we set priorities and develop new projects for consideration. The strategy, part of the 10-year transportation plan that is being developed, includes an additional \$15-million investment in the Malahat Highway, announced in October 2013.
- ▶ Supporting trade and job creation in our mining, forestry, tourism and other industries. From 2014 to 2016/17, the provincial government will be investing over \$300 million for transportation improvements in the North.
- ▶ Committing \$15 million to the Prince Rupert Road Rail Utility Corridor, a project that provides foundational infrastructure in support of LNG and other bulk terminal development on Ridley Island. This investment attracted \$75 million more from the federal government, CN and the Prince Rupert Port Authority, helping to boost the regional and provincial economies.
- ▶ Launching a Rural Highway Safety and Speed Review to examine ways to prevent wildlife collisions, safely manage trucks and other slower vehicles, and otherwise improve the safety and efficiency of our rural highways.
- ▶ Working with BC Ferries to implement our vision of an affordable, efficient and sustainable ferry service to coastal communities. This included a second public engagement process announced in November 2013. Changes to the ferry service will help keep it sustainable while minimizing the rate of future fare increases.
- ▶ Continuing the Crown agency review at the Insurance Corporation of BC to ensure it returns to a solid financial footing.

Education and Skills Training

The Skills and Training Plan, developed with *the Jobs Plan*, is guiding and focusing government’s work in this important area. Of the one million job openings ahead, most will require specialized training beyond grade 12 and nearly half – 43% – will require trades and technical training.

To make sure students are prepared for this reality, we are moving forward with the BC Education Plan, which includes providing teachers with performance assessments and enhancing the curriculum. Key achievements include:

- ▶ Working with the Federation of Independent Schools Association to provide options for improvement and to support educational choice for students and parents.
- ▶ Moving forward with the \$563 million seismic upgrade program to protect those learning and working in our schools.

- ▶ Providing options for online textbooks, so parents can help their children with homework.
- ▶ Implementing the resources allocated for arts education in Budget 2013.
- ▶ Working with the ministries of Jobs, Tourism and Skills Training and Advanced Education to ensure seamless transitions to the workforce for students in the trades.

During 2013/14, the Province also worked to achieve long-term stability in public education, proposing a landmark 10-year contract with teachers. As of March 31, negotiations were ongoing.

To advance *the Skills and Training Plan*, the Province has worked closely with everyone from parents and students to industry leaders and labour groups to develop a comprehensive series of tools and strategies to help ensure that British Columbians are first in line for the jobs of tomorrow.



The Skills and Training Plan is built on a \$500 million annual investment in training British Columbians for the jobs associated with economic growth. It also includes:

- ▶ \$75 million to improve training facilities and equipment.
- ▶ An additional \$66 million a year in programs and services that help people get the skills they need to take advantage of the job opportunities in their regions.

In 2013/14, we began investing another \$5 million a year to help people already in the workforce – especially those in mining and forestry – upgrade their skills in preparation for tomorrow's jobs.

B.C.'s Blueprint includes funding for community-based delivery of training to ensure that Aboriginal people are positioned to take advantage of those job openings.

- Hon. John Rustad
Minister of Aboriginal Relations and Reconciliation

To help and encourage British Columbians to embark on a trades or technical career, we are taking actions including:

- ▶ Making sure students are better informed about the dynamic opportunities available in the trades.
- ▶ Expanding opportunities for students to begin apprenticeships before they graduate high school, and increasing by 50 per cent the number of high school graduates who go straight into a trades or technical program.
- ▶ Giving school districts more flexibility in applying provincial funding for scholarships and awards to encourage student participation in trades and technical training.

Complementing these new directions, we are improving our training facilities. For example, in March 2013, we marked the start of construction on a new \$30-million trades training centre at Camosun College in Victoria. The Centre for Trades Education will house a marine and metal trades training program that includes welding, sheet metal, metal fabrication, nautical and ship building and repair programs.

The new facilities will accommodate an additional 370 new full-time equivalent seats in trades training programs. Currently, the college has more than 2,200 students per year in 20 different trades foundation and apprenticeship programs.

During 2013/14, we also provided \$4.5 million to move heavy-duty transportation programs offered by the BC Institute of Technology (BCIT) and Vancouver Community College (VCC) into a new Motive Power Centre – providing the space necessary to facilitate partnerships with industry to give students the most relevant current training opportunities possible.

When the Motive Power Centre opens to students in September 2014, it will focus on collaboration, innovation, and the efficient use of equipment and resources. BCIT and VCC produce 650 graduates annually – more than half of the heavy-duty transportation graduates entering the province's workforce each year.

To ensure institutions provide the right training, we're matching program dollars to regional needs – continuing engagement with regional workforce tables to identify priorities. In 2013/14, we also started offering students financial assistance for specific in-demand trades and technical programs while encouraging major project proponents to let us know their workforce needs so we can plan ahead.

To support recruitment for hard-to-fill jobs, we are:

- ▶ Strengthening our marketing efforts and supporting up to six industry-led recruitment missions across Canada to attract workers from other provinces.
- ▶ Working with the federal government to help more international students settle permanently in B.C. after graduation.
- ▶ Attracting 500 new international students to our trades and technical programs by 2015 to help fill the impending skills gap.

In January, the Province announced that Kwantlen Polytechnic University will host British Columbia's first public school of traditional Chinese medicine (TCM). Six private TCM schools are already operating in B.C. Adding a public school will mean more options for students – and for patients.

International Education

During the year we continued to make significant progress towards *the Jobs Plan* target of a 50 per cent increase in the number of international students studying in B.C. by 2016. In February, we introduced new, rigorous requirements to ensure schools and institutions hosting international students meet the province's highest standard of education quality and offer students tuition protection.

Effective June 2014, all post-secondary institutions and language schools accepting international students for study programs longer than six months will be required to have British Columbia's Education Quality Assurance (EQA) designation.

EQA, established in 2009, was the first education seal of quality in Canada. More than 125 institutions have the EQA designation, including all 25 public institutions, 55 private career-training institutions, 13 private degree granting institutions and 32 language schools.

The new steps taken in 2013/14 build on the actions already underway, including:

- ▶ A comprehensive marketing strategy with materials available in English, Chinese, Korean, Japanese and Portuguese.
- ▶ Education marketing managers positioned in overseas trade and investment offices in Tokyo, Seoul, Shanghai, Beijing, Guangzhou, Mumbai and Bangalore.
- ▶ Partnership agreements with learning institutions in India, China and Brazil to support educational cooperation and exchanges; as part of this initiative, about 200 Brazilian students attended B.C. high schools in 2013/14.
- ▶ A refreshed, mobile-friendly LearnLiveBC website, which now provides information to international students, parents and others in multiple languages.
- ▶ \$5 million in funding for international scholarships and research internships.

In the K-12 education sector, which also attracts international students, the Province is maintaining core funding, even with continual declines in enrollment, and working to make the system more flexible, dynamic and adaptable.

Secure Tomorrow

Growing the economy, generating jobs and providing the right skills-training programs are critical to building a future of opportunity and prosperity. A balanced budget provides stability and confidence – and allows the government to target new investments to improve our quality of life. That means keeping taxes affordable, providing supports for those in need and taking steps to help families plan for a secure tomorrow.

Family affordability



Overall (including income taxes, consumption taxes, property taxes, health-care premiums and payroll taxes) B.C. families generally have one of the lowest tax burdens in Canada. Since 2001, provincial personal income taxes for most British Columbians have been reduced by 37 per cent or more, and an additional 400,000 people no longer pay any B.C. income tax.

Government has increased the minimum wage three times since 2011, to \$10.25 per hour, making it one of the highest in Canada. The Province has also introduced supports and services to help lower B.C.'s child poverty rate by 41 per cent since 2003 (19.2 per cent in 2003 to 11.3 per cent in 2011).

Compared to 2001, the number of people dependent on income assistance has dropped 29 per cent. In other words, 71,000 fewer British Columbians are collecting income assistance in 2014 than in 2001.

Government has invested \$3.6 billion since 2001 to provide affordable housing around the province. This has helped create close to 21,000 new units of affordable housing. More than 19,000 are complete. The remainder are in development or under construction. Since 2006, these investments have been guided by *Housing Matters BC*, the most progressive housing strategy in Canada. Since its release, the Province has doubled the number of shelter spaces,

added thousands of affordable units for seniors and people with disabilities and seen a significant reduction in the number of unsheltered homeless. As of March 31 2013, more than 98,000 households were benefiting from provincial affordable housing programs – a 20 per cent increase since 2006.

Building on these basic supports, with Budget 2014, we tabled legislation to implement the new BC Early Childhood Tax Benefit. It will provide \$146 million a year to help almost 180,000 families with the cost of raising young children.

The benefit is part of a broader Early Years Strategy that includes new child-care spaces, higher quality services and a new Early Years Office to coordinate and provide better access to early childhood development services. The Early Years Office officially opened in January 2014.

We have also introduced a \$1,200 BC Training and Education Savings Grant to help parents save for their children's post-secondary education. It will benefit as many as 40,000 families a year while encouraging them to establish Registered Education Savings Plans.

To help keep electricity prices affordable for families, we introduced a 10-year **BC Hydro Rate Plan**, that spreads increases over a longer term, providing predictability for ratepayers and funding investments in aging and new infrastructure at the same time. All of these measures are helping to make life a little bit easier for British Columbians.

Violence-Free BC

For communities to succeed, they must be safe. While crime rates have fallen in recent years, the number of British Columbians who are victims of crime, especially violent crime, remains too high. In 2013/14, the Parliamentary Secretary to the Minister of Justice and Attorney General led a Blue Ribbon Panel on reducing crime and its cost in our province, as part of our work towards making British Columbia violence-free.

We also moved forward with focused strategies to help keep women, children, seniors and students safe, and to combat hate crimes. Key achievements included:

- ▶ Introducing a new, three-year, \$5.5-million **Provincial Domestic Violence Plan**, building on the more than \$70 million per year government commits in prevention and intervention services and programs to help B.C. families involved in domestic violence and other crimes. The new plan includes:
 - \$1 million to help with the startup and implementation of additional specialized domestic violence units, which will provide direct services to high-risk families.
 - \$2 million to develop and deliver programs specifically for Aboriginal women, men and children affected by domestic violence – including victims and perpetrators.
 - \$1 million to provide support and intervention for perpetrators to hold them accountable and support changes in behaviour and attitude.
 - \$1.5 million in direct supports to women and children for housing and transportation in rural and remote communities.

The plan builds on the work of the anti-violence sector and the considerable steps government has taken to date to strengthen the services and supports available for all those affected by domestic violence.

The B.C. government supports victims of violence through more than 100 transition-house programs and over 400 victim-service and violence-against-women counselling and outreach programs. We also have specialized domestic violence police units in Vancouver, New Westminster, Abbotsford and the Capital Regional District (Victoria). These and other initiatives are led by the Provincial Office of Domestic Violence, created in March 2012 to strengthen the services and supports available for children, women and families affected by domestic violence.

Taking Action on Hate Crime

B.C.'s ethnic and cultural diversity is one of our greatest strengths, and we want to make sure all British Columbians feel safe not only in our communities but also online. That's why we launched the Know Hate campaign and resource – at www.HateCrimeBC.ca – to provide information about what constitutes a hate crime, how to report one and where to find resources for victims.

The campaign – with print, social media, television, radio and transit ads – ran for six weeks in communities throughout B.C. including Vancouver, Victoria, Richmond, Surrey, Coquitlam, North Vancouver, Abbotsford, Kelowna and Prince George.

A hate crime is defined as a criminal offence motivated by hate towards an identifiable group. According to Statistics Canada (2011 report), the primary motive of over half (52%) of all incidents of hate crime in Canada is race or ethnicity. The second-highest motivation is religion (25%).

Erasing Bullying

B.C.'s ERASE (Expect Respect and A Safe Education) Bullying Strategy took a new step forward, with a student-led forum to begin developing real solutions to change the culture of all forms of bullying, including cyber-bullying. Nineteen students from across B.C. were named to the new ERASE Student Advisory, with a mandate to develop social media guidelines for schools.



600 students from Metro Vancouver and the Fraser Valley participated in the ERASE forum in February, 2014.

B.C. is a national leader in bullying prevention and is the first province in Canada to develop a comprehensive 10-point strategy. Launched in June 2012, the ERASE Bullying Strategy has caught the attention of several provinces. Alberta, Saskatchewan, Ontario and Nova Scotia have contacted B.C.'s Ministry of Education to find out how they can implement similar strategies in their own provinces.

For a report on *B.C.'s ERASE Bullying Strategy* and what has been accomplished since its launch, go to: http://www.newsroom.gov.bc.ca/downloads/ERASE_Report.pdf

Keeping Seniors Safe

As our population ages, we are taking new steps to prevent, recognize and respond to elder abuse in British Columbia. In 2013/14 we released *Together to Reduce Elder Abuse – B.C.'s Strategy*, which includes approximately \$1 million for:

- ▶ Expanding the Seniors Abuse and Information Line. Longer hours will make it easier for people to get information, advice, emotional support and assistance.
- ▶ Providing information kits to help community groups, front-line service providers and individuals recognize elder abuse and encourage individuals to have the confidence to speak out or to ask for assistance.
- ▶ Establishing a multi-sector Council to Reduce Elder Abuse, supported by an office in the Ministry of Health that will also be responsible for coordinating implementation of the strategy across government.
- ▶ Reviewing processes and staff training for informed consent to care, including moving into a residential care facility and use of restraints, to ensure that the rights of vulnerable adults are protected.
- ▶ Supporting training and awareness-building initiatives for health professionals and others to improve their ability to recognize abuse and to take appropriate action.

Giving Seniors a Voice in the Legislature

In another key move to support the older members of our society, we introduced Bill 10, the Seniors Advocate Act, making B.C. the first province in Canada to pass legislation creating an Office of the Seniors Advocate. Consistent with the commitments made in government's Seniors Action Plan, we appointed Isobel Mackenzie as B.C.'s first Seniors' Advocate, effective March 31, 2014.

Mackenzie will monitor seniors' services, promote awareness and work collaboratively with seniors, families, policymakers, service providers and others to identify solutions to systemic issues and make recommendations to government on ways to improve care for our aging population.



*Isobel Mackenzie,
Seniors' Advocate*

More Help for Youth Leaving Care

In February, the Ministry of Children and Family Development added \$1.4 million to a bursary fund for youth formerly in government care. The Youth Education Assistance Fund (YEAF) provides up to \$5,500 per student for tuition, books, fees or living expenses while studying at designated post-secondary and vocational institutions.

Since its creation in 2002, the ministry has contributed more than \$10.3 million to the fund, helping more than 1,350 young people get the skills and training they need to build successful futures.

Better Supports for Those With Disabilities

In December 2013, government began the first phase of consultation on a new disability white paper. Echoing the United Nations sentiment “nothing about us, without us,” the comprehensive, three-month public examination of issues facing people with disabilities received incredible support from British Columbians, with and without disabilities.

The disability white paper website recorded about 30,000 visits and approximately 1,200 people participated in 23 accessible, in-person consultation sessions.

The B.C. government has analyzed the submissions and used the information to develop a white paper, which was presented at a summit in June 2014.



Premier Christy Clark and Minister Teresa Wat hold proclamations offering apologies for provincial government's historical wrongs towards Chinese Canadians.

Apologizing for Historical Wrongs

Recognizing the need to respond to the historical wrongs of past provincial governments, we moved forward in 2013/14 to formally apologize to members of B.C.'s Chinese community. Seven public forums were held, and input was welcomed online, to determine the appropriate wording, delivery and legacy efforts for a formal apology – delivered in the Legislature in 2014/15.

Increasing Access to Justice

B.C. is actively pursuing justice transformation measures to address challenges in the justice system, such as rising costs and court delays, even though the crime rate is at its lowest in four decades and the number of new court cases has declined.

- ▶ Providing a \$2M increase in Legal Services Society funding in 2014/15 for justice transformation initiatives to expand criminal and family legal aid services. The initiatives will be evaluated to see if they improve justice timeliness and accessibility for low-income British Columbians.
- ▶ Opening a new Victoria Justice Access Centre (JAC) and the University of Victoria (UVic) Law Centre, brings new and improved access to justice for south island families. The Victoria JAC is a one-stop centre for people seeking assistance with family and civil problems such as separation and divorce, housing, income assistance and employment disputes. For people pursuing court or tribunal actions, staff help to navigate the justice system by providing information and simplifying the process.
- ▶ Appointing 12 judges to the Provincial Court to fill vacancies, address backlog and improve access to justice and hiring 12 new sheriffs further strengthening the court system.
- ▶ Updating the new Wills Estates and Succession Act (WESA), which modernizes B.C.'s outdated laws on inheritance and succession planning. WESA streamlines seven outdated acts into one single act, and makes estate planning easier for the general public to understand.
- ▶ Supporting the Lower Fraser Valley Regional Plan: Court Capacity Expansion project, developed by the five municipalities in the region. The plan forecasts the need for additional courtroom capacity in Surrey, Abbotsford, Langley and Chilliwack as part of an overall plan to improve access to justice in one of the fastest growing regions in the province. The Lower Fraser Valley is projected to require up to 29 additional courtrooms by 2033.

Working Together on Public Safety

All British Columbians—from individuals and families, to local authorities and the province—need to increase our capacity to respond adequately to a catastrophic earthquake. A province-wide stakeholder consultation on earthquake preparedness and an upcoming public education campaign are two pieces of a multi-pronged approach being undertaken by the Province to improve B.C.'s response to a large natural disaster. The consultation will be used to inform a long-term plan for enhancing catastrophic earthquake preparedness and will compliment an all hazards approach to emergency preparedness and response. This is particularly important as we know the consequences resulting from any emergency event are similar.

Modernized Liquor Laws

Drawing from one of the B.C. government's most successful public engagements, the Province introduced the first batch of changes to B.C.'s outdated liquor laws in March 2014. These changes laid the foundation for a multitude of reforms that will increase convenience and choice for consumers, support job growth and B.C.'s economy, and protect health and safety. Among a few of the many common-sense changes British Columbians have already started to see are liquor sales at local farmers' market, happy hours at pubs and restaurants and the elimination of beer garden fences at festivals.

Performance Measures

Aboriginal Relations and Reconciliation

Performance Measure 1: Revenue sharing agreements

Performance Measure	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Number of completed revenue sharing agreements with First Nations (economic and community development agreements and economic benefit agreements).	8	4	6	4	4	4

Data Source: Ministry of Aboriginal Relations and Reconciliation

Note: The combined total of the 2013/14 forecasts and the 2014/15 targets for performance measures 1 and 4 are intended to align with the ministry's goal of securing 10 new non-treaty agreements with First Nations across British Columbia by 2015.

Performance Measure 2: Treaties and related agreements

Performance Measure	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Number of completed treaties, incremental treaty agreements and agreements-in-principle.	11	7	4	5	5	5

Data Source: Ministry of Aboriginal Relations and Reconciliation

Performance Measure 3: Forest consultation and revenue sharing agreements

Performance Measure	2012/13 Actual*	2013/14 Target*	2013/14 Actual*	2014/15 Target	2015/16 Target	2016/17 Target
Number of completed agreements under the Forest Consultation and Revenue Sharing Agreement program.	108	117	136	124	128	130

Data Source: Ministry of Aboriginal Relations and Reconciliation. *Cumulative totals include the forest consultation and revenue sharing agreements that were signed in previous years as well as renewals.

Performance Measure 4: Strategic agreements

Performance Measure	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Number of completed agreements that support strategic engagement with First Nations, including reconciliation agreements and strategic engagement agreements.	7	7	4	7	7	7

**Data Source: Ministry of Aboriginal Relations and Reconciliation

Performance Measure 5: Capacity building

Performance Measure	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Number of capacity-building engagements with communities, youth and Aboriginal organizations.	12	12	19	12	12	12

**Data Source: Ministry of Aboriginal Relations and Reconciliation

Performance Measure 6: Applied knowledge of Aboriginal peoples

Performance Measure	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Percentage of public service employees who are able to use their knowledge of Aboriginal peoples, histories and cultures to influence their day-to-day work.*	Improving	Maintain or improve on 59%	N/A	N/A	N/A	N/A

Data Source: Ministry of Aboriginal Relations and Reconciliation. *The data is taken from a survey of public service employees.

Advanced Education

Performance Measure 1: Overall unemployment rate for post-secondary graduates

Performance Measure ¹	2011/12 Actual	2012/13 Target ²	2012/13 Actual ³	2013/14 Target	2014/15 Target	2015/16 Target
Overall unemployment rate for post-secondary graduates	8.0%	With less than or equal to high school credentials (≤ 12.4%)	8.6% Exceeded	With less than or equal to high school credentials	With less than or equal to high school credentials	With less than or equal to high school credentials
Diploma, associate degree and certificate graduates	9.3%		10.1%			
Apprenticeship graduates	8.4%		8.3%			
Bachelor degree graduates	6.3%		6.6%			

Data Source: Baccalaureate Graduate Survey, Diploma, Associate Degree, and Certificate Student Outcomes Survey, and Apprenticeship Student Outcomes Survey (2012 to 2013); and Labour Force Survey (2013).

1 Actuals and targets align with survey year data.

2 Target is the unemployment rate for people aged 18 to 29 years with high school credentials or less from the most recent annual Labour Force Survey.

3 The margin of error for the overall unemployment rate for public post-secondary graduates was plus or minus 0.3%, for diploma, associate degree and certificate graduates it was plus or minus 0.4%, for apprenticeship graduates it was plus or minus 0.7%, and for bachelor degree graduates it was plus or minus 0.4% (19 times out of 20). Attempts are made to contact all eligible graduates (about 50,000 each year) and a response rate of at least 50% was achieved.

Performance Measure 2: Total student spaces at public post-secondary institutions

Performance Measure	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Total student spaces in public post-secondary institutions ^{1,2,3}	206,998	200,913	207,050 Achieved	≥ 201,221	≥ 201,226	≥ 201,231

Data Source: Ministry of Advanced Education

1 Total student spaces include Industry Training Authority full-time equivalents.

2 Targets remain relatively stable. The target for 2012/13 was 200,275 and the target for 2013/14 is 200,913.

3 The ministry anticipates that the actual results for future years will be higher than the published targets as public post-secondary institutions will continue to deliver more student spaces due to current economic and enrolment trends.

Performance Measure 3: Overall credentials awarded to Aboriginal students in the public post-secondary system

Performance Measure ¹	Baseline ²	2011/12 Actual	2012/13 Target	2012/13 Actual	2013/14 Target	2014/15 Target	2015/16 Target
Overall credentials ³ awarded to Aboriginal ⁴ students in the public post-secondary system	2,634	3,010	Progress towards 2020/21 target of 4,609	3,070 Achieved	Progress towards 2020/21 target of 4,609	Progress towards 2020/21 target of 4,609	Progress towards 2020/21 target of 4,609
Graduate or First Professional ⁵	118	155		190			
Bachelor	547	655		625			
Diploma ⁶	410	435		480			
Certificate ⁷	1,421	1,515		1,630			
Developmental	138	250		145			

Data Source: Student Transition Project.

1 Actuals and targets align with fiscal year data.

2 Baseline is presented as published in the Aboriginal Post-secondary Education and Training Policy Framework and Action Plan, launched in June 2012, based on the most recent data available at that time (i.e. 2009/10).

3 Includes only credentials with evaluative components. Apprenticeship credentials are awarded separately by the Industry Training Authority (<http://www.itabc.ca>).

4 Aboriginal learners are students with Aboriginal ancestry who self-identified in the B.C. K-12 education system or who self-identified as Aboriginal at a B.C. public post-secondary institution.

5 Includes doctorates, master's degrees, first professional degrees, graduate diplomas, graduate certificates, post-degree diplomas and post-degree certificates.

6 Includes diplomas, associate degrees and advanced diplomas.

7 Includes certificates and advanced certificates.

Performance Measure 4: International students studying in British Columbia

Performance Measure ^{1,2}	Baseline	2012/13 Target	2012/13 Actual	2013/14 Target	2014/15 Target	2015/16 Target
50 per cent increase of the total number of international students studying in British Columbia	94,000	103,120	112,800 Achieved	113,430	125,900	141,000

Data Source: Citizenship and Immigration Canada; Ministry of Education; Public Post-secondary Institutions; and Languages Canada.

1 Actuals and targets align with academic year data.

2 Baseline and targets were established in the International Education Strategy, launched in May 2012, based on the most recent data available at that time (i.e. 2009/10).

Performance Measure 5: Students satisfied with their education

Performance Measure ¹	2011/12 Actual	2012/13 Target	2012/13 Actual ²	2013/14 Target	2014/15 Target	2015/16 Target
Overall	93%	≥90%	93% Achieved	≥90%	≥90%	≥90%
Former diploma, associate degree and certificate students	93%		93%			
Apprenticeship graduates	95%		96%			
Bachelor degree graduates	93%		93%			

Data Source: Baccalaureate Graduate Survey, Diploma, Associate Degree, and Certificate Student Outcomes Survey, and Apprenticeship Student Outcomes Survey (2012 to 2013).

1 Actuals and targets align with survey year data.

2 The margin of error for the overall percentage of graduates rating satisfaction with their education was plus or minus 0.2%, for diploma, associate degree and certificate it was plus or minus 0.3%, for apprenticeship it was 0.5%, and for bachelor degree graduates it was plus or minus 0.4% (19 times out of 20). Attempts are made to contact all eligible graduates (about 50,000 each year) and a response rate of at least 50% was achieved.

Performance Measure 6: Graduates reporting their knowledge and skills are useful in their employment

Performance Measure ¹	2011/12 Actual	2012/13 Target	2012/13 Actual ²	2013/14 Target	2014/15 Target	2015/16 Target
Overall percent of public post-secondary graduates reporting that their knowledge and skills are useful in their employment	85%	≥90%	86% Substantially Achieved	≥90%	≥90%	≥90%
Diploma, associate degree and certificate graduates	83%		84%			
Apprenticeship graduates	94%		93%			
Bachelor degree graduates	84%		85%			

Data Source: Baccalaureate Graduate Survey; Diploma, Associate Degree, and Certificate Student Outcomes Survey; and Apprenticeship Student Outcomes Survey (2012 to 2013).

1 Actuals and targets align with survey year data.

2 The margin of error for the overall percentage of graduates reporting their knowledge and skills are useful in their employment was plus or minus 0.4%, for diploma, associate degree and certificate it was plus or minus 0.6%, for apprenticeship it was 0.7%, and for bachelor degree graduates it was plus or minus 0.7% (19 times out of 20). Attempts are made to contact all eligible graduates (about 50,000 each year) and a response rate of at least 50% was achieved.

Performance Measure 7: Loan repayment as a percent of income

Performance Measure ¹	2011/12 Actual	2012/13 Target	2012/13 Actual ²	2013/14 Target	2014/15 Target	2015/16 Target
Percent of income used to pay educational debt or student loan payment as a percent of income.	5.3%	≤ 8%	5.3% Exceeded	≤ 8%	≤ 8%	≤ 8%

Data Source: Baccalaureate Graduate Survey, and Diploma, Associate Degree, and Certificate Student Outcomes Survey (2012 to 2013).

1 Actuals and targets align with survey year data.

Agriculture

Performance Measure 1: Ratio of administrative costs to Production Insurance premiums

Performance Measure	2012/13 Target	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target
Ratio of administrative costs ¹ to Production Insurance premiums	20:80	16:84	20:80	14:86	20:80	20:80

Data Source: Ministry of Agriculture.

1. Administrative costs include both fixed and variable costs.

Performance Measure 2: Annual revenue growth in agrifoods industry

Performance Measure	*2012 Baseline	2013 Target	2013 Actual	2014 Target	2015 Target	2016 Target
Annual revenue growth in agrifoods industry ³	Farm Cash Receipts ² \$2.8 billion	2% Growth in farm cash receipts	1% Growth in farm cash receipts	4% Growth in farm cash receipts	4.5% Growth in farm cash receipts	5% Growth in farm cash receipts
	Seafood \$0.7 billion	Maintain landed value	15% Growth in landed value	1% Growth in landed value	1% Growth in landed value	1% Growth in landed value
	Food and Beverage Manufacturing \$8.2 billion	2% Growth in value of shipments for food and beverage	2% Decline in value of shipments for food and beverage	5% Growth in value of shipments for food and beverage	5.5 % Growth in value of shipments for food and beverage	6% Growth in value of shipments for food and beverage
TOTAL	\$11.7 billion	\$12 billion	\$11.6 billion	TBD	TBD	TBD

**Data Source: Statistics Canada, Cansim Tables 002-001 and 003-001

1. For consistency, revenue growth is calculated using the actual published 2011 revenues rather than the three year average used in the 2012/13 – 2014/15 Service Plan.

2. Farm cash receipts include crop and livestock receipts as well as direct payments to the sector.

3. The agrifoods industry includes agriculture, fisheries, aquaculture, and processing/manufacturing.

Performance Measure 3: Cumulative and annual number of Environmental Farm Plans completed

Performance Measure	2012/13 Base	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target
Cumulative number of Environmental Farm Plans ¹	3767 ²	4017	3976 ³	4201 ⁴	4575
Annual number of Environmental Farm Plans completed	N/A	250	209	225	200

Data Source: Agricultural Research and Development Corporation reports and agreements.

1. Canada-British Columbia Growing Forward Agreement (2008-2013) and Growing Forward 2, (2013-2018).

2. The 2012/13 Base data are made up of the cumulative number of completed Environmental Farm Plans. This was originally based on an estimate of 3700, but data confirmed later the actual number is 3767. We have now updated the table to be more accurate.

3. This number reflects information more up to date and includes individual as well as participants in group plans.

4. This target as well as 2015/16 target needed to be updated to reflect the change made to the base number.

Performance Measure 4: Cumulative and annual reduction of carbon dioxide (CO₂) or carbon dioxide equivalent (CO₂e) emissions arising from actions supported by Ministry programs

Performance Measure	2008/09 Baseline ²	2012/13 Target	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target
Cumulative reduction in CO ₂ or CO ₂ e emissions resulting from actions supported by Ministry programs ¹	19,000	34,000	91,000	105,000	107,000	122,000	137,000
Annual reduction in CO ₂ or CO ₂ e emissions resulting from actions supported by Ministry programs	N/A	15,000	23,000	14,000	16,000	15,000	15,000

Data Source: Ministry of Agriculture; Pacific Carbon Trust; Ministry of Environment

1. Includes the number of offset tonnes of carbon dioxide or CO₂ equivalent emissions purchased or retired through the Pacific Carbon Trust each year in emissions reduction projects coming from the agricultural sector, (for example, energy efficiencies in the greenhouse industry); carbon offsets are measured as one metric tonne of carbon dioxide or equivalent (CO₂e).

2. Based on 2008 calendar year.

3. Based on purchases of 15,696 tonnes in 2013/14.

4. Target numbers are contingent on continued offset contracting between agriculture companies and the Climate Action Secretariat.

Performance Measure 5: Number of Agricultural Area Plans completed

Performance Measure	2012/13 Base	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target
Cumulative number of Agricultural Area Plans completed	52	57	56	61	65
Number of Agricultural Area Plans completed per year	3	5	4	4	4

Data Source: Ministry of Agriculture

Performance Measure 6: Per cent of routine (diagnostic) animal and plant samples completed within seven working days

Performance Measure	2012/13 Forecast	2013/14 Target	2013/14 Actuals	2014/15 Target	2015/16 Target
Per cent of routine (diagnostic) animal and plant samples completed within seven working days ¹	85%	87%	87.5%	87%	87%

Data Source: Ministry of Agriculture

1. Samples tested in-house and not referred to another laboratory. Diagnostic tests require minimum times to complete, depending on the nature of the test.

Children and Family Development

Performance Measure 1: Number of tele-mental health sessions.

Performance Measure	2011/12 Baseline	2012/13 Forecast	2013/14 Target	2014/15 Target	2015/16 Target
Total number of tele-mental health sessions	24	65*	75	90	110

Data Source: Children's & Women's Hospital

*Apr-Dec 6, 2012 actual total is 49

Performance Measure 2: Ratio of family development responses to investigations.

Performance Measure	2011/12 Baseline	2012/13 Forecast	2013/14 Target	2014/15 Target	2015/16 Target
Ratio of Family Development Responses to Investigations	0.46	0.5	0.7	0.9	1.0

Data Source: Management Information System/Integrated Case Management System

Performance Measure 3: Aboriginal children cared for through Aboriginal communities and providers.

Performance Measure	2011/12 Baseline	2012/13 Forecast	2013/14 Target	2014/15 Target	2015/16 Target
Of the Aboriginal children having to leave their parental home, the per cent that receive services delivered by Delegated Aboriginal Agencies, Aboriginal foster care providers or Aboriginal friends and family	58.6%	60.0%	61.0%	61.5%	62%

Data Source: Management Information System/Social Worker System and Resource and Payment System.

Performance Measure 4: Children in "out of home care" for at least two years who experience no change in placement.

Performance Measure	2011/12 Baseline	2012/13 Forecast	2013/14 Target	2014/15 Target	2015/16 Target
Per cent of children in "out of home care" for at least two years who experienced no change in placement	59.0%	60.0%	60.5%	61.0%	61.5%

Data Source: Management Information System/Social Worker System and Resource and Payment System .

Performance Measure 5: Children under a continuing custody order whose grade level is as prescribed for their age.

Performance Measure	2011/12 Baseline	2012/13 Forecast	2013/14 Target	2014/15 Target	2015/16 Target
Per cent of children in care under continuing custody orders whose grade level is as prescribed for their age	80.0%	80.2%	80.4%	80.6%	80.8%

Data Source: Management Information System/Social Worker System and Ministry of Education enrolment data.

Performance Measure 6: Per cent of Aboriginal children adopted by Aboriginal families.

Performance Measure	2011/12 Baseline	2012/13 Forecast	2013/14 Target	2014/15 Target	2015/16 Target
Per cent of Aboriginal Children Adopted by Aboriginal Families	65	>65	Improvement*	Improvement*	Improvement*

Data Source: Adoption Management System

*Over previous year's rate.

Community, Sport and Cultural Development

Performance Measure 1: Number of municipalities collecting at least 90 per cent of their current year taxes

Performance Measure	2011/12 Actual ¹	2012/13 Actual	2013/14 Target	2013/14 Actual ¹	2014/15 Target	2015/16 Target	2016/17 Target
Number of Municipalities collecting at least 90 per cent of their current year taxes.	150*	149	154	149 Substantially Achieved	154	155	155

*Data Source: Local governments are required to provide the ministry with their financial data each year. The ministry's reporting requirements are comprehensive and the data received is highly accurate. Local government's fiscal year ends December 31 and data is reported to the ministry by May 15 each year. Actuals for 2013/14 are derived from 2012 local government data. In 2013/14, B.C. had 162 municipalities; however, Jumbo Glacier Mountain Resort Municipality did not tax in 2013/14 and therefore has been excluded from this measure.

¹ The results of this measure have been restated to correspond to actual results from municipal financial statements. In previous years, the ministry reported an estimate of the actual measure prior to having received complete data from municipalities. The ministry undertook a review of the performance measure and is now reporting actuals from the most recent local government data. In 2013/14, data is from calendar year 2012.

Performance Measure 2: Percentage of British Columbians¹ served by drinking water systems that receive provincial funding to meet emerging treatment standards for protection of drinking water quality²

Performance Measure	2011/12 Actual	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Percentage of British Columbians served by drinking water systems that receive provincial funding to meet emerging treatment standards for protection of drinking water quality.	35.9%*	36%	57.6%	36.3% Not Achieved	59.3%	N/A ³	N/A ³

*Data Source: Contractual requirements between the Province and grant recipients include quarterly progress reports, tied to claim payments.

¹ Population percentages are calculated using BC Stats projections and are updated on an annual basis accordingly using <http://www.bcstats.gov.bc.ca/StatisticsBySubject/Demography/PopulationEstimates.aspx>

² This measure estimates the percentage of the provincial population served by systems meeting emerging standards. The ministry does not collect data relating to communities served by private systems, or those served by public systems not receiving ministry funding.

³ Negotiations with the federal government for future funding were underway at the time 2014/15-2016/17 Service Plan was published.

Performance Measure 3: Percentage of local governments taking action to reduce their carbon footprint and create more complete, compact communities

Performance Measure	2011/12 Actual	2012/13 Actual	2013/14 Target	2013/14 Actual ¹	2014/15 Target	2015/16 Target	2016/17 Target
Percentage of local governments taking action to reduce their carbon footprint and create more complete, compact communities.	89%*	92%	93%	92% Substantially Achieved	95%	96%	96%

*Data Source: Local governments' annual Climate Action Revenue Incentive Program reports.

¹ Projected estimate as of May 28, 2014. Local governments' final reports will be available July 31, 2014.

Performance Measure 4: Percentage of B.C.'s major cultural organizations that maintain or improve their net financial position compared to the previous year

Performance Measure	2011/12 Actual	2012/13 Actual	2013/14 Target	2013/14 Actual ¹	2014/15 Target	2015/16 Target	2016/17 Target
Percentage of B.C.'s major cultural organizations that maintain or improve their net financial position compared to the previous year.	72%*	64%	64%	64% Achieved	64%	64%	64%

*Data Source: Canadian Arts Database.

¹ From organizations' 2012/13 Financial Statements.

Performance Measure 5: Geographic reach of BC Arts Council funding

Performance Measure	2011/12 Actual	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Geographic reach of BC Arts Council funding.	219 communities ¹ ; 27 regional districts (RDs)*	214 communities; 27 RDs	More than 200 communities; 27 RDs	215 communities; 27 RDs Achieved	More than 200 communities; 27 RDs	More than 200 communities; 27 RDs	More than 200 communities; 27 RDs

*Data Source: BC Arts Council

¹ For the purpose of this measure, communities are defined as municipalities and unincorporated settlements.

Performance Measure 6: Percentage of B.C. athletes on national teams¹

Performance Measure	2011/12 Actual	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Percentage of B.C. athletes on national teams.	32.3%*	34.7%	greater than 25%	33.7% Exceeded	greater than 25%	greater than 25%	greater than 25%

*Data Source: Canadian Sport Institute Pacific.

¹ National teams are defined as those teams that represent Canada at Olympic, Paralympic and Commonwealth Games. Sports included in the measure are those that have been targeted for enhanced performance support funding (19 sports in 2013/14).

Education

Performance Measure 1: Grade-to-Grade Transition

Performance Measure	2011/12 Actual	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Percentage of students who successfully complete their grade level and transition to a higher grade level the following year	Grade 8 to Higher Grade	97%	97%	≥97%	Data Available January 2015	≥97%	≥97%
	Grade 9 to Higher Grade	96%	96%	≥97%	Data Available January 2015	≥97%	≥97%
	Grade 10 to Higher Grade	91%	92%	≥92%	Data Available January 2015	≥92%	≥92%
	Grade 11 to Higher Grade	87%	88%	≥87%	Data Available January 2015	≥88%	≥88%

Data Source: Grade to grade transition rates are based on data collected by the Ministry of Education. As data is released, it becomes available at: <http://www.bced.gov.bc.ca/reporting/>.

Performance Measure 2: Transition to Post-Secondary

Performance Measure	2010/11 Baseline ¹	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
The percentage of high school graduates who enter a public post-secondary institution within three academic years of graduating from high school.	67% ²	67%	≥70%	Data Available May 2015	≥70%	≥70%	≥70%

Data Source: Ministry of Advanced Education, Student Transitions Project

¹ Data for the 2010/11 baseline includes 2007/08 high school graduates whose year of entry into the public post-secondary system was 2008/09, 2009/10 or 2010/11.

² With the launch of B.C.'s Skills for Jobs Blueprint, the Ministry will be re-evaluating the targets for Transition to Post-Secondary to ensure their alignment with the new direction.

Performance Measure 3: School Readiness

Performance Measure	2009/10 – 2010/11 Baseline	2011/12 – 2012/13	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
The percentage of children who enter kindergarten “developmentally ready” to learn	69.1%	67.5%	74%	Data Available Fall 2014	≥75%	≥75%	≥75%

Data Source: The Human Early Learning Partnership, through the University of British Columbia, is funded by the ministries of Children and Family Development, Education, and Health Services.

Performance Measure 4: Grade 4 and 7 Reading

Performance Measure ¹	2011/12 Actual	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Percentage of students in Grade 4 who meet or exceed reading expectations ²	70%	72%	≥75%	Data Available Fall 2014	≥75%	≥75%	≥75%
Percentage of students in Grade 7 who meet or exceed reading expectations	64%	66%	≥73%	Data Available Fall 2014	≥73%	≥73%	≥73%

Data Source: Foundation Skills Assessment data, Ministry of Education. As data is released, it becomes available at: <http://www.bced.gov.bc.ca/reporting/>.

1 The number of students meeting or exceeding expectations is divided by all students in the province. If the students who did not write the assessment are removed from the calculation, the percentage meeting or exceeding expectations in the performance measure changes. For comparison, if the Ministry recalculated scores excluding students who did not write the assessment, the percentage of Grade 4 students meeting or exceeding expectations in reading was 82 per cent in 2011/12.

2 This should be the first performance measure to reflect the effect of full-day kindergarten on student achievement; however, that positive influence will not be evident until at least 2015/16 when the first cohort of students who experienced full-day kindergarten in 2011/12 reach Grade 4.

Performance Measure 5: Grade 10 and 12 Language Arts Exams

Performance Measure ¹	2011/12 Actual	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Percentage of students who pass a Grade 10 language arts provincial exam ²	91%	93%	≥96%	Data Available September 2014	≥96%	≥96%	≥96%
Percentage of Grade 12 students who pass a Grade 12 language arts provincial exam ³	91%	92%	≥94%	Data Available September 2014	≥94%	≥94%	≥94%

Data Source: Provincial Required Examinations data, Ministry of Education. As data is released, it becomes available at: <http://www.bced.gov.bc.ca/reporting/>.

1 Of the students who wrote a provincial examination in a grade 10/12 language course, this represents the percentage of students who passed the exam.

2 Exams include English 10, English First Peoples 10, and Français langue première 10.

3 Exams include Communications 12, English 12, English First Peoples 12, and Français langue première 12.

Performance Measure 6: School Completion

Performance Measure	2011/12 Actual	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
The percentage of students who complete school within six years of first starting Grade 8	82%	84%	≥82%	Data Available October 2014	≥84%	≥85%	≥85%
The percentage of Aboriginal students who complete school within six years of first starting Grade 8	56%	59%	58%	Data Available October 2014	61%	62%	63%

Data Source: Completion rates are based on data collected by the Ministry of Education. As data is released, it becomes available at: <http://www.bced.gov.bc.ca/reporting/>.

Energy and Mines

Performance Measure 1 and 2: Number of new and expanded mines

Performance Measure	Baseline/ Benchmark ¹	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Number of new mines in operation since release of Jobs Plan	N/A	2	4	2 (6 more are permitted/ under construction) Substantially Achieved	5	8	8
Number of expansions to existing mines since release of Jobs Plan	N/A	6	7	7 Achieved	8	9	9

Data Source: Data analysis by the Ministry of Energy and Mines

¹ Since these measures are cumulative, the benchmark is not applicable.

Performance Measure 3: Annual investment in the mineral exploration and mining sector

Performance Measure	Baseline/ Benchmark (5-Year Average)	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Annual Investment in Mineral Exploration and Mines	\$2.5 Billion	\$3.7 Billion	\$2.8 Billion	\$2.5 Billion substantially Achieved	\$2.8 Billion	\$2.8 billion	\$3 billion

Data Source: Natural Resources Canada (exploration spending, mine complex development and capital investment) preliminary estimates for calendar year 2013.

Performance Measure 4: Direct government revenue derived from mineral exploration and mining

Performance Measure	2011/12 Baseline/ Benchmark	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Direct government revenue from mineral exploration and mining	\$170 Million	\$173 million	\$170 million	\$144 million Not Achieved	\$170 million	\$170 million	\$180 million

Data Source: Forecast and Targets are based on the February, 2014 Budget and Fiscal Plan 2014/15 – 2016/17

*Mining revenue figures comprise free miner certificates, mining receipts, coal tenure revenue and mineral taxes.

Performance Measure 5: WorkSafe BC injury rate at B.C. mines

Performance Measure	2011/2012 Baseline/ Benchmark	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
WorkSafe BC injury rate at B.C. mines	1.3	1.1	1.8	Not Available*	1.1	1.1	1.1

Data Source: WorkSafe BC

The injury rate measures the number of accepted claims per 100 worker-years. WorkSafe BC data for the injury rate at B.C. mines fluctuates from year to year as claims are adjusted.

*This figure will not be available from WorkSafe BC until summer 2014.

Performance Measure 6: Total energy savings achieved each year through utility and provincial conservation policies, programs, and regulations

Performance Measure	Benchmark	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Cumulative energy savings achieved each year through energy utility and provincial conservation policies, programs, and regulations since 2007/08 ¹	N/A	20,045,934 GJ	24,724,511GJ	22,997,650 GJ Substantially Achieved	26,078,895 GJ	30,078,895 GJ	32,314,465 GJ

Data Source: Ministry of Energy and Mines.

¹ Measured in gigajoules to include both gas and electricity savings. Includes gas savings through provincial conservation policies, programs and regulations, but excludes savings from public gas utilities. Since this measure is cumulative, no benchmark is available.

Environment

Performance Measure 1: Reduction of greenhouse gas emissions

Performance Measure	2007 Baseline ²	2012 Actual ³	2013 Target	2013 Actual	2014 Target	2015 Target	2016 Target
Annual level of greenhouse gas emissions in British Columbia relative to 2007 levels ¹	66 megatonnes	Data Not Available	18% reduction by 2016 (54.1 megatonnes)	Data Not Available	18% reduction by 2016 (54.1 megatonnes)	18% reduction by 2016 (54.1 megatonnes)	18% reduction by 2016 (54.1 megatonnes)

Data Source: Ministry of Environment

1 Greenhouse gases are measured in units of tonnes of carbon dioxide equivalent. One megatonne equals 1,000,000 tonnes of carbon dioxide equivalent greenhouse gas. See the British Columbia Greenhouse Gas Inventory Report 2008, pages 4-5, for details at www.env.gov.bc.ca/cas/mitigation/ghg_inventory/pdf/pir-2008-full-report.pdf.

2 Data collection, target setting and progress are on a calendar-year basis.

3 Emissions data for 2012 was unavailable at publication, and is scheduled to be published by July 2014.

Performance Measure 2: Review B.C. government policies, strategies and operational activities to ensure that they will deliver the desired objectives for their sectors in a changing climate

Performance Measure	2012/13 Baseline	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Completion of sector based policy, strategy, or operational reviews for climate sensitive business areas. ^{1,2}	2	2	4	4 Achieved	4	5	6

Data Source: Ministry of Environment

1 See the B.C. Forest Stewardship Action Plan for Climate Change Adaptation at for.gov.bc.ca/het/climate/actionplan/index.htm and the BC Agriculture Climate Change Adaptation Risk + Opportunity Assessment at pics.uvic.ca/research-pages/affiliated-projects/bc-agriculture-climate-change-adaptation-risk-and-opportunity

2 Targets are cumulative.

Performance Measure 3: Water quality trends monitored under the Canada – B.C. Water Quality Monitoring Agreement

Performance Measure	2011/12 Actual	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Percentage of water bodies monitored under the Canada – B.C. Water Quality Monitoring Agreement with stable or improving water quality trends	96%	96%	96% or greater	96% Achieved	96% or greater	96% or greater	96% or greater

Data Source: Ministry of Environment

Performance Measure 4: Clean air standards for industry

Performance Measure	2008/09 Baseline	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Number of air emission standards incorporating current Best Achievable Technology practices	3	7	8	8 Achieved	9	10	11

Data Source: Ministry of Environment

Note: Target figures are cumulative.

Performance Measure 5: Changes in the conservation status of native species

Performance Measure	2011/12 Actual	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Changes in the conservation status of species	Net Decline	Net Decline	Net Improvement	Stable Target Not Met	Net Improvement	Net Improvement	Net Improvement

Data Source: Ministry of Environment

Note: This measure reflects the net change in the conservation status of species in B.C.

Performance Measure 6: Completion of the Canada-wide Action Plan for Extended Producer Responsibility

Performance Measure	2011/12 Baseline	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Percentage of product sub-categories ¹ in the Canada-wide Action Plan for Extended Producer Responsibility fully covered by industry-led recycling programs in British Columbia	53%	68%	68%	68% Achieved	79%	84%	95%

Data Source: Ministry of Environment

¹ The Canada-wide Action Plan places a number of products into different categories. The Ministry divides these categories into sub-categories. For example, one category is packaging, which the Ministry divides into two subcategories: beverage containers and packaging and printed paper. Some product categories include a large number of products and require multiple industry-led stewardship programs in order to attain complete coverage.

Performance Measure 7: Park visitation and visitor satisfaction

Performance Measure	2011/12 Actual	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Number of recorded park visits	19.3 million	20.5 million	20.9 million	20.7 million Substantially Achieved	21.3 million	21.7 million	22.0 million
Park visitor satisfaction level	82%	79%	Maintain or improve (from 80%) ¹	81% Achieved	Maintain or improve (from 80%)	Maintain or improve (from 80%)	Maintain or improve (from 80%)

Data Source: Ministry of Environment, BC Parks Visitor Satisfaction Survey and Parks Attendance and Revenue System

¹ Based on 2010/11 baseline of 80% satisfaction.

Note: The satisfaction rating is based on a satisfaction survey that is completed by users of campgrounds around the province. In 2013, over 2,400 people responded to the survey.

Finance

Performance Measure 1: Provincial Credit Rating

Performance Measure	2008/09 Benchmark	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target
Provincial credit rating	Aaa	Aaa ACHIEVED	Aaa	Aaa ACHIEVED	Aaa	Aaa

Data Source: Moody's Investors Service (Credit Rating Agency)

Performance Measure 2: Budget Deficit/Surplus

Performance Measure	Baseline Or Benchmark	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target
Budget deficit/surplus	N/A ¹	\$1.146B deficit NOT ACHIEVED	\$153M surplus	\$353M surplus ACHIEVED	As set out in government fiscal plan	As set out in government fiscal plan

Data Source: British Columbia Budget and Fiscal Plan

¹ The Ministry's intent is to meet the budget target as identified in government's annual budget and fiscal plan.

Performance Measures 3, 4 and 5: Annual Release Dates for Budget and Public Accounts, and Audit Opinion

Performance Measure	Baseline	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target
Release date of the Budget	3rd Tuesday of February ¹	February 19, 2013 ACHIEVED	By legislated due date	February 18, 2014 ACHIEVED	By legislated due date	By legislated due date
Completion date of the Public Accounts ²	By August 31st ¹	July 23, 2013 NOT ACHIEVED	On or before June 30, 2014	June 23, 2014 ACHIEVED	On or before June 30, 2015	On or before June 30, 2016
Audit opinion ³	Qualified but positive audit opinion from the Office of the Auditor General (2010/11)	Qualified but positive audit opinion from the Office of the Auditor General SUBSTANTIALLY ACHIEVED	Public Accounts in compliance with GAAP	Qualified but positive audit opinion from the Office of the Auditor General SUBSTANTIALLY ACHIEVED	Public Accounts in compliance with GAAP	Public Accounts in compliance with GAAP

Data Source: Annual Public Accounts

1 The Budget and Transparency Accountability Act requires the release of the Province's budget by the third Tuesday of February in the immediately preceding fiscal year and the Province's financial statements (Public Accounts) by August 31st following each fiscal year end.

2 This measure will be considered substantially achieved if the Public Accounts are completed within 10 business days of the target date. Release of the Public Accounts requires the Auditor General's opinion which was received on July 9, 2014.

3 This measure will be considered substantially achieved if the Office of the Auditor General provides a qualified but positive opinion of the Public Accounts.

Performance Measures 6, 7 and 8: Provincial Income Tax Ranking

Performance Measure	Benchmark	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target
Provincial ranking of corporate income tax rates	Remain in the lowest four ¹	Lowest ACHIEVED	Remain in the lowest four	Second Lowest ACHIEVED	Remain in the lowest four	Remain in the lowest four
Provincial ranking of personal income tax rates for the bottom tax bracket	Remain in the lowest two ²	Second lowest ACHIEVED	Remain in the lowest two	Second Lowest ACHIEVED	Remain in the lowest two	Remain in the lowest two
Provincial ranking of personal income tax rates for the second-from-bottom tax bracket	Remain in the lowest two ²	Lowest ACHIEVED	Remain in the lowest two	Lowest ACHIEVED	Remain in the lowest two	Remain in the lowest two

Data Source: Published legislation and budgets from all 10 provinces

1 This measure was benchmarked in fiscal 2008/09.

2 These measures were benchmarked in fiscal 2010/11.

Performance Measure 9: Per Cent of Amounts Owed to Government Paid or Collected

Performance Measure	Baseline	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target
Per cent of amounts owed to government paid or collected ¹	N/A ²	92.70% ³ SUBSTANTIALLY ACHIEVED	94.45%	95.70% ACHIEVED	Maintain	Maintain

Data Source: Ministry of Finance business information systems

1 This measure includes all amounts owed to government and administered by the Ministry of Finance. Amounts owed to government include revenue identified during the fiscal year and overdue accounts from the current and previous fiscal years. These amounts may be billed by the Ministry, self-assessed by individuals and businesses, or identified by the Ministry through audit and compliance activities.

2 Since the transition to HST (July 1, 2010), which was administered by the Canada Revenue Agency, this measure did not include provincial sales tax. With the reinstatement of the PST on April 1, 2013, this measure again includes the PST. Performance will be baselined in 2014/15, once the provincial PST audit program has been underway for a full fiscal year.

3 Target is considered substantially met if performance is at least 95% of target.

Performance Measure 10: Enhanced access to funds in gaming facilities

Performance Measure	2011/12 Baseline	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target
Enhance access to funds in gaming facilities	Introduced two new options	Introduced three new options ACHIEVED	Introduce three new options	Introduced two new options SUBSTANTIALLY ACHIEVED	Introduce one new option	Introduce one new option

Data Source: Gaming Policy and Enforcement Branch

Forests, Lands and Natural Resource Operations

Performance Measure 1: Natural resource authorizations turnaround time reduction

Performance Measure	2011/12 Baseline	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target ²	2015/16 Target ²	2016/17 Target ²
Average number of days turnaround time for new mining Notice of Work (NoW) applications ¹	110 days	73 days	60 days	44 days Exceeded	60 days	60 days	N/A

Data Source: Ministry of Energy and Mines.

1 The measure differs from previous year's plan in that the former targets for reducing mining NoW applications backlog were achieved so no longer appear in the table.

2 The targets for 2014/15 and 2015/16 reflect the BC Jobs Plan commitment of an average 60 day turnaround time from 2013 onwards. Target for 2016/17 does not appear as the performance measure is not published in the 2014/15-16/17 service plan.

Performance Measure 2: Client Satisfaction with natural resource authorizations services

Performance Measure	2007/08 Baseline	2012/13 Actual	2013/14 Target ¹	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Client Satisfaction Success Score ²	71	77.4	82	74.7 Not Achieved	82	82	82

Data Source: FrontCounter BC Authorization Tracking System and BCStats Client Satisfaction Survey.

1 The target was set in comparison to similar organizations across Canada and the Ministry strives to achieve a 'best-in-class' score.

2 The success score combines two aspects of FrontCounter BC's client satisfaction survey: business and individual's ability to obtain information and assistance with preparing applications for resource-use authorizations; and client satisfaction with the overall authorization process across natural resource sector ministries.

Performance Measure 3: Monitoring statutory requirements within the resource management sector¹

Performance Measure	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Per cent of the regulated community's compliance with statutory requirements ²	80%	85%	84% Substantively Achieved	N/A	N/A	N/A

Data Source: Ministry of Forests, Lands and Natural Resource Operations Compliance Information Management System. Data are collected, analysed and reported by HQ Compliance and Enforcement Branch, Integrated Resource Operations Division.

1 The title of this performance measure was changed over the last two years. In the 2011 service plan it was "Compliance with resource laws" and in the 2012 it was "Meeting management and use standards."

2 'Regulated community' includes all persons (including licensees, contractors, public and government) subject to statutory obligations within the Ministry's mandate. With the restructure of the natural resource sector, the Ministry's compliance and enforcement obligations expanded significantly beyond forest-related acts and regulations; including statutes that are new to the program, e.g., Land Act, Water Act and Wildlife Act.

Performance Measure 4: Resource decision data quality index¹

Performance Measure	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Quality of resource monitoring data used for resource stewardship decisions ¹	N/A	7.1	7.3 achieved ²	8.0	8.8	9.3

Data Source: Ministry of Forests, Lands and Natural Resource Operations, Provincial and Regional Operations.

1 Index is an average of four dataset quality indices to a maximum score of 10: inventory; wildlife; Forest Range Evaluation Program (FREP); and Reporting Silviculture Updates and Land status Tracking System (RESULTS).

2 Due to variation in data, this performance measure is stated as "achieved" as the overage is not considered significant enough to warrant "exceeded."

Performance Measure 5: Mountain Caribou herds meeting recovery objective

Performance Measure	2012/13 Actual ¹	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Number of Mountain Caribou herds in recovery ¹	4	9	7 Not Achieved	14	14	N/A

Data Source: Species at Risk Recovery Implementation Section, Fish Wildlife and Habitat Branch, Ministry of Forests, Lands and Natural Resource Operations.

1 Herds were designated as stable or increasing based on most recent aerial surveys conducted in late winter. It does not consider recruitment level. Caution is necessary in interpretation of short term trends.

Performance Measure 6: Recovery of open forest and grassland ecosystems

Performance Measure	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target ¹	2015/16 Target	2016/17 Target
Number of hectares of ecosystems in recovery mode	13,400	15,000	16,600 Exceeded	22,600	28,600	34,600

Data Sources: Land Based Investment Strategy - Categories: Range Remediation; Ecosystem Restoration; and Invasive Plant Management. Invasive Alien Plant Program database. District range reports. Ecosystem Restoration Steering Committee reports.

1 Targets are cumulative over the three year period with an expected increase of 6,000 hectares recovered in 2014/15, and 6,000 hectares recovered per year in 2015/16 and 2016/17 based on current funding levels, and include an aggregate total of Range Remediation, Ecosystem Restoration, and Invasive Plant Management annual targets.

Performance Measure 7: Timber volume gain from silviculture investments

Performance Measure	2010/11 Baseline	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target ³	2015/16 Target	2016/17 Target
Timber volume gain (millions of cubic metres) expected in 65 years from silviculture treatments completed ¹	7.3	7.4	8.3	8.5 Achieved ²	8.5	7.7	8.2

Data Source: Volume gains (millions of cubic metres of wood) estimated using data submitted by licensees and the Ministry to RESULTS (Reporting Silviculture Updates and Land status Tracking System) and SPAR (Seed Planning and Registry System).

1 Gain as compared to basic reforestation using natural unimproved seed sources; "Timber Volume gain" includes incremental growth associated with silviculture treatment (planting using select seed, rehabilitation, juvenile spacing, and fertilization) and is based on the estimated total accumulated volume gains in 65 years.

2 Within the range of statistical precision associated with the calculation, this performance measure is classified as "achieved" as the overage is not considered to be statistically significant.

3 Targets are based in part on Land Based Investment Strategy (LBIS) funding, and are also influenced by licensee activity. Targets are forecast based on activity from the previous two years as, for example, seedlings sown in fall 2012 for planting in spring and summer 2014 influence targets in 2014/15.

Performance Measure 8: Dam safety inspection compliance

Performance Measure	2002/03 Baseline ²	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Percentage of owners of High, Very High and Extreme Consequence Classification dams that complete the required inspections and return the Inspection Compliance Form ¹	62%	98%	92%	94% Exceeded	93%	94%	94%

Data Source: Water Management Branch, Ministry of Forests, Lands and Natural Resource Operations

1 Under the authority of the Dam Safety Regulation, of the Water Act, all B.C. dam owners with High, Very High or Extreme Downstream Consequence Classification dams are required to complete an annual compliance form to confirm the status of their dam inspection program. Based on Inspection Compliance Form returns from owners of the approximately 346 High, Very High and Extreme Consequence Classification dams in B.C. Number of dams in these classes are subject to change due to reclassification, addition of new, or removal of dams. The accuracy and reliability of the data is dependent on the veracity of the dam owners completing the form.

2 Percentage of owners of High and Very High Consequence Classification dams that returned the Inspection Compliance Forms for 2002/03. The 'Extreme' classification did not exist at that time.

Performance Measure 9: New mines and expansions to existing mines

Performance Measure	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Number of new mines in operation since release of the BC Jobs Plan	2	4	2 Substantively achieved	5	8	N/A
Number of expansions to existing mines since release of the BC Jobs Plan	6	7	7 Achieved	8	9	N/A

Data Source: Data analysis by the Ministry of Energy and Mines

Performance Measure 10: Government revenue derived from the use of Crown land and natural resources

Performance Measure	2012/13 Actual ¹	2013/14 Target ²	2013/14 Actual ³	2014/15 Target ⁴	2015/16 Target ⁴	2016/17 Target ⁴
Forests	\$521 M	\$554 M	\$665 M	\$ 745 M	\$ 785 M	\$ 817 M
Crown Lands	\$69 M	\$123 M	\$136 M	\$ 184 M	\$ 149 M	\$ 74 M
Natural Resource Operations	\$453 M	\$476 M	\$479 M	\$ 441 M	\$ 458 M	\$ 462 M
Total Ministry Revenue	\$1,043 M	\$1,153 M	\$1,280 M Exceeded	\$1,370 M	\$1,392 M	\$1,353 M

Data Sources: (See footnotes, below)

1 Source: Ministry 2012/13 Annual Service Plan Report.

2 Source: Ministry 2013/14 Estimates Budget.

3 Source: Ministry 2013/14 CAS Oracle General Ledger actuals in period ADJ2-14 run on May 23, 2014. Actual 2013/14 revenue (unaudited) is subject to verification by audit by the Office of the Comptroller General. The 2013/14 revenue will continue to fluctuate minimally until Closing Adjustment #3 is completed by the Office of the Comptroller General on or before June 30, 2014.

4 Source: Ministry 2014/15 - 2016/17 Estimates Budgets (excludes logging tax, recoveries, and valuation adjustment).

Health

Performance Measure 1: Healthy Communities

Performance Measure	2011/12 Baseline	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target*	2015/16 Target*	2016/17 Target*
Per cent of communities that have completed healthy living strategic plans	13%	25%	30%	41% Exceeded	35%	40%	50%

Data Source: Healthy Living Branch, Population and Public Health Division, B.C. Ministry of Health.

*Targets as published in the Ministry of Health 2014/15 – 2016/17 Service Plan, February 2014.

Performance Measure 2: Chronic disease management

Performance Measure	2009/10 Baseline	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Per cent of general practitioner physicians providing chronic disease management	81%	90%	90%	88% Substantively Achieved*	–	–	–

Data Source: Medical Services Plan, Business Analytics Strategies and Operations Branch, Health Sector Planning and Innovation Division, B.C. Ministry of Health.

*Partial-year data (third quarter of 2013/14).

Performance Measure 3: Chronic disease hospital admissions

Performance Measure	2010/11 Baseline	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target*	2015/16 Target*	2016/17 Target*
Number of people under 75 years with a chronic disease admitted to hospital (per 100,000 people aged less than 75 years)	265	260	240	269 Not Achieved**	250	245	240

Data Source: Discharge Abstract Database, Business Analytics Strategies and Operations Branch, Health Sector Planning and Innovation Division, Ministry of Health.

*Targets as published in the Ministry of Health 2014/15 – 2016/17 Service Plan, February 2014.

**Partial-year data (third quarter of 2013/14).

Performance Measure 4: Access to surgery

Performance Measure	2011/12 Baseline	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Per cent of non-emergency surgeries completed within the benchmark wait time	72.1%	75%	80%	66% Not Achieved	–	–	–

Data Source: Surgical Wait Times Production, Business Analytics Strategies and Operations, Health Sector Planning and Innovation Division, Ministry of Health.

Performance Measure 5: Electronic medical record system implementation

Performance Measure	2009/10 Baseline	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Per cent of physicians implementing electronic medical record systems	41%	71%	65%	91% Exceeded	–	–	–

Data Source: Physician Information Technology Office, which is a voluntary program to promote adoption of electronic medical record (EMR) systems.

International Trade

Performance Measure 1: Total value of foreign direct investment facilitated by ministry programs

Performance Measure	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Total value of foreign direct investment facilitated by ministry programs	\$4.295 billion	\$600 million	\$2.499 billion Exceeded	\$734 million	Maintain or Improve	Maintain or Improve

Data Source: Ministry of International Trade and Minister Responsible for Asia Pacific Strategy and Multiculturalism internal performance metrics tracking system.

Note: Actual outcomes for 2013/14 reflects external variability of global foreign direct investment activity and extended timeframes for conversion of investment leads into FDI.

Performance Measure 2: Total number of international business agreements facilitated by ministry programs.

Performance Measure	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Total number of international business agreements facilitated by ministry programs	178	65	230 Exceeded	120	Maintain or Improve	Maintain or Improve

Data Source: Ministry of International Trade and Minister Responsible for Asia Pacific Strategy and Multiculturalism.

Note: The 2012/13 and 2013/14 actual outcomes reflect the increase in business development activity following the doubling of the ministry's overseas presence in 2012/13.

Performance Measure 3: Number of participants engaged in the EmbraceBC Network to promote multiculturalism and challenge racism.

Performance Measure	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Number of participants engaged in the EmbraceBC Network to promote multiculturalism and challenge racism.	232	340	341 Achieved	TBD ¹	TBD ¹	TBD ¹

Data Source: Ministry of International Trade and Minister Responsible for Asia Pacific Strategy and Multiculturalism.

1 As of March 31, 2014 the federal funding for EmbraceBC programs under the Canada-British Columbia Immigration Agreement ended. EmbraceBC programs are being funded for the 2014/15 fiscal year and the ministry is exploring options to source future funding.

Jobs, Tourism and Skills Training

Performance Measure 1: Number of government-wide regulatory requirements

Performance Measure	2004 Baseline	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Number of government-wide regulatory requirements	228,941	206,059	0 net increase ¹	206,566 -9.8% EXCEEDED	0 net increase	0 net increase	N/A ²

Data Source: Regulatory Reform database. Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour.

1 As measured against the 2004 baseline.

2 Government has committed to a zero net increase in regulatory requirements up to 2015.

Performance Measure 2: Value of annual motion picture production expenditures in British Columbia

Performance Measure	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Value of annual motion picture production expenditures in British Columbia.	\$1.22 billion	\$1.1 billion	\$1.37 billion EXCEEDED	\$1.1 billion	Maintain or improve	Maintain or improve

Data Source: Creative BC. Data is based on calendar years (i.e., 2014/15 target is for 2014).

Performance Measure 3: Number of clients supported to access the labour market

Performance Measure	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Number of clients supported to access the labour market	46,518	42,497 ¹	46,370 EXCEEDED	N/A ²	N/A ²	N/A ²

Data Source: Labour Market and Immigration Division, Ministry of Jobs, Tourism and Skills Training.

1 Targets are subject to budget appropriations and federal government support. See the discussion section below for details.

2 Measure discontinued after the 2013/14 year. Results will continue to be monitored internally.

Performance Measure 4: Number of foreign workers and entrepreneurs nominated for permanent immigration through the Provincial Nominee Program

Performance Measure	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Number of foreign workers and entrepreneurs nominated for permanent immigration through the Provincial Nominee Program (PNP). ¹	4,035	4,125	4,040 Substantially Achieved ²	100% ³	Maintain ³	Maintain ³

Data Source: Labour Market and Immigration Division, Ministry of Jobs, Tourism and Skills Training.

1 Includes Business and Strategic Occupations/Skilled worker categories.

2 Fiscal year nomination targets are pro-rated from calendar year nominations allocated by the federal government. The 2013/14 fiscal year target was based on a confirmed 2013 calendar year allocation of 3,800 nominations, and a forecasted 2014 calendar year allocation of 5,000. Because the actual 2014 allocation was only 4,150 the original 2013/14 fiscal year target is overstated.

3 This measure was adjusted in the 2013/14 Revised Service Plan to measure the "percentage of foreign worker and entrepreneur nominations processed each year, based on the total Provincial Nominee Program (PNP) targets allocated by the federal government."

Performance Measure 5: Percentage of employees who employment practices resulted in no complaints being registered with the Employment Standards Branch

Performance Measure	2004/05 Baseline	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Percentage of employers whose employment practices resulted in no complaints being registered with the Employment Standards Branch	97.7%	97.6%	96.5 – 98.5%	97.8% ACHIEVED	97.7%	97.7%	97.7%

Data Source: Labour Division, Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour.

Performance Measure 6: Percentage of Employment Standards Branch cases resolved within 180 days

Performance Measure	2010/11 Baseline	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Percentage of Employment Standards Branch cases resolved within 180 days	78%	74.8%	greater than 78%	74.5% SUBSTANTIALLY ACHIEVED	greater than 78%	greater than 78%	greater than 78%

Data Source: Labour Division, Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour.

Performance Measure 7: Client Satisfaction with Employers' Advisers Office (EAO) and Worker's Advisers Office (WAO)

Performance Measure	2004/2005 Baseline	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Employer satisfaction related to EAO services (educating, advising, assisting and representing employers) as well as overall satisfaction with EAO	90%	90%	90% of employers satisfied with EAO	91% EXCEEDED	N/A ¹	N/A ¹	N/A ¹

Data Source: Employers' Advisers Office client satisfaction surveys. Labour Division, Ministry of Jobs, Tourism and Skills Training.

1 This measure was discontinued after the 2013/14 Revised Service Plan.

Performance Measure	2012/13 Baseline	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Percentage of workers who are satisfied or very satisfied with WAO	73%	81%	N/A ¹	N/A ¹	N/A ²	N/A ²	N/A ²

Data Source: Workers' Advisers Office client satisfaction surveys. Labour Division, Ministry of Jobs, Tourism and Skills Training.

1 The WAO survey is conducted biannually. Results are available every second year.

2 This measure was discontinued after the 2013/14 Revised Service Plan.

Performance Measure 8: Provincial Tourism Revenues

Performance Measure	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Total provincial tourism revenues	\$13.5 billion	\$15.1 billion	Data Not Available ¹	\$16.1 billion	\$17.2 billion	\$18.0 billion

Data Source: Provincial tourism revenues are estimated by BC Stats from data on revenues of B.C. tourism businesses and an assessment of their dependence on spending by tourists. This measure is calculated on a calendar year basis (i.e. 2013/14 equals 2013). Revenue targets are based on 5% annual increase compounded from 2011 to 2016 to achieve the \$18 billion target after 5 years.

1 Results to be published in Destination British Columbia's Value of Tourism in British Columbia report, anticipated in the fall of 2014.

Justice

Performance Measure 1: Public confidence in the justice system

Performance Measure	2003 Baseline	2008 Actual	2013 Target	2013 Actual	2014 Target	2015 Target	2016 Target
Percentage of British Columbians who have 'a great deal of' or 'quite a lot of' confidence in the justice system	50	53	55	2013 results available by winter 2014	Next survey will be in 2018		

Data Source: Statistics Canada General Social Survey on Social Engagement. The survey is conducted by Statistics Canada every five years to gather data on the activities and perceptions of Canadians. It is anticipated that the survey will be conducted again in 2018.

Performance Measure 2: Public release of data sets

Cumulative number of data sets available on DataBC website	2011/12 Baseline	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target ¹	2015/16 Target	2016/17 Target
Community Safety and Crime Prevention	0	5	5	5 achieved	6	7	7
Corrections	8	8	11	15 exceeded	18	20	202
Court Services	13	18	35	33 not achieved	27	32	32
Criminal Justice	0	5	4	6 exceeded	63	6	6
Emergency Management BC	0	2	5	2 not achieved	9	10	11
Liquor Control and Licensing	2	3	4	3 not achieved	64	6	6
Policing and Security Programs	0	5	10	10 achieved	15	18	20
RoadSafetyBC	2	5	10	10 achieved	155	15	15
Total Ministry of Justice	25	51	84	84 achieved	98	113	116

Data Source: Data BC website: www.data.gov.bc.ca

1 Many of the 2014/15 and 2015/16 targets were revised since publication of the Ministry of Justice Revised 2013/14–2015/16 Service Plan, based on forecast results for 2013/14 developed in winter 2013.

2 The focus every second year is to complete a full refresh of all previous data sets with additional completed fiscal year data.

3 The Criminal Justice Branch forecasts contributing updated data sets each fiscal year, but no new data sets.

4 A total of six data sets updated annually will cover the data available at the Liquor Control and Licensing Branch.

5 A total of 15 data sets updated annually will cover the data available at RoadSafetyBC.

Performance Measure 3: British Columbia Provincial Policing Standards

Performance Measure	2011/12 Baseline	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target ¹	2015/16 Target ¹	2016/17 Target
Cumulative number of binding British Columbia Provincial Policing Standards approved for implementation	14	16	17	16 not achieved	26	30	34

Data Source: Results for this measure are derived from records kept by the Policing and Security Branch.

1 The 2014/15 and 2015/16 targets for this measure were revised since publication of the Ministry of Justice 2013/14–2015/16 Revised Service Plan, based on forecast results for 2013/14.

Performance Measure 4: Family Court Timeliness

Performance Measure	2011/12 Baseline	2012/13 Actual	2013/14 Target	2013/14 Actual ¹	2014/15 Target ²	2015/16 Target	2016/17 Target
Median age of family application when first order is issued	105	105	103	126 not achieved	127	126	125

Data Source: Courts Electronic Information System. This measure reports the median number of days between filing an application to obtain or change an order and when the order is issued on a family matter at a Provincial Court appearance. Cases included in the measure involve family maintenance, child custody, guardianship and access.

1 At the time of publishing this report, fiscal 2013/14 year end data were not ready for reporting, so the first three quarters (April to December, 2013) of fiscal 2013/14 have been used. Full fiscal 2013/14 data will be available July 2014.

2 The 2014/15 and 2015/16 targets were revised since publication of the Ministry of Justice Revised 2013/14–2015/16 Service Plan based on forecast results for 2013/14 developed in winter 2013.

Performance Measures 5 and 6: Small Claims Timeliness

Performance Measure	2011/12 Baseline	2012/13 Actual	2013/14 Target	2013/14 Actual ¹	2014/15 Target ²	2015/16 Target	2016/17 Target
Median age of a small claims case at first substantive appearance ³	200	210	2164	172 exceeded	178	177	176
Median age of a small claims case at trial stage ⁵	422	421.5	420	412 exceeded	417	416	415

Data Source: Courts Electronic Information System.

1 At the time of publishing this report, fiscal 2013/14 year end data were not ready for reporting, so the first three quarters (April to December 2013) of fiscal 2013/14 have been used. Full fiscal 2013/14 data will be available July 2014.

2 The 2014/15 and 2015/16 targets were revised since publication of the Ministry of Justice Revised 2013/14 – 2015/16 Service Plan based on forecast results for 2013/14 developed in winter 2013.

3 This measure calculates the median number of days from the date a file is opened in Provincial Court to the date of the first substantive appearance, which includes settlement conferences, summary trials, simplified trials or mediation. This methodology provides a picture of the speed and timeliness of the entire small claims process across the province, regardless of the specific process used.

4 The target for 2013/14 was based on a forecast of 217 days for 2012/13.

5 This measure reports the median number of days from the date a file is opened in Provincial Court to the date of the trial.

Performance Measure 7: Timeliness of criminal case conclusion

Performance Measure	2011/12 Baseline	2012/13 Actual	2013/14 Target	2013/14 Actual ¹	2014/15 Target ²	2015/16 Target	2016/17 Target
Median time to conclude Provincial criminal cases (Adult and Youth)	89	82	81	82 not achieved	82	81	80

Data Source: Courts Electronic Information System. This measure reports the median number of days from the date the information is sworn to the date the matter is completed.

1 At the time of publishing this report, fiscal 2013/14 year end data were not ready for reporting, so the first three quarters (April to December 2013) of fiscal 2013/14 have been used. Full fiscal 2013/14 data will be available July 2014.

2 The 2014/15 and 2015/16 targets were revised since publication of the Ministry of Justice Revised 2013/14 – 2015/16 Service Plan based on forecast results for 2013/14 developed in winter 2013.

Performance Measure 8: Timeliness of Victim Financial Assistance claim adjudication

Performance Measure	2011/12 Baseline	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Average number of days to adjudicate claims for financial assistance from victims and others impacted by violent crime	163	81 ¹	150 ²	50 ³ exceeded	70	70	70

Data Source: Results for this measure are derived from the Electronic Victim Information System, taking into account the dates claims were received and the dates they were completed, as well as the cases that remain outstanding.

1 The 2012/13 Actual has been revised to 81 days from 70 based on further adjudications on claims submitted during the 2012/13 fiscal year. This number is subject to further revisions as a very limited number of claims remain outstanding.

2 This target was established based on an average of 150 days over a six year period.

3 The actual of 50 days for 2013/14 represents adjudication of 90 per cent of claims received in 2013/14 and is subject to change once adjudications are complete.

Performance Measure 9: Timeliness of Disaster Financial Assistance private sector claim adjudication

Performance Measure	2011/12 Baseline	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Average number of days from receipt of a complete Disaster Financial Assistance evaluator's report until the claim has been adjudicated and closed	17	14	15	14 exceeded	13	12	11

Data Source: Data to support this measure are compiled from a dedicated Disaster Financial Assistance database that tracks individual applications by event. The measure is based on a five-year rolling average. Use of a five-year rolling average provides a stronger indication of organizational performance and process improvement trends than single year reporting, due to the variability of events and Disaster Financial Assistance applications between years.

Performance Measure 10: Police-reported BC Crime Rates

Police-reported BC crime rates (Criminal Code offences per 1,000 persons)	2011 Actual	2012 Actual ¹	2013 Target	2013 Actual
Violent crime ²	14.6	13.8	13.2	data available summer/fall 2014
Property crime ³	47.0	47.1	42.5	data available summer/fall 2014
Other ⁴	17.3	16.3	15.6	data available summer/fall 2014
Total	78.9	77.3	71.3	data available summer/fall 2014

Data Source: Crime rates are obtained through the Uniform Crime Reporting Survey. Every police agency across Canada participates in this annual survey, which is managed nationally by the Canadian Centre for Justice Statistics, a part of Statistics Canada. Crime rates are based on all police-reported violent crime, property crime and other offences, but do not include offences that are traffic, drug or federal statute related.

1 The data are reported by calendar year. The most recent year for which data are available is 2012.

2 Violent offences include homicide, attempted murder, sexual assaults, non-sexual assaults, firearm offences, robbery, forcible confinement/kidnapping, abduction, extortion, criminal harassment, uttering threats, threatening or harassing phone calls, and other violent offences.

3 Property offences include the offence categories of theft, motor vehicle theft, possession of stolen property, breaking and entering, arson, mischief, and fraud.

4 Criminal Code offences which are not violent or property related are classified as other offences. These include counterfeiting, offensive weapons, child pornography, prostitution, disturbing the peace, offences related to the administration of justice and other miscellaneous Criminal Code offences.

Performance Measure 11: Crime Severity Indices

Crime severity indices	2011 Actual	2012 Actual ¹	2013 Target	2013 Actual
Violent crime severity index ²	94.6	89.3	85.4	data available summer/fall 2014
Non-violent crime severity index ³	95.2	94.6	85.9	data available summer/fall 2014
Youth crime severity index ⁴	60.5	57.8	54.6	data available summer/fall 2014
Overall crime severity index ⁵	95.1	93.4	85.8	data available summer/fall 2014

1 The data are reported by calendar year. The most recent year for which data are available is 2012.

2 The violent crime severity index is based on the total volume of police-reported violent federal statute offences and measures the relative severity of violent crime.

3 The non-violent crime severity index is based on the total volume of police-reported federal statute offences not considered violent in nature and measures the relative severity of non-violent crime.

4 The youth crime severity index is based on the same principles as the overall crime severity index, which reflects the relative seriousness of different offences, but uses the number of youths accused instead of an incident count to measure the relative severity of crimes committed by youth.

5 The overall crime severity index is based on the total volume of police-reported federal statute offences and measures the relative severity of overall crime.

Performance Measure 12: Rates of Non-reoffending

Percentage of adult offenders who are not re-convicted in B.C. within two years of release from custody, commencement of community supervision, or active community supervision	2011/12 Baseline	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target ¹	2015/16 Target	2016/17 Target
Community Corrections ²	76.2	76.8	77.5	76.7 not achieved	77.5	78	78.5
Custody ³	48.4	50.6	49.5 ⁴	48.7 not achieved	51.5	52	52.5
Overall rate of non-reoffending ⁵	71.9	72.6	73.0	72.2 not achieved	73.5	74	74.5

Data Source: Corrections Branch. This measure is based on offence date rather than sentence date. That means it includes all individuals, regardless of court date, who are not reconvicted with an offence date that falls within the two-year follow-up period. Therefore, the rates reported may shift slightly over time. The rate is calculated at the conclusion of each fiscal year for the purpose of the Ministry's service plans and annual reports. Each year's rate is based on the cohort two years prior. In other words, the 2013/14 rate is based on offenders admitted and/or released in 2011/12.

1 The 2014/15 and 2015/16 targets have been revised since publication of the Ministry of Justice Revised 2013/14–2015/16 Service Plan based on forecast results for 2013/14 developed in winter 2013.

2 The Community Corrections rate is derived from individuals whose supervision was all or mostly in the community. It is the percentage of offenders who do not return to Corrections within two years of commencement or active community supervision.

3 The Custody rate is derived from individuals who were released from custody and did not receive follow-up supervision in the community. It is the percentage of offenders who do not return to Corrections within two years of their release from custody.

4 The target for 2013/14 was based on a forecast for 2012/13 that was lower than the actual result for that year.

5 The overall rate of non-reoffending is the percentage of offenders who do not return to Corrections within two years of commencement or active supervision in the community or release from custody.

Performance Measures 13 and 14: Traffic fatality and injury rates

Performance Measure	2005 – 2009 Baseline ¹	2012 Actual	2013 Target	2013 Actual	2014 Target ²	2015 Target	2016 Target
Number of traffic fatalities per 100,000 population	9.2	6.2	5.6	5.7 not achieved	5.8	5.6	5.5
Number of traffic injuries per 100,000 population	576.6	445.2	405.1	442.2 not achieved	418.5	405.9	393.8

Data Source: Traffic Accident System Q1 2014 extract; BC Statistics (April 2013). Population Estimates and Projections as of July 1st each year. Results are reported by calendar year rather than fiscal year. All numbers have been rounded to the closest tenth.

These measures are based on police-attended collisions involving injuries and/or fatalities. Collision data are collected by police and individual reports may be subject to error. As enforcement resources do not allow officers to attend all collisions, it is estimated that police reports may not include up to 20 per cent of injuries.

¹ The baseline was calculated for the five-year period from 2005 to 2009.

² The 2014 and 2015 targets were revised since publication of the Ministry of Justice Revised 2013/14 – 2015/16 Service Plan, based on forecast results for 2013 and targeted year-to-year reductions of three per cent.

Performance Measure 15: Alcohol/drug related driving fatality rates

Performance Measure	2005 – 2009 Baseline	2012 Actual	2013 Target ²	2013 Actual	2014 Target ³	2015 Target	2016 Target
Number of alcohol/drug related driving fatalities per 100,000 population	2.90	1.25	2.00	1.31 exceeded	1.16	1.12	1.09

Data Source: Traffic Accident System Q1 2014 extract; BC Statistics (April 2013) Population Estimates and Projections as of July 1st each year. These measures are collected from police-attended collisions involving fatalities. Results include only motor vehicle fatalities where alcohol and/or drugs are a contributing factor. Results are reported based on calendar year rather than fiscal year.

² The 2013 target of 2.00 was based on a forecast for 2012 that was higher than the actual result for that year.

³ The 2014 and 2015 targets have been revised since publication of the Ministry of Justice Revised 2013/14 – 2015/16 Service Plan, based on forecast results for 2013 and targeted year-to-year reductions of three per cent from 2013 onward.

Performance Measure 16: Liquor Licensee Compliance Rate

Performance Measure	2011/12 Baseline	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Percentage of inspected/ investigated liquor licensees in compliance	96	95	95	97 exceeded	95	95	95

Data Source: Liquor Control and Licensing Branch

Natural Gas Development and Ministry Responsible for Housing

Performance Measure 1: LNG Power Supply Agreements

Performance Measure	2012/13 Estimate	2013/14 Forecast	2014/15 Target	2015/16 Target	2016/17 Target
New power supply agreements reached with proponents focused on energy needs for LNG compression and/or ancillary power requirements	N/A	1	1	1	1

¹ Data Source: Ministry of Natural Gas Development. Internal tracking documents.

Performance Measure 2: Annual investment in natural gas and oil exploration and development

Performance Measure	2011/12 Benchmark	2012/13 Actual	2013/14 Forecast	2014/15 Target	2015/16 Target	2016/17 Target
Annual investment in natural gas and oil exploration and development ¹	\$6.1 billion	\$5.2 billion	\$5.5 billion	\$6.3 billion	\$7.3 billion	\$8.3 billion

¹ Data Source: Ministry of Natural Gas Development, based on Canadian Association of Petroleum Producers data for previous years. Estimates provided by calendar year.

Performance Measure 3: Direct government revenue derived from natural gas and oil

Performance Measure	2012/13 Baseline	2012/13 Actual	2013/14 Forecast	2014/15 Target	2015/16 Target	2016/17 Target
Direct government revenue from natural gas and oil	\$1.100 billion	\$1.129 billion	\$1.329 billion	\$1.342 billion	\$1.337 billion	\$1.293 billion

Data Source: Ministry of Finance. Revenue includes natural gas and oil royalties, land sales and lease rentals.

Performance Measure 4: Residential tenancy dispute resolution requests

Performance Measure	2012/13 Actual	2013/14 Target	2014/15 Target	2015/16 Target	2016/17 Target
Number of residential tenancy dispute resolution requests per 1,000 British Columbia adult population (over age 19)	6.0	6.0	6.0	6.0	6.0

Data Source: Targets for this measure are derived from records of dispute resolution requests to the Ministry's Residential Tenancy Branch and British Columbia Statistics population data. The measure includes only those British Columbians aged 20 and older because of the population data age categories used by British Columbia Statistics.

Performance Measure 5: Priority groups in subsidized housing

Performance Measure	2012/13 Forecast	2013/14 Target	2014/15 Target	2015/16 Target	2016/17 Target
Percentage of clients belonging to priority groups in subsidized housing	88	85 or higher	85 or higher	85 or higher	85 or higher

Data Source: The measure is calculated by taking the current inventory of subsidized housing and determining the percentage of units that are available for each of the designated priority groups.

Social Development and Social Innovation

Performance Measure 1: Per cent of reconsideration decisions that are made within legislated time frames

Performance Measure	2001/02 Baseline	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Per cent of reconsideration decisions that are made within time frames.	82%	88%	100%	97% Substantially Achieved	100%	100%	100%

Data Source: Integrated Case Management and Corporate Data Warehouse, Ministry of Social Development and Social Innovation

Performance Measure 2: Expected to Work caseload as a percentage of the population age 19 to 64¹

Performance Measure	2001/02 Baseline	2012/13 Actual	2013/14 Target	2013/14 Forecast	2014/15 Target	2015/16 Target	2016/17 Target
Expected to Work caseload as a percentage of the population aged 19–64.	3.6%	1.3%	1.3%	1.2% Achieved	1.2%	1.2%	1.1%

Data Source: Research Branch, Ministry of Social Development and Social Innovation

* BC Stats regularly revises their population numbers and the revisions are retrospective. For consistency and accuracy, the most current population data is used to calculate the measure. As a result, there may be some changes in the measure due to changes in BC Stats population estimates.

¹ This measure includes both Expected-to-Work (ETW) and Expected-to-Work Medical Condition (ETWMC) clients. The ETWMC designation was not introduced until April 2004 so, in the baseline, ETW and what would have been ETWMC clients if the designation existed would have been included. For consistency and comparability, ETWMC is included in all the years.

Performance Measure 3: Median length of time clients who have employment obligations receive Income Assistance²

Performance Measure	2001/02 Baseline	2012/13 Actual	2013/14 Target	2013/14 Forecast	2014/15 Target	2015/16 Target	2016/17 Target
Median length of time clients with employment obligations receive assistance (months).*	4.2	7.3	5.7	6.8 Not Achieved	6.7	6.7	6.6

Data Source: Research Branch, Ministry of Social Development and Social Innovation

* Since median durations measure the number of months it takes for half of a cohort of new starting employment obligated clients to stop receiving assistance from the start of assistance, it can only be done retrospectively so there is a lag in reporting.

² The targets for this measure have been revised upward. Median durations have been running higher than previously expected due to continuing high unemployment rates. The measure has been revised to be more in line with what is actually occurring.

Performance Measure 4: Percent of active claimants served with the Employment Program of BC

Performance Measure	2012/13 Baseline Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Percent of active claimants of Employment Program of BC that receive case management services.	40% ³	42%	38% Not achieved	44%	45%	46%

Data Source: Employment and Labour Market Services Division, Ministry of Social Development and Social Innovation

³ The baseline for this measure has been revised since the release of the Ministry of Social Development and Social Innovation 2014/15–2016/17 Service Plan. The ministry is now using more accurate data and as a result targets measure has been revised to align with the new baseline.

Performance Measure 5: Percent of Employment Program of BC clients obtaining outcomes (employment and/or community attachment)

Performance Measure	2012/13 Baseline	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Percent of Employment Program of BC case managed clients who receive employment and/or community attachment.	45%	30%	40% exceeded	49%	51%	53%

Data Source: Employment and Labour Market Services Division, Ministry of Social Development and Social Innovation

Performance Measure 6: Meeting timelines for processing Persons with Disabilities applications

Performance Measure	2010/11 Baseline	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Percent of applications for Persons with Disabilities designation completed within ministry timelines.	99%	99%	100%	99.9% Achieved	100%	100%	100%

Data Source: Provincial Service Branch, Ministry of Social Development and Social Innovation

Performance Measure 7: Per cent of Persons with Disabilities cases with declared earnings⁴

Performance Measure	2002/03 Baseline	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Per cent of Persons with Disabilities cases with declared earnings.	11.2%	14.3%	14.2%	15.6% Exceeded	16.2%	16.3%	16.4%

Data Source: Research Branch, Ministry of Social Development and Social Innovation

⁴ Note that this measure has been revised upward. The percent of Persons with Disabilities (PWD) cases declaring earnings was running higher than previously stated due to policy changes that occurred in late 2012 and early 2013. In October 2012, earnings exemption levels for PWD were increased and, in January 2013, annualized earnings exemptions were introduced. These changes increased the number of PWD cases declaring earnings, thereby impacting the measure.

Technology, Innovation and Citizens' Services

Performance Measure 1: Timely response to media inquiries

Performance Measure	2006/07 Baseline	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Timely response to media inquiries	97.7%	98.83%	97%	99.1% Exceeded	97%	97%	97%

Data Source: Government Communications and Public Engagement Communications Offices

Performance Measure 2: Compliance with statutory freedom of information response times

Performance Measure	2008 Baseline	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target
Compliance with statutory freedom of information response times	71%	87%	92%	74% Not Achieved	measure amended ¹	measure amended ¹

Data Source: BC Stats

¹ Since this performance measure has been amended, future targets are not included. "Average cost to complete an FOI request by IAO" performance measure and targets are included in the 2014/15 – 2016/17 Service Plan and results will be reported in the 2014/15 Annual Service Plan Report.

Performance Measure 3: Percentage of First Nations with access to broadband facilities

Performance Measure	2007/08 Baseline	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Percentage of First Nations with access to broadband facilities	42% (85 of 203 First Nations) ¹	87% (177 of 203 First Nations)	91% (185 of 203 First Nations)	91% (184 of 203 First Nations) substantially Achieved	94% (190 of 203 First Nations)	96% (195 of 203 First Nations)	100% (203 of 203 First Nations)

Data Source: Network BC

¹ The baseline for this measure was confirmed based on the completion of a broadband assessment in mid-2007

Performance Measure 4: Service BC Citizen Satisfaction

Performance Measure	2012/13 Baseline	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Service BC Citizen Satisfaction	90%	90%	Biennial survey; next survey in 2014/15	Next survey 2014/15	At least 90%	Biennial survey; next survey in 2016/17	At least 90%

Data Source: BC Stats

Performance Measure 5: Service BC Business Satisfaction

Performance Measure	2011/12 Baseline	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Service BC Business Satisfaction	89%	Biennial survey; next survey in 2014/15	Biennial survey; next survey in 2014/15	Biennial survey; next survey in 2014/15	At least 89%	Biennial survey; next survey in 2016/17	At least 90%

Data Source: BC Stats

Performance Measure 6: Percentage of vacant office space

Performance Measure	2011/12 Baseline	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Percentage of vacant office space	1.5%	1.02%	<1.65%	1.22% Exceeded	<1.65%	<1.65%	<1.65%

Data Source: BC Stats

Transportation and Infrastructure

Performance Measure 1: Project Performance

Performance Measure	2011/12 Actual	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
The percentage of projects that meet their budget and schedule	92%	93.2%	91.5%	96.5% exceeded	91.5%	91.5%	91.5%

Data Source: Ministry of Transportation and Infrastructure

Performance Measure 2: Pacific Gateway Supply Chain Investments

Performance Measure	2011/12 Actual	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Cumulative completed provincial strategic investment in Pacific Gateway supply chain infrastructure (\$billions).	\$1.08 billion	\$4.46 billion	\$5.36 billion	\$5.36 billion achieved	\$5.60 billion	\$5.76 billion	\$5.79 billion

Data Source: Total completed investment spending (cumulative) on provincial supply chain infrastructure by B.C. since 2005. Does not include partner contributions.

Performance Measure 3: Transit Ridership

Performance Measure	2011/12 Actual	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Annual public transit ridership in B.C.	289 million	281 million	288 million	287 million substantively achieved	294.4 million	297.9 million	302.4 million

Data Source: Estimates for future public transit ridership are provided by BC Transit and TransLink.

Performance Measure 4: Contractor Assessment

Performance Measure	Baseline	2011/12 Actual	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Rating of the maintenance contractors' performance using Contractor Assessment Program	93%	94%	94%	93%	94% exceeded	93%	93%	93%

Data Source: Ministry of Transportation and Infrastructure, Construction and Maintenance Branch.

Performance Measure 5: Highway Safety

Performance Measure	Baseline	2011/12 Actual	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Crash reduction after construction on safety improvement capital projects	100 collisions	28% reduction from baseline	30% reduction from baseline	20% reduction from baseline	22% reduction from baseline –exceeded	20% reduction from baseline	20% reduction from baseline	TBD

Data Source: The RCMP and ICBC.

Performance Measure 6: Customer Service

Performance Measure	Baseline	2011/12 Actual	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Customer Satisfaction Survey: Stakeholder satisfaction with existing Ministry services and delivery processes, rated on a scale of 1 to 5	3.9	4.14	4.14	4.10	4.18 exceeded	4.10	4.10	4.10

Data Source: The Ministry's Customer Satisfaction Survey is based on the Common Measurement Tool (CMT), a survey framework designed by the Institute for Citizen-Centred Service to be administered by public-sector organizations to facilitate the measurement of citizen satisfaction.



