

**Ministry of
Jobs, Tourism and Skills Training
and Minister Responsible for Labour**

**2016/17
Annual Service Plan Report**



For more information on the British Columbia
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Published by the Ministry of Jobs, Tourism and Skills Training and Responsible for Labour

Minister's Message and Accountability Statement



Our province continued to lead the country in economic growth this past year with a record 2.4 million British Columbians working, benefitting families across B.C.'s diverse, strong and growing economy.

We continue to rely on the resource-based industries that built British Columbia, however we have seen increased growth in advanced manufacturing, technology and tourism. These sectors and others are featured in the *BC Jobs Plan 5-Year Update* that highlights our achievements and sets new targets for continued growth.

In 2016, B.C.'s tourism sector continued to see tremendous growth, with 5.5 million international visitors visiting B.C. thanks in part to the hard work of Destination BC, and the nearly 19,000 tourism-related businesses and 127,700 British Columbians working in the sector.

We want every region to share in this success, which is why we worked with the Minister of State for Rural Economic Development to develop the *Rural Economic Development Strategy*, which included an extension of the Rural Dividend Fund, and community transition supports.

Our Ministry supported employers across the province by providing skills training and employment supports for over 10,000 British Columbians working to increase their opportunities through the Canada-B.C. Job Fund.

Since we expect nearly one million job openings by 2025, we launched *BC's Skills for Jobs Blueprint* three years ago in order to re-engineer B.C.'s education and training system so we can train British Columbians first for those job openings. The Blueprint ensures all British Columbians can access the skills training they need for the in-demand jobs of the future.

We continue to work with the Industry Training Authority (ITA), unions and employers to support the apprenticeship system of training because we recognize that is one of the best ways for young people to learn a new skill. This past year, we increased funding to the ITA by \$7.8 million over three years to support youth trades programs, and we invested \$15 million over three years for the Youth Trades Equipment Program, giving school districts the equipment they need for trades programs.

We are also looking to better protect workers and other British Columbians from the dangers of asbestos through a cross-ministry working group.

As government, we will continue to use every tool to keep our economy diverse, strong and growing, creating opportunities for businesses and job creation.

The *Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour 2016/17 Annual Service Plan Report* compares the Ministry's actual results to the expected results identified in the *2016/17 - 2018/19 Service Plan*. I am accountable for those results as reported.

A handwritten signature in blue ink that reads "Shirley Bond".

Honorable Shirley Bond
Minister of Jobs, Tourism and Skills Training and
Minister Responsible for Labour
June 16, 2017

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Purpose of the Ministry

The [Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour](#) manages key lines of government services that help support and maintain the strong and diverse economy that British Columbians need for long-term prosperity. Our programs promote a supportive and attractive business and investment environment; maximize investment potential in B.C. communities; develop a skilled labour force that is ready to meet the challenges of our expanding industries; foster thriving business, tourism and creative sectors; and support workplaces that are safe, healthy and fair. This means seizing the opportunities and responding to the challenges of a globalized economy to support the creation of new jobs and to position ourselves for long-term growth.

The Ministry leads the development of government's economic strategy: [Canada Starts Here: The BC Jobs Plan](#) and works across government to align its economic development efforts and maximize their impact. The Ministry also works closely with the Ministries of Education, Advanced Education, Aboriginal Relations and Reconciliation, and Social Development and Social Innovation to implement [B.C.'s Skills for Jobs Blueprint](#)—government's comprehensive strategy to re-engineer B.C.'s education and apprenticeship systems. Additionally, the Ministry collaborates with government, industry and communities to help advance government's liquefied natural gas (LNG) agenda.

The Ministry also plays a key role in implementing the [#BCTECH Strategy](#), with an ongoing focus on deepening B.C.'s technology talent pool. The technology sector is a key driver of growth for our economy, with almost 102,000 jobs and average wages that are 75 per cent higher than the B.C. average. B.C.'s world-class high tech clusters in areas such as information and communications technology, clean-tech, engineering, life sciences, and digital media are driving the need for a workforce that is more creative and skilled than ever before.

The Ministry has an oversight role for the following Crown corporations: [Destination British Columbia](#), the [Industry Training Authority](#), and the [Nechako-Kitimaat Development Fund Society](#). The Ministry also has legislative responsibility for a number of agencies, boards and commissions, including [WorkSafeBC](#), the [Labour Relations Board](#), the [Employment Standards Tribunal](#) and the [Workers' Compensation Appeal Tribunal](#). For more information about the Ministry's many areas of responsibility and key initiatives, visit the Ministry's website at www.gov.bc.ca/jtst.

Strategic Direction and Context

The Premier's [July 30, 2015 Mandate Letter](#) to the Minister of Jobs, Tourism and Skills Training and Minister Responsible for Labour included direction to: balance the ministerial budget; continue to work with the Ministry of Education to improve access for students who wish to go into the trades to participate in credited applied trades skills programs while in high school; implement [Gaining the Edge: 2015-2018, British Columbia's Tourism Strategy](#); and work with the Ministry of Technology, Innovation and Citizens' Services on the development of a 10-year skills plan for B.C.'s technology sector.

In addition, the Ministry is partnering with the Ministry of Small Business and Red Tape Reduction to reduce unnecessary red tape and regulation, making it easier for citizens and businesses to access British Columbia government services.

Finally, the introduction of provincial [Taxpayer Accountability Principles](#) (TAP) in June 2014 provided a framework to enhance greater strategic engagement between the Ministry and its

associated Crown corporations. The Ministry will continue to work with its Crown corporations to implement the TAP—strengthening accountability, promoting cost control and supporting strategic alignment so that these public sector agencies can continue to be effective and efficient in their service delivery, while doing so with integrity and respect and in the best interests of taxpayers.

British Columbia's real GDP increased by 3.7 per cent in 2016 (according to preliminary GDP by industry data from Statistics Canada), the strongest growth among provinces. Employment in B.C. grew by 3.2 per cent in 2016, its fastest annual pace since 1994. Consumer spending was strong for a third consecutive year as retail sales were supported by strong employment growth, increased tourism, interprovincial migration and low interest rates. B.C.'s housing market saw elevated levels of activity in 2016, with the highest number of annual housing starts since 1993. B.C. manufacturing shipments and exports expanded in 2016 as goods exports to both the US and the rest of the world increased.

The Ministry's operating environment in 2016/17 was marked by:

- A strong and growing provincial economy—B.C. is a leader in Canada in economic and job growth. In addition, B.C. continued to attract people from other provinces. Over the past four years, B.C. gained more people from across Canada than have left, including net inflows of over 20,000 in 2016 and over 48,000 since the launch of the *BC Jobs Plan* in 2011. Since the launch of the *Jobs Plan*, the province has achieved its goals to be among the top provinces on economic growth and job creation—a position that B.C. continues to hold.
- The implementation of a new Canada-B.C. Job Grant application and administration system which streamlines the process for employers to apply for skills training grants for their current or new employees.
- Continued support for federal government focus on refugee settlement, resulting in B.C. welcoming 4,095 resettled refugees in 2016, over double the number the province normally welcomes each year. This necessitated significant cross-government and ministry-efforts to ensure these new British Columbians had access to the services they needed to settle and integrate into communities across B.C.
- Continued growth in the tourism sector and a successful second year implementing a number of actions from B.C.'s Tourism Strategy, *Gaining the Edge: 2015–2018*, launched in September 2015.
- Ongoing implementation of Gordon Macatee's [WorkSafeBC Review and Action Plan](#) as well as government's and WorkSafeBC's response to the Coroner Jury recommendations in the aftermath of the tragic 2012 sawmill explosions in Prince George and Burns Lake.
- Increased awareness and focus on workplace health and safety challenges related to complex social and environmental issues such as mental health and asbestos, including:
 - Establishing a cross-ministry working group to ensure that British Columbians are adequately protected from the dangers of asbestos. The asbestos working group will take a broad approach and work collaboratively to identify, review and report on a range of issues, including worker safety, building renovation and abatement matters, environmental protection, and public health and awareness.
 - Continuing ministry involvement on the Supporting Mental Health in First Responders Steering Committee, a multi-agency body with senior worker and employer representatives from fire, police and ambulance services, along with a senior government representative.

Report on Performance

The reference point for this annual report is the Ministry's [2016/17–2018/19 Service Plan](#), in which the Ministry committed to pursuing the following goals:

- Goal 1: British Columbia has a skilled workforce that is ready to meet the challenges of our expanding industries
- Goal 2: Investment potential in each of British Columbia's regions and communities is maximized
- Goal 3: British Columbia's business, tourism and creative sectors are thriving
- Goal 4: Safe, healthy and fair workplaces, where employers and workers prosper and contribute to British Columbia's economic growth and prosperity

Of the Ministry's six performance targets for the year, three were met, two were exceeded, and the results for one were not available at the time of publication. More detail about the goals and strategies pursued by the Ministry in 2016/17, and about how performance was measured, is provided below.

The Ministry's service plan for the 2016/17 fiscal year was informed by the Premier's July 30, 2015 [Mandate Letter](#) to the Minister of Jobs, Tourism and Skills Training and Minister Responsible for Labour. At the end of the 2016/17, 10 out of 14 deliverables listed in the Minister's Mandate Letter were completed, while the remaining four were of an ongoing nature. More detail on actions taken in response to the Mandate Letter can be found in Appendix C of this report.

The Ministry operates under the [Taxpayer Accountability Principles](#), which strengthen accountability to the citizens of B.C. by providing a common platform of compensation and accountability across the public sector. The six principles—cost-consciousness (efficiency), accountability, appropriate compensation, service, respect and integrity—are integrated into the Ministry's operations and reflected by the goals, objectives and measures of its service plan.

Goals, Objectives, Strategies and Performance Results

Goal 1: British Columbia has a skilled workforce that is ready to meet the challenges of our expanding industries

B.C. needs a skilled labour force to support job creation and economic growth. In alignment with [B.C.'s Skills for Jobs Blueprint](#), the Ministry provides leadership to reduce demand-supply gaps in the labour market through targeted, data-driven skills development programs, the provision of labour information, and support for the attraction of new workers and entrepreneurs to the province. Through [B.C.'s Skills for Jobs Blueprint](#) we are making significant improvements to B.C.'s education and training system. These enhancements include: alignment of the Industry Training Authority (ITA) with the recommendations of the independent ITA Review, implementation of the six-year Canada-BC Job Fund, which provides \$65 million per year to support skills training and employment, and increases in the number of apprenticeships in high demand areas (such as programs for Aboriginal people, women, and immigrants).

Objective 1.1: Support British Columbians to be first in line for the jobs of today and tomorrow by helping them develop the skills needed to take advantage of job opportunities

Strategies

Key strategies over the past year included:

- Continuing to implement the successful *B.C.'s Skills for Jobs Blueprint* in close collaboration with the Ministries of Education, Advanced Education, Social Development and Social Innovation, and Aboriginal Relations and Reconciliation.
- Working with employers, industry and service delivery groups to design and implement innovative skills training programs for British Columbians to support the development of a strong and adaptable workforce.
- Working with the ITA, continuing to implement innovative approaches to trades training in B.C. to better support apprentices and meet industry's needs for skilled workers.
- Providing tools and resources for those who are struggling to gain a foothold in the job market, such as youth, Aboriginal youth, and persons with disabilities.
- Ensuring the best available labour market information is used to align skills training priorities with labour market needs.
- Continuing to collaborate with the federal government to support more detailed labour market analysis, and ensuring B.C. has access to accurate and timely labour market information.
- Continuing to share labour market information on WorkBC.ca using innovative platforms and social media to help all British Columbians make informed education, training and career decisions and to promote entrepreneurship.
- Continuing to work with sector associations, employers and others to support the clear articulation of their current and future labour market challenges, and to develop and implement strategic responses that will better balance demand for qualified workers with supply.

Performance Measure 1: Update a provincial labour market forecast indicating demand for future jobs and identifying the high opportunity occupations

Performance Measure	2014/15 Actual	2015/16 Actual	2016/17 Target	2016/17 Actual	2017/18 Target	2018/19 Target
Update a provincial labour market forecast indicating demand for future jobs and identifying the high opportunity occupations	Not applicable	Not applicable	Complete	Complete	Complete	Complete

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

Discussion

Every year, B.C. invests over \$7.5 billion in education and training. The Labour Market Outlook (LMO), the province's ten year forecast of labour demand and supply, is a vital tool providing the evidence to support decisions relating to these investments. The LMO identifies the number of job openings for 500 occupations in 58 industries across B.C.'s seven economic development regions. The publication of annual updates enables the province to incorporate new information about the state of the economy, new projects, population changes and the skills required to meet the demand for labour.

LMO results are used by government to determine priorities and also by a broad range of citizens and organizations. The list of 100 top opportunity occupations captures specific information on the latest trends and expectations that are key to government, educators and trainers aligning resources to needs. In addition, students and job-seekers use the projections to inform career planning decisions while employers and investors use the data, available through Open Data BC, to inform long-term planning. In 2016/17, the Ministry published the fifth edition of the [British Columbia 2025 Labour Market Outlook](#), including the list of 100 top opportunity occupations.

Objective 1.2: Attract international skilled workers, entrepreneurs, and students to British Columbia and facilitate their successful integration across the province

Strategies

Key strategies over the past year included:

- Using the [Provincial Nominee Program](#) (PNP) to attract and retain 6,000 economic immigrants with the skills to meet specific labour market needs.
- Through the Express Entry British Columbia stream of the PNP, providing an expedited pathway to permanent residency for more than 1,850 skilled workers from around the world.
- Implementing a new points-based intake system, similar to the federal Express Entry system, enabling the selection of skilled workers and entrepreneurs based on their ability to succeed in B.C. and contribute to the provincial economy.
- Working with the federal government to enhance the responsiveness of federal immigration and settlement programs to B.C.'s labour market and economic needs, in particular by working to increase B.C.'s annual PNP allocation levels.
- Promoting all available immigration streams as pathways for temporary residents in B.C. to become permanent residents.
- Improving employers' access to workers from outside the province through the provision of information, access to international talent attraction strategies, and programs and pilot projects to streamline the attraction and retention of temporary foreign workers and international students who are interested in pathways to stay in B.C. permanently.
- Working with communities through the Refugee Readiness Fund and in partnership with the federal government to settle greater numbers of Syrian refugees and connect them to employers as a part of their settlement process.

- Continuing to work with jurisdictions across Canada to break down barriers with respect to the mobility of labour across provincial borders.
- Developing and implementing marketing and outreach strategies to promote B.C. as a destination of choice to work and live.
- Continuing to complement federal settlement services through the BC Settlement and Integration Services, providing temporary residents and naturalized Canadian Citizens with a range of services and supports that align with provincial immigration and settlement priorities.
- Delivering the newly designed Career Paths for Skilled Immigrants program connecting skilled newcomers to employment in the B.C. labour market.

Performance Measure 2: Percentage of available Provincial Nominee Program nominations utilized by B.C.

Performance Measure	2014/15 Actual	2015/16 Actual	2016/17 Target	2016/17 Actual	2017/18 Target	2018/19 Target
Percentage of available Provincial Nominee Program nominations utilized by B.C. ¹	100%	100%	Maintain 100%	100%	Maintain 100%	Maintain 100%

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

¹ This measure includes the number of principal applicants selected under the Entrepreneur, Skills Immigration and Express Entry BC categories

Discussion

The [Provincial Nominee Program](#) (PNP) offers accelerated immigration for qualified skilled workers and experienced entrepreneurs who can contribute economic benefits to the province. While the PNP is a provincially administered program, the federal government sets the annual number of nominations available to each province and is responsible for issuing permanent resident visas. The Ministry's target is to utilize 100 per cent of this federal allotment each year, including the expected allocation through PNP's Express Entry British Columbia categories. For 2017, B.C.'s allocation is 6,000 nominations, including 1850 Express Entry nominations. The Ministry is also actively working to secure increases in B.C.'s future nomination allocations to help meet growing labour market needs.

The federal nomination allotment is provided on a calendar year basis, and the 2016 calendar year target of 5,800 (plus 200 reallocated from other provincial surpluses) was met by December 31, 2016. The official federal nomination allotments for 2016 and 2017, pro-rated to calculate a fiscal year target, was 100 per cent achieved by March 31, 2017. Moving forward, the target will be solely measured on a calendar year basis to align with the federal nomination allocation.

On February 1, 2017, the *Provincial Immigration Programs Act* came into effect providing a statutory operating environment for the B.C. Provincial Nominee Program. The Act, along with the accompanying regulations, is supported by updated program policy and interpretation guidelines to provide the province with a transparent administrative framework for the continued success and growth of the PNP. The newly enacted legislation has three main objectives:

- Increase transparency in the administration of immigration programs;

- Protect the integrity of immigration programs; and,
- Set and adjust program fees to ensure the program administration achieves full cost recovery in fiscal 2017/18.

Goal 2: Investment potential in each of British Columbia's regions and communities is maximized

Investment is a key contributor to economic growth. The Ministry works to support communities and regions become investment-ready by assisting with economic development strategies and by attracting and facilitating investments across the province. The Ministry also works with industry and their representative associations to identify and reduce barriers and constraints to job creation and growth – thereby improving productivity and competitiveness. Since the launch of [Canada Starts Here: The BC Jobs Plan](#), B.C. has added 226,400 jobs (to March 2017) and the provincial economy has grown by \$30 billion.

Objective 2.1: Enhance investment attraction and economic opportunities within each of B.C.'s key sectors

Strategies

Key strategies over the past year included:

- Continuing to implement the *BC Jobs Plan*.
- Supporting government policy and programming relating to economic growth and job creation.
- Continuing to foster the partnerships between Aboriginal peoples and industry, including the work of the Aboriginal Business and Investment Council and the BC Assembly of First Nations' economic development strategy, to increase Aboriginal participation in the economy, strengthen communities and increase economic diversification.
- Helping connect B.C.'s international trade representatives from the Ministry of International Trade with business opportunities and products in B.C.
- Working with industry partners and the Ministry of International Trade, and aligning efforts with the federal government and agencies, to:
 - Develop new export opportunities for B.C. manufacturers and businesses;
 - Improve business export services so they are easier to find, understand and use; and
 - Continue to work with in-bound trade missions to connect B.C. manufacturers and businesses with potential new buyers.
- Implementing strategic actions to support growth of B.C.'s manufacturing sector, in particular the aerospace and marine sub-sectors.
- Identifying and reducing barriers and constraints impacting development across all sectors, including B.C.'s fast-growing technology sector.
- Supporting the work of the Premier's Women's Economic Council to tap into economic opportunities for women that will help strengthen B.C.'s economy.

- The Major Investments Office working closely with other ministries to support major investors to successfully bring projects into the B.C. market.

Performance Measure 3: Implement manufacturing strategies to support B.C.'s Manufacturing Sector

Performance Measure	2014/15 Actual	2015/16 Actual	2016/17 Target	2016/17 Actual	2017/18 Target	2018/19 Target
Implement strategic actions to support B.C.'s Manufacturing Sector as outlined in the <i>BC Jobs Plan</i> – including targeted initiatives to support the marine and aerospace sub-sectors	Three sub-sector strategies completed	100% of strategy commitments underway	75% of strategy commitments underway	100% of strategy commitments underway or completed	100% of strategy commitments underway or completed	100% of strategy commitments underway or completed

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

Note: This measure may be reviewed and revised upon successful completion.

Discussion

This performance measure set targets consistent with the [BC Jobs Plan: 5 Year Progress Update](#). Focusing on non-resource manufacturing as well as resource processing helped to further diversify B.C.'s economy and lay the foundation for high-paying jobs in diverse communities across the province.

The Ministry engages with industry stakeholders and all levels of government to identify opportunities for growth and development. Results from strategic actions in 2016/17 included:

- Delivery and implementation of a \$1 million partnership agreement in support of government's five year commitment to develop and grow B.C.'s aerospace sector. Activities in the agreement leveraged federal funding to support more than \$4 million in aerospace-related research projects to date involving B.C. aerospace companies and universities; supported B.C. capabilities and capacity through domestic and international aerospace events and market access missions; and expanded strategic projects to differentiate B.C.'s aerospace capabilities for business opportunities e.g., Abbotsford Aerospace Defence and Security Exposition.
- A \$200,000 B.C. Industrial Marine Project (the Project) to examine the scope, characteristics, capabilities and capacity of B.C.'s industrial marine sector. The Project is delivered by the Association of BC Marine Industries to better understand and align the industrial marine sector to growth opportunities that include the National Shipbuilding Strategy.
- Delivery of a made-in B.C. Supplier Development Pilot Project featuring a B.C. precision sheet metal company, to validate a broader program that will assist B.C. companies become more productive and globally competitive.

Objective 2.2: Facilitate major investments

Strategies

Key strategies over the past year included:

- Through the Major Investments Office, assisting global investors in taking their projects from idea to completion by bringing proponents, various levels of government and First Nations together to advance investment decisions.
- Working across government to help facilitate timely permitting and approvals for major projects.
- Ensuring significant investors have a positive experience when visiting B.C., including identifying appropriate officials for meetings.

Objective 2.3: Increase the capacity of communities to support economic development, diversification and resilience across all regions of B.C.

Strategies

Key strategies over the past year included:

- Developing and sharing economic development best practices, government programming and supports with municipalities, regional districts and First Nations communities.
- Raising awareness in communities of new and existing economic development programs and resources through face-to-face interaction, 23 workshops, 22 webinars, and an enhanced online [Economic Development](#) portal.
- Supporting Aboriginal economic development in priority sectors (e.g., LNG, tourism, agri-foods, etc.) to advance opportunities for employment and economic sustainability.
- Coordinating cross-government community transition support.
- Supporting the work of the Ministry of Forests, Lands and Natural Resource Operations pertaining to the Rural Advisory Council, Rural Dividend Program, and the sustainability and growth of British Columbia's forest sector.
- Developing new online economic development tools and resources for communities and businesses, such as the [Strategic Planning](#) and [Performance Measurement](#) Toolkits, Funding and Grants Search Tool, and the BC Ideas Exchange, as well as enhancing the BC Economic Atlas and Business Attraction Toolkit.
- Assisting communities to be investment-ready by working with communities and regions to promote local business and investment opportunities both on-the-ground and through the [britishcolumbia.ca](#) website—a powerful investment attraction tool.
- Supporting B.C.'s international trade and investment opportunities by connecting with communities and encouraging investment in the province.

Goal 3: British Columbia’s business, tourism and creative sectors are thriving

The business, tourism and creative sectors are key segments of B.C.'s economy and ones that the Ministry takes a direct role in supporting. The Ministry will build on key achievements and initiatives, such as *Gaining the Edge*, the province’s tourism strategy, to promote growth and job creation across these sectors.

Objective 3.1: Work to ensure a globally competitive tourism industry across the province

Strategies

Key strategies over the past year included:

- Overseeing implementation of [Gaining the Edge: 2015-2018](#), by facilitating greater alignment, investments and efficiencies in B.C.’s tourism system.
- Building on Destination British Columbia’s successful marketing initiatives, including the new Explore BC campaign, to attract visitors from key markets, both nationally and internationally, and to encourage British Columbians to travel within British Columbia.
- Partnering with Destination British Columbia to develop and implement a provincial tourism destination development strategy to help guide tourism development.
- Working with Aboriginal organizations to continue to increase the number of Aboriginal tourism businesses and jobs.
- Working with the tourism industry to address workforce challenges and opportunities.
- Working with the federal, provincial and territorial governments to improve traveler access (e.g., border issues, visa issues and air access).
- Implementing the Tourism Events Program to support events that attract Canadian and international travelers to B.C. communities. The program is funded by a small proportion of revenue received under the enhanced Municipal and Regional District Tax (MRDT) program from communities voluntarily choosing to implement a MRDT rate of 3 per cent.
- Providing \$10.5 million in funding to 14 resort municipalities to build and enhance tourism infrastructure and programming through the Resort Municipality Initiative.

Performance Measure 4: Provincial tourism revenue growth

Performance Measure	2014/15 Actual	2015/16 Actual	2016/17 Target	2016/17 Actual	2017/18 Target	2018/19 Target
Provincial tourism revenue growth	5.1%	5%	5%	Available in fall 2017 ¹	5%	5%

Data Source: Provincial tourism revenues are estimated by BC Stats based on data on revenues of B.C. tourism businesses. This measure is calculated on a calendar year basis. For example, the 2016/17 target is based on the period from January 1, 2016 to December 31, 2016.

¹ Results for this measure normally become available in the fall following the end of the reporting year.

Discussion

Provincial tourism revenue growth is a key measure for tracking the health and growth of the tourism industry. Key findings in 2015 showed the tourism GDP grew more rapidly than that of the B.C. economy as a whole. Tourism generated \$15.7 billion in revenue, a 5.3 per cent increase over 2014, and a 37.3 per cent increase from 2005. Tourism contributed \$7.4 billion GDP to the provincial economy, a 5.6 per cent growth over 2014. International overnight visitor entries were up 11.1 per cent over 2015, indicating another strong year for tourism in 2016. In 2015, there were 127,700 people employed in tourism, a 1.2 per cent increase over 2013, and a 16 per cent increase since 2005. The tourism industry paid \$4.5 billion in wages and salaries, up 4 per cent over 2014. The strong growth in the tourism sector can be linked to a number of factors, including the marketing efforts of Destination British Columbia and our industry partners, increased number of direct flights to B.C. and a lower Canadian dollar. While 2016 figures are not yet available, increases in international visitor arrivals for this same time period would suggest the province is on track for meeting the five per cent growth target.

Objective 3.2: British Columbia has a dynamic and sustainable creative sector

Strategies

Key strategies over the past year included:

- Working across government to collaborate and coordinate resources and policy development to grow B.C.'s creative sector.
- Supporting Creative BC in their unique role in advancing the interests of British Columbia's creative sector.
- Partnering with BC Stats and sector stakeholders to evaluate the size and economic impact of B.C.'s creative sector and work to raise awareness of the sector's contributions.

Goal 4: *Safe, healthy and fair workplaces, where employers and workers prosper and contribute to British Columbia's economic growth and prosperity*

The Ministry supports [*Canada Starts Here: The BC Jobs Plan*](#) by maintaining a stable labour environment in the province and by supporting a fair workers' compensation system, ensuring worker safety, and minimum employment standards. In practice, this means reducing strikes and labour disruptions by monitoring and assisting parties in negotiations. It also means balancing the interests of employers and workers. The Ministry does this through employment standards and workplace health and safety standards that attract and protect all B.C. workers, and through a fair and equitable workers' compensation system for workers and employers. Finally, the Ministry is committed to continued action designed to ensure a world class health and safety regime in B.C.

Objective 4.1: Labour laws and policy are responsive to, and supportive of, the evolving world of work

Strategies

Key strategies over the past year included:

- Monitoring the evolving world of work and collecting feedback on labour laws, policy and other key issues through ongoing communication and dialogue with workers, employers, stakeholders and the public.
- Working with WorkSafeBC to build on the substantial progress to date to ensure all of the recommendations included in Gordon Macatee's [WorkSafeBC Review and Action Plan](#) are implemented to help promote and ensure worker safety across the province.
- Implementing the Coroner Jury recommendations to amend the *Workers Compensation Act* in response to the tragic mill explosions in Prince George and Burns Lake.
- Implementing government's commitment to provide yearly minimum wage increases based on changes in the British Columbia consumer price index.

Objective 4.2: Clients and stakeholders are aware of and understand labour requirements and processes

Strategies

Key strategies over the past year included:

- Conducting outreach, education and training, and making educational materials available in relation to employment standards, the workers' compensation system and the Labour Relations Code.
- Addressing potential language barriers within various ethnic communities by providing information and services in multiple languages where practicable through leveraging our multilingual workforce.
- Providing direct workers' compensation assistance, guidance, representation and advisory services to workers and employers through the Workers' Advisers Office and the Employers' Advisers Office.

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

Performance Measure	2004/05 Baseline	2015/16 Actual	2016/17 Target	2016/17 Actual	2017/18 Target	2018/19 Target
Percentage of employers whose employment practices resulted in no complaints being registered with the Employment Standards Branch	97.7%	98.1%	Maintain or improve ¹	97.7%	Maintain or improve ¹	Maintain or improve ¹

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

Note: This measure is determined by dividing the total number of employers subject to complaints filed with the Employment Standards Branch within a fiscal year by the total number of business establishments with employees throughout the province.

¹ Over the 2004/05 baseline.

Discussion

This performance measure is both a reflection of labour stability and of employer and worker knowledge of requirements and processes. A high percentage of employers without employee complaints registered with the Employment Standards Branch indicates a comprehensive and widespread understanding of Labour requirements and processes. This in turn supports a stable labour climate across the province. While there are no specific national benchmarks for this performance measure, other jurisdictions within Canada have also adopted this measure as a means to track labour stability. In 2016/17, the Ministry met its target of maintaining the baseline of 97.7 per cent established in 2004/05.

Objective 4.3: Accessible, reliable and timely services

Strategies

Key strategies over the past year included:

- Tracking, analyzing and reporting out on service timelines.
- Using client satisfaction surveys to gather feedback about how service delivery can be improved.

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

Performance Measure	2010/11 Baseline	2015/16 Actual	2016/17 Target	2016/17 Actual	2017/18 Target	2018/19 Target
Percentage of Employment Standards Branch complaints resolved within 180 days	78%	85.5%	Greater than 78%	89%	Greater than 79%	Greater than 80%

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

Discussion

By striving to resolve complaints within the 180-day time period, the Ministry is able to establish clear expectations for workers and employers. The measure is based on a 2010/11 baseline and is calculated by dividing the number of complaints resolved within 180 days by the total number of complaints filed. Timely, accurate and quality decisions are critical for ensuring that a fair and effective process exists, and for the successful delivery of Ministry programs and services. The Ministry remains committed to service excellence in its interaction with the public and will continue to measure its performance against service delivery standards while engaging with clients to identify new ways to further improve. In 2016/17, the Ministry exceeded its target for the year, with 89 per cent of Employment Standards Branch cases being resolved within 180 days.

Financial Report

Discussion of Results

This Discussion of Results reports on the Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour financial results for the year ended March 31, 2017 and should be read in conjunction with the Financial Report Summary Table provided below.

Operations

- In 2016/17, the Ministry managed within its Estimates budget and other authorizations with no overall variance before accounting for an adjustment of prior year accruals.
- A surplus in the Labour Market and Information Division was realized due to the transfer of skilled immigrant employment programs to the Workforce Development and Immigration Division.
- In 2016/17, additional financial appropriation was provided through access to contingencies to support aerospace initiatives, the Refugee Readiness Fund, the Resort Municipality Initiative and to profile the *BC Jobs plan*.

Capital Projects

- In 2016/17, the Ministry made capital expenditures of \$1.9 million towards the development and implementation of a new Canada-B.C. Job Grant application and administration system to streamline the process for employers to apply for skills training grants for their current or new employees.

Financial Report Summary Table

	Estimated	Other Authorizations ¹	Total Estimated	Actual	Variance ²
Operating Expenses (\$000)					
Labour Market and Information	10,171	0	10,171	7,382	(2,789)
Labour Programs	14,264	0	14,264	13,863	(401)
Workforce Development and Immigration	7,115	433	7,548	10,800	3,252
Economic Development	13,086	13,167	26,253	26,233	(20)
Transfers to Crown Corporations and Agencies	146,757	0	146,757	146,757	0
Executive and Support Services	4,841	0	4,841	4,799	(42)
Northern Development Fund	500	0	500	500	0
Sub-Total	196,734	13,600	210,334	210,334	0
Adjustment of Prior Year Accrual³	0	0	0	(28)	(28)
Total	196,734	13,600	210,334	210,306	(28)
Ministry Capital Expenditures (Consolidated Revenue Fund) (\$000)					
Labour Market and Information	0	1,897	1,897	1,901	4
Labour Programs	3	0	3	0	(3)
Executive and Support Services	1	0	1	0	(1)
Total	4	1,897	1,901	1,901	0

¹ Other Authorizations:

Contingency Access	\$13.600 million
Resort Municipality Initiative	\$10.500 million
Information Campaign	\$1.467 million
Aerospace Sector Funding	\$ 1.200 million
Refugee Readiness Fund	\$ 0.433 million

² Explanations of variances greater than 5 per cent.

- The under expenditure in the Labour Market and Information Division is mainly due to the transfer of responsibility to the Workforce Development and Immigration Division to support the investment in employment programs for skilled immigrants.

³ The Adjustment of Prior Year Accrual of \$0.028 million is a reversal of accruals in the previous year.

Crown Corporations Reporting Out in a Ministry Annual Service Plan Report

Nechako-Kitamaat Development Fund Society

Organizational Overview

The Nechako-Kitamaat Development Fund Society (NKDFS) was incorporated on August 18, 1999 to support sustainable economic activity in northern communities affected by the Kitimat-Kemano project and by the creation of the Nechako Reservoir. The Government of British Columbia provides NKDFS with \$500,000 annually from the Northern Development Fund, a 50-50 cost sharing partnership fund created by the province and Alcan.

NKDFS spends the income from its long-term investments on programs and projects that meet each community's goals for economic development and community stability. For more information on the Nechako-Kitamaat Development Fund Society, visit www.nkdf.org.

Corporate Governance

The NKDFS is governed by a government-appointed board of directors, the majority of who live in the investment area and represent a range of regional interests. Board seats during the past year were held by:

- Wayne G. Salewski (Chair)
- Doris Christine Fraser
- Gregory M. Goodwin
- Raymond E. Klingspohn
- Katherine Ann LaForge
- James (Jamie) E. Neilson
- Lianne M. Olson
- Mike Robertson
- Cindy Marie Shelford

Performance Results

The Society authorized a total of 21 grants during the 2016/17 fiscal year totalling \$536,347. Examples of the approved projects include:

- The Lakes District Society received \$100,000 to assist with the cost of resurfacing the Baker Airport runway in order to meet all safety and operating standards.
- In order to put on a two-day festival which included a dinner and dance, bandstand performance and a lakeside concert, the Village of Fraser Lake received \$15,680 for its Festival of the Arts Committee.
- The District of Vanderhoof received \$28,650 to upgrade its recreational area and build two fields including new turf, a clubhouse, dugouts and a picnic shelter. The refurbished facility will be used for a variety of sports and activities.
- The Burns Lake Band received \$30,000 to develop a First Nations Interpretive Centre housed within its new 42 room hotel, Key-Oh Lodge.

NKDFS Financial Resource Summary Table

(\$m)	2015/16 Actual	2016/17 Budget	2016/17 Actual
Revenues	584,000 ¹	600,105	739,089
Expenses	447,000	584,000	656,299 ²
Net Income	137,000	16,105	82,790³

¹ Revenues in excess of the \$500,000 provided annually to NKDFS by the Northern Development Fund are from NKDFS investments. More information is available in NKDFS annual reports, available on the society's website: www.nkdf.org.

² The NKDFS Board approved a total of \$536,347 in grants in 2016/17.

³ Unaudited.

Appendix A – Contact Information and Hyperlinks

Minister’s Office

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Minister Responsible for Labour
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Victoria B.C. V8W 9E2
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Deputy Minister’s Office

Shannon Baskerville
Deputy Minister
Ministry of Jobs, Tourism and Skills Training and
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To learn more about the numerous programs and services provided by the Ministry of Jobs, Tourism and Skills Training and Responsible for Labour, please visit www.gov.bc.ca/jtst.

To find a specific person or program in the Ministry of Jobs, Tourism and Skills Training and Responsible for Labour, you can use the [B.C. Government Directory](#).

Appendix B – List of Crowns, Agencies, Boards and Commissions

Crown Corporations

[Destination BC](#)

[Industry Training Authority](#)

[Nechako-Kitimaat Development Fund Society](#)

Agencies, Boards and Commissions

[Aboriginal Business and Investment Council](#)

[Employment Standards Tribunal](#)

[Industry Training Appeal Board](#)

[Labour Relations Board](#)

[Minister's Council on Tourism](#)

[North Island-Coast Development Initiative Trust](#)

[Northern Development Initiative Trust](#)

[Southern Interior Development Initiative Trust](#)

[WorkSafeBC](#)

[Workers' Compensation Appeal Tribunal](#)

Appendix C – Minister’s Mandate and Actions Summary

In the [Premier’s July 30, 2015 Mandate Letter](#), the Minister of Jobs, Tourism and Skills Training and Minister Responsible for Labour received direction on strategic priorities for the 2016/17 fiscal year. These priorities and the Ministry’s resulting actions are summarized below:

Mandate Letter Direction to Hon. Shirley Bond	Ministry’s Action (in 2016/17)
1. Balance your ministerial budget.	Completed – The Ministry met its financial targets for the year. This will be verified through the release of the 2016/17 Public Accounts in summer 2017.
2. Continue to work with the Ministries of Education and Advanced Education to implement the commitments and actions contained in BC's Skills for Jobs Blueprint.	Completed – The Ministry has fully, or substantially, addressed all of its commitments outlined in the Blueprint, such as the release of the <i>Labour Market Outlook</i> , creation of the Apprentice Job Match tool, implementation of the Apprentices on Public Projects policy and ongoing Find Your Fit tours. The Ministry continues to Chair the Labour Market Priorities Board to ensure coordinated implementation of all Blueprint actions across government.
3. Implement the announced changes to the BC Provincial Nominee Program that will ensure nominees entering British Columbia have the necessary skills to fill labour pool gaps.	Completed – The <i>Provincial Immigration Programs Act</i> , together with the regulations (which took effect February 1, 2017), are supported by updated program policy and interpretation guidelines to provide the province with a transparent administrative framework for the continued success and growth of the Provincial Nominee Program (PNP). The PNP also fully implemented the Skills Immigration Registration System, ensuring that only the highest scoring candidates are invited to submit a formal application to the PNP.
4. Work with the federal government to increase the number of Provincial Nominee Program spaces available for people wishing to emigrate to British Columbia.	Completed – The Ministry’s work in this area helped B.C. secure an increase of 200 nominations for 2016, to a total of 6,000. The federal government recently confirmed that the PNP allocation for 2017 is 6,000. The Ministry also began co-chairing the national Levels Working Group and are working with its federal and provincial partners to strengthen the levels planning process and improve the use of provincial/territorial labour market data.

<p>5. Working with the Ministry of Social Development and Social Innovation, provide options to Cabinet on ways to reform the Labour Mobility Development Agreements with the government of Canada.</p>	<p>Ongoing – The federal government announced the new budget in March 2017, which included labour market transfer agreements. The province has been engaging in multilateral discussions with the federal government on increased flexibility under labour market transfer agreements. It is expected that options will be provided to Cabinet once further clarity about scope of the agreements is provided by the federal government.</p>
<p>6. Continue to host sectoral jobs round tables to ensure that government is meeting the needs of industries as they meet the challenge of a growing and changing economy.</p>	<p>Completed – The Ministry organized 17 sector Access to Labour and Community Solutions round table discussions, including employer/association sector representatives and presenters from the provincial and federal governments. The round tables were co-hosted with industry associations and employers to create awareness of and stimulate engagement about how sectors can access skilled labour and satisfy human resource requirements.</p>
<p>7. Continue to work with the Ministry of Education to improve access for students who wish to go into the trades to participate in credited applied trades skills programs while in high school.</p>	<p>Completed – The Ministry invested an additional \$7.8 million over three years in budget 2016/17 to update and expand the Industry Training Association’s (ITA) youth trades programs. This investment ensures youth get an earlier introduction to trades certification and a career when they leave high school, yielding better outcomes, including higher transition rates into full apprenticeships and careers in the skilled trades.</p>
<p>8. Work with Ministry of Technology, Innovation and Citizens' Services on the development of a 10-year skills plan for BC's Technology Sector as part of our government’s overall technology strategy.</p>	<p>Completed – The Ministry continued to deliver the Find Your Fit tour to communities across B.C., reaching 68,000 students to date. Additionally, the ITA provided 26 school districts with Secondary School Apprenticeship funding to connect students with trades and help them earn while they learn.</p>
<p>9. Develop and implement a strategy to connect displaced workers in Alberta with job opportunities in British Columbia.</p>	<p>Completed – The Ministry held job exhibits in Alberta to connect displaced workers with information about available jobs in B.C. The target audience was former B.C. residents looking to repatriate. The goal of the informational exhibits was to build awareness about job and training opportunities in B.C. and encourages British Columbians living in Alberta to “Come home to B.C.” The job exhibits provided over 1.8 million indirect contacts to information and close to 100,000 direct contacts.</p>

<p>10. Work with all ministries to identify opportunities to reduce or eliminate outdated regulation and reduce red tape for British Columbians. As part of this work, examine the current Regulator Impact Assessment and consider changes to ensure regulatory impacts are identified and mitigated as early as possible in the development process.</p>	<p>Ongoing – Until August 2015, the Ministry (JTST) led the work on regulatory reform, which now falls within the Mandate of the Ministry of Small Business and Red Tape Reduction (SBRT).</p> <p>JTST has worked closely with SBRT to deliver the Reducing Red Tape for British Columbians strategy.</p>
<p>11. Continue to implement and provide an update to Cabinet on the WorkSafeBC changes as recommended by Gordon Macatee.</p>	<p>Completed – On April 6, 2016, Gordon Macatee provided government and WorkSafeBC with his final status report, confirming that implementation of the action plan is complete in accordance with his recommendations, with some adjustments that he approved. Following review of the report by the Minister and the WorkSafeBC Board of Directors, government issued an information bulletin and WorkSafeBC posted the report on its website on June 14, 2016.</p>
<p>12. Working with the Minister of State, review and update our provincial tourism strategy, <i>Gaining the Edge</i>.</p>	<p>Completed – Government released an updated provincial tourism strategy, <i>Gaining the Edge: 2015-2018</i> on September 21, 2015. Key actions in 2016/17 included:</p> <ul style="list-style-type: none"> • Investment of \$1.415 million through the Tourism Events Program to support 15 events that generated tourism and economic activity to communities across the province. • Distribution of \$10.5 million to 14 resort communities under the Resort Municipality Initiative. • Supporting the delivery of the enhanced Municipal and Regional District Tax (MRDT) program, increasing the MRDT to 3 per cent—boosting funding for community tourism marketing. • Finalizing a Ministerial Directive that provides stable performance-based funding for Destination British Columbia.

<p>13. Work with the President and CEO of Destination BC to ensure it is working closely with the Province on the implementation of our provincial tourism strategy.</p>	<p>Ongoing – Regular communication took place in 2016/17 between Destination BC and the Ministry of Jobs, Tourism and Skills Training and Responsible for Labour. This included:</p> <ul style="list-style-type: none"> • Quarterly meetings of the Minister and Chair. • Monthly meetings between the Deputy Minister and CEO. • Regular meetings of the Associate Deputy Minister and Vice Presidents to discuss strategic priorities, performance measures and emerging opportunities • Weekly meetings between Government Communications and Public Engagement and Destination BC Corporate Communications to ensure alignment on communications and support on emerging industry and public engagement issues. • Frequent meetings between the CEO, Executive, Directors and all staff to ensure ongoing alignment of day-to-day activities as they pertain to the corporate strategy and business plan.
<p>14. Continue to work with the Premier's Women's Economic Council to identify initiatives and ideas to advance women's role in the economy.</p>	<p>Ongoing – Key actions in 2016/17 included:</p> <ul style="list-style-type: none"> • Sponsored We for She: Championing the Next Generation, which brought together 1500 women and next generation leaders. • Supported mentorship and business education programs for women.