

< "British Columbia is the only province that has demonstrated a sustained commitment to measuring red tape." >

*Laura Jones,
Canadian Federation of
Independent Business*

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MESSAGE FROM THE MINISTER



Honourable Shirley Bond

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

British Columbia is leading the way in the fight against unnecessary red tape and regulatory requirements. We are the first jurisdiction to put into law the requirement to report annually on regulatory reform, and this Annual Regulatory Reform report is part of that commitment.

As part of Canada Starts Here: The BC Jobs Plan, we have committed to follow through with smart regulation. We have expanded the Mobile Business Licence program into 12 more communities in B.C. By purchasing a Mobile Business Licence, certain businesses can operate in multiple municipalities without having to purchase a business licence for each municipality they operate in, saving them time and money.

We have also reduced regulatory requirements by over 42 per cent since 2001, and will ensure no increases in the number of requirements through to 2015. We have accomplished many regulatory reform goals during the last year, and we are pleased to present them in the Annual Regulatory Reform Report.

The time business owners spend filling out forms is time away from focusing on and growing their businesses. Our government is committed to developing a streamlined regulatory environment so citizens and businesses can operate more efficiently and effectively. This type of regulatory environment is the foundation for strategies that enhance competitiveness and

innovation and attract investment to build a vibrant and self-sustaining economy that benefits all British Columbians.

B.C. has maintained its triple-A credit rating and our commitment to regulatory reform is a key part of that. Moving forward, we will continue to be recognized as a world leader in regulatory reform as we remain committed to streamlining government processes and reducing the regulatory burden on citizens and small business owners.

The small business sector forms the backbone of British Columbia's communities and its economy. Small business makes up 98 per cent of all businesses, employs over one million people and generates approximately 29 per cent of B.C.'s gross domestic product.

One of the key barriers that small business owners and operators face is unnecessary red tape and regulatory requirements. We understand that red tape is not always the result of regulations. It is often the little things, like an overly complex form or information that is too technical and difficult to understand that frustrates businesses and causes delays and misinterpretations that can be costly to business.

The Province remains committed to reducing

these barriers to make B.C. the most business-friendly jurisdiction in Canada. Since 2001, we have reduced regulatory requirements by 42 per cent and have committed to a net-zero regulatory gain up to 2015.

Our Province enacted the *Regulatory Reporting Act* in November 2011, and this Annual Regulatory Reform Report is the second report as part of that legislation. This report highlights the Province's achievements in regulatory reform reduction over the past year, showing how and where we are making changes to improve B.C.'s business climate.

This report will show that not only does cutting red tape benefit businesses; it also

Honourable Naomi Yamamoto

Minister of State for Tourism and Small Business

benefits the citizens of British Columbia. For example, the Province has implemented changes that benefit citizens, including improvements to the Bus Pass and Provincial Nominee programs, a new time frame for labour dispute resolution, and adoption services information that's more easily accessible.

We have done some great work in cutting red tape and making B.C. the most business-friendly jurisdiction in Canada, but there is still much to do. B.C. has maintained its "A" rating with the Canadian Federation of Independent Business (CFIB) in 2013 for regulatory reform, and government continues to work with CFIB to find new, innovative ways to reduce unnecessary red tape even further.



GOAL OF REGULATORY REFORM

The overarching goal of British Columbia's regulatory reform initiative is to enhance the lives of all British Columbians by eliminating unnecessary red tape, minimizing the time and cost for citizens and businesses accessing government services or complying with regulatory requirements. A streamlined regulatory environment attracts new investments to the province and encourages growth and innovation in the business community, which creates new jobs to the benefit of all British Columbians.

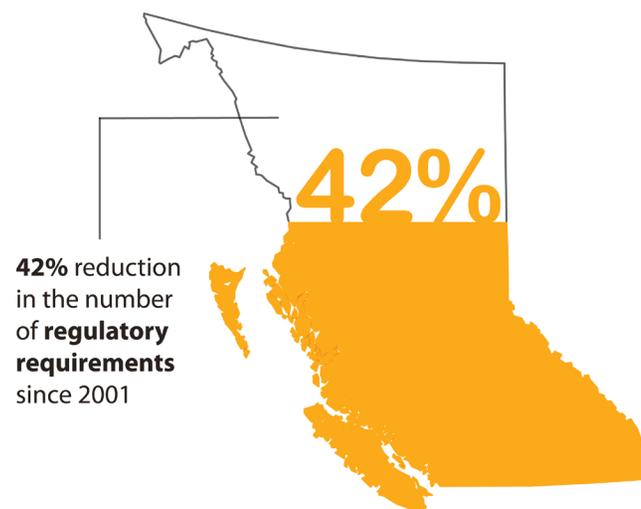
From 2001 to 2013, B.C. has focused on the development of comprehensive strategies to improve regulatory systems on the following four fronts:

- > **Measuring progress:** Reducing and capping the number of regulatory requirements, while maintaining those that protect public health, safety and the environment.
- > **Red tape reduction:** Reducing red tape through streamlining, clarifying and simplifying regulatory requirements and related business processes to reduce the time and cost of compliance and accessing government information and services.
- > **Open government & citizen engagement:** Establishing a policy of open government and open information to expand access to government information and provide opportunities for citizens to participate in finding solutions.
- > **Partnerships:** Working with federal, provincial and local governments to reduce duplication and establish coordinated and efficient processes.

DELIVERING ON OUR COMMITMENTS

In June 2012, B.C. released the first report on its regulatory reform program — *"Achieving a Modern Regulatory Environment, B.C.'s Regulatory Reform Initiative — First Annual Report 2011-2012."* The report described B.C.'s regulatory reform vision and the projects and initiatives from past years that help create a modern regulatory environment. The report also outlined key commitments government would pursue to continue reducing the regulatory burden on citizens and businesses.

The Second Annual Report presents an overview of the results achieved in meeting our commitments over the past fiscal year (2012/2013), and highlights initiatives planned for the coming years to accelerate B.C.'s progress in achieving a modern, streamlined regulatory environment. The report delivers on the B.C. government's commitment to accountability and transparency in its regulatory reform program.



DELIVERING ON OUR COMMITMENTS

1. Measurement and Accountability

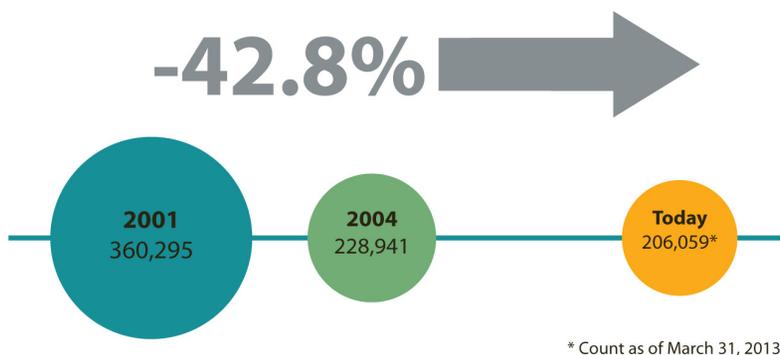
The foundation of B.C.'s regulatory reform initiative has been establishing a count of all regulatory requirements imposed, eliminating unnecessary requirements and implementing measures to maintain the gains in regulatory reductions overtime.

Since 2001, B.C. has eliminated over 42 per cent of regulatory requirements while continuing to protect public health, safety and the environment.

To maintain this achievement, the B.C. government implemented a policy of a zero net increase in the count of regulatory requirements, measured against the 2004 baseline count, until 2015.

The B.C. government continues to exceed its regulatory count goal, having achieved a further 10 per cent reduction from the 2004 baseline count, for a total reduction of 42.8 per cent since 2001.

OUR PROGRESS



PROGRESS ON MEASUREMENT AND ACCOUNTABILITY

2011/12 Commitments	Status	2012/13 Achievements
> Update the Regulatory Reform BC website to enhance transparency of the Regulatory Reform program.	Achieved	The Regulatory Reform BC website has been revised to provide more comprehensive information and achieve full transparency on B.C.'s regulatory reform program. The website includes access to the regulatory count database, a summary of the regulatory count by ministry, and a "Have Your Say" function that invites the public to identify and comment on burdensome or overly complex regulatory requirements.
> Maintain a net zero regulatory gain until 2015.	On Track	In 2013, we successfully achieved net zero increase of regulatory requirements. Our total reduction in regulatory requirements since 2001 stands at 42.8 per cent. For more information, see Regulatory Count .
> Develop a meaningful measure of the overall regulatory burden.	On Track	Following a review of international best practices, it became clear that all three commitments must be considered as a whole. A discussion paper is being developed that explores various options to address all three issues. A public consultation process will be undertaken in the coming year.
> Establish process for regular reviews of legislation and regulations.	On Track	
> Develop outcome based performance specifications for provincial regulatory processes.	On Track	

DELIVERING ON OUR COMMITMENTS

2. Streamlining, Simplifying and Clarifying Government Processes

Since 2006, the B.C. government has focussed on finding ways to simplify and streamline business processes to reduce government costs and to make it easier to access government programs and services, or to comply with regulatory requirements.

Considerable progress has been made over the past year on streamlining initiatives. Through Citizen Centred Regulatory Reform (CCRR) and Lean initiatives, B.C. has made significant progress in streamlining government processes and reducing regulatory requirements to eliminate unnecessary red tape.

Citizen Centred Regulatory Reform

The CCRR program is at the heart of our red tape reduction initiatives. It's about reviewing government requirements and business processes from the citizen's or business' point of view to understand and improve their experience with government.

Since 2006, 86 CCRR projects have been completed and many are still underway, which over time will have a significant impact on reducing the overall regulatory burden in B.C.

Lean Initiatives

The B.C. government has adopted a Lean culture. Lean is a collection of principles, methods and tools that improve the speed and efficiency of processes by maximizing the flow of activities from the client's perspective.

As outlined on the following pages, government has worked to identify bold innovations to provide services based on the needs of British Columbians.

PROGRESS ON STREAMLINING

2011/12 Commitments	Status	2012/13 Achievements
> Continue to apply the principles of smart regulation to legislative and regulatory development processes.	Achieved	The regulatory policy checklist continues to be applied to all proposed legislative and regulatory changes.
> Develop in-house expertise in continuous improvement methodology and business process mapping to assist all ministries in completing business streamlining processes.	Achieved	Regulatory Reform BC staff completed training in continuous improvement and are actively assisting other ministries in business streamlining projects.
> Adopt and apply Lean as a methodology to support a culture of continuous improvement. This will include identifying Lean projects across government that may lead to reductions in cost for government and improvements in service delivery for the public.	On Track	Ministries across government have undertaken over 47 Lean projects, each with the goal of improving customer satisfaction, increasing staff engagement and improving business performance. Completion of the projects will streamline delivery of government programs and services. In six months, Lean training was provided to over 5000 public servants. This is helping to build the awareness, knowledge and skills necessary to drive a culture of Lean where employees come to work every day asking how they can improve processes.

Citizen Centred Regulatory Reform

A complete list of [CCRR projects](#) is available on our website. The following are some examples of projects completed in 2012.

> **Better Complaint Policy and Adoption Information** — The Ministry of Children and Family Development created new, easy to navigate online resources to support its [complaints process](#) and [adoption services](#). The ministry complaints policy is now consistent across all program areas and new user-friendly brochures help explain the policy in plain language. The adoption services site has a new friendlier layout that makes it easier for the public to navigate and find the information they need.

> **Clear and Accessible Corporate Law for Financial Institutions** — The Ministry of Finance broadened the application of the *Business Corporations Act* to B.C. trust and insurance companies, allowing them to reap the benefits of a streamlined, clear and modern corporate framework. Credit unions have similarly been provided with a corporate framework in a transparent and accessible form, in their own stand-alone Act. B.C. financial institutions no longer have to wade through a web of cross-references in a repealed Act to find the specific provisions that are applicable to them.

> **Mortgage Brokers Electronic Filing System** — Mortgage and sub mortgage brokers can now file and pay online for registrations, renewals, amendments, transfers and terminations under the *Mortgage Brokers Act*. This new [mortgage broker electronic filing system](#) reduces time and errors and improves service for registrants and applicants. The service replaces paper forms that would otherwise be required and reduces processing times.

> **New Time Frame for Dispute Resolution** — The Ministry of Jobs, Tourism and Skills Training established a 180-day statutory time limit for all decisions made by the B.C. Labour Relations Board, decisions which could previously have taken up to a year or more. The [B.C. Labour Relations Board](#) is an independent, administrative tribunal with the mandate to mediate and adjudicate employment and labour relations matters related to unionized workplaces. The new statutory time limit will ensure timely resolution of workplace disputes.

> **WorkSafeBC** — [WorkSafeBC](#) has improved its services to small business owners by providing clear, concise, easy-to-understand information to those navigating the WorkSafeBC system. By creating a small business liaison “one-call” phone number and email address, small businesses can now direct questions or comments on the Fairness and Service Code or concerns about other related matters to wearelistening@worksafebc.com or toll-free at 1-855-214-5438.

A streamlined regulatory environment is crucial to attracting new investments to the province. It encourages growth and innovation in the business community, which creates new jobs that benefit all British Columbians.

Lean Initiatives

A few examples of Lean projects currently underway across government include:

- > **Bus Pass Program** — The Ministry of Social Development and Social Innovation implemented changes that have improved the call-answer ratio for the bus pass program renewal period by 50 per cent and decreased call demand by 46 per cent. Over 3,700 bus pass email requests were responded to within 24 hours.
- > **Conservation Office Call Intake & Resolution** — The Ministry of Environment has been working to address public confusion and frustration about which government agency to contact to address emergency and non-emergency issues, including environmental issues such as wildlife control and pollution incidents. The project has reduced the time and costs associated with resolving and tracking calls, improved the quality of decision making and data collection, and most importantly, has ensured calls are routed to the right service centers and that the correct actions are taken in a timely manner.
- > **Emergency Medical Assistance Licensing** — The Ministry of Health has improved its processes for delivering licensing exams, issuing licences and managing patient care complaints for first responders and paramedics. Enhancements allow clients to have their licences renewed 77 per cent faster and spend two minutes instead of 20 on pre-exam administrative tasks, a savings of about 450 hours annually.
- > **Streamlining Provincial Nominee Program** — The Ministry of Jobs, Tourism and Skills Training has streamlined application and decision making processes for the Provincial Nominee Program. The project improved operational efficiency and client service by simplifying submission requirements, reducing processing bottlenecks, and informing planning for IT system upgrades. As a result, the program has reduced nearly 60 per cent of the steps previously required during business immigration and reduced the time it takes to inform clients of an application decision by an average of five business days.
- > **Verification & Audit Improvement** — The Ministry of Children and Family Development has streamlined the verification and audit functions of its transactional programs, including the child-care subsidy program which supports approximately 50,000 children each year through approximately 12,000 child care providers. As a result, the project will provide better service to clients through improved business processes, will increase organizational wellness and productivity, and achieve a 50 per cent reduction in processing time, including a 60 per cent reduction in backlogged files.

improved

service
simple

effective

transparent

consolidated
citizen-centred

eliminate

fewer steps

easy

DELIVERING ON OUR COMMITMENTS

3. Open Government and Citizen Engagement

The B.C. government recognizes the importance and value of consulting with business, industry and community leaders when developing strategies that will position British Columbia to thrive now and in the future. In a modern regulatory environment, regulation is a shared responsibility where we can all provide input on identifying balanced regulatory solutions.

Along with public consultations, it is equally important that the Province ensure open and accountable governance. In July 2011, B.C. was the first province in Canada to implement an open data strategy to give the public free access to government data. The public can now find information on topics such as municipal taxes, carbon emissions and high school graduation rates. Providing free access to government information allows the public to make informed decisions, research topics of interest, or undertake statistical analysis more efficiently and effectively than ever before.

SERVICE DELIVERY AT ITS BEST...

Child Support Wage Deductions Easier for Small Businesses

An online calculator and secure e-messaging system is now available to help businesses comply with family maintenance enforcement's complex wage attachments. The new tool provides a quick and accurate calculator for businesses to determine the amount of deductions and forward payments needed, effectively reducing the risk of human error. The tool also reduces processing time for payroll staff by about 15 minutes per case, bringing the total time savings across the business community to approximately 5,000 hours per year.

PROGRESS ON OPEN GOVERNMENT & CITIZEN ENGAGEMENT

2011/12 Commitments	Status	2012/13 Achievements
> Continue to refine citizen engagement processes to foster an open collaborative relationship with the public and invite the public to participate in the decision making process.	Achieved	In July 2012, government launched GovTogetherBC , bringing together public engagement opportunities from across government. Over the past year, GovTogetherBC launched 69 consultations reaching thousands of British Columbians. In addition, B.C. was recognized for its leadership in open government with awards from the Institute of Public Administration and GTEC, and was benchmarked as the leading Canadian provincial government in online services and open government by the Waterloo-based Stratford Institute.
> Expand the information available on the Open Data website, including providing access to the Regulatory Requirements Count Database.	Achieved	Since March 2012, 142 data sets have been added to the DataBC Catalogue, bringing the total to 3,112. This includes the Regulatory Requirements Count Database which was added in January 2013.

Citizen Engagement

A complete list of citizen engagement initiatives is available at [GovTogetherBC](#). The following highlights a few specific consultations with a focus on government reforms and red tape reduction.

> **B.C. Small Business Accord** — In October 2012, the Province began an extensive consultation process to develop the B.C. Small Business Accord. Over 35,000 individuals provided feedback through community meetings, an online survey and the #BCBizChat Twitter town hall. A B.C. Small Business Accord forum, made up of 15 business owners/operators from various regions and sectors around B.C., used the feedback from the consultation period to finalize the Accord principles and establish action items for the provincial government. The [B.C. Small Business Accord](#) and related action items were released in March 2013. The Accord consists of a set of principles to guide government to ensure it is doing all it can to support small business. It is a commitment to improve our interactions with small business and ensure government initiatives and services consider the needs of small business.

> **B.C. Justice Reform Initiative** — Since February 2012, the government of B.C. has been reforming B.C.'s justice system. Recognizing the importance of engaging citizens in this process, the public and those who work in the justice system were invited to share their views and comments to help shape the recommendations. Input was received from March to July 2012

through a number of online channels and social media forums to help shape government's overall vision for a transparent, timely, and balanced justice system. Since consultations have closed, two [White Papers on Justice Reform](#) and a [Final Report](#) on B.C.'s Justice System have been released which provide recommendations for a more accessible, modernized justice system.

> **Limitation Act** — Over the past five years, government has undertaken extensive research and stakeholder discussions with over 300 individuals, consumer groups, businesses, and legal and health-care professionals to modernize the *Limitation Act*. As a result, a new law that sets the amount of time people have to file civil lawsuits came into effect on June 1, 2013. There is now a single, two-year limitation period for most civil claims, such as those that involve personal injury. For legal matters that may not be discovered right away, people have up to 15 years to discover and file most civil lawsuits. These reforms are consistent with reforms happening throughout Canada. They simplify and clarify the law, while ensuring that people have enough time to become aware of their legal claim, consult with a lawyer and file a lawsuit.

< We are in the business to create the most small business friendly jurisdiction in Canada. >

DELIVERING ON OUR COMMITMENTS

4. Reducing the Burden Imposed by Governments

Another key strategy in B.C.'s regulatory reform program is to work with other local, provincial and federal governments to develop a coordinated approach to regulation. These partnerships are important relationships for governments. They support harmonized strategies for goals of mutual interest, the opportunity to learn from other's experiences, improve government, and can result in reducing the overall regulatory burden on B.C. citizens and businesses.

The projects highlighted below are some examples of our continued efforts in developing partnerships that benefit all British Columbians.

- > **Consolidated Commercial Vehicle Website** — [The New West Partnership Commercial Vehicle Website](#) was launched in June 2012. The Ministry of Transportation and Infrastructure, together with the Province of Alberta's Ministry of Transportation and Saskatchewan's Ministry of Highways and Infrastructure, created a single user-friendly website for the trucking industry to access information on permits, routes and other commercial vehicle information. The Ministry of Transportation and Infrastructure estimates the site will reduce time spent accessing information by a minimum of 65 per cent.

PROGRESS ON REDUCING BURDEN

2011/12 Commitments	Status	2012/13 Achievements
> Continue to work with local governments and business organizations to expand Mobile Business Licence (MBL) agreements. In 2012/13, our goal is to increase the number of MBL agreements in B.C. from six to eight.	Achieved	In November 2012, nine municipalities in the Fraser Valley agreed to pilot an inter-municipal licence agreement. This was followed in December by a similar announcement from the municipalities of Coquitlam, Port Coquitlam and Port Moody.
> Reduce the overlap of federal, provincial and local government regulatory requirements. Establish cross-ministry teams to identify areas where federal, provincial and local government regulatory requirements overlap in key sectors, and through consultations, work towards co-ordinated, streamlined processes.	On Track	B.C. has continued its partnership with local, federal and provincial governments in supporting and expanding the MBL program, BizPaL, and Domestic Trade Agreements.

harmonized
integrated

modern

Cross-Government Partnerships

> **Mobile Business Licence** — A partnership among provincial and municipal governments, the Mobile Business Licence (MBL) is designed to cut through red tape by allowing mobile businesses such as contractors, photographers, and caterers to operate their business across multiple participating municipalities by purchasing one business licence, rather than separate non-resident business licences in each municipality. This year, B.C.'s MBL program has expanded with the addition of the Fraser Valley agreement and the Tri-Cities agreement. As of March 31, 2013, the following MBL agreements are currently in place:

- Courtenay/Comox: Two communities
- Cowichan Lake area: Four communities
- Fraser Valley area: Nine communities (new)
- Greater Victoria: 13 communities
- North/West Vancouver area: Three communities
- Okanagan-Similkameen area: 19 communities
- Trail area: Five communities
- Tri-Cities area: Three communities (new)

> **BizPaL — *Business Permit and Licence Program*** – BizPaL provides businesses with a

“road map” to government requirements. Since it is the responsibility of business owners to correctly identify their permit and licensing obligations, this online tool streamlines the first steps in an often confusing and burdensome process. Businesses no longer have to contact multiple levels of government to acquire the various permits and licences; everything they need to know is located in one convenient place. The checklist generated by BizPaL takes approximately 20 to 30 minutes of a user’s time. Without the tool the same results would take as much as a full day of research. The service is the result of a strong collaboration between the Government of British Columbia, the Government of Canada and the 112 local governments who currently participate in B.C.

> **OpportunitiesBC** — [OpportunitiesBC](#) is an online searchable database where B.C. companies and economic development officers list possible business opportunities to connect with foreign investors and potential immigrants interested in doing business in the province. The online tool is an example of how local governments are working with the B.C. government to streamline access to investment opportunities throughout the Province to attract more foreign investment to B.C.

DELIVERING ON OUR COMMITMENTS

5. Reintroducing the Provincial Sales Tax

The B.C. government recognized that the re-introduction of the Provincial Sales Tax (PST) would present significant challenges for the business community. Following extensive consultations, the new *Provincial Sales Tax Act*, was substantially rewritten so it is easier to understand and comply with than the previous PST legislation.

The Ministry of Finance also undertook an extensive outreach program, to ensure the business community had the right information to make the transition to the PST as smooth as possible.

- > **Provincial Sales Tax website:** Numerous simple, clear, plain language public information documents were posted online.
- > **Call Centre and CTBTaxQuestions:** Responded to over 72,000 questions from business and taxpayers.
- > **Seminars:** Presented 105 PST seminars to approximately 3,578 participants.
- > **Webinars:** Hosted 17 PST webinars to 1,796 attendees.
- > **One-on-One Consultations:** Responded to 1,896 requests for individual time with a tax specialist.
- > **Registration Call-Out:** Calls were made to businesses that had not responded to the mailings or had not registered. To date, over 116,500 businesses have been contacted.
- > **Newspaper and online advertisements** were placed to remind businesses to register prior to April 1, 2013.

PROGRESS ON PST

2011/12 Commitments	Status	2012/13 Achievements
> Provide online access for businesses, including the ability to register, update their account, and make payments.	Achieved	In January 2013, government created a new online service — eTaxBC for online registration, tax return filing and payment and account maintenance. Approximately 87 per cent of the applications for registrations have been submitted online, with 80 per cent of those registrants signing up for online tax return filing and payment.
> Make the due date for tax returns and payment the last day of the month to match GST remittances dates.	Achieved	Tax remittances and payments are now due the last day of the month. Matching the GST remittance dates simplifies administration for businesses.
> Incorporate the Hotel Room Tax into the Provincial Sales Tax	Achieved	The Provincial Sales Tax Act , as enacted in May 2012, includes the Hotel Room Tax. There is no separate registration and tax remittance process, making it simpler for business. Note: The Municipal and Regional District Tax (1 per cent or 2 per cent for some regions) is still a separate tax return process because it is collected on behalf of other governments. However, businesses can file and pay electronically through eTaxBC .
> Business to register using their federal business registration.	Achieved	As of January 2013, businesses can register using their federal business number. If registration is online, once the federal registration number is entered, businesses have the option of using a pre-populated screen with basic information. This reduces the time and complexity for business.
> Allow retailers to refund tax to customers in a broader range of circumstances.	Achieved	Retailers are now authorized to refund tax erroneously collected from customers who were eligible for an exemption, or to correct billing errors. For information on circumstances where tax may be refunded, see the Provincial Sales Tax website .

6. Streamlining Regional District Land-Use Bylaw Approvals

The previous Annual Report outlined a multiple-year pilot project to streamline the bylaw approval process for regional districts' land-use bylaws, including Official Community Plans (OCPs) and zoning bylaws. The pilot was to allow the B.C. government to test a streamlined approach to assist regional districts better serve citizens, businesses and communities.

Currently, 11 regional districts are participating in this project. Ministerial approval for land-use by laws in participating regions has been temporarily eliminated, respecting local government autonomy and accountability, and significantly reducing the regulatory burden. Approximately 100 bylaws from participating regional districts have been expedited under this process, saving them an estimated three to six weeks in the bylaw approval process.

Interim evaluations of the pilot project indicate it has been extremely successful. Although originally scheduled as a two-year pilot, it has now been extended to February 2015.

COMMITMENTS GOING FORWARD

1. Measurement and Accountability

- > Continue to maintain a net zero increase in the regulatory requirements count until 2015.
- > Continue to update the [Regulatory Reform BC website](#) with information on the regulatory requirements count and produce the annual report on B.C.'s Regulatory Reform Initiative.
- > Develop outcome-based performance specifications for provincial regulatory processes.

2. Streamlining, Simplifying and Clarifying Government Processes

- > Continue to apply the principles of smart regulation, lean principles and citizen-centred reform in provincial government legislative and regulatory development processes, including working with the Canadian Federation of Independent Business on five priorities for continued red-tape reduction.

3. Open Government and Public Engagement

- > Continue to refine citizen engagement efforts to identify burdensome or overly complex regulatory requirements to achieve a more open and streamlined regulatory environment.
- > Ensure up-to-date regulatory requirements data is available online at www.data.gov.bc.ca.

4. Reducing the Burden Imposed by Governments

- > Seek opportunities to generate greater awareness of small business needs and identify and address regulatory challenges and red tape within federal, provincial and local governments.
- > Continue to promote BizPaL and the MBL program to help communities streamline services for small businesses.

CONCLUSION

Reducing red tape is one of the most important ways government can support a thriving business environment and improve services for citizens. The government of B.C. has shown a continued commitment to this goal. Through greater regulatory coordination with other governments, more streamlined processes for businesses, greater openness and transparency in our regulatory reporting and a continued commitment to citizen-centred reform, B.C. is well on its way to achieving a modern regulatory environment and becoming the most business-friendly jurisdiction in the country.

Over the past year, B.C. has undertaken key initiatives to streamline access to information for the trucking industry, implemented a statutory time-limit on labour relations decisions and employed client-centred approaches to programs such as the Bus Pass Program and Provincial Nominee Program. Through the initiatives outlined in this report, B.C. will achieve significant reductions in costs for government and the public, improvements in service delivery and increased job creation.

B.C. continues to enjoy an international reputation as a leader in regulatory reform, and is frequently consulted by other Canadian and foreign jurisdictions. In January 2013, the Canadian Federation of Independent Business recognized B.C.'s efforts by granting the B.C. government an "A" rating in regulatory reforms, the highest rating granted to any Canadian jurisdiction.

Going forward, the government of B.C. will continue its focus on reducing regulatory barriers for citizens and businesses to build on our long-term prosperity.

Red tape is not always the result of regulations. It is often the little things, like an overly complex form or information that is too technical and difficult to understand that frustrates businesses and causes delays and misinterpretation that can be costly to business.

service
effective
save money
fast

APPENDIX

List of Websites Referenced

Website

B.C. Government

B.C. Justice Reform Initiative

B.C. Labour Relations Board

BizPalBC

Canada Starts Here: the BC Jobs Plan

Commercial Vehicle Safety and Enforcement

DataBC

eTaxBC

Foreign Affairs and International Trade Canada

GovTogetherBC

JusticeBC

Ministry of Children and Family Development, Complaints Process

Ministry of Children and Family Development, Adoption Services

Provincial Sales Tax (PST)

Mortgage Broker Electronic Filing System

New West Partnership Commercial Vehicle Website

OpportunitiesBC

Regulatory Reform BC

WorkSafeBC

Link

www.gov.bc.ca

<http://www.ag.gov.bc.ca/justice-reform-initiatives/index.htm>

www.lrb.bc.ca

www.BCBizPal.ca

www.bcjobsplan.ca

www.cvse.ca/CTPM/Com_Circulars/compliance_circulars.htm

www.data.gov.bc.ca

www.etax.gov.bc.ca

<http://www.international.gc.ca/international/index.aspx?lang=eng&view=d>

www.govtogetherbc.ca

www.justicebc.ca

<http://www.mcf.gov.bc.ca/complaints/index.htm>

<http://www.mcf.gov.bc.ca/adoption/index.htm>

www.gov.bc.ca/PST

<https://mb-efile.fic.gov.bc.ca/>

<http://www.th.gov.bc.ca/NewWestPartnership/>

www.opportunitiesbc.ca

www.gov.bc.ca/regulatoryreformbc

www.worksafebc.com

