

Red Tape

Reduction

Engagement

Report



Ministry of
Small Business and
Red Tape Reduction

March 2, 2016

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Message from Minister Coralee Oakes

The B.C. government has been a leader in reducing red tape for businesses since 2001, and with the creation of the new Ministry of Small Business and Red Tape Reduction we're expanding our efforts to reduce red tape for citizens.

Our goal is to make government services easier to access and simpler to use while ensuring a high-quality, consistent service experience across government.

Last fall we reached out to British Columbians directly for their ideas to reduce red tape. Between Oct. 22 and Dec. 3 we held a conversation online with thousands of citizens. We asked three questions and received more than 280 ideas from people all around the province, as well as ideas from businesses and stakeholder groups.

I was very impressed with the thoughtfulness and practicality of the ideas submitted. We heard ideas about how to improve customer service, how to modernize programs, how to streamline processes and how to make services more accessible.

We listened and now we are taking action. Over the past four months we've reviewed all the ideas we received through the public engagement. This report is our plan to take action on what we heard and create tangible changes to improve service delivery for British Columbians.

Plus, we're committing to reducing red tape all year round. We've added a suggestion button to the B.C. government homepage so that you can submit your ideas to help cut red tape when you see it.

Thank you to everyone who took the time to participate in the engagement process, making it such a success. The ideas you've shared will make a positive difference in the lives of British Columbians as we work together to reduce red tape and improve service delivery.

Sincerely,



Coralee Oakes
Minister of Small Business and Red Tape Reduction
and Responsible for the Liquor Distribution Branch



What We Heard

Over the six weeks of the public engagement more than 5,900 people participated in the conversation by visiting the website. We received more than 280 ideas on how to improve government service delivery. We also received additional ideas from businesses and stakeholder organizations, bringing the total number of ideas received to over 400. Out of that conversation 11 themes emerged from improving service standards to modernizing forms, processes and policies and making services accessible for all British Columbians.

Ideas from British Columbians:

1) Improve customer service in-person and on the phone to make it easier for people to navigate government

Some people expressed frustration and confusion trying to access the right government service and offered suggestions to improve the front-counter experience and provincial government phone services.

2) Modernize processes and make specific form changes online

People suggested ways to modernize our services, whether that's updating policy to meet today's reality or putting more services online.

3) Provide people with more flexibility when they have to show identification

People asked for more flexibility when it comes to names on their identification cards, what types, how many pieces of ID they need and similar naming policies between government organizations.

4) Make improvements to the health system like surgery wait times, family doctors and Pharmacare

Health care affects everyone. We heard lots of ideas from the simple – like being able to book appointments online, to the complex – like improving wait times.

5) Provide advocacy, consideration, and support for seniors and for persons with disabilities

Many people shared their struggles accessing social assistance as a person with a disability. Still others shared stories about caring for friends and family with disabilities or seniors and pointed to the need to ensure services are accessible to everyone.

6) Improve the process for reporting deaths to government offices

Dealing with the death of a loved one is difficult, and many people shared the challenges they faced dealing with the associated paperwork while they tried to grieve.

7) Continue to make liquor policy improvements

Following up on the highly successful consultation on liquor policy in 2013, people shared more ideas to make liquor regulations easier and simpler for businesses and citizens.

8) Update (or explain) rules that don't make sense

Some people just wanted clarification on a policy, or had a specific question about a process or rule.

9) Change internal government operations for efficiency

Some of the ideas people submitted were about improving how government operates between ministries and organizations.

10) Allow more flexibility around taxation and payments, for things like PST, property taxes and rural property tax payments

Citizens shared ideas on how to make taxes and fees easier to pay and provide more flexibility around payments.

11) Improve the government website to make it easier to find related services

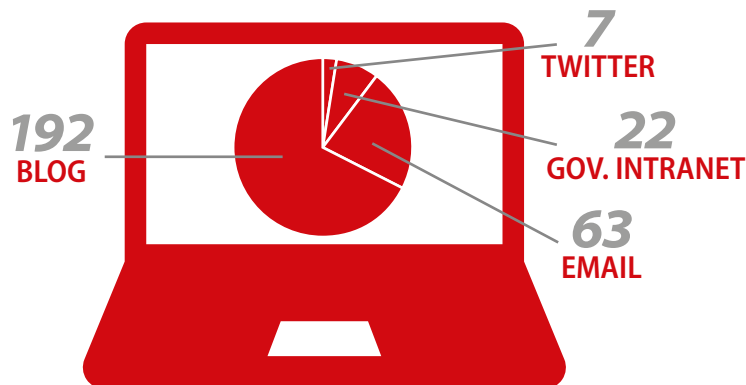
Many people mentioned their challenges in finding the right services, and suggested ways to make it easier for citizens to find related services.

Public Engagement by the Numbers

We received a total of 284 ideas throughout the public engagement.

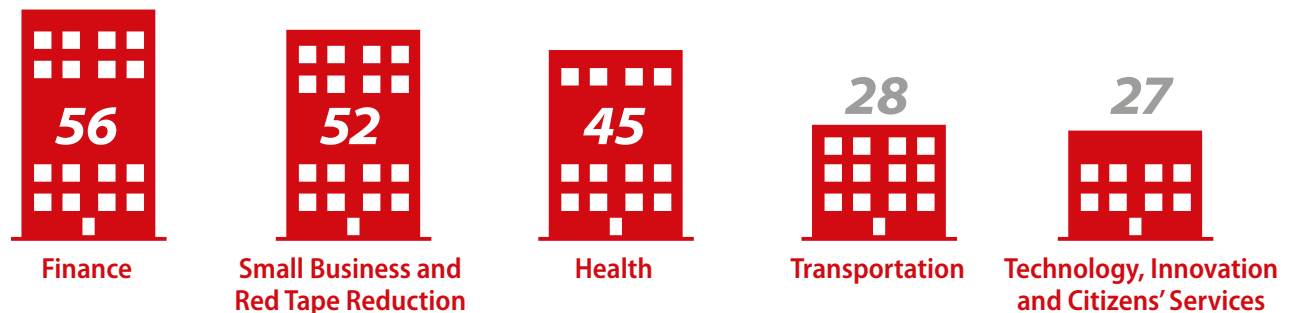
In addition, we received more than 100 ideas from businesses and stakeholder organizations following the consultation.

More than 5,900 people visited the engagement website over the six weeks.



We received ideas related to programs and ministries across government:

Top 5 Ministries:



The Province reviewed all of the ideas submitted to determine which ones we could take action on this year. While not every idea can be implemented, every idea was reviewed. The Ministry of Small Business and Red Tape Reduction and Responsible for the Liquor Distribution Branch worked directly with the ministries responsible to determine feasibility, cost and timing.

We've taken action on over 60 ideas (already achieved or to be completed this year). In addition, we've identified more ideas that need a bit more work but can be implemented in the near future.



What We Are Doing

We received so many great ideas through the consultation and we are taking action to implement them in order to make services easier to access and simpler to use.

Over the next year we're focusing on three main goals: putting you first, making services accessible and improving our processes.

Putting You First

While we know government workers strive to provide excellent service to the public, we did hear that there are areas for improvement. Your experience interacting with government should be productive, efficient and timely. You need information and services that suit your needs, whether you are new to the province, seeking social assistance or starting a business.

"We need the ability to book more than one vaccination appointment at a time and do it online, not by calling reception."

ANASTASIA

To put citizens first, the B.C. government will improve access to services in-person and online, upgrade call-back systems, and enhance government website usability. Here are some examples of what we're doing:

To help parents get the support they need for their children faster, the Ministry of Children and Family Development is improving the phone service and online platform for the Child Care Subsidy and Autism Funding programs.

To give people time to carry out business on their schedule the Ministry of Technology, Innovation and Citizen Services is piloting extended office hours at select locations in the province and has announced extended hours at the Service BC centre in Prince George – it's now open on weekends for appointments.

Simplifying Child Care Subsidy Process for Parents

Securing affordable child care can be stressful for parents. To help with the cost of living the B.C. government offers a Child Care Subsidy, a monthly payment to assist eligible families with the cost of child care. Monthly subsidy payments vary depending on the family's circumstances. To improve the application process the Province is launching a new Client Service Portal that will make it easier for parents to apply for the subsidy and track the status of their application.

Other Actions:

- Enhance the search process for the main government website to help people find the services they are looking for faster.
- Create an online plain language guide on how to deal with estates after the passing of a loved one.
- Include small-business-specific content in the training curriculum for applicable front-line staff at WorkSafeBC.

Making Services Accessible

It's important as we work to modernize service delivery to make sure government services are accessible to all British Columbians, including seniors and people with disabilities. Everyone should have easy access to government services with simple-to-understand processes. Our goal is to reduce frustrations and save you time.

"Would love to be able to renew my auto insurance online. ICBC should have this option."

BECKY

Over the next year we will work to improve the Province's online presence so that British Columbians have access to services around the clock – meaning they can get the help they need when they need it. The B.C. government is committed to services that are high-quality, consistent and where possible, digital. Here are some of the ways we're working to improve access for citizens this year:

To make it easier for parents to book the necessary vaccinations for their children, Island Health is holding planning groups with clients to explore options for improving access. A number of changes have already been implemented in the South Island health units, including the ability to book appointments six days a week as well as providing evening and drop-in clinics.

To enhance convenience for B.C. drivers ICBC is increasing service options. ICBC has streamlined parental consent for young drivers so parents no longer have to attend in person. ICBC has also made driver's abstracts and insurance & claims history records available online 24/7.

Improving Internet Accessibility

Using the Internet is a part of daily life. That's why the Ministry of Social Development and Social Innovation is launching an updated, plain-language and user-friendly website in spring 2016. The new site will make it easier for the public to find the information they need on ministry programs and services, including people with disabilities. This work will help government deliver on the commitment in Accessibility 2024 that the government website (gov.bc.ca) will meet international web standards [WCAG 2.0 (AA)] by the end of 2016.

Other Actions:

- Enhance the Province's online presence including implementing accessibility standards.
- Explore possible options with ICBC to allow customers to renew their insurance online through their brokers.



Improving Processes

We are streamlining and modernizing processes to make it easier for you to use government services. The process should be clear and simple, and should help you understand what steps you need to take to access government services. There should not be duplication and unnecessary steps.

We are committed to reducing paperwork, providing clear requirements and streamlining processes so that British Columbians can access the services they rely on confidently. Here's what we are working on now:

To help community and volunteer groups get the funding they need to deliver valuable programs in B.C. communities, the Ministry of Community, Sport and Cultural Development has upgraded the functionality of their online application platform.

To give businesses more flexibility when serving liquor the Ministry of Small Business and Red Tape Reduction and Responsible for the Liquor Distribution Branch is implementing a series of updates to liquor policy, including extended room-service hours.

ELAINE

"Ensuring that the [gaming grant] PDF can be saved on the user's system and re-opened to complete the report would be so awesome."

Other Actions:

- Simplify the business tax return process by expanding the Ministry of Finance's e-Tax platform.
- Establish the Civil Resolution Tribunal to help British Columbians resolve their strata and small-claims disputes online.

These are just a few of the ideas we are taking action on over the next year to make service delivery easier to access and simpler to use. For additional ideas and actions see [Appendix A: Actions to Reduce Red Tape](#).

Next Steps

We believe that when it comes to using government services, British Columbians are the experts. And we want you to continue to have the opportunity to share your red-tape ideas all year round.

That's why we're following your suggestions and launching a button on the government website so you can submit your ideas 24/7 to help cut red tape and help us continue to improve our services.

Over the coming months, we will continue to review the remaining and new ideas we received from businesses and stakeholder groups to see how we can put them into action. While not every idea can be implemented (for example, some were outside of provincial control), we are considering all of them. And some ideas may take a little longer to implement than others. You will start to see improvements based on your ideas over the coming months.

In addition, the Province will continue to work on the streamlining and service improvement projects currently underway across all government ministries. The Ministry of Small Business and Red Tape Reduction and Responsible for the Liquor Distribution Branch will report on these initiatives in its annual report on regulatory reform in June.

Finally, through the consultation, we became aware of some issues that require additional work to fully address. We will be carrying out additional engagements over the coming year to explore opportunities to improve processes and services in more focused areas of government.

Conclusion

Thank you to everyone who participated in this engagement. Your ideas are helping to shape service delivery improvements for all British Columbians. We will continue to work to cut red tape and we look forward to receiving feedback on how these service improvements are helping you and welcome any additional suggestions you have.

Resources

Send us your idea to help cut red tape: RegulatoryReformBC@gov.bc.ca

Reducing Red Tape for British Columbians Engagement website: <https://engage.gov.bc.ca/helpcutredtape/>

Annual Report on Regulatory Reform: http://www2.gov.bc.ca/assets/gov/government/about-the-bc-government/regulatory-reform/pdfs/regulatory_reform_annual_report_201415_for_web.pdf

"Thank you for listening"

TAMI

"I just wanted to say that I think this was a very good idea."

BRENDA

"it was excellent that the B.C. government gave us an opportunity to have input..."

HUGH



2016 Actions to Reduce Red Tape in B.C.¹

Idea Submitted	Government Progress and Next Steps
Streamline community gaming grants application process	<i>The Ministry of Community, Sport and Cultural Development has recently streamlined the grant application process. The process is described on the Gaming Grant Program website at: https://www.gaming.gov.bc.ca/grants/index.htm</i>
Improve hazardous materials storage license process	<i>The B.C. government has put a new Structured Application Process in place for the storage of hazardous materials. The Ministry of Environment has also started a review of the new policy, processes, and procedures for handling applications.</i>
Provide clarity on hazardous waste applications	<i>The Ministry of Environment recently completed a project to improve the process for managing hazardous waste applications. This project is now being rolled into the larger Environmental Management Act Applications project currently underway, and scheduled to conclude in spring 2016.</i>
Modernize submission process for maps related to environmental permits	<i>Applicants are encouraged to submit digital maps to streamline permit approvals, and further work is underway to modernize the application processes.</i>
Increase public outreach in Environmental Assessment Office processes	<i>A discussion with citizens and stakeholders about improving public consultation in the Environmental Assessment Office recently concluded, with an aim to identify opportunities for improved outreach, and enhance the quality of information that results from public consultation. Find out more about the project at: http://engage.gov.bc.ca/environmentalassessment/</i>
Allow rural property owners to obtain their statement balance online	<i>The Ministry of Finance is in the process of moving programs, such as online statements for rural property owners, to the new eTax system. The ministry also introduced online balances in January 2016.</i>
Streamline processes for provincial Home Owner Grant documentation and proof	<i>The Ministry of Finance is currently working on a project to reduce the need for homeowners to provide supporting documentation for certain home owner grant applications. This work is scheduled for completion at the end of 2016, with implementation of the changes occurring in time for the 2017 tax year.</i>
Improve the internal government process related to hiring new staff	<i>Work is underway or completed in several ministries across government to streamline onboarding processes for new employees.</i>
Government should have direct deposit and pre-authorized debit service	<i>As part of efforts to improve and simplify service delivery, the Ministry of Finance has made both direct deposit and pre-authorized debit available.</i>
Allow for different methods of filing PST returns	<i>The Ministry of Finance has made it so that you can file PST returns and remit tax online, or through alternate arrangements including submitting payment through letter mail.</i>
Introduce audit best practices	<i>The Ministry of Finance is exploring examples of best practices from other Canadian jurisdictions to determine whether improvements can be made. Those findings will also be shared with the Canadian Federation of Independent Business.</i>

¹ Duplicate ideas have been consolidated in preparing the list of actions.

Idea Submitted	Government Progress and Next Steps
Put in place a process where a business can challenge audit results without fear of retribution	The Ministry of Finance has a process in place to ensure businesses have official means of appealing an assessment. Audit staff work to ensure taxpayers are fully aware of their rights, and work to uphold the ministry's fairness and service values. For more information about the services available to businesses and taxpayers, you can visit: http://www2.gov.bc.ca/gov/content/taxes/audit-ruling-appeal/fairness-service-code .
Should be able to pay MSP by credit card	The B.C. government has made credit card payments available. Revenue Solutions BC is working toward enabling recurring credit card payments in 2016.
Changes should be made to medical services plan premiums	Changes to Medical Services Plan (MSP) premiums and enhanced premium assistance effective Jan. 1, 2017, will help lower-income families, individuals and seniors with the cost of living. By eliminating payments for children and enhancing premium assistance, 335,000 people will see their premiums reduced, including 70,000 single parent families. An additional 45,000 people will no longer pay MSP premiums at all.
Move hunting license process online, using BC Services Card.	The Ministry of Forests, Lands and Natural Resource Operations is moving hunter registry and limited entry hunt applications online: http://www.env.gov.bc.ca/fw/wildlife/hunting/resident/#Licences
Improvement land-use policy and moorage website	The Ministry of Forests, Lands and Natural Resource Operations and FrontCounterBC are working to continue improving website accessibility and enhance online service delivery.
Make fishing and hunting licenses available at gas stations and corner stores. Provide copies of regulations when someone buys a license	The Ministry of Forests, Lands and Natural Resource Operations has improved access to fishing and hunting licenses through ServiceBC and FrontCounterBC approved vendors. Regulations are available at all vendor locations and online.
Improve accessibility of B.C. government website	A web improvement project is underway and Government Communication and Public Engagement is taking action to reduce barriers and increase accessibility for people living with disabilities. The B.C. government aims to be compliant with WCAG 2AA standards in 2016.
Help citizens find what they need more easily	Government Communications and Public Engagement has delivered many enterprise search enhancements on gov.bc.ca including dynamic navigation, search results filtering, search page usability enhancements including on mobile devices, synonyms, and query suggestions.
Provide information to citizens about services to help them find programs	Government Communications and Public Engagement is committed to improve access to services by March 31, 2016. New features have been added to gov.bc.ca including improved Service A-Z Index and a Services tab on search results page.
Add a Contact Us link or "Need Help Finding Something?" button	Government Communications and Public Engagement has implemented a Featured Services campaign that promotes government services, allows those services to be searched, and provides quick access to those services. A Contact Us link exists in gov.bc.ca 's primary navigation.
Include a map of the province where citizens can see the government services available	As part of the B.C. government's 'Service A-Z' page, we have included a Service Finder map to help you navigate government services.
Search for a specific government employee by name	You can visit http://dir.gov.bc.ca for a publicly visible staff directory. Government Communications and Public Engagement is continuing its ongoing work to make the staff directory more visible and user-friendly.



Idea Submitted	Government Progress and Next Steps
Make DataBC and GeoBC more intuitive.	Government Communications and Public Engagement plans to implement these measures this year. They are expected to improve navigation and findability within gov.bc.ca .
Improve child vaccination booking system	The Ministry of Health is conducting planning groups with clients to explore options for improving access. A number of changes have already been implemented in the South Island health units, including the ability to book appointments six days a week as well as providing evening and drop-in clinics.
Getting to the right department is challenging, especially for seniors	The Ministry of Health has improved access to information on the web by placing payment information in the same location as MSP info, eliminating the former boundaries between ministry responsibilities. The Ministry of Health is continuing to explore efforts to improve service delivery for seniors.
Be able to be paid electronically, deductibles for Pharmacare	The Ministry of Health and the College of Pharmacists of B.C. administer PharmaNet, the province-wide network that links all B.C. pharmacies to a central set of data systems. All community pharmacies in B.C. are required to connect to PharmaNet and other health suppliers are urged to connect to PharmaNet. Fair PharmaCare offers the Monthly Deductible Payment Option to help families pay their deductible.
More help and support for commercial tenancy	Anyone seeking resolution for strata and small claims disputes up to \$10,000 will have a new cost-effective and accessible online tool in the form of the Civil Resolution Tribunal, which is scheduled to begin resolving strata disputes later this year.
More support for people with small estates/plain-language information	In addition to Court Services Online, the Ministry of Justice and Attorney General is committed to helping people with the information they need for settling estates.
Reduce the number of steps required for drivers to process an Application of Reconsideration	RoadSafetyBC's driver remedial program has streamlined the process for drivers who wish to apply for a reconsideration of their referral to Responsible Driver Program or the Ignition Interlock program by implementing a Document Processing System (DPS) reducing document processing and approval time.
Allow for criminal record checks to be shared by similar organizations	The Ministry of Public Safety and Solicitor General introduced legislation that makes it possible for employees and volunteers to rely on a single criminal record check for a five-year period with multiple employers.
Create centralized database for all gov't funding opportunities. Current system is too complex and inconsistent across ministries.	The Ministry of Jobs, Tourism and Skills Training and Responsible for Labour has launched an economic development website with a searchable database of over 191 programs, including the latest funding opportunities for communities from the provincial and federal governments and other funding agencies (such as the Economic Initiative Trusts). See: http://www2.gov.bc.ca/gov/content/employment-business/economic-development/funding-and-grants
WorkSafeBC response to first responders	The Ministry of Jobs, Tourism and Skills Training and Responsible for Labour amended the mental-health provisions of the Workers Compensation Act to recognize the cumulative impact of workplace stressors. The change in coverage means that all B.C. workers are covered from July 1, 2012 for mental disorders caused by a larger array of traumatic events or stressors. The WorkSafeBC Fair Practices Office can advise how the WorkSafeBC system works and how outstanding issues might be resolved.
WorkSafeBC should conduct its own red-tape reduction exercise	WorkSafeBC's regulatory requirement count has been reduced by 44% since 2001 as part of government's effort to reduce red tape, allowing for more streamlined operations as WorkSafeBC continues to focus on the health and safety of British Columbians.

Idea Submitted	Government Progress and Next Steps
Introduce work-site inspector best practices	<i>WorkSafeBC is continuing their work to develop a world-class inspection and investigation regime, incorporating best practices, a workforce review and enhanced training.</i>
Put in place a process where a business can challenge work site inspection results without fear of retribution	<i>Any business or employer who believes they have not been treated fairly by WorkSafeBC, including work-site inspections, may contact the Fair Practices Office, where complaints are received confidentially, or the Small Business Liaison Office. Businesses and employers are encouraged to call the direct line, email or visit the website.</i>
Introduce small-business sensitivity training to all WorkSafeBC and staff dealing directly with small business, including front-line staff.	<i>WorkSafeBC will continue to develop small business sensitivity content to be incorporated into the Worker and Employer Services Division's ongoing front-line staff and officer training curriculum. The Ministry of Jobs, Tourism and Skills Training and Responsible for Labour, and WorkSafeBC recognize that small businesses have needs that differ from larger employers. WorkSafeBC also regularly consults with the Canadian Federation of Independent Business on small-business issues.</i>
Require front-line government staff to provide some form of identification (i.e. identification number)	<i>WorkSafeBC call centre staff, payroll auditors and officers routinely present various forms of identification, including names, and in specific circumstances, business cards and identification cards when on the job.</i>
Government Child Care Subsidy call back/phone trees	<i>A new telephony system, Contact Centre Anywhere (CCA), with a call-back feature, was implemented by the Ministry of Children and Family Development in July 2015. CCA is a multi-functional contact centre management platform that has been used in government for four years, and is seeing increasing up-take across a variety of ministries and business areas. A Client Service Portal through which clients will be able to apply for services, check the status of their applications, and receive communication about their cases is under development and slated to launch in 2016/17.</i>
Central resources for applying for child-care benefits, information tied to MSP	<i>After consultation with parents and other stakeholder groups, the Ministry of Children and Family Development is working on a new parent application form, redesigned online information architecture, and over the long term, possible changes aimed at simplifying the eligibility calculation, as well as a self-serve client portal so information is processed securely and parents can receive benefits faster. Implementation targets range from the present to early in the 2017/18 fiscal year.</i>
Gaps in services for youth transitioning to adult services	<i>The Services to Adults with Developmental Disabilities (STADD) initiative has implemented a number of the recommendations from the Deputy Ministers Review of Community Living BC: Improving Services to Adults with Developmental Disabilities. Four youth and young adult STADD sites are now in operation in Surrey; Nanaimo/Comox Valley; Kamloops/Merritt; and Prince George/Haida Gwaii.</i>
Access to home renovation funds and contractors to do the work	<i>BC Hydro and FortisBC offer a joint home renovation program, the Home Energy Retrofit Program (HERO). HERO provides homeowners a range of incentives for gas and electric energy efficiency measures. Both companies are increasing their efforts at contractor engagement through residential trade ally programs. A key element of these programs is the development of a searchable directory of contractors by services provided and geographical locations. FortisBC's directory is available here: http://www.fortisbc.com/findacontractor/Pages/default.aspx It is anticipated BC Hydro will offer a similar service.</i>
A one-stop shop for approvals for discharge and operation would be beneficial	<i>The BC Oil and Gas Commission is continuing its work to enhance the single-window model for permitting oil and gas exploration and development, and for ensuring operators' compliance with regulation in an effort to provide a streamlined and efficient regulatory process and regime.</i>



Idea Submitted	Government Progress and Next Steps
Make residential tenancy arbitration decisions public	Residential Tenancy Branch decisions are now available at: http://www.housing.gov.bc.ca/rtb/search.html
Improve Residential Tenancy Branch phone service	The Residential Tenancy Branch is improving the way landlords and tenants access information by directing them to web-based information through an online self-serve tool. The Residential Tenancy Branch will also change the "Contact Us" button to read "Contact the Residential Tenancy Branch" to help improve clarity.
Challenges with naming on cards	The BC Services Card Program is considering options around streamlining the current change-of-name process at ICBC and Health Insurance BC, and is engaged with partners to discuss viable options.
Connect BC Pension info to the BC Services Card	Discussions are underway for the BC Pension Corp to use the BC Services Card.
Make changing names of board of directors online easier	The Ministry of Technology Innovation and Citizen Services is developing a new system to meet the requirements of the new Societies Act. Online filing will create an improved experience.
Time contractors spend waiting for contracts to be finalized	The Ministry of Technology, Innovation and Citizen Services recently launched a procurement transformation initiative to improve the practice of procurement across government. The "time to contract" has been identified as an impediment and cost to suppliers and a pilot is underway to introduce a short form standard contract template for lower-risk contracts that will streamline the contracting process.
Easy way to provide own serving size on SOL application (rather than choosing from pre-populated oz sizes)	The Liquor Distribution Branch is working on a tool for the Special Occasion Licence that helps applicants convert common tasting sizes to their full-size pour equivalents. This should help reduce confusion for tasting event organizers. This change is expected to be released in early 2016.
Extend liquor service for room service	The Ministry of Small Business and Red Tape Reduction and Responsible for the Liquor Distribution Branch is extending the hours that liquor can be delivered by room service within B.C. hotels and resorts.
Allow agents to bring samples into restaurants for education and sampling.	Agents can provide liquor for education purposes to licensees and the public as part of consumer tastings.
Need more consistency in the application of liquor regulations by inspectors.	The Liquor Control and Licensing Branch is improving consistency by holding an annual training session for all inspectors.
Streamline the SOL application process such that one licence can cover an entire event, for a reasonable number of days and venues	The Liquor Distribution Branch and the Liquor Control and Licensing Branch have implemented a Special Occasion Licence online application system. For a single event, applicants can obtain a licence for multiple days, and multiple locations within the same police jurisdiction.
Improve process for waiting in lines at offices	The Ministry of Social Development and Social Innovation provides in-person services at offices, telephone service through our Contact Center, and online services through My Self-Serve. Efforts have been made to expedite the process with form and drop boxes available in waiting rooms. Forms can be mailed or faxed and followed up by contacting the Contact Center, and appointments can be booked.

Idea Submitted	Government Progress and Next Steps
Reduce barriers to labour market partnerships	<i>The Community and Employer Partnership (CEP) has recently streamlined the application process. Applications can now be completed and submitted on-line at any time, a self-assessment tool guides applicants to the appropriate CEP funding stream, and the letter of intent is no longer required.</i>
Consider a sliding scale for unemployed people who are trying to gain experience or training to get a job.	<i>Training funding is available for Ministry of Social Development and Social Innovation clients through a variety of programs under the Employment Program of BC (EPBC), such as the Single Parent Employment Initiative (SPEI), Client Action Plan, and approved skills training.</i>
Plain language the Disability BC web site	<i>The Ministry of Social Development and Social Innovation is redeveloping its website with updated content and a new navigation structure to be in place by Spring 2016.</i>
Day-care costs, child-care subsidy	<i>The Ministry of Social Development and Social Innovation program, B.C. Employment and Assistance (BCEA) exempts all education and child-care costs provided through the Employment Program of BC (EPBC) when a client on income assistance is in approved training.</i>
Richmond Social Development Office is understaffed.	<i>The number of Ministry of Social Development and Social Innovation staff has been increased and clients are advised to indicate an immediate need for food, shelter or medication when completing their applications. Staff process urgent applications as soon as they become aware of the need.</i>
ServiceBC response times are slow	<i>Telephone technology at the Ministry of Social Development and Social Innovation has been enhanced. Through the 1-866-866-0800 line, clients can now access information and services, leave a call-back number, get an up-front message of the expected wait time, as well as find out the status of their monthly report (stub) and cheque amount 24/7. The ministry has also hired more phone operators, increasing toll free line staff by over 20%. Face-to-face service will continue to be available.</i>
The lack of in-person services in South Delta is a barrier for many individuals.	<i>While the Ministry of Social Development and Social Innovation will continue to provide face-to-face services, it is expected that clients will increasingly choose to be served over the telephone or online. Face-to-face service will be available to clients for whom phone or self-service channels are not viable or optimal service options.</i>
BC Ferries should report out on the individual routes to get a better idea of the service levels.	<i>The requested information is available on the BC Ferries website in their annual report to the BC Ferry Commissioner. BC Ferries is aware of below average statistics for on-time departures for the Langdale-Horseshoe Bay route and is looking at ways to improve service.</i>
Improve extraordinary load permit process	<i>The Ministry of Transportation and Infrastructure's Extraordinary Load Approval Process accepts approval requests as "Non-reducible load, details to come", thereby allowing the carrier to provide commodity details before approval is issued.</i>
Make it easier to bring vehicles into B.C. from other provinces	<i>All the forms necessary for registering and licensing an out-of-province Canadian vehicle are available through an ICBC Autoplan broker.</i>





Ministry of
Small Business and
Red Tape Reduction