

British Columbia Farm Industry Review Board 2014/15 Annual Service Plan Report

Purpose of the Board:

The British Columbia Farm Industry Review Board (BCFIRB) is an independent administrative tribunal that operates at arm's-length from government. As the regulatory tribunal responsible for the general supervision of B.C. regulated marketing boards and commissions, BCFIRB provides oversight, policy direction and decisions to protect the public interest. In its adjudicative capacities, BCFIRB provides a less formal system than the court for resolving disputes in a timely and cost effective way. BCFIRB consists of a part-time board of up to ten members and nine full time equivalent staff positions and is accountable to government for its administrative operations.

BCFIRB's statutorily mandated responsibilities are established in the *Natural Products Marketing (BC) Act*, the *Farm Practices Protection (Right to Farm) Act*, the *Prevention of Cruelty to Animals Act*, and the *Agricultural Produce Grading Act* and are supported by the *Administrative Tribunals Act*. They include:

- supervising B.C.'s regulated marketing boards and commissions;
- being a signatory to formal federal-provincial cooperation agreements in regulated marketing;
- hearing appeals of regulated marketing board and commission orders, decisions and determinations;
- hearing appeals of Minister of Agriculture decisions to refuse, suspend, revoke or not renew agricultural produce grading licenses;
- hearing appeals related to certain animal custody and cost decisions of the B.C. Society for the Prevention of Cruelty to Animals;
- hearing farm practices complaints from persons disturbed by odour, noise, dust or other disturbances arising from agriculture or certain aquaculture operations; and
- conducting farm practices studies.

Through its annual strategic plan and other strategic documents, BCFIRB establishes the goals, objectives, strategies and performance measures it believes are necessary to achieve its mandates. Further information about BCFIRB may be found at <http://www.firb.gov.bc.ca/>.

Goals, Objectives, Strategies and Performance Results:

Goal 1: A regulated marketing system with effective self-governance.

Objective 1.1: The British Columbia Farm Industry Review Board and marketing boards and commissions practice good governance in their external and internal operations.

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Strategies:

- Ensuring that marketing boards and commission activities and decisions are administratively fair, in compliance with legislation/regulations and in accord with sound marketing policy.
- Requiring boards to give consideration to the government policy framework and the public interest.
- Providing supervisory intervention when necessary.
- Working to achieve priorities within budget while continuing to place importance on board and staff development and training.
- While preserving its independence as a tribunal, continuing to work to ensure effective relations with the Ministry of Agriculture, regulatory agencies at all levels, and stakeholders.

Performance Measure 1: BCFIRB and the boards and commissions it supervises exercise appropriate governance and fiscal procedures in exercising their mandates.

Performance Measure	2013/14 Actual	2014/15 Actual	2015/16 Target	2016/17 Target	2017/18 Target
BCFIRB & boards/commissions exercise appropriate governance & fiscal procedures.	Met	Met	All meet 2015/16 expectations	All meet 2016/17 expectations	All meet 2017/18 expectations

Although issues remain outstanding, BCFIRB is generally satisfied with the continuing progress that boards and commissions are making towards demonstrating best practices in their governance and fiscal procedures.

Under each of the regulated marketing board and commission schemes and regulations, BCFIRB must approve the rules and procedures used to elect marketing board members and the processes used to appoint non-producer members (excluding Cabinet appointed members such as board and commission chairs). BCFIRB requires boards and commissions to review their election and appointment rules and procedures on a regular basis (2-3 years). Over the last year the BC Chicken Marketing Board, BC Vegetable Marketing Commission, BC Hog Marketing Commission, and the BC Turkey Marketing Board reviewed their election rules with their stakeholders and had any changes approved by BCFIRB. In 2014/15, the BC Milk Marketing Board, BC Cranberry Marketing Commission, BC Broiler Hatching Egg Board and BC Egg Marketing Board started the process of conducting a full review of their respective Election Rules and Procedures for BCFIRB approval in 2015.

In its 2013/14 Annual Service Plan Report, BCFIRB highlighted its expectation that boards and commissions publish key governance documents [legislation, regulations and orders, strategic plans, annual reports audited financial statements governance manuals] in a readily and publicly accessible location on their websites. BCFIRB is pleased to see that a number of boards and commissions have identified governance among their priorities and notes progress made in this area in 2014/15 (e.g. the Milk Board conducted a comprehensive review of its powers and duties including an examination of its roles and accountabilities in relation to other organizations such as the Dairy Industry Development Council and BC Dairy Association). BCFIRB continues to

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emphasize to boards and commissions the importance of transparent and accessible governance practices and procedures going forward.

BCFIRB also communicated an ongoing expectation for boards and commissions to demonstrate transparent and accountable financial management. Financial accountability is a key component of good governance. In 2014/15, as in previous years, BCFIRB worked with boards and commissions to ensure financial auditing practices are consistent with scheme requirements and that boards and commissions institute appropriate checks and balances where funds collected through levies under the *Natural Products Marketing (BC) Act* (NPMA) are provided to third parties (e.g. producer associations) to undertake activities consistent with the schemes and purposes established in the Act. One example of work in this area in 2014/15 was the BCFIRB supervisory review concerning poultry insurance and decisions relating to whether the collection of levies by the boards for the purposes of paying producer premiums as well as capitalizing and operating a captive insurance company would be authorized under the NPMA. Financial accountability will continue to be a BCFIRB focal point in 2015/16.

BCFIRB added a strategy to its 2015/16 – 2017/18 Service Plan to emphasize strengthening BCFIRB's relationships at all levels. Some relationship-building activities undertaken in 2014/15 included meeting with and making presentations to boards and commissions (e.g. at Annual General Meetings; Council of Marketing Boards); meeting with industry stakeholders throughout the value chain; participating in meetings between the Minister and board and commission chairs, meetings with Ministry Executive, meeting with the Society for the Prevention of Cruelty to Animals (BCSPCA) and participating with other government agencies and local governments in supporting agricultural advisory committees. At the national level, BCFIRB participated in meetings with the national dairy and poultry agencies and Farm Products Council of Canada (FPCC is the national supervisory body for supply-managed poultry) and also participated in National Association of Agri-food Supervisory Agencies (NAASA) meetings. BCFIRB received favourable feedback on its relationship-building efforts from both the BCSPCA and from FPCC. BCFIRB intends to be increasingly proactive in its outreach efforts in 2015/16.

Training is a key activity in support of good governance. Training needs are identified through annual board and staff evaluation processes. BCFIRB provided a comprehensive orientation to new board commodity board chairs, as well as to new and existing board members and staff of BCFIRB. Board members and staff also took BC Council of Administrative Tribunals (BCCAT) courses required to perform their duties. BCFIRB works closely with BCCAT, including having a representative on the BCCAT board, in supporting the enhancement of the knowledge and specialized skills of tribunal and statutory decision-makers and representing the tribunal community to government. BCFIRB is represented on the Center for Organizational Governance in Agriculture (COGA) training committee which offers management workshops which BCFIRB, the boards and commissions and other stakeholders attend.

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Performance Measure 2: Boards and commissions demonstrate that their programs, policies and decisions reflect legislative intent, sound marketing policy and consider the public interest.

Performance Measure	2013/14 Actual	2014/15 Actual	2015/16 Target	2016/17 Target	2017/18 Target
Programs, policies and decisions reflect legislative intent, sound marketing policy and consider the public interest.	Met	Met	All meet 2015/16 expectations	All meet 2016/17 expectations	All meet 2017/18 expectations

In 2013, supply managed boards and commissions funded a study that demonstrated the economic contribution that supply managed industries make to British Columbia’s economy and its their contribution to jobs, income and government revenues. The Cranberry Commission published a similar type of analysis in 2014. BCFIRB encourages the supply managed and regulated marketing sectors to work together to update and publish analyses of this type that promote awareness and understanding of the regulated and supply managed industries in BC.

The complexity of orderly marketing is ever-increasing with a scope that now includes a diverse range of public interests. This is not news to the boards and commissions. While working to achieve the goals of orderly marketing and contributing to economic outcomes, it is evident from board and commission annual reports and websites that they are paying increased attention to growing expectations concerning animal welfare, bio-security, regional and new entrant opportunities, and environmental sustainability.

Animal welfare was at the forefront in 2014 following an incident of animal abuse at a BC dairy farm. The issue triggered a disruption of the milk supply, an investigation by the BC Society for the Prevention of Cruelty to Animals, the dismissal of employees involved, as well as significant media coverage. The Milk Board took a number of steps to manage the milk supply during these extraordinary circumstances. On August 1, 2014, BCFIRB clarified in writing to all boards and commissions that scope exists within the NPMA for boards and commissions to address on-farm animal welfare standards in relation to orderly marketing. Subsequently the Milk Board, as part its development of an Animal Welfare Industry Plan, amended its Consolidated Orders to make the on-farm requirements of the Code of Practice for the Care and Handling of Dairy Cattle mandatory for all BC dairy producers. The Milk Board concluded its consultations with stakeholders on the Plan in March 2015. Full implementation of the Plan, which will focus on training and compliance with the Code, is targeted to begin May 2015. BCFIRB also communicated its expectation that boards and commissions will demonstrate informed and proactive risk management approaches to animal welfare by adopting the enforceable standards they consider necessary and appropriate to fulfill their responsibilities under the NPMA. Its August 1, 2014 letter identified several examples of where other boards and commissions have been proactive in this regard.

A primary objective of supply-managed industries is to ensure a continuous supply of high quality products to consumers. Delivering this requires pro-active management of risks to maintain orderly marketing. One risk is bio-security, as evidenced by outbreak of Avian Influenza at a number of BC poultry operations in 2014. Thanks to a proactive, coordinated

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response by industry and government the incident was promptly addressed and negative effects were curtailed. Supply managed and regulated marketing sectors are not immune to the many production risks facing agriculture and have many tools at their disposal to manage risk including, for example, board authority over licensing and production including authority to require cleaning and disinfecting. BCFIRB also responded to a joint poultry board proposal to make avian influenza insurance mandatory for licensed producers; and to collect levies for the purposes of paying producer premiums as well as capitalizing and operating a captive insurance company. After an extensive review, BCFIRB was not satisfied that the proposal met the legal or sound marketing policy tests of the NPMA. BCFIRB offered to work with the poultry boards in discussing with the Ministry of Agriculture whether a near term change to the NPMA to allow limited authority to require mandatory insurance was feasible and necessary. This cooperative effort resulted in NPMA amendments introduced to the legislature in March 2015. In addition to mandatory insurance, the amendments would also confirm authority over biosecurity programs and add the flexibility of administrative penalties to the NPMA. Together, these amendments would strengthen the role of the regulatory system in helping to prevent such incidents in the future and support recovery should there be an unforeseen event.

All supply managed boards and commissions provide access to farming opportunities through programs to support new entrants. In 2014, the Egg Board reviewed and updated its New Entry Program in order to more effectively bring additional young farmers into the industry. Changes included having more new entrants based on specialty production and in geographic areas where the need is not serviced within the province or extra volume is needed to support the smaller graders. Also included is a mentorship support system to help ensure new entrants succeed. The Egg Board expects to bring in up to six new producers over the next year to three years, depending on market growth. The Milk Board welcomed five new entrants to the industry through its Graduated Entry Program. The Milk Board has committed to clearing its Graduated Entry Program waitlist (and expects to bring in approximately 34 new dairy producers within the next 4 to 5 years). It is also updating the program to better reflect principles-based regulation, providing timely and fair opportunities for those wanting to start a dairy farm. The Chicken Board reported that seven new entrant growers were invited to begin operations in 2014 in the interior region of BC. This will address the needs of the small processor in the region and also eliminate the need for Assurance of Supply to the last remaining processor under this program. The Turkey Board is in year two of a three year project aiming to improve on-farm performance of new entrant producers. New entrant regional turkey producers had production challenges. In response, the Turkey Board organized and paid for a veterinarian to assist the new regional producers in addressing their production challenges. The Board sets aside a set amount of quota specifically to accommodate new entrants. Although it did not select a new entrant in 2014 due to market conditions in the industry, it intends to re-evaluate in 2015.

Performance Measure 3: The British Columbia Farm Industry Review Board demonstrates fiscal responsibility by operating within budget.

Performance Measure	2013/14 Actual	2014/15 Actual	2015/16 Target	2016/17 Target	2017/18 Target
BCFIRB expenditures are on budget.	9% over official budget*	5.4% over official budget*	Expenditures are within 5%	Expenditures are within 5%	Expenditures are within 5%

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BC Farm Industry Review Board's 2014/15 official budget was \$891,000. The Board received a separate \$100,000 Ministry contribution in 2014/15 in recognition of continued budget pressures including those related to its new responsibilities under the *Prevention of Cruelty to Animals Act*. BCFIRB's total expenditures for the fiscal year were just under \$939 thousand, falling within the combined budget plus separate ministry allotment. Continued efforts were undertaken in 2014/15 to streamline operations and find efficiencies.

In its 2013/14 Annual Service Plan BCFIRB forecast a budget shortfall for 2014/15 and identified growing business risk and the need for incremental budget in the future. Supervision is a legal requirement of the regulated marketing system. BCFIRB worked with the Ministry to explore alternative funding options to address the chronic funding challenges, including considering whether the recovery of supervisory costs from the regulated marketing sector should occur as that sector is the primary beneficiary of regulated marketing legislation. As a result of this work, BCFIRB's budget increased by \$300,000.

Goal 2: A principles-based, outcomes-oriented approach to regulation.

Objective 2.1: The British Columbia Farm Industry Review Board and marketing boards and commissions use a principles-based approach to regulating.

Strategies:

- Working with boards and commissions to develop, adopt and employ a principles-based approach to regulation.
- Requiring all British Columbia Farm Industry Review Board, marketing board and commission orders, decisions and determinations to be made available to the public, except where privacy legislation and policies apply.
- Promoting policies that reflect B.C. interests at both the federal and provincial levels.

Performance Measure 4: The British Columbia Farm Industry Review Board and the boards and commissions it supervises demonstrate the application of the Strategic, Accountable, Fair, Effective, Transparent and Inclusive (SAFETI) principles in their programs, policies and decisions.

Performance Measure	2013/14 Actual	2014/15 Actual	2015/16 Target	2016/17 Target	2017/18 Target
BCFIRB & Boards and Commissions apply SAFETI principles.	Met	Met	All meet 2015/16 expectations	All meet 2016/17 expectations	All meet 2017/18 expectations

BCFIRB continues to place a high priority on the implementation of a principles-based outcomes-oriented regulation.

BCFIRB worked throughout 2014 to implement the principles based approach to regulation. A reference to the application of SAFETI principles was a key element of the majority of

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BCFIRB’s decisions, communications and correspondence in 2014. BCFIRB has also advocated the use of a principles/outcomes-based approach in national and regional discussions, for example, concerning interprovincial allocation and pricing. BCFIRB sees the adoption of a new cost of production regulation in Ontario as a very positive step towards BCFIRB’s goal of demystifying the interprovincial pricing of chicken. In 2014, BCFIRB continued to improve communication, access and transparency – as well as promote self-help – through continuous enhancements to its website.

BCFIRB is satisfied that boards and commissions, who participated in the development of the SAFETI principles, generally understand and are making increasing use of them. A number of board and commission annual reports reference SAFETI and commit to principles-based regulation. BCFIRB is encouraged by several instances in 2014/15 when boards and commissions demonstrated a commitment to using the principles-based approach. One example was the strategic work by the Cranberry Commission to develop a proactive plan with stakeholders in order to be positioned to respond if necessary to a proposed US Department of Agriculture Volume Regulation for the 2014 crop.

Other examples include the Egg Board use of a SAFETI process in developing its proposal to BCFIRB on how to distribute an increase in provincial production; and, the Chicken Board’s use of a SAFETI template for providing decision rationale to its stakeholders. The Milk Board used a SAFETI-based process in their Quota Governance Review to fully assess, in consultation with dairy industry stakeholders, what, if any, revisions were required to their quota policies and programs to ensure they can continue to respond effectively and strategically to the evolving dairy sector, including reconciling industry business needs with public interest objectives.

There is an increasing expectation that boards and commissions demonstrate principles-based approaches in their decision-making as well as in their other regulatory activities, stakeholder communications and the development and rationale underlying all future submissions, reports and requests to BCFIRB. This is expected to yield better outcomes to the benefit to all value chain stakeholders.

Performance Measure 5: British Columbia Farm Industry Review Board orders, decisions, determinations, practices and procedures and other information are published. Marketing board and commission orders, decisions and determinations are published promptly after being made in order to preserve rights of appeal under the NPMA.

Performance Measure	2013/14 Actual	2014/15 Actual	2015/16 Target	2016/17 Target	2017/18 Target
Orders, decisions & determinations are published promptly.	Met	Met	All meet 2015/16 expectations	All meet 2016/17 expectations	All meet 2017/18 expectations

In 2014, as required by its practices and procedures, BCFIRB routinely posted its complaints and appeals decisions after seven days following the decision. Supervisory decisions were similarly posted in a timely fashion. BCFIRB also published all significant correspondence. BCFIRB regularly reminded boards and commissions of the importance of publishing promptly so as not

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to infringe the rights of appeal under the NPMA by those aggrieved by or dissatisfied with a decision. BCFIRB also emphasized the importance of providing clear and public rationales for decisions taken. Boards and commissions generally post amendments to their General Orders in a timely manner. BCFIRB continues to expect boards and commissions to improve their efforts to promptly publish orders, determinations, decisions and other information to provide transparency and accountability to the regulated marketing system.

Performance Measure 6: The British Columbia Farm Industry Review Board and the boards and commissions it supervises work to maintain and where possible grow the market for BC produced product.

Performance Measure	2013/14 Actual	2014/15 Actual	2015/16 Target	2016/17 Target	2017/18 Target
No production or base allocation loss in supply-managed sectors.	Exceeded	Exceeded	No loss	No loss	No loss

Growth in the farm-gate value for supply managed products continued, contributing to an estimated 2013 farm-gate value for the regulated marketing sector of \$1.6 billion – up 5.7% over 2012. Regulated marketing sectors contribute more than one-half the \$2.8 billion farm gate value of all agricultural output in the province, with commensurate spinoff economic activity in the related processing and marketing sectors.

Regulated industries worked hard in 2014/15 to promote demand, anticipate competitive challenges and opportunities and address issues as they arose. Marketing boards and commissions, with support as needed from BCFIRB, led numerous initiatives to help grow the market for regulated and supply-managed products. Some significant examples include:

- Egg Farmers of Canada issued an increase in production allocation of 67,890 layers in 2013 and two increases for a total of 60,430 new layers for BC in 2014. BCFIRB prior-approved the distribution of the three new egg allocations in 2014/15. The increase in production will help better serve the BC’s table egg market, including the current 22% specialty production (e.g. organic, free run, free range). The Egg Board also signed necessary contracts to put 100,000 layers of Eggs-for-Processing quota into production starting in 2015. Eggs-for-Processing production will help better serve BC’s growing processed egg market.
- The first specialty allocation under a new Specialty Production Policy and related regulations approved by Chicken Farmers of Canada (CFC) late in 2012 was implemented for quota period A-126 (September 2014). According to the Chicken Board’s annual report, under this new policy “the specialty chicken sector will have the opportunity to grow beyond current levels without further impact to the mainstream growers and processors. An agreement reached with CFC to adjust BC’s base allocation to accommodate the specialty program will result in an immediate return of approximately 2 million kilograms of allocation per year to mainstream growers and processors.”
- The 1995 Memorandum of Understanding (MOU) between the BCCMB and BHEC was updated in October 2014. The MOU outlines the individual roles and shared responsibilities for the two boards to ensure orderly marketing of their respective products, and is an important first step in reaching a pricing linkage agreement.

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- The Milk Board reported a 5.5% growth in its Continuous Daily Quota – the outcome of negotiated national innovation programs resulting in increased Canadian requirements for industrial products. The organic sector accelerated to 20.2% compared to the previous year.
- The Milk Board worked with dairy producers, processors, and regulatory and supervisory boards across the country on ways the existing supply management system can improve its competitiveness and strategically position itself for future opportunities. Work is ongoing.
- The BC Hog Marketing Commission worked closely with BC Pork Producers Association on proactive biosecurity measures to help prevent the entry of Porcine Epidemic Diarrhea (PED) to BC. PED is a fatal disease to hogs, impacting farms in both Canada and the US.
- All the boards and commissions engaged, directly or through producer associations, in a diverse range of promotional and public awareness initiatives; research activities and community outreach programs.
- Pro-active efforts by boards and commissions to engage with young producers (e.g. Cranberry Commission’s forum for Young Growers) promises new ideas and innovation.
- Quick, coordinated action by poultry boards, producers and government agencies, informed by lessons learned from the management of past Avian Influenza (AI) outbreaks, helped to curb negative impacts of an AI incident attributed to wildlife.
- Supply-managed boards and commissions continued to support efforts at the national level to address issues and opportunities including, for example, those related to the negotiation of national allocation and international trade agreements, stricter enforcement of import controls for chicken and strategies to achieve growth. Regulated marketing commissions also worked proactively to address international marketing challenges (e.g. potato anti-dumping duty review and a proposed USDA volume regulation for the cranberry 2014 crop).

Goal 3: Effective, fair and independent resolution of inquiries and disputes.

Objective 3.1: Ensure issues and disputes arising within the British Columbia Farm Industry Review Board’s jurisdiction are resolved in a fair and timely manner.

Strategies:

- Using farm practices studies to help prevent and resolve farm practices disputes.
- Using supervisory processes to help prevent and resolve regulated marketing disputes.
- Using timely, fair and accessible processes to help resolve complaints (under the *Farm Practices Protection (Right to Farm) Act*), and appeals (under the *Natural Products Marketing (BC) Act*, *Prevention of Cruelty to Animals Act* and the *Agricultural Produce Grading Act*).

Performance Measure 7: BCFIRB reports annually on time from filing to resolution, cost per case, and user satisfaction for each of its appeals and complaints processes beginning 2015/16.

Performance Measure	2013/14 Actual	2014/15 Actual	2015/16 Target	2016/17 Actual	2017/18 Actual
BCFIRB reports annually. Appeals and complaints are routinely handled within target process timelines.	100%	100%	100%	100%	100%

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The table below summarizes BCFIRB's appeals and complaints activities.

	Farm Practices Complaints	Regulated Marketing Appeals	Appeals under Prevention of Cruelty to Animals Act
Carried forward from previous fiscal year	10	4	0
New appeals filed	9	22	10
Active appeals	19	26	10
Appeals resolved in fiscal year	11	13	9
Appeals carried forward	9	17	1

Each of the nine appeals filed under the *Prevention of Cruelty to Animals Act* was resolved within the 29 business days established within BCFIRB's Practice Directive. Many regulated marketing appeals continue to be the subject of facilitation efforts with the remainder addressed within timelines established in the NPMA Practice Directive. Acting on its 2013/14 Annual Service Plan Report commitment, BCFIRB reviewed its practices and procedures for complaints and established practice guidelines for farm practices complaints under the *Farm Practices Protection (Right to Farm) Act*. Complaint timeliness will be reported against these new practice guidelines beginning in 2015/16.

BCFIRB's formal supervisory review process is a strategic approach to managing systemic industry issues that could otherwise result in large numbers of appeals or delays with little to no long-term benefit to industry or the associated value chain. Supervisory reviews support broad consultation and examination of inter-linking program and policy considerations leading to more beneficial outcomes for industry and, by extension, the public.

For example, BCFIRB initiated the Poultry Insurance Review in 2013 (decision released August 14, 2014) to address outstanding legal and sound marketing policy concerns arising from the proposal to use poultry board authority under the NPMA to fund the start-up and operation of an insurance company that would provide insurance related to Avian Influenza. Potential appeals and/or legal action could have threatened not only the future opportunity of boards to use insurance (disease or other such as flood, etc.) as a tool to help support orderly marketing, but also the current biosecurity programs that played a vital role in reducing the impacts of the 2014 Avian Influenza outbreak. BCFIRB's decision concluded that legal authority did not currently exist and amendments to the NPMA would be needed.

BCFIRB completed three formal supervisory reviews in 2014-15. These included two prior approval decisions for the Egg Board on the distribution of growth; and the Dairy Quota Governance Review. Currently BCFIRB is working with the Vegetable Commission and other stakeholders on building a vision and strategic direction for the Vancouver Island regulated vegetable industry, including considering whether it is effective and strategic for Vancouver Island production to continue to be regulated. BCFIRB also continues to work with the supply-managed boards on reviewing current quota transfer assessment rules.

Two BCFIRB decisions were the subject of Judicial Review, one under the PCAA (Binnarsley vs. BCSPCA) where BCFIRB was upheld) and one under the FPPA (Swart vs. Holt, in which the court provided guidance on the context in which normal farm practice is determined).

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BCFIRB did not undertake any farm practices studies in 2014/15. The results and recommendations of previous propane cannon studies continue to be extensively relied upon for guidance by BCFIRB, the Ministry of Agriculture, local governments and the BC Blueberry Council in addressing this type of noise complaint. Only a single cannon complaint was filed with BCFIRB in 2014/15.

As committed to in its 2013/14 Annual Service Plan Report, BCFIRB worked with the Ministry of Agriculture, Ministry of Justice and other tribunals in supporting legislative and regulatory changes to enhance the capacity of BCFIRB and other tribunals to resolve disputes. Changes contained within the *Administrative Tribunals Statutes Amendment Act, 2015* introduced to the Legislature in March 2015 reflected these efforts.

Work started in 2014/15 to set the groundwork for a user satisfaction survey and collection of cost-per-case statistics for each of BCFIRB's appeals and complaints processes to be implemented in 2015/16.

Performance Measure 8: Demonstrated increased use of Alternative Dispute Resolution by marketing boards and commissions and the British Columbia Farm Industry Review Board.

Performance Measure	2013/14 Actual	2014/15 Actual	2015/16 Target	2016/17 Actual	2017/18 Actual
ADR is used whenever appropriate	Met	Met	Whenever Appropriate	Whenever Appropriate	Whenever Appropriate

BCFIRB is satisfied that its ADR processes were used whenever appropriate in resolving inquiries, complaints and disputes throughout 2014/15. BCFIRB continues, as a matter of practice, to make complainants and/or appellants aware of alternative dispute resolution options at the outset and throughout each dispute process as appropriate. BCFIRB routinely updates its website to inform, guide and promote use of self-help and ADR options by persons involved in disputes. BCFIRB is also satisfied that boards and commissions continue to routinely use dispute prevention and resolution options as appropriate in their decision-making processes. For example, an interior processor appealed a Chicken Board decision to remove the Assurance of Supply program. Following discussions between the processor and the Chicken Board an agreement was reached which addressed the processor's supply concerns and the appeal was withdrawn.