

Better Regulations for British Columbians

2018/19 Annual Report





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Introduction

The report provides an overview of cross-government progress towards the regulatory and services improvement goals to:

- Enhance access to quality government services that people count on.
- Promote a modern, efficient, and effective regulatory system.
- Enhance accountability for regulatory and service improvement activities.

The report provides examples of recent projects that have improved accessibility, saved time or money, or leveraged innovation to better advance the public interest. The report also provides an overview of the province's regulatory requirement count as of March 31, 2019.



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Supporting Children, Families, and People through Major Life Events

A major life event is any big change in a person's life. Big changes can be complicated and may require people to work with government to update their status or learn about different services. The B.C. government has been improving processes related to major life events — from reporting the death of a loved one to applying for student aid.



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Better Access to Childcare and Autism Support

By moving the application for the Affordable Child Care Benefit online to the new My Family Services website, parents can now access support faster. The application is easier to understand and quicker to complete, and can be completed anytime and on any device. Applications submitted online are also faster for the B.C. government to process because they reduce the occurrence of missing information. The online process also allows parents to upload supporting documents. After applying, parents can communicate securely with staff or check the status of their application online. Estimate your eligibility using the [online estimator](#).¹ Families of children and youth with autism spectrum disorder can now also manage their funding, communicate with ministry staff, submit documents electronically, and obtain information on services all through [My Family Services](#).²

Faster Caregiver Screening for Vulnerable Children

Vulnerable children and youth can now access important caregiver services 12 weeks faster than before thanks to a project that changed forms, requirements, and ways families and the B.C. government communicate. When a child or youth is unable to live with their parents, they may be placed with a family member or someone with an established relationship or cultural connection. Potential caregivers are screened to ensure safe, stable care. The process was reduced from 100 days to less than 30 days for the 5 to 10 screening referrals received every day. Learn about [child protection services in B.C.](#)³

What to Do When Someone Dies

There is a new [plain-language guide](#)⁴ that helps British Columbians understand what they need to do when someone dies. By putting all the information in one place, clearly outlining when tasks should be completed, and providing information about available supports, the guide makes a difficult process a little bit easier.



1 <https://www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/child-care-funding/child-care-benefit>
2 <https://myfamilyservices.gov.bc.ca/s/login/?startURL=%2Fs%2F&ec=302>
3 <https://www2.gov.bc.ca/gov/content/safety/public-safety/protecting-children>
4 <https://www2.gov.bc.ca/assets/gov/birth-adoption-death-marriage-and-divorce/deaths/what-to-do-when-someone-dies.pdf>

Simplified Divorce Filing

The [Online Divorce Assistant](https://justice.gov.bc.ca/divorce)⁵ reduces the complexity of submitting forms for divorces that are mutually agreed and don't involve children. The new online tool guides people through a series of questions and auto-populates the needed forms. This process has almost eliminated missing information from submitted forms — a problem that used to typically mean people had to make 2 or 3 in-person visits to a B.C. government office to get it right. The online tool was launched in July 2018, and now more than 98% of the submitted forms are accurate on the first try.

Faster Student Aid Processing

Student aid helps with the cost of post-secondary education through student loans, grants, and scholarships, as well as loan repayment programs. Applying for student aid is an important step for post-secondary students and their families. As of March 2019, high schools, post-secondary institutions, and the B.C. government are using a new system that improves how applicant information is shared — changes that support faster processing of student aid applications. The new system is simpler to use, supports self-service that reduces administration and better manages the information. Find information about financial support for post-secondary education at <https://studentaidbc.ca/>.

Solutions for BC Services Card Users

Residents whose names are recorded differently in the Insurance Corporation of BC and Health Insurance BC systems are now able to obtain a photo BC Services Card. [About BC Services Cards](https://www2.gov.bc.ca/gov/content/governments/government-id/bc-services-card).⁶



5 <https://justice.gov.bc.ca/divorce>

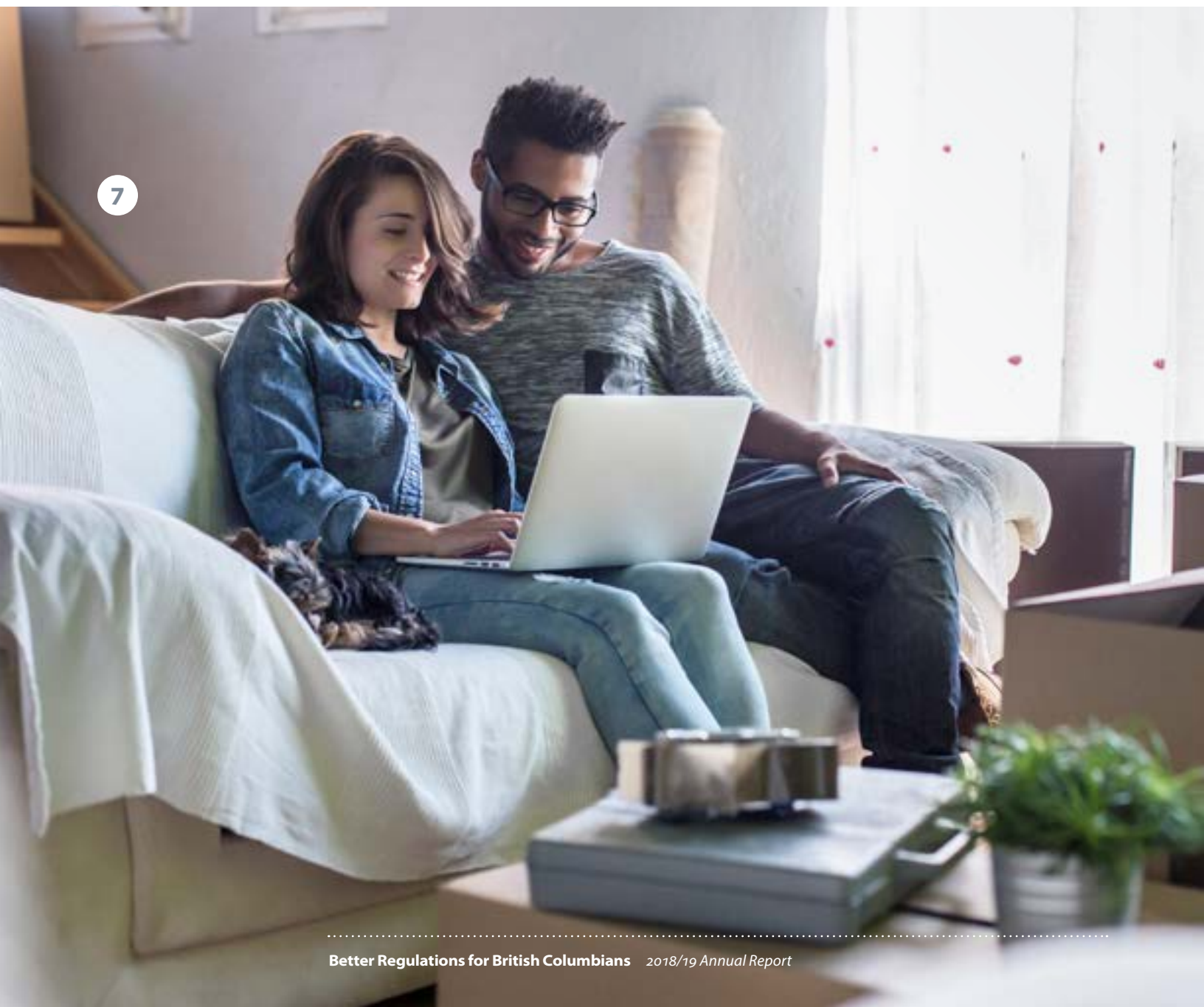
6 <https://www2.gov.bc.ca/gov/content/governments/government-id/bc-services-card>



Improving Government Services for British Columbians

Improving how people access and experience government services means the B.C. government can deliver services that work for more people.

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Court Transcript Access Benefits Rural Communities

Court proceedings in B.C. are recorded and later transcribed to provide access to information. A new secure system means that transcription businesses can directly access the audio recordings from proceedings held in smaller communities instead of waiting for CD-ROMs in the mail — speeding up processing times. This system has saved significant time and effort for both businesses and the government. Over 7,000 audio recordings have been ordered through the new system in the last six months and small communities can now have court transcript requests completed as quickly as major centres.

Faster Access to Medication

BC PharmaCare helps B.C. residents with the cost of eligible prescription drugs, medical supplies, and pharmacy services. Some prescribed drugs are automatically approved for coverage, but other drugs need special authority approval. Doctors must submit a special authority request to PharmaCare for approval. More than 1,000 special authority requests are submitted through the system every day. A new online system will augment the fax/phone-based process. This means decisions about drug coverage are faster and people receive prescriptions sooner. The most common special authority requests are approved automatically, which allows staff to focus on responding to more complex requests. Learn about [PharmaCare](#).⁷

One Website for Energy Savings Information

To make it easier for homeowners and businesses to access energy efficiency resources, a new website brings together all information about incentives, energy efficiency recommendations, and services. BetterHomesBC has simplified how people and businesses navigate the energy retrofit process and access available energy efficiency incentives through intuitive site navigation and search functionality. People can now make a single application for incentives offered by CleanBC, BC Hydro, FortisBC, and local government. Learn more at www.betterhomesbc.ca.



7 <https://www2.gov.bc.ca/gov/content/health/health-drug-coverage/pharmacare-for-bc-residents>



Crown Land Application Website Enhanced

Over 94% of B.C. is provincial Crown land. Each year, the Province processes an average of 6,000 applications for use of this land. Thanks to an upgraded website that presents information on an interactive map, the B.C. government can now more easily and effectively inform British Columbians of Crown land applications. People can use the site to quickly find, learn about, and submit comments on applications. [Learn about and comment on](#) Crown land applications.⁸

DriveBC Adds More Information

DriveBC provides everyday drivers, first responders, and transport businesses with real-time information about road conditions. This saves people time by avoiding delays and makes B.C. safer. Information on DriveBC includes webcam views, weather, construction notifications, and accident information — even updates from B.C. avalanche officers. People now have more information to help plan their routes with the addition of [Electric Vehicle Charging Station locations](#)⁹ at rest stops and 445 webcams with more than 850 views of roadways throughout the province. For 24/7 travel information, visit: www.DriveBC.ca.



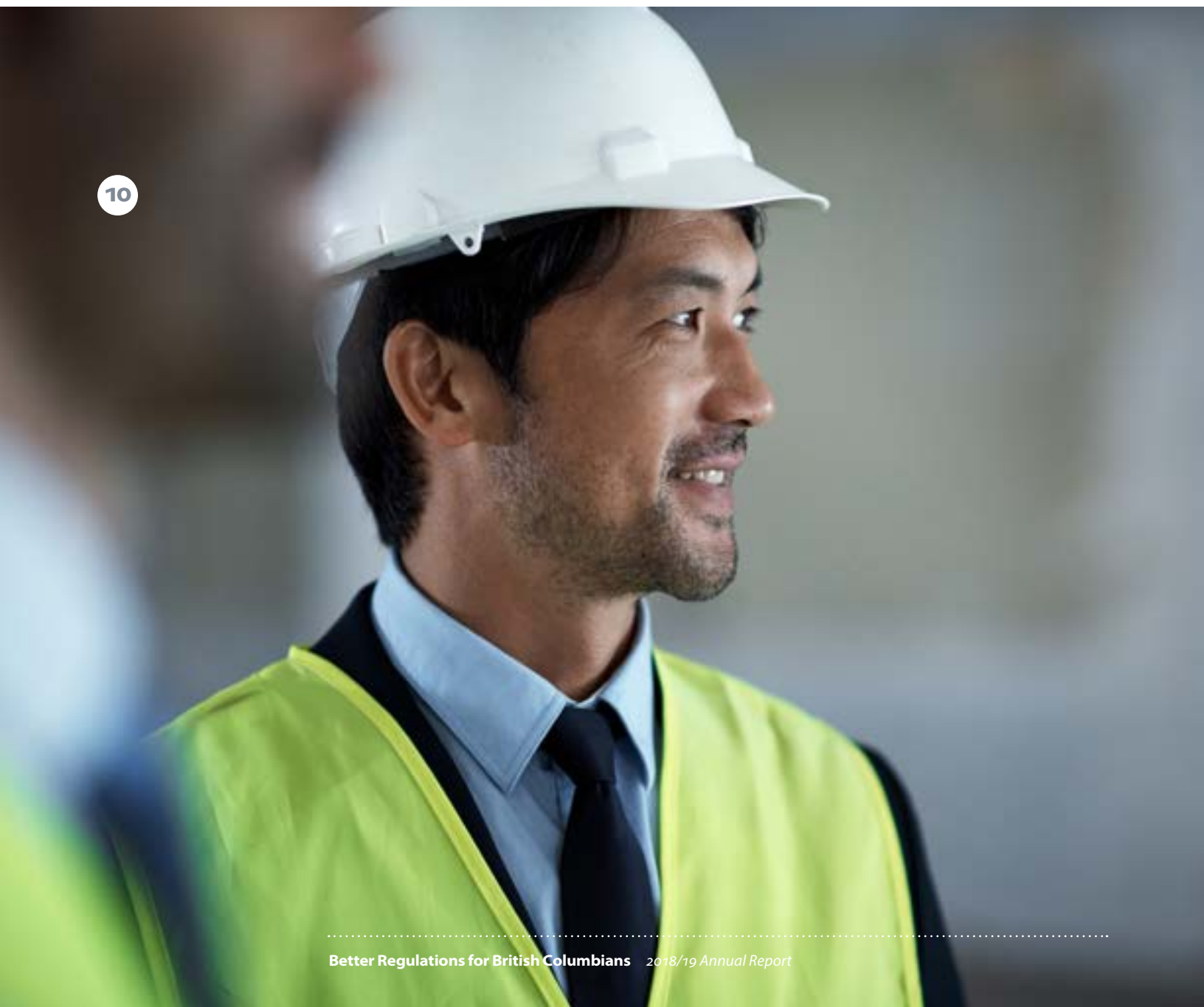
8 <https://comment.nrs.gov.bc.ca/applications>

9 <http://drivebc.ca/#mapView&ll=54.006765%2C-120.390947&z=5>



Improving Government Services for B.C. Businesses

In 2018/19, the B.C. government made significant progress in scaling up new approaches to procurement that support smaller firms and new innovations — creating new opportunities for B.C. small businesses, saving taxpayer dollars, and solving public problems faster and more effectively.





Modernizing Government Purchasing and Driving Innovation in B.C.

British Columbia is transforming its procurement processes to make it easier for businesses to work with government. The new approach is removing barriers for small, medium, and Indigenous businesses; promoting innovation; and increasing the focus on social and economic outcomes for people and communities throughout the province. For additional information on B.C.'s new procurement strategy, please visit www.gov.bc.ca/ProcurementStrategy.

Business Partnerships Made Easier

When two or more people or corporations arrange to carry on business together they register as a partnership. New regulations for partnerships have made processes faster and easier. Changes mean fewer filings for limited partnerships — from two forms to one. By legislating a process of reserving a business name that is consistent for partnerships and corporations, complying is less confusing, which saves time and cost. Learn more about business [partnerships](#) in B.C.¹⁰

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App Helps Manage B.C. Rangelands

B.C.'s provincial rangelands are used by more than 2,000 people and businesses like livestock producers. Agreement holders will now use the new [MyRangeBC app](#)¹¹ to more easily and effectively manage rangelands for sustainability. This change will save time and make the required management plans consistent and up-to-date, as well as enable government to more effectively monitor and manage the impacts of flood, fire, and drought. The app also reduces administrative burden, giving range officers more time in the field, working with the public and managing our shared rangeland. Learn more about B.C.'s [rangelands](#).¹²



¹⁰ <https://www2.gov.bc.ca/gov/content/employment-business/business/managing-a-business/permits-licences/businesses-incorporated-companies/proprietorships-partnerships>

¹¹ <https://myrangebc.gov.bc.ca/login>

¹² <https://www2.gov.bc.ca/gov/content/industry/crown-land-water/rangelands>

Updated Hired Equipment Program

From Atlin to Fernie, Haida Gwaii to McBride, the B.C. government maintains over 47,000 kilometres of road. B.C. businesses support this work by providing heavy equipment and operators for construction and maintenance projects. A new online system better manages the list of equipment owned by independent contractors enrolled in the Hired Equipment Program. The process is easier and more efficient for businesses and government. Learn about the [Hired Equipment Program](#).¹³

Startup Innovation into Government

The Startup in Residence (STiR) partnership program leverages B.C.'s world-leading tech talent to solve complex public challenges and deliver better services. Due to its success, STiR was extended for a second year to bring the ideas and expertise of startups together with government for 16 weeks to develop solutions. At the end, government has the choice to purchase the solution, and the startup has experience working with government and fully owns the tech they helped develop. Learn more about STiR and partner businesses at <https://gov.bc.ca/startupinresidence>.

Faster Contracting

[Sprint With Us](#)¹⁴ is cutting the procurement and contract award process from numerous months to just a couple of weeks. Sprint With Us is a faster, cheaper, more efficient way for government to contract small technology businesses to provide innovative solutions to the problems facing B.C. Since 2018, nine businesses have partnered with the B.C. government using Sprint With Us and 56 businesses have been engaged in [Code With Us](#) opportunities.¹⁵ Learn more about this innovative approach at <https://bcdevexchange.org>.



¹³ <https://www2.gov.bc.ca/gov/content/industry/construction-industry/transportation-infrastructure/hired-equipment-program/access-hets>

¹⁴ <https://bcdevexchange.org/sprintwithus>

¹⁵ <https://bcdevexchange.org/codewithus>

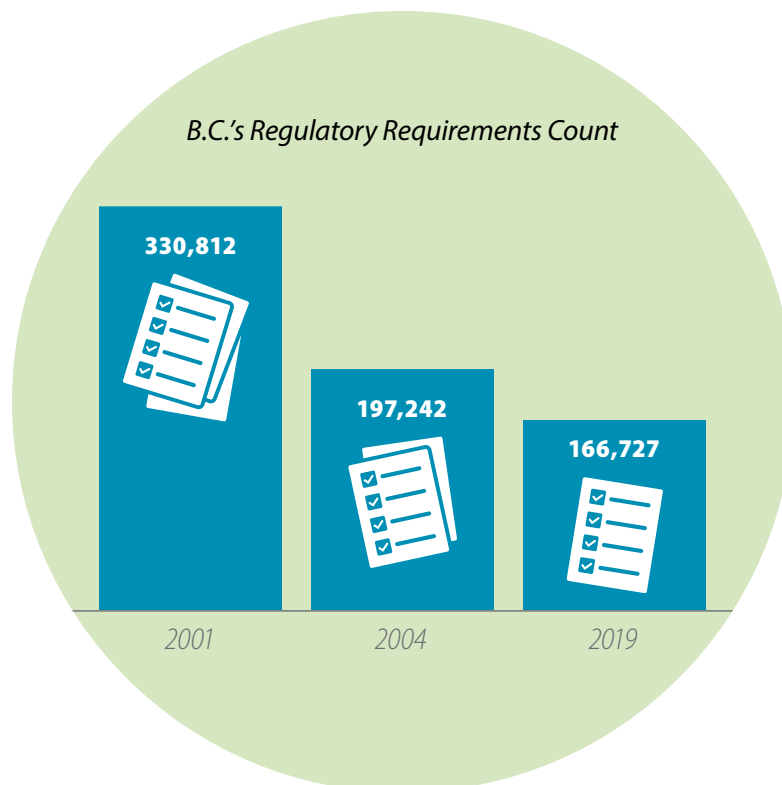
Measuring Progress

Regulatory Requirements Count

The regulatory requirements count is a longstanding performance measure used to monitor and assess the overall number of provincial regulatory requirements for people, business, and government.

The count encourages the B.C. government to remove regulatory requirements that are no longer necessary and to ensure new regulations meet their intent without imposing an undue burden. The methodology requires ministries to count each instance where a person, business, or government must take an action to access services, carry out business, or meet legal responsibilities. The number of regulatory requirements in British Columbia's statutes, regulations, and associated policies and forms is tracked by the Regulatory and Service Improvement Unit.

The current baseline for the regulatory requirements count was set in 2004 at 197,242. At the end of the 2018/19 fiscal year, the regulatory requirements count was 15.5% below the 2004 baseline, at 166,727.





Better Regulations for British Columbians

The Ministry of Jobs, Trade and Technology coordinates Better Regulations for British Columbians, an annual omnibus process to facilitate small regulatory improvements that modernize B.C.'s regulatory framework to help address challenges that people face when accessing services. During the 2018/19 fiscal year, government made 30 amendments through this process.



