


PROVINCE OF BRITISH COLUMBIA
ORDER OF THE MINISTER OF AGRICULTURE

Ministerial Order No. **M072**

I, Norm Letnick, Minister of Agriculture, order that the performance indicators set out in the attached Schedule are in effect until March 31, 2017.



Minister of Agriculture

This Order made the 3 day of March, 2016 at Victoria, British Columbia

(This part is for administrative purposes only and is not part of the Order.)

Authority under which Order is made:

Act and section: Agricultural Land Commission Act, S.B.C. 2002, c. 36, s. 12 (2) (b) and 12 (2.1)

Other: _____

SCHEDULE

Performance Indicators for section 12 (2) (b) of the *Agricultural Land Commission Act*

The following performance indicators are established to evaluate the performance of the Agricultural Land Commission (“the commission”), and are consistent with requirements expressed in the Government’s Letter of Expectations for 2016/17 signed by the Minister of Agriculture and the Chair of the Agricultural Land Commission.

NOTIFICATION TARGETS

For any target involving notification, the following conditions apply:

- Notification will be considered to be provided when the commission sends the notification, not when the applicant receives it.
- Notification will be made by personal delivery, mail, electronic mail or fax.

1. **Application Completeness**

The Minister expects that the commission will, after it receives an application and payment of the prescribed fee, notify the applicant within 5 business days of receipt of the application:

- (a) that the application is complete and that the review period is 60 business days from receipt of application;
- or
- (b) that the application is incomplete, in which case the commission will specify what additional information is required to review the application.

Once information requested under (b) is received by the commission, the Minister expects that the applicant will be notified in accordance with (a).

Target: Notification provided within 5 business days for 100% of applications.

Performance Indicator: Percent of notifications provided within 5 business days of receipt of application.

2. **Additional Information Required to Review Application**

If at any point during the review of the application the commission finds that additional information is required before a decision can be made, the Minister expects that the commission will notify the applicant as soon as practicable, to request submission of the required information or for the commission to conduct a site visit, and in any event, no more than 5 business days after the need for more information is identified by the commission. Once information requested has been received by the commission, or the site visit has been conducted, the Minister expects that the applicant will be notified that the application is complete in accordance with 1(a).

Target: Notification provided within 5 business days for 90% of applications requiring additional information.

Performance Indicator: Percent of notifications provided within 5 business days.

3. Decision

The Minister expects that each applicant will be notified of the commission's decision within 5 business days of the decision being made.

Target: Notification provided within 5 business days for 100% of applications.

Performance Indicator: Percent of notifications provided within 5 business days.

IMPROVING APPLICATION REVIEW

4. Applications Completed within Review Period

The Minister expects that a final decision on each application by the commission will be made within 60 business days, commencing with receipt by the commission of the completed application. The 60 business day period does not include time elapsed while applicants gather and submit information required to complete the application under #1(b) or #2 above or for the commission to conduct a site visit under #2 above.

Target: Review of application completed and decision made within 60 business days for 90% of completed applications.

Performance Indicator: Percent of application reviews completed and decisions made within 60 business days.

5. Development of Applicant Satisfaction Survey

The Minister expects that the commission will develop and conduct a survey that measures degree of public satisfaction with the commission's application process. The survey will not be designed to assess satisfaction with the commission's decisions, but rather with the process by which the application was received, reviewed and a decision communicated.

Target: The survey will be fully developed and conducted by March 31, 2017.

Performance Indicator: Status of the survey implementation on March 31, 2017.

IMPROVING OPERATIONAL EFFICIENCY AND EFFECTIVENESS

6. Development of a Method to Determine Cost-of-Service

The Minister expects that the commission will develop and implement a method for calculating the cost-of-service for: application intake, review, site visits, requests for additional information, decision and required notifications. The cost-of-service per application will be used as a baseline for a future project to measure the success of efforts to streamline and improve efficiency of operations.

Target: Methodology developed and implemented by December 31, 2016.

Performance Indicator: Degree to which the methodology has been developed and implemented by December 31, 2016.

7. Establishment of a Compliance and Enforcement System

The Minister expects that the commission will enforce the *Agricultural Land Commission Act* through the development of a compliance and enforcement system by:

- (a) presenting to the Minister of Agriculture a plan that includes:
 - i. a staffing strategy;
 - ii. a compliance and enforcement framework including written policies and directives; and
 - iii. information presented on a website describing the compliance and enforcement system to the public.
- (b) executing the plan to implement the compliance and enforcement system.

Target (a): The plan will be completed no later than June 30, 2016.

Target (b): The compliance and enforcement system will be established and operational by November 30, 2016.

Performance Indicator (a): Whether or not the plan is completed on June 30, 2016.

Performance Indicator (b): The degree to which the compliance and enforcement system is established and operational by November 30, 2016.

9. Local Government Engagement

The Minister expects that the commission will work with local governments to recognize agricultural land uses and enforce the *Agricultural Land Commission Act* within the context of local planning and zoning such as official community plans, land use bylaws, growth strategies, agricultural plans and related policies.

Target: Annually, the commission will conduct a survey of local governments with land in the agricultural land reserve to identify challenges and opportunities, the first of which will be conducted by December 31, 2016.

Performance Indicator: First survey conducted by December 31, 2016.