

ANNUAL REPORT 2016-2017

JUNE 30, 2017



Provincial Agricultural Land Commission





Agricultural Land Commission

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June 30, 2017

Minister of Agriculture
Parliament Buildings
Victoria, BC V8V 1X4

Dear Minister:

I respectfully submit the Annual Report for the Provincial Agricultural Land Commission for the period April 1, 2016 to March 31, 2017. This report has been prepared in accordance with section 12 of the *Agricultural Land Commission Act* and section 40 of the *Agricultural Land Reserve Use, Subdivision and Procedure Regulation*.

Yours truly,

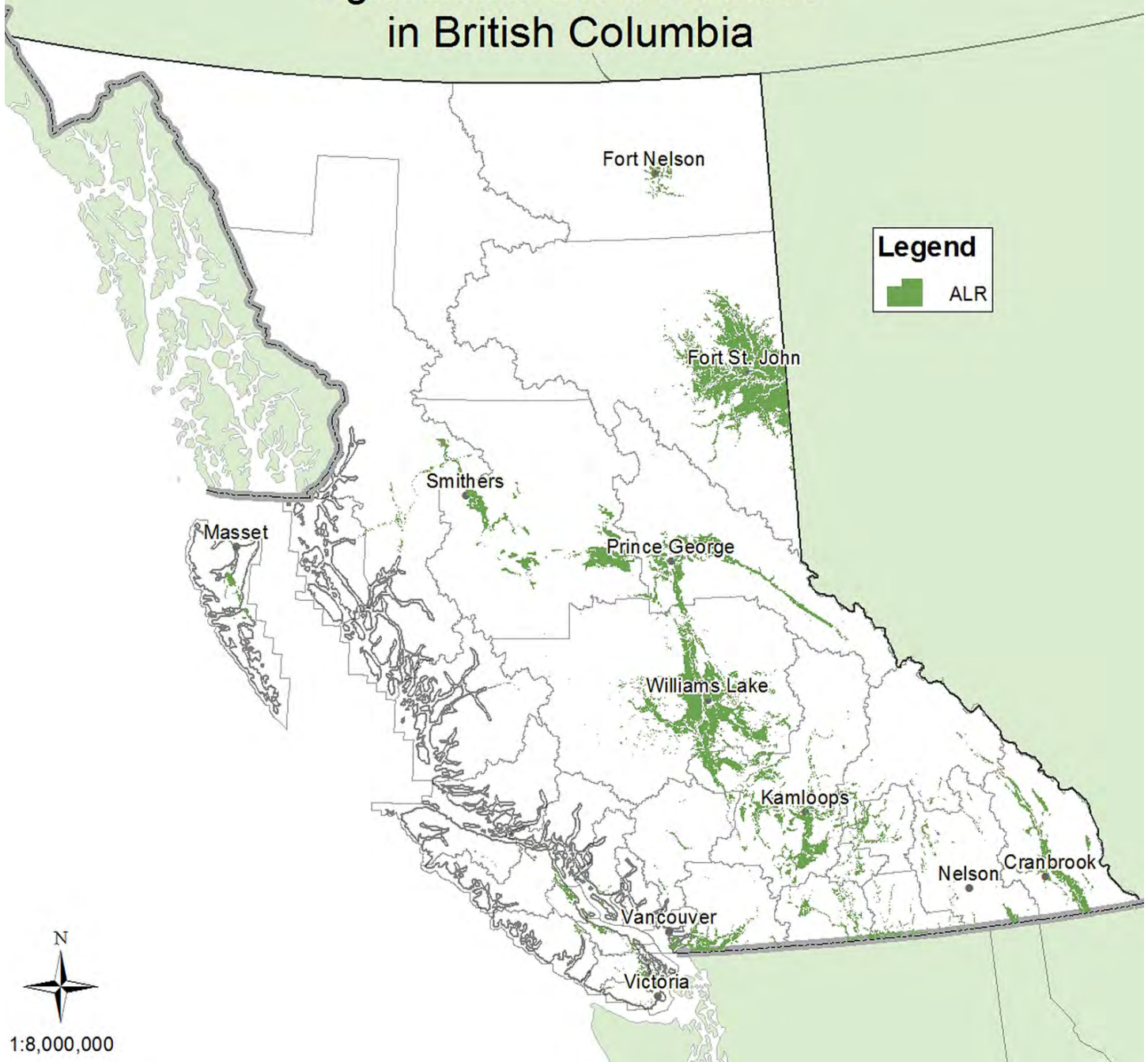
PROVINCIAL AGRICULTURAL LAND COMMISSION

A handwritten signature in black ink that reads 'Frank Leonard.' The signature is written in a cursive, flowing style.

Frank Leonard, Chair

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Agricultural Land Reserve in British Columbia





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Frank Leonard, Chair



Kim Grout, CEO

Message from the Chair Frank Leonard and CEO Kim Grout

On behalf of the Board and Commission staff, we are pleased to present the 2016/17 Annual Report of the Agricultural Land Commission (ALC).

The ALC was fortunate to have received a substantial increase in its 2016/17 operating budget of 33% (\$1.1 million) that allowed us to increase staffing and implement measures to improve our service delivery to British Columbians.

Measures to improve service included the introduction of performance targets for the processing of applications and the expansion of the ALC's compliance and enforcement program. Following the implementation of process changes and hiring of additional staff, the ALC was able to process 92% of the applications received this fiscal within 90 business days, and effectively eliminated any application backlog.

Three new compliance officers and a program assistant were hired in 2016/17 to support and enhance the ALC's compliance and enforcement program previously delivered by only two compliance officers. The ALC also produced a [Compliance and Enforcement Management Framework: "ALC's Approach to Ensuring Compliance"](#) document that is available online that provides an overview of the Commission's compliance and enforcement functions and program.

The ALC also initiated the implementation the Natural Resource Inspection System (NRIS) that tracks inspections and complaint (referral of violation) data related to alleged non-compliance. The implementation of NRIS will provide the ALC with a tool for data capture and activity reporting that will ensure consistency in undertaking and recording of inspections and complaints across the Province.

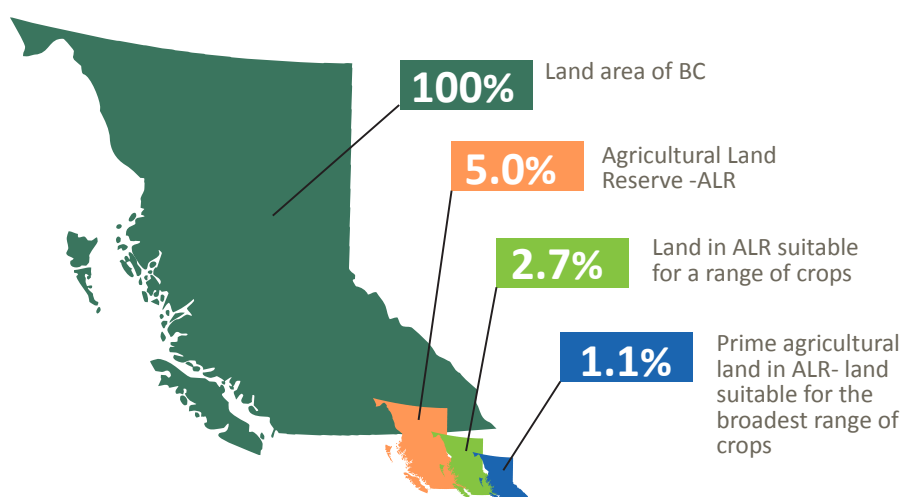
In 2016/17, the ALC conducted two surveys, a local government engagement survey and an applicant satisfaction survey, to obtain feedback on the services it provides. The results of the surveys will be used to assist the ALC in its ongoing efforts to improve the delivery of its services. We were very pleased with the ratings provided by clients in several key service areas and are working to develop a strategy for response to the tremendous feedback we received from local government stakeholders.

The ALC continues to work hard to carry out its adjudicative mandate as a tribunal and achieve its goals to preserve agricultural land and promote agriculture. We want to thank the dedicated team of staff and commissioners, all of whom worked very hard in 2016/17 and remain dedicated to the ALC's mandate.

The Commission

The ALC is an administrative tribunal established in 1973 by the Provincial Government under the *Agricultural Land Commission Act* (ALCA) to preserve the Province's limited supply of agricultural land - the Agricultural Land Reserve (ALR). The ALR is based on the biophysical resource base (soil and climate) where lands are capable of growing crops.

The ALC is an autonomous provincial agency, independent of the provincial government, that is responsible for exercising its decision making authority in the ALR, a provincial land use zone designated for agriculture, in a non-partisan and impartial manner.



Mission and Purpose

The purposes of the ALC as set out in section 6 of the ALCA are:

- (a) to preserve agricultural land;
- (b) to encourage farming on agricultural land in collaboration with other communities of interest; and
- (c) to encourage local governments, first nations, the government and its agents to enable and accommodate farm use of agricultural land and uses compatible with agriculture in their plans, bylaws and policies.

The ALCA sets out the legislative framework for the establishment and administration of the agricultural land preservation program. The Agricultural Land Reserve Use, Subdivision and Procedure Regulation (BC Regulation 171/2002), sets out permitted land uses and procedures for applications to the ALC.

When exercising its powers in Zone 2 (see ALR Zones page 6) under s. 4.3 of the ALCA, the ALC also considers in descending order of priority:

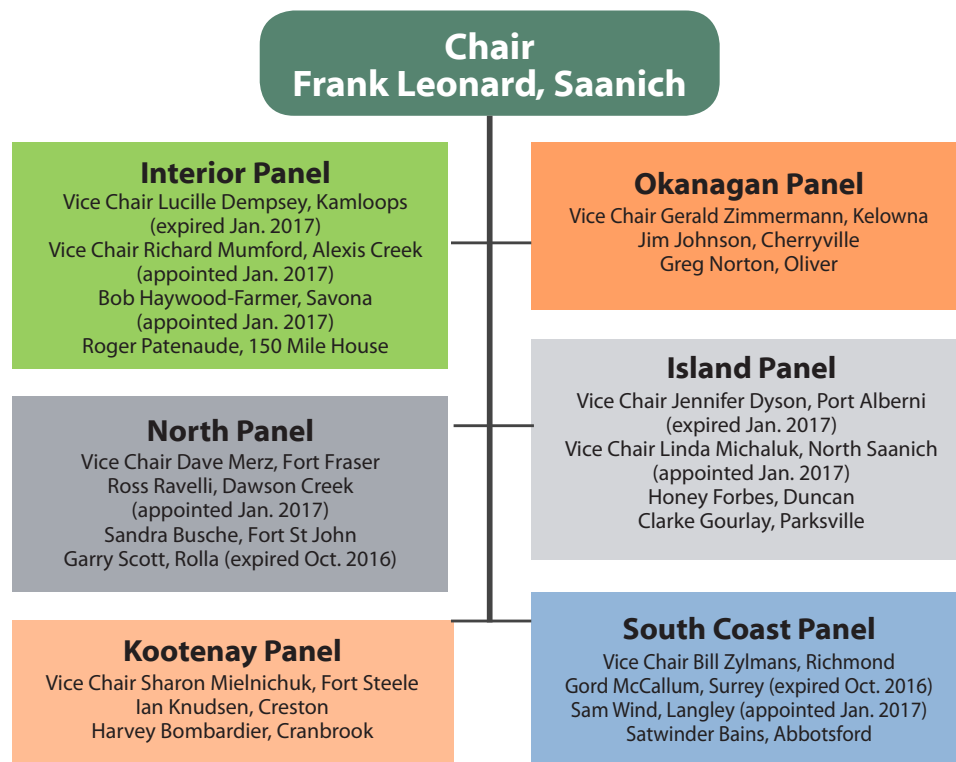
- (a) the purposes of the commission set out in section 6;
- (b) economic, cultural and social values;
- (c) regional and community planning objectives;
- (d) other prescribed considerations.

Governance Structure

The work of the ALC is carried out by a provincial government appointed Commission, made up of nineteen (19) Commission members from six regions of the province who are collectively the board of directors of the ALC. The appointment of the Chair and the six (6) Vice Chairs are by Order in Council and the other 12 Commission members are appointed by Ministerial Order. Candidates for the appointment are chosen based on their knowledge in matters related to agriculture, land-use planning, local government and first nations government as set out in section 5(1) of the ALCA.

Administrative tribunals perform a wide range of functions, including: research and recommendations, rule making and policy development, adjudication, and compliance and enforcement.

Commission Structure



Full Commission

The full Commission, consisting of all 19 members of the board, meet twice a year to carry out a variety of duties including developing policies, governing Commission operations and interpreting legislation, passing resolutions and bylaws regarding the conduct of its affairs, recommending legislative and regulatory changes to government, determining ALR boundaries, approving strategic and business planning initiatives, developing and passing policies, and considering issues of provincial importance.

Regional Panels

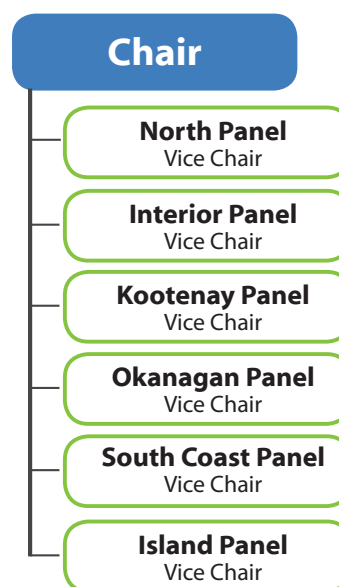
Applications for subdivision; non-farm use; inclusion; exclusion; and transportation, utility, and recreational trail uses are adjudicated by six (6) Regional Panels, with the exception of applications referred to the Executive Committee by the Chair under section 11.2 of the ALCA. Each Regional Panel consists of a Vice Chair and two appointed commissioners from within each region.

A Regional Panel has all the powers, duties and functions of the Commission in relation to applications and decisions of a panel are final and may only be reconsidered as per sections of 33(1) and 33.1 of the ALCA.

Executive Committee

The Executive Committee consisting of the Chair and the six (6) panel region Vice Chairs meet monthly and are responsible for:

- Deciding applications referred by the Chair under section 11.1 of the ALCA
- Deciding applications referred by a regional panel
- Making reconsideration determinations on reconsiderations pursuant to section 33(1) and section 33.1 of the ALCA ; and
- Exercising any other functions delegated by the Commission

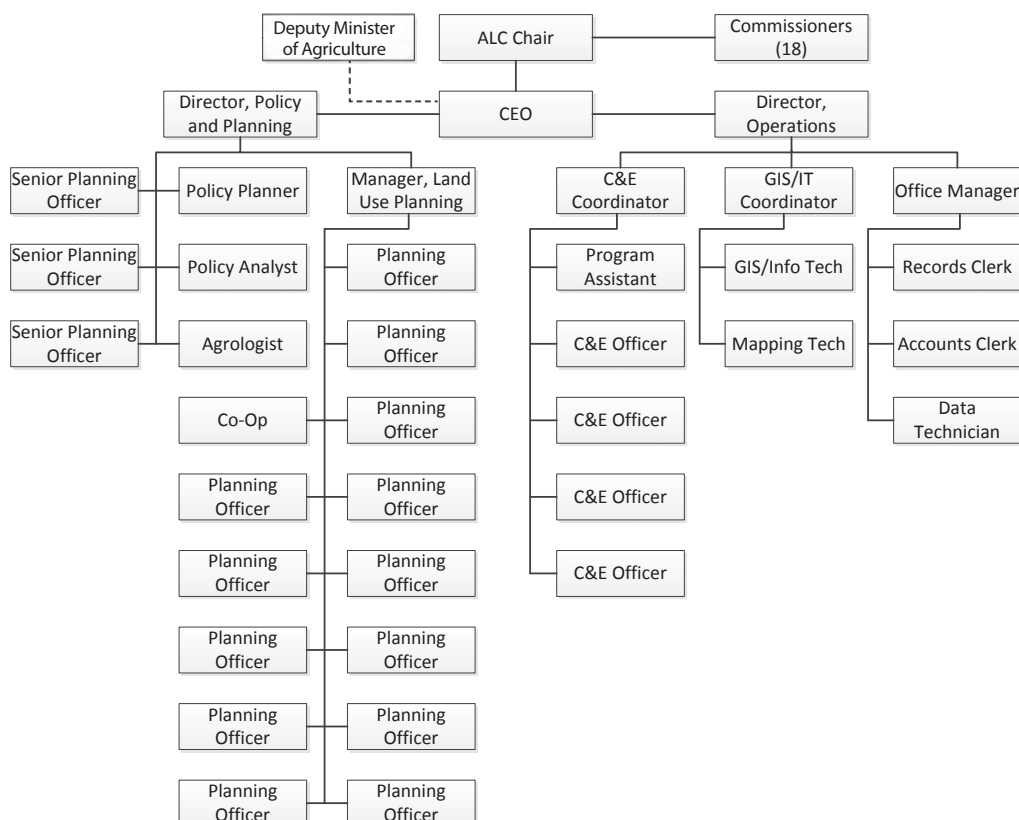


Staff Secretariat

The Commission is supported by a professional staff secretariat working in four functional areas:

1. **Land Use Planning and Application Processing:** Staff research and administer all applications submitted pursuant to the ALCA and Regulations. In addition, they also review plans and bylaws of local governments and other agencies to ensure they are consistent with the legislative and regulatory requirements of the ALCA and Regulation.
2. **Compliance and Enforcement:** Designated staff officials respond to reports of suspected contravention, carry out site inspections, investigate alleged contraventions and take enforcement actions, when necessary, to ensure activities in the ALR are consistent with the ALCA, the Regulation and Orders of the ALC.
3. **Strategic Planning and Corporate Policy:** Staff actively participates with Commissioners in developing strategies, plans and policies to assist with the interpretation and application of the ALCA and the Regulation. Staff also participates in planning and policy initiatives of other ministries, agencies and local governments.
4. **Administration and Information Systems:** The previous three functions are supported by an administration, records management and information systems unit.

With the assistance of increased funding from the Provincial government, the ALC was able to hire six new land use planners to assist with application processing, create a new Land Use Manager position to provide greater oversight and coordination of the application processing team, a Soils Agrologist, three compliance and enforcement officers, a compliance and enforcement program assistant and a data management technician to assist with the intake and processing of referrals, complaints and applications.



ALR Zones

The ALCA establishes two ALR zones, each comprised of three of the six ALR panel regions.

Zone 1 (South Coast, Island, Okanagan)

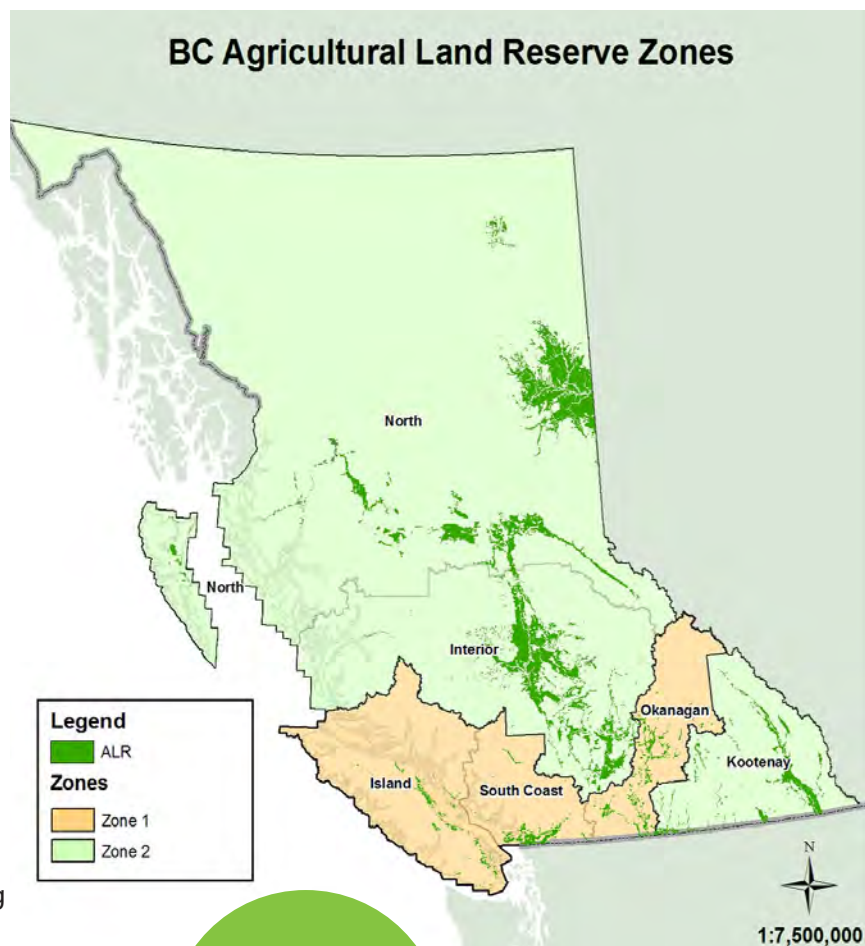
In Zone 1, the purposes in section 6 of the ALCA are considered the basis and primary 'filter' for assessing all proposed applications.

- (a) to preserve agricultural land;
- (b) to encourage farming on agricultural land in collaboration with other communities of interest;
- (c) to encourage local governments, first nations, the government and its agents to enable and accommodate farm use of agricultural land and uses compatible with agriculture in their plans, bylaws and policies

Zone 2 (Kootenay, Interior, North)

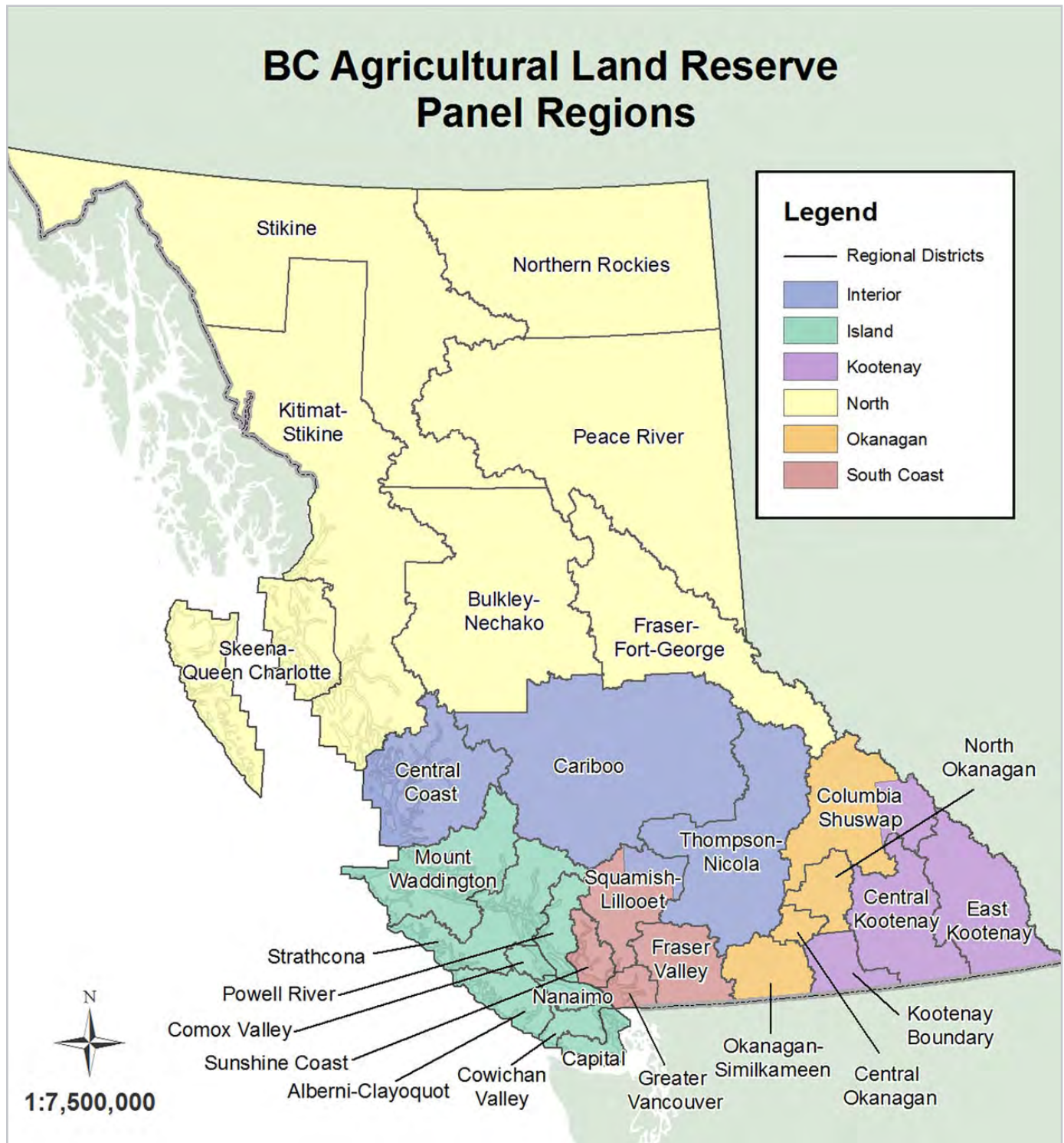
When exercising a power under the ALCA in relation to land located in Zone 2, the ALC must consider all of the following, in descending order of priority as per section 4.3.

- (a) the purposes of the commission set out in ALCA;
- (b) economic, cultural and social values;
- (c) regional and community planning objectives;
- (d) other prescribed considerations.



89%
of the ALR is
in Zone 2

	Region	ALR Area hectares	Percent ALR Area	Percent in Each Zone
Zone 1	Okanagan	224,790	5%	11%
	Island	115,458	3%	
	South Coast	148,204	3%	
Zone 2	Interior	1,529,111	33%	89%
	Kootenay	391,289	8%	
	North	2,206,997	48%	
	Total	4,615,849	100%	



Interior Panel

The Interior Panel region extends from the Central Coast (Bella Coola Valley) to the community of Chase at the western end of Shuswap Lake. The region is dominated by BC's interior plateau and characterized by dry grasslands and forested parklands. The region includes the Central Coast, Cariboo, Squamish-Lillooet (Lillooet area only) and Thompson-Nicola Regional Districts.

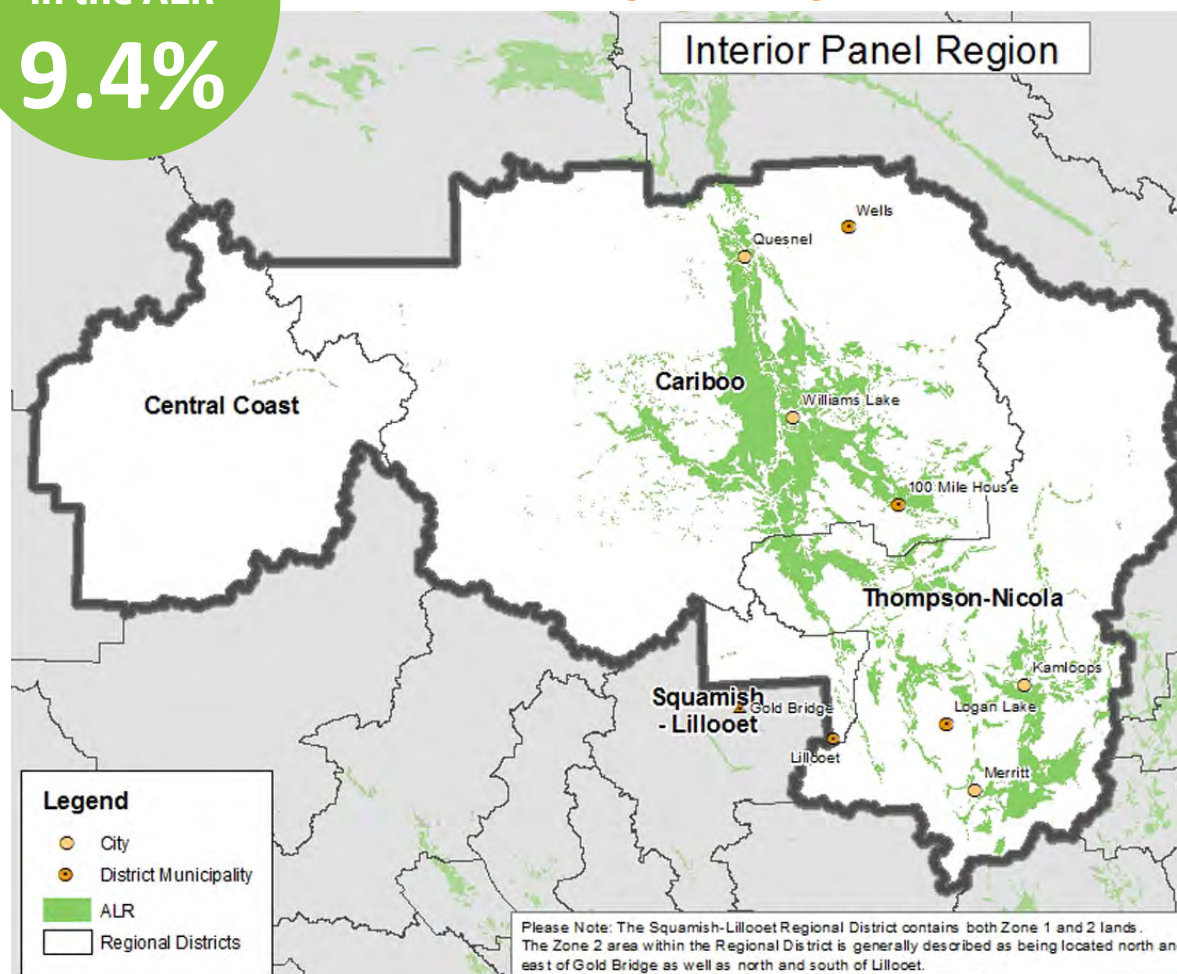
Major Settlements:

- Merritt
- Kamloops
- 100 Mile House
- Williams Lake
- Bella Coola
- Quesnel

Percent of
region
in the ALR

9.4%

Total ALR area in panel region
1,529,000 hectares



Interior Panel

April 1, 2016 - March 31, 2017

Number of Applications Decided by Component Type (Includes All Types of Decisions)

	APPROVED WITHOUT CONDITIONS	APPROVED WITH CONDITIONS	REFUSED	2016/17 TOTAL DECISIONS
Exclusion	3	-	2	5
Inclusion	3	-	-	3
Non-Farm use	2	6	-	8
Subdivision	-	5	8	13
Place Fill & Remove Soil	-	-	-	-
Transportation, Utility & Recreation	3	1	-	4
TOTAL	11	12	10	33

Hectares Included and Excluded

	REFUSED	APPROVED	
		Conditional	Final
Inclusion Area	-	-	114
Exclusion Area	11	-	48

Hectares Included by Agriculture Capability All Approval Types (Conditional, Final & Completed)

	TOTAL	PRIME	MIXED	SECONDARY
Final Decided	114	9	-	105
Conditional Approval	-	-	-	--
Total	114	9	-	105

Hectares Excluded by Agriculture Capability All Approval Types (Conditional, Final & Completed)

	TOTAL	PRIME	MIXED	SECONDARY
Final Decided	48	-	1	47
Conditional Approval	-	-	-	--
Total	48	-	1	47

Island Panel

The Island Panel region encompasses Vancouver Island, most of the Gulf Islands and a number of coastal mainland areas that are part of Regional Districts headquartered on Vancouver Island or are more readily accessed from the Island than from mainland centres. The region includes the Alberni-Clayoquot, Capital, Comox Valley, Cowichan Valley, Mount Waddington, Nanaimo, Powell River and Strathcona Regional Districts.

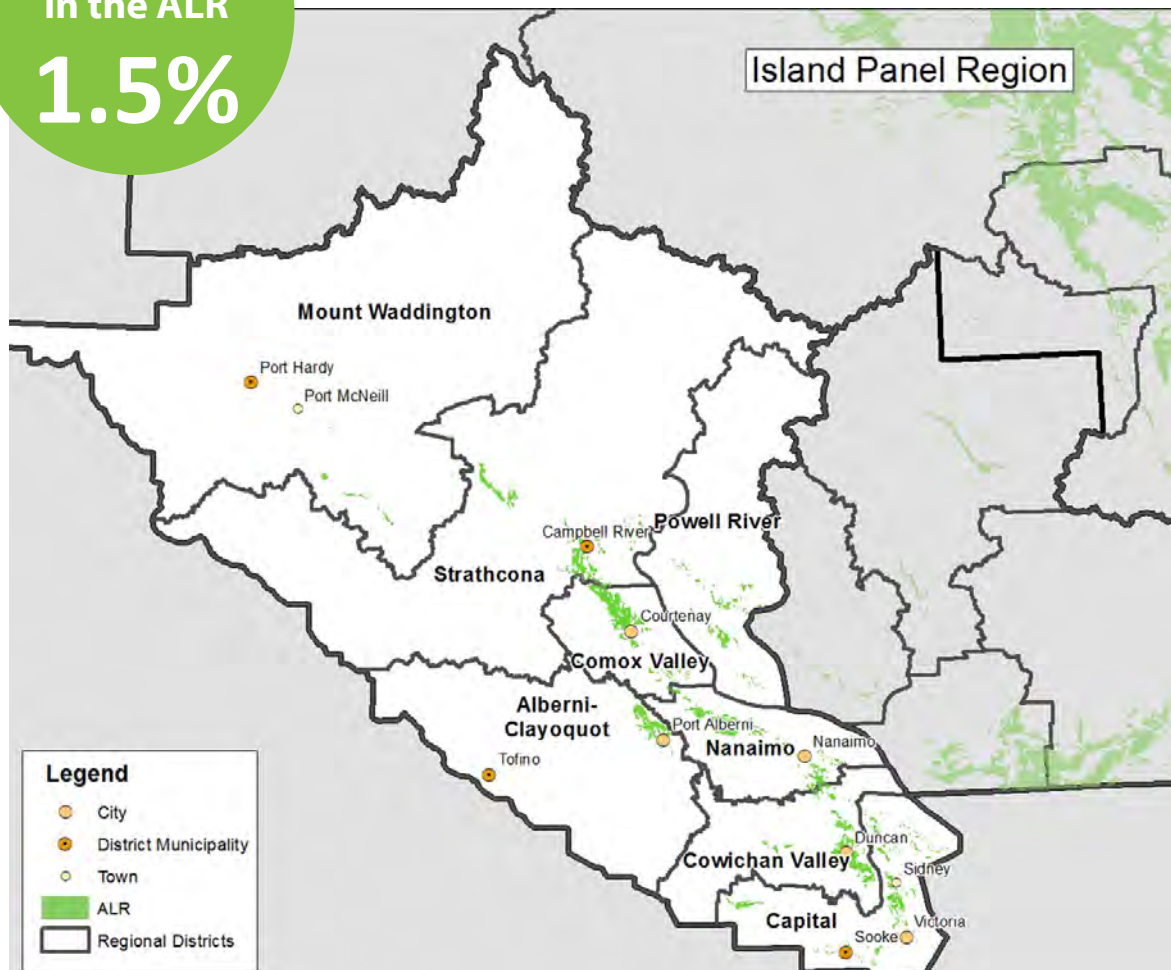
Major Settlements:

- Saanich
- Duncan
- Nanaimo
- Port Alberni
- Comox
- Courtenay
- Campbell River
- Powell River

Percent of
region
in the ALR

1.5%

Total ALR area in panel region
115,000 hectares



Island Panel

April 1, 2016 - March 31, 2017

Number of Applications Decided by Component Type (Includes All Types of Decisions)

	APPROVED WITHOUT CONDITIONS	APPROVED WITH CONDITIONS	REFUSED	2016/17 TOTAL DECISIONS
Exclusion	-	4	2	6
Inclusion	1	-	1	2
Non-Farm use	11	11	13	35
Subdivision	-	4	10	14
Place Fill & Remove Soil	-	-	-	-
Transportation, Utility & Recreation	1	4	-	5
TOTAL	13	23	26	62

Hectares Included and Excluded

	REFUSED	APPROVED	
		Conditional	Final
Inclusion Area	1	-	3
Exclusion Area	44	39	-

Hectares Included by Agriculture Capability All Approval Types (Conditional, Final & Completed)

	TOTAL	PRIME	MIXED	SECONDARY
Final Decided	3	-	3	-
Conditional Approval	-	-	-	-
Total	3	-	3	-

Hectares Excluded by Agriculture Capability All Approval Types (Conditional, Final & Completed)

	TOTAL	PRIME	MIXED	SECONDARY
Final Decided	-	-	-	-
Conditional Approval	39	2	12	25
Total	39	2	12	25

Plans and Bylaws Reviewed Island Panel Area

CATEGORY	AREA	NUMBER
Growth Strategies/ Official Community Plans	<ul style="list-style-type: none"> Electoral Area H North Oyster/Diamond OCP Amendment Gabriola Island OCP Amendment Bylaw #294 	2
Implementing Bylaws	<ul style="list-style-type: none"> Proposed Bylaw 126 - Gabriola Island Proposed Bylaw 129 - 133: Keats, Boyer, Passage, Gabriola Island Cowichan Valley Regional District Bylaw Review 01-D-16RS Cowichan Valley Regional District Bylaw Review 02-D-16RS 	4
TOTAL		6

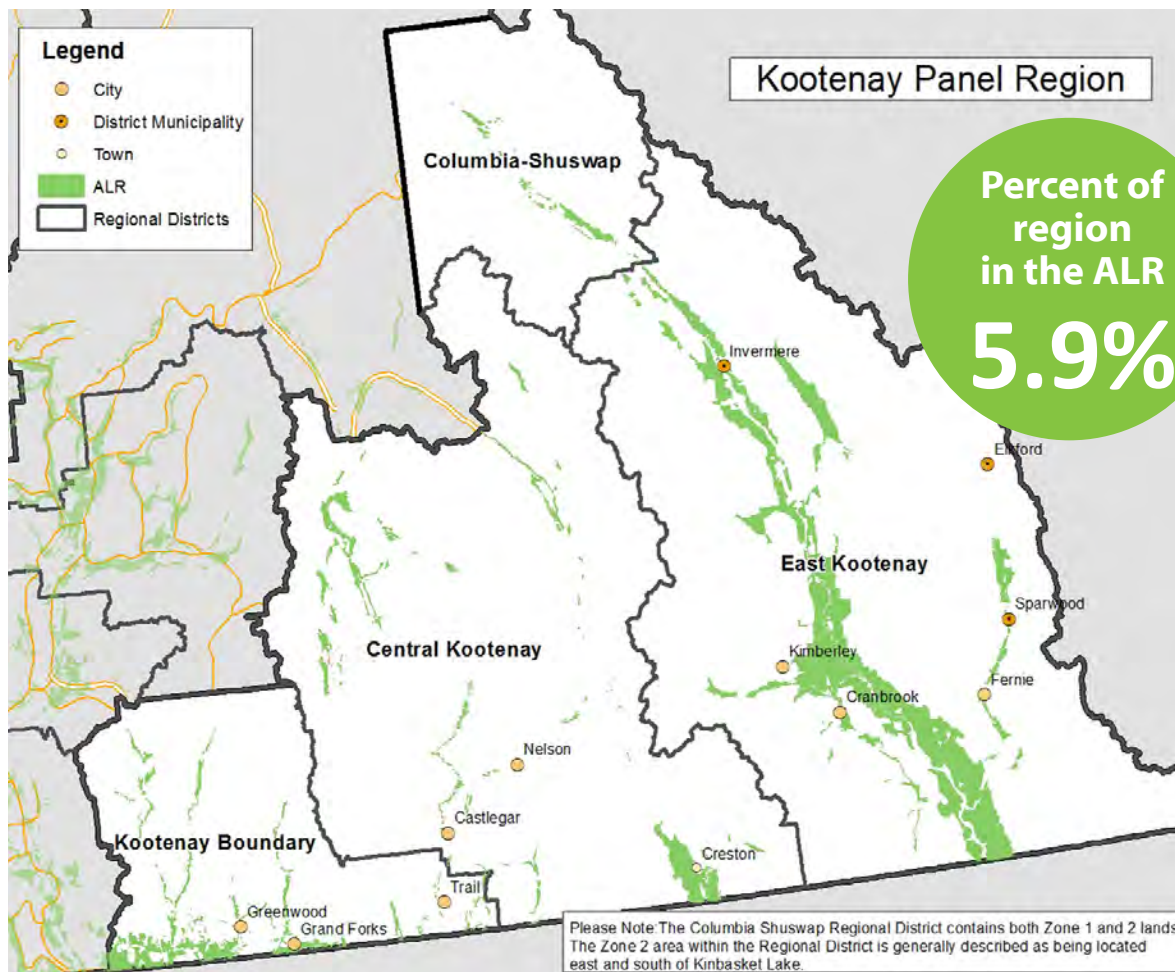
Kootenay Panel

The Kootenay Panel region encompasses the southeasterly portion of BC extending from the BC/ Alberta border in the east to the Grand Forks and Kootenay Boundary area in the west. The region includes the Central Kootenay, East Kootenay and Kootenay Boundary Regional Districts and a portion of the Columbia Shuswap Regional District (Golden area only).

Major Settlements:

- Sparwood
- Cranbrook
- Kimberly
- Invermere
- Creston
- Grand Forks

Total ALR area in panel region
391,000 hectares



Kootenay Panel

April 1, 2016 - March 31, 2017

Number of Applications Decided by Component Type (Includes All Types of Decisions)

	APPROVED WITHOUT CONDITIONS	APPROVED WITH CONDITIONS	REFUSED	2016/17 TOTAL DECISIONS
Exclusion	2	1	4	7
Inclusion	1	-	2	3
Non-Farm use	9	6	-	15
Subdivision	-	31	8	39
Place Fill & Remove Soil	-	-	-	-
Transportation, Utility & Recreation	2	3	1	6
TOTAL	14	41	15	70

Hectares Included and Excluded

	REFUSED	APPROVED	
		Conditional	Final
Inclusion Area	4	-	2
Exclusion Area	121	2	5

Hectares Included by Agriculture Capability All Approval Types (Conditional, Final & Completed)

	TOTAL	PRIME	MIXED	SECONDARY
Final Decided	2	-	2	-
Conditional Approval	-	-	-	-
Total	2	-	2	-

Hectares Excluded by Agriculture Capability All Approval Types (Conditional, Final & Completed)

	TOTAL	PRIME	MIXED	SECONDARY
Final Decided	5	2	-	3
Conditional Approval	2	-	2	-
Total	7	2	2	3

Plans and Bylaws Reviewed Kootenay Panel Area

CATEGORY	AREA	NUMBER
Growth Strategies/ Official Community Plans	• Central Kootenay, Village of Warfield OCP Review Bylaw 440	1
Implementing Bylaws	• East Kootenay Bylaw #2764 • East Kootenay Bylaw #2762	2
ALR Boundary Reviews	• Electoral Area B Boundary Review - ongoing • Electoral Area E Boundary Review - ongoing	2
Delegation Agreement	• East Kootenay Regional District - two agreements	2
TOTAL		7

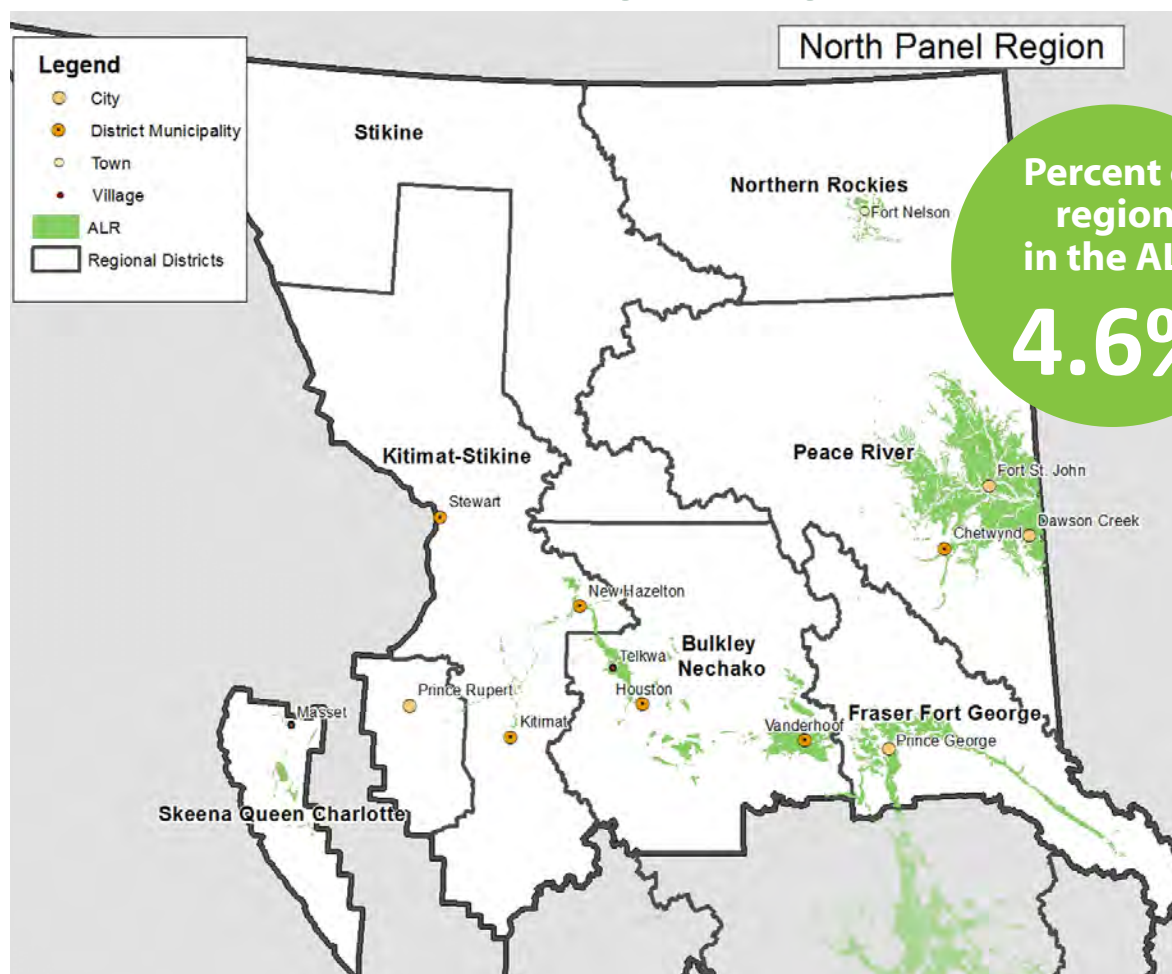
North Panel

The North Panel region encompasses north east, north central and north west BC, from Prince George, north east and west. The region includes the Bulkley-Nechako, Fraser-Fort George, Kitimat-Stikine, Peace River and Skeena-Queen Charlotte Regional Districts and the Northern Rockies Regional Municipality.

Major Settlements:

- Prince George
- Vanderhoof
- Telkwa
- Terrace
- Fort St John
- Dawson Creek
- Fort Nelson
- Smithers

Total ALR area in panel region
2,207,000 hectares



North Panel

April 1, 2016 - March 31, 2017

Number of Applications Decided by Component Type (Includes All Types of Decisions)

	APPROVED WITHOUT CONDITIONS	APPROVED WITH CONDITIONS	REFUSED	2016/17 TOTAL DECISIONS
Exclusion	2	1	1	4
Inclusion	1	-	1	2
Non-Farm use	4	4	2	10
Subdivision	-	12	17	29
Place Fill & Remove Soil	-	2	-	2
Transportation, Utility & Recreation	2	5	-	7
TOTAL	9	24	21	54

Hectares Included and Excluded

	REFUSED	APPROVED	
		Conditional	Final
Inclusion Area	79	-	66
Exclusion Area	58	4	35

Hectares Included by Agriculture Capability All Approval Types (Conditional, Final & Completed)

	TOTAL	PRIME	MIXED	SECONDARY
Final Decided	66	-	-	66
Conditional Approval	-	-	-	-
Total	66	-	-	66

Hectares Excluded by Agriculture Capability All Approval Types (Conditional, Final & Completed)

	TOTAL	PRIME	MIXED	SECONDARY
Final Decided	35	35	-	-
Conditional Approval	4	4	-	-
Total	39	39	-	-

Plans and Bylaws Reviewed North Panel Area

CATEGORY	AREA	NUMBER
Growth Strategies/ Official Community Plans	<ul style="list-style-type: none"> • Parkwood Neighbourhood OCP • Pouce Coupe OCP • North Coast Regional District OCP - review draft 	3
Implementing Bylaws	<ul style="list-style-type: none"> • Pouce Coupe Zoning Bylaw 	1
Delegation Agreement	<ul style="list-style-type: none"> • Review of the ALC/OGC Delegation Agreement • Regional District of Fraser Fort George 	2
TOTAL		6

Okanagan Panel

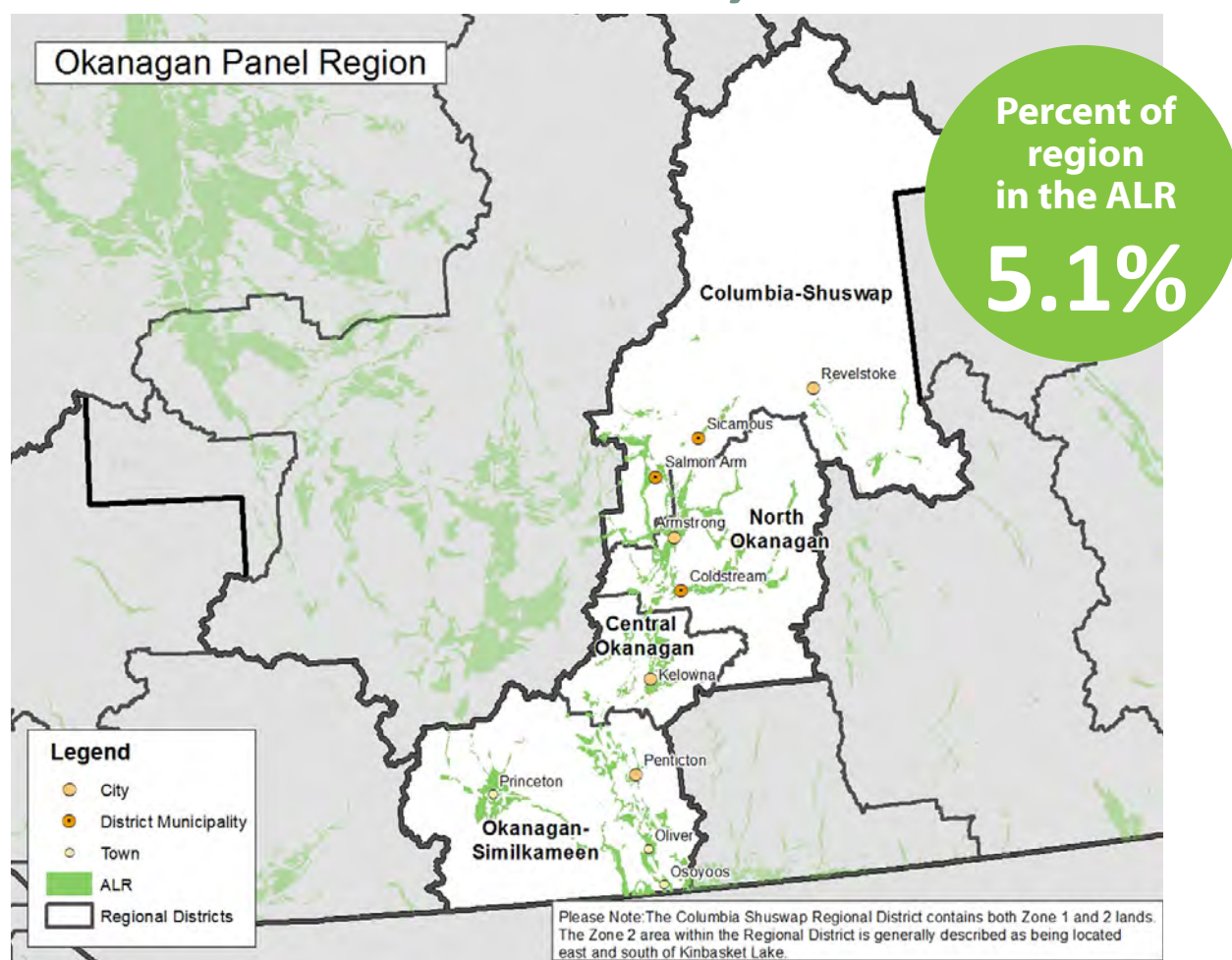
The Okanagan Panel region encompasses the Okanagan and Similkameen Valleys, the Columbia Shuswap and Princeton areas. The region includes the Central Okanagan, Columbia Shuswap (except Golden area), North Okanagan and Okanagan-Similkameen Regional Districts.

Major Settlements:

- Princeton
- Osoyoos
- Oliver
- Kelowna
- Vernon
- Salmon Arm
- Revelstoke
- Penticton

Total ALR area in panel region

225,000 hectares



Okanagan Panel

April 1, 2016 - March 31, 2017

Number of Applications Decided by Component Type (Includes All Types of Decisions)

	APPROVED WITHOUT CONDITIONS	APPROVED WITH CONDITIONS	REFUSED	2016/17 TOTAL DECISIONS
Exclusion	4	3	5	12
Inclusion	1	-	-	1
Non-Farm use	1	4	5	10
Subdivision	-	11	6	17
Place Fill & Remove Soil	-	1	-	1
Transportation, Utility & Recreation	-	-	-	-
TOTAL	6	19	16	41

Hectares Included and Excluded

	REFUSED	APPROVED	
		Conditional	Final
Inclusion Area	-	-	3
Exclusion Area	20	24	9

Hectares Included by Agriculture Capability All Approval Types (Conditional, Final & Completed)

	TOTAL	PRIME	MIXED	SECONDARY
Final Decided	3	-	3	-
Conditional Approval	-	-	-	-
Total	3	-	3	-

Hectares Excluded by Agriculture Capability All Approval Types (Conditional, Final & Completed)

	TOTAL	PRIME	MIXED	SECONDARY
Final Decided	9	7	1	1
Conditional Approval	24	-	11	13
Total	33	7	12	14

Plans and Bylaws Reviewed Okanagan Panel Area

CATEGORY	AREA	NUMBER
Growth Strategies/ Official Community Plans	<ul style="list-style-type: none"> • Town of Oliver Official Community Plan • District of Sicamous OCP • Kelowna International Airport Master Plan • Diamond Mountain Area Structure Plan 	4
Implementing Bylaws	<ul style="list-style-type: none"> • RDOS Zoning Bylaw • CSRD Zoning Bylaw • South Shuswap Zoning Amendment Bylaw 701-82 	3
TOTAL		7

South Coast Panel

The South Coast Panel region encompasses the lower mainland region of BC from Hope and environs to the Fraser River delta and north to the Sunshine Coast and the Squamish River and Pemberton valleys. The region includes the Fraser Valley, Metro Vancouver, Squamish-Lillooet (except Lillooet area) and Sunshine Coast Regional Districts.

Major Settlements:

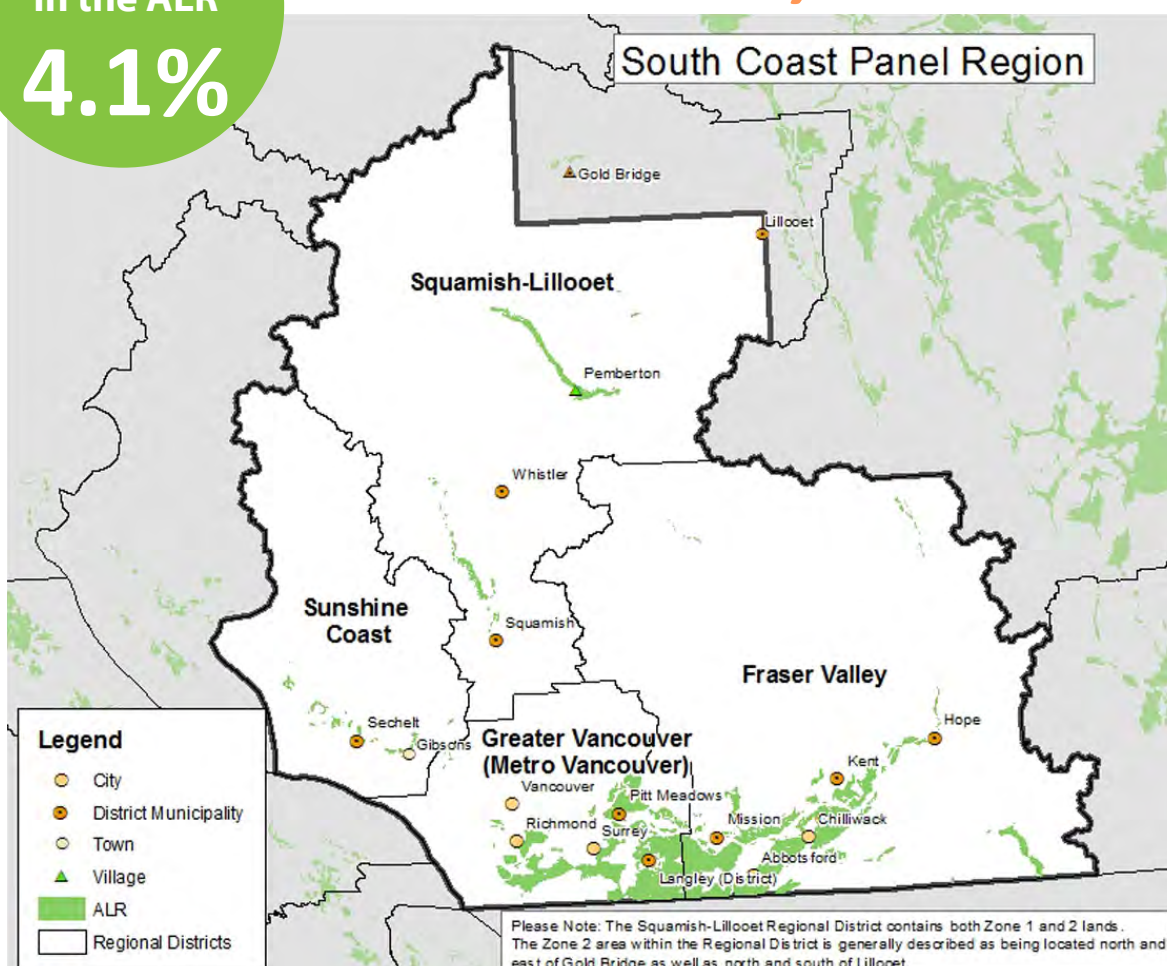
- Sechelt
- Richmond
- Surrey
- Langley
- Pitt Meadows
- Maple Ridge
- Abbotsford
- Chilliwack
- Squamish
- Pemberton
- Mission
- Vancouver

Percent of
region
in the ALR

4.1%

Total ALR area in panel region

148,000 hectares



South Coast Panel

April 1, 2016 - March 31, 2017

Number of Applications Decided by Component Type (Includes All Types of Decisions)

	APPROVED WITHOUT CONDITIONS	APPROVED WITH CONDITIONS	REFUSED	2016/17 TOTAL DECISIONS
Exclusion	2	1	4	7
Inclusion	1	-	1	2
Non-Farm use	11	8	13	32
Subdivision	-	18	19	37
Place Fill & Remove Soil	-	10	4	14
Transportation, Utility & Recreation	5	10	-	15
TOTAL	19	47	41	107

Hectares Included and Excluded

	REFUSED	APPROVED	
		Conditional	Final
Inclusion Area	4	-	12
Exclusion Area	41	12	11

Hectares Included by Agriculture Capability All Approval Types (Conditional, Final & Completed)

	TOTAL	PRIME	MIXED	SECONDARY
Final Decided	12	12	-	-
Conditional Approval	-	-	-	-
Total	12	12	-	-

Hectares Excluded by Agriculture Capability All Approval Types (Conditional, Final & Completed)

	TOTAL	PRIME	MIXED	SECONDARY
Final Decided	11	11	-	-
Conditional Approval	12	12	-	-
Total	23	23	-	-

Plans and Bylaws Reviewed South Coast Panel Area

CATEGORY	AREA	NUMBER
Growth Strategies/ Official Community Plans	<ul style="list-style-type: none"> • Abbotsford OCP • Langley Township - Brookwood Plan • Langley City OCP 	3
Implementing Bylaws	<ul style="list-style-type: none"> • Surrey Zoning Bylaw • Kent Zoning policies • Maple Ridge Soil Deposit Bylaw • Sunshine Coast Zoning Review • Richmond Zoning Bylaw Amendments 	5

See page 20 for continued Plans and Bylaws Reviewed South Coast Panel Area

Plans and Bylaws Reviewed South Coast Panel Area continued

CATEGORY	AREA	NUMBER
Transportation	<ul style="list-style-type: none"> • George Massey Tunnel Replacement • Fort Langley Airport • Abbotsford Marshall Road Project • Port Coquitlam Road Planning • Coquitlam Road Planning • Roberts Bank 	6
Agriculture plans	<ul style="list-style-type: none"> • Port Coquitlam ALR • ALR/Food Security Seminar 	2
Other Land Use Plans	<ul style="list-style-type: none"> • Chilliwack Webster Road Clarification • Chilliwack Food Processing Land Update • Richmond Backland ongoing updates • Mission Industrial Lands Planning • Maple Ridge Wildfire Planning 	5
TOTAL		21



Reconsideration of Decisions

There are two types of reconsiderations that can be initiated under the ALCA. The first type of reconsideration can be requested by an affected person, or by the Commission, pursuant to s. 33(1) of the ALCA. The second type of reconsideration can only be directed by the Chair of the Commission pursuant to s. 33.1 of the ALCA.

Section 33(1) of the ALCA Reconsideration Requested by an Affected Person

Regardless of whether an application is refused or approved, an affected person, as defined by ALC Request for Reconsideration Policy P-08, may make a reconsideration request pursuant to s. 33(1) of the ALCA.

The purpose of s. 33(1) is to allow the Commission to revisit decisions if they were fundamentally flawed due to consideration of incorrect information or, if subsequent to a decision, compelling information is provided that would have significantly contributed to the Commission's understanding of the facts at the time of its original deliberation as set out in ALC Request for Reconsideration Policy P-08. Section 33(1) is not intended to provide an affected person with an opportunity to periodically revisit the Commission's decision in perpetuity.

The authority to decide on requests to reconsider an application decision made by a Regional Panel under s. 33(1) was delegated by resolution of the full Commission to the Executive Committee in October 2014. If the Executive Committee determines a decision should be reconsidered, the ALC Chair under s. 11.1(3) of the ALCA must refer the matter to the Regional Panel that made ALC the original decision.

The Executive Committee considered 36 reconsideration requests under s. 33(1) of the ALCA in 2016-17. Twenty seven (27) of the 36 requests were directed to their respective Regional Panel for reconsideration.

s. 33(1) Reconsiderations

REGION	REQUESTS FOR RECONSIDERATION	REQUESTS REFERRED FOR RECONSIDERATION
Island	11	7
South Coast	6	5
Okanagan	4	3
Interior	3	2
Kootenay	9	7
North	3	3
TOTAL	36	27



Section 33.1 of the ALCA Reconsideration Directed by the ALC Chair

Regardless of whether an application is refused or approved, the ALC Chair may direct the Executive Committee to reconsider an application decision made by a Regional Panel pursuant to s. 33.1 of the ALCA.

The purpose of s. 33.1 is to provide the Chair with oversight to ensure consistency of decision considerations according to the ALCA. The Chair has the authority to direct the Executive Committee to reconsider a decision that the Chair considers may not fulfill the purposes of the Commission set out in s. 6, or adequately consider s. 4.3 of the ALCA.

Subsequent to a decision being released to the applicant, the Chair is given 60 days to review a decision and direct the Executive Committee to reconsider the application. At the Chair's direction, the Executive Committee must review the application and then confirm, reverse, or vary the decision.

The Executive Committee reconsidered twelve (12) application decisions at the request of the Chair as noted in the table below.

s. 33.1 Reconsiderations

REGION	DECISION DIRECTED TO EXECUTIVE	DECISION CONFIRMED	DECISION OVERTURNED	DECISION VARIED
Island	0	0	0	0
South Coast	1	0	1	0
Okanagan	0	0	0	0
Interior	0	0	0	0
Kootenay	5	3	2	0
North	6	0	5	1
TOTAL	12	3	8	1

Delegated Decisions

The ALC has the ability to enter into an agreement with a local government, government agency or public body to enable that authority to exercise some of the ALC's power to decide applications for non-farm use or subdivision in the ALR. Under section 26 (5) of the ALCA, decisions made by a government authority in these circumstances have the same legal effect as decisions of the ALC.

To enter into such an agreement, the ALC must have confidence that the proposed delegate is ready, willing and able to carry out the statutory mandate conferred under the enabling statute. This confidence means ensuring the proposed delegate understands and is prepared to ensure complete compliance with the statutory processes and purposes of the ALCA.

The ALC currently has delegation agreements in place with Regional District of Fraser-Fort George (RDFFG) and the BC Oil and Gas Commission (OGC).

Delegated Decision Statistics:

Regional District of Fraser-Fort George

- In 2016/17, RDFFG made four (4) non-farm use decisions under their delegated decision-making authority.
- In 2016, the ALC undertook a review of the decisions made by the RDFFG between 2013 and 2016 to ascertain consistency with the purposes of the ALCA. The ALC concluded that the 33 decisions made by RDFFG during this time period were largely consistent with the ALCA but that the agreement required updating to reflect recent regulatory changes, including provisions for ALC Chair oversight. Work to update this agreement got underway in 2016/17.

BC Oil and Gas Commission

- The OGC made 28 non-farm use decisions under their delegated decision-making authority, affecting 159 ha of ALR in 2016/17.
- Oil and Gas activity exempt from application under the Delegation Agreement (Schedule A Activity) in 2016/17 affected 282 ha of ALR (see breakdown in table on next page):

SCHEDULE A: OIL AND GAS ACTIVITY TYPE	TOTAL (ha)
Pipelines	147
Wells	58
Roads	13
Facilities	9
Ancillary Activities	55
Total	282

- The total area identified as reclaimed (Schedule B reporting) in 2016/17:

OIL AND GAS ACTIVITY TYPE	NUMBER OF RECLAMATION REPORTS SUBMITTED	TOTAL IDENTIFIED AS RECLAIMED (ha)
Pipelines	62	282
Wells	16	23
Total	78	305

- Cumulatively in the Peace River Regional District, there is a total of 23,540 ha of ALR land affected by Oil and Gas activity, including well sites, pipelines, roads and other ancillary oil and gas uses. This represents 1.77% of the total ALR land area in the region.
- Total number of inspections, investigations and enforcement actions in 2016/17 undertaken by the OGC pursuant to the Delegation Agreement:

TYPE	TOTAL
Inspections	1,976
Investigations	2
Enforcement Actions	2

Judicial Review

The legislation does not provide for appeals of Tribunal decisions. Instead, a party may apply for judicial review in BC Supreme Court. A judicial review is not a re-trial or a rehearing of an application. In this type of review, a sitting Supreme Court Judge will review a decision that has been made by an administrative tribunal or an administrative decision maker. The judge does not focus on whether they would have made a different decision than that of the original decision maker. Instead, the judge focuses on determining whether the decision maker had the authority to make a particular decision and whether the decision maker exercised that authority.

In fiscal year 2016/17, the Courts issued four judgements on judicial review. In all four cases, the Courts upheld the ALC's original decision. A summary of the Courts findings are provided below.

***Walters v. Agricultural Land Commission*, 2016 BCSC 1618**

Property owners brought a petition seeking a declaration that their use of the property for a wedding business was a designated farm use under applicable regulation. The property owners had not made a non-farm use application or been the subject of any ALC enforcement action. On August 31, 2016 the court dismissed the petition, finding that there was no live dispute between the parties and that making the declaration sought would encourage owners to bypass the process provided by the ALCA.

***Bustin v. Agricultural Land Commission*, 2016 BCSC 1869**

Property owners brought a petition seeking judicial review of a Commission reconsideration decision confirming an earlier decision to deny an application for the exclusion of the property, a former turkey farm, from the ALR. On October 12, 2016 the court dismissed the petition, finding the Commission's reconsideration decision was reasonable.

***Kandola v. (British Columbia) Agricultural Land Commission*, 2016 BCSC 2511**

Property owners brought a petition seeking judicial review of an ALC decision denying an application for the exclusion of the property, part of which was previously used for a sawmill operation from the ALR. On December 12, 2016 the court dismissed the petition, finding the ALC's decision was reasonable and its reasons sufficient.

***McKenzie v. Agricultural Land Commission*, 2017 BCSC 480**

Talia McKenzie, the neighbor of the property in question, brought a petition seeking judicial review and the quashing of an ALC decision permitting an application for non-farm use for removal of gravel and sand from the property. A Cowichan Valley Regional District (CVRD) decision authorizing the forwarding of the application to the ALC was also challenged. On March 24, 2017 the court dismissed the petition, finding that the ALC acted within its jurisdiction and upheld the interpretations of both the ALC and the CVRD of the ALCA.



Policy & Planning

Policy

The ALC continued to work closely with local governments on their land use planning activities as reflected in the list of planning activities for each region.

Policy work at the Commission is often driven by the lack of specificity and clarity in existing regulations and the resulting requirement to interpret the regulations. In response to the new regulations brought into effect in 2015 and 2016, the ALC concluded its review of its interpretive policies (most of which had not been reviewed or amended since their adoption in 2003). In early 2016, 17 interpretive policies were adopted. However, between October 2016 and March 2017 a further 15 updated policies were adopted by the Commission. All ALC [policies](#) are available on the website.

The ALC has also identified potential policy initiatives for 2017. They include:

- working with the Ministry of Agriculture on regulatory amendments to permitted farm and non-farm uses that will bring greater clarity and consistency to the regulation, and bring the regulation into closer alignment with the goals of the ALCA;
- a policy on the placement of fill for soil bound farming activities in an effort to prevent unnecessary filling in the ALR and to ensure that any filling that does occur improves the agricultural capability of ALR land.

Land Use Planning

Approximately 150 local governments have lands in the ALR; some have large ALR areas within their jurisdiction, others with very little. The ALC supports coordinated and collaborative planning with local governments to ensure agricultural lands are protected and available to provide food and other agricultural products for generations to come.

While the ALC is ultimately responsible for the administration of the ALR; local government bylaws, land use plans and farm use policies are essential, complementary components, helping to achieve the objectives of the ALR.

A number of statutory requirements enable local governments and the ALC to collaborate in protecting ALR land.

- The ALCA mandates the ALC to work with local governments to accommodate, support and encourage farming on ALR lands. The ALCA also requires local governments to ensure its bylaws (growth strategies, official community plans and zoning bylaws, etc.) are consistent with the ALCA.
- The *Local Government Act* requires community plans affecting the ALR be forwarded to the ALC for review and comment to ensure consistency with the ALCA.

The ALC's three regional planners worked with local governments on a variety of plans in 2016/17. That work is summarized in the table below. Also, in 2016/2017, the ALC in collaboration with the Ministry of Agriculture, began re-establishing Agri-teams. Agri-teams are comprised of regionally based Ministry of Agriculture land use planners, and ALC land use and regional planners who work together to ensure local government bylaw consistency with the ALCA, the Regulation, decisions of the ALC and other supportive provincial legislation.

Plans and Bylaws Reviewed Summary 2016/17

	INTERIOR	ISLAND	KOOTENAY	NORTH	OKANAGAN	SOUTH COAST
Growth Strategies/ Official Community Plans		2	1	3	4	3
Implementing Bylaws		4	2	1	3	5
Transportation Plans						6
Agriculture Plans						2
Other Land Use Plans						5
ALR Boundary Reviews			2			
Delegation Agreements			2	2		
TOTAL	0	6	7	6	7	21





ALR Boundary Reviews

The purpose of an ALR boundary review is to refine the ALR boundaries in a particular geographic area so that they encompass land that is both capable and suitable for agricultural use.

Responsibility for revising the ALR's boundaries rests with the ALC. This role, which the ALC may exercise proactively by way of boundary reviews, is linked directly to the ALC's responsibility to preserve agricultural land. A boundary review is a superior method for "fine-tuning" ALR boundaries than adjudicating hundreds of disparate applications. The ALR will have greater integrity, and fewer applications will be generated, where boundaries are proactively reviewed to assess whether land is, or is not, appropriately designated as ALR land.

Multiple reviews in the Regional District of East Kootenay region of the province have been running concurrently over the past fiscal year including the electoral areas summarized below. As a result of amendments to the ALCA on May 19, 2016 and accompanying Regulation on July 8, 2016, landowner consent to exclusion from the ALR is now required for all ALC initiated boundary reviews. These amendments have prompted the following changes to two on-going ALR boundary reviews:

Review Area 2 – Regional District of East Kootenay: Electoral Area B: Letters were sent to all property owners of land identified for exclusion in Electoral Area B by the ALC seeking consent to exclude their land from the ALR on February 8, 2017, with the exception of the Meadowbrook area, near Kimberley. The identification of land subject to exclusion in Meadowbrook was delayed due to a request for further review by the ALC. Letters seeking consent to exclusion from property owners in Meadowbrook were sent out on March 28, 2017.

The results of these two requests for consent were still being processed at the time this report was prepared.

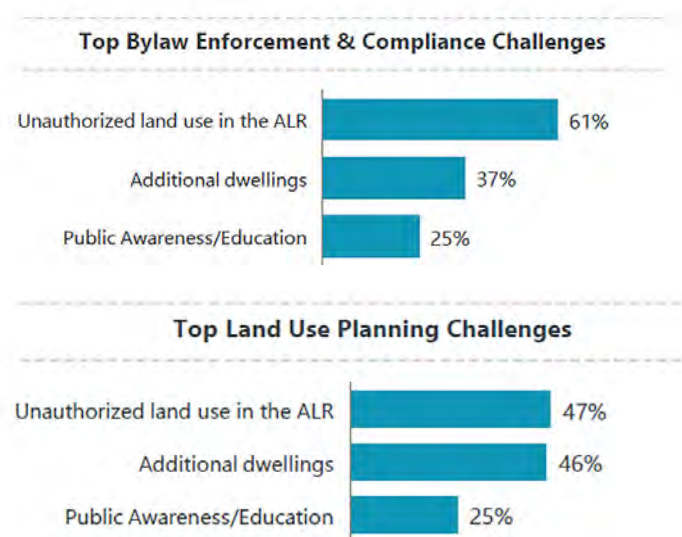
Review Area 3 - Regional District of East Kootenay: Electoral Area E: Letters were sent to all property owners of land identified for exclusion in Electoral Area E by the ALC seeking consent to exclude their land from the ALR on February 8, 2017.

The results of these requests for consent were still being processed at the time this report was prepared.

Local Government Engagement Survey

To help ensure the ALC is effectively engaging with local governments, the ALC commissioned Sentis Research to survey local government staff and elected officials whose work involves recognizing agricultural land uses and enforcing the ALCA within the context of local policies and bylaws.

Overall, a total of 251 local government stakeholders completed the survey. By a wide margin the top land use planning challenges identified were unauthorized land use in the ALR and additional dwellings – just under half of stakeholders selected these among their top three challenges. When it comes to bylaw enforcement and compliance, unauthorized land use in the ALR continues to be the main challenge (61% selecting it as one of their top three challenges) and additional dwellings was identified by over one-third of respondents as one of their top three challenges. A copy of the full Local Government Engagement survey report is provided in Appendix B.



Over the course of the next fiscal year the ALC will be working to identify strategies and actions in response to the feedback provided in this survey.

Applicant Satisfaction Survey

The ALC conducted an applicant satisfaction survey. The objective of the survey was not to assess satisfaction with the Commission's decisions, but rather satisfaction with the process by which the application was received, reviewed and a decision communicated for applications received on or after April 1, 2016.

The survey was conducted by Sentis Research and was designed to measure satisfaction with the application process and the online application portal for applications received on or after April 1, 2016. The overall survey response rate was 41%.

An applicant's satisfaction with the application process and the portal was very strongly linked to the outcome of their application.

	RATINGS BY APPLICATION DECISION		
	TOTAL	APPROVED	REFUSED
Overall Satisfaction with Application process (Very/Somewhat Satisfied)	68%	85%	30%
Overall Satisfaction with Application portal (Excellent/Very Good/Good)	75%	83%	60%

Applicants from Zone 1 and Zone 2 are equally satisfied when it comes to the process by which their application was reviewed and their overall experience with the application portal.

	DECISION BY ALR ZONE	
	ZONE 1	ZONE 2
Overall Satisfaction with Application process (Very/Somewhat Satisfied)	64%	71%
Overall Satisfaction with Application portal (Excellent/Very Good/Good)	76%	74%

Applicants were less satisfied when it comes to keeping them informed regarding the status of their application and applicants with applications that were refused were particularly critical of the reasons for decision and the layout of the decision document.

Applicants also credit ALC staff with being highly courteous and helpful. A copy of the full Applicant Satisfaction survey report is provided in Appendix C.



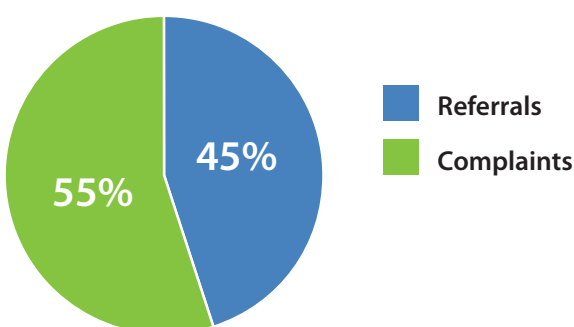
Over the course of the next fiscal year the ALC will be working to identify strategies and actions in response to the feedback provided in this survey.

Compliance and Enforcement Program

The ALC Compliance and Enforcement program (C&E program) was established in 2007 in response to increasing complaints of non-compliant activities in the ALR. The purpose of the program is to strengthen delivery of the ALC's legislative mandate to ensure that activities taking place within the ALR are consistent with the ALCA. This is achieved by using a combination of education, information and enforcement.

The C&E program responds to complaints of alleged contraventions of the ALCA and the Regulation from the public, as well as, referrals from local, provincial and federal governments and other agencies.

New Complaints - Fiscal 2016-2017



From 2007-2016, the C&E program was comprised of two (2) C&E officers. In 2016, with the assistance of additional funding provided by the provincial government, the C&E program was increased to five (5) officers and a program assistant dedicated to the processing of incoming complaints and referrals. Twenty-two (22) FLNRO Natural Resource Officers (NROs) are also designated as officials under the ALCA to assist the C&E program upon request. The most common requests for assistance were for inspections and delivery of notices/orders.

Program area enhancements in 2016/17, included:

- Development of a Compliance and Enforcement Framework document that outlines the ALC's approach to compliance and enforcement and making that document available online.
- Development of a number of internal operational policies and procedures to better guide the program area.
- Improvements to the ALC's website to make it easier to report issues of non-compliance.
- Establishment of performance indicators for the review and action of complaints received by the ALC.
- Testing for the implementation of software in the first quarter of 2017 that will be available throughout the natural resource sector to track complaints and referrals data and assist with the assessment of alleged contraventions.
- Meeting with industry stakeholders and local governments to promote increased and collaborative enforcement in the ALR and to ensure local bylaws are consistent with the ALCA and the Regulation.

KEY PROGRAM STATISTICS

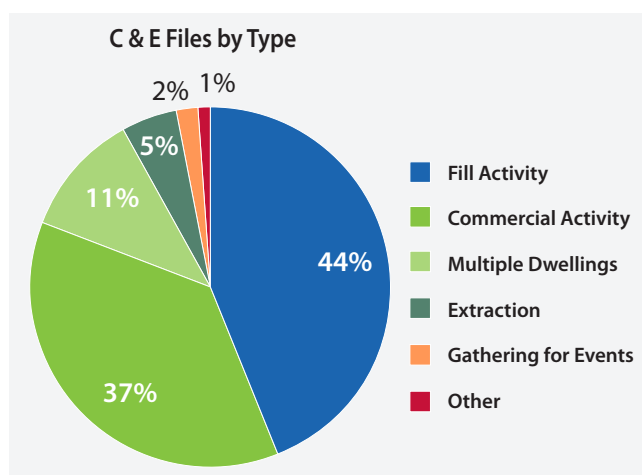
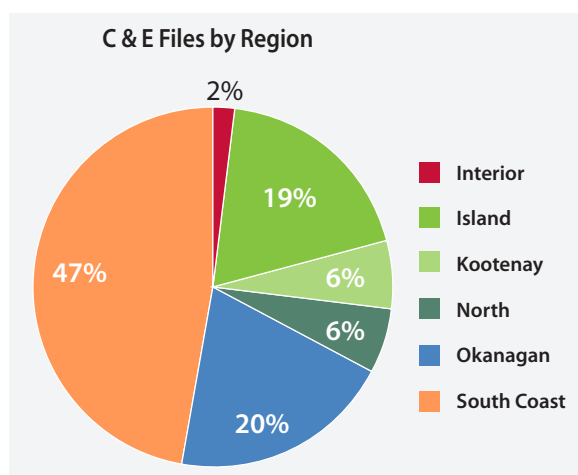
	2016/17	2015/16
Active Files ¹	310	-
Incoming Complaints	163	137
Property Inspections	269	230
Compliance Actions ²	129	-
Orders Issued ³	21	7
Files Closed	96	29
Requests for NRO assistance ⁴	6	12

¹# of active files at the end of the fiscal; includes files from the 2016/17 fiscal and previous fiscal years; statistic not available for previous fiscal years

² compliance actions include compliance notices and notices of contravention; this statistic is not available for previous fiscal years

³ orders include stop work orders, remediation orders and penalty considerations

⁴ Ministry of Forest Lands and Natural Resource Operations Resource Officers (NROs) are also designated as officials under the ALCA to assist the ALC C&E program upon request.



Appeals

A person who is the subject of a compliance and enforcement order or determination of an official under sections 50, 52 or 54(1) of the ALCA may appeal in writing to the ALC.

In 2016/17, there were zero (0) appeals of compliance and enforcement actions under sections 50, 52 or 54(1) of the ALCA.

Performance Indicators

The following performance indicators regarding the timely processing of applications were established effective April 1st, 2016 to evaluate the performance of the ALC under section 12 (2) (b) of the ALCA.

Performance Indicator 1: Notification to applicant within 5 business days (once payment is received) that the application is: (a) complete, or (b) not complete and specify what additional information is required.

PERFORMANCE INDICATOR	2016/17 ACTUAL	2016/17 TARGET	2017/18 TARGET	2018/19 TARGET
Notification of Complete Application within 5 business days of receipt of application	92%	100%	100%	100%
Notification of Deficient Application within 5 business days of receipt of application	92%	100%	100%	100%

Performance Indicator 2: Notification to applicant of the ALC decision within 5 business days of the decision being finalized.

PERFORMANCE INDICATOR	2016/17 ACTUAL	2016/17 TARGET	2017/18 TARGET	2018/19 TARGET
Notification of Commission decision within 5 business days of decision being finalized	100%	100%	90%	90%

Performance Indicator 3: Percent of Applications processed within the 60 business day period.

PERFORMANCE INDICATOR	2016/17 ACTUAL	2016/17 TARGET	2017/18 TARGET	2018/19 TARGET
Percent of Applications processed within 60 business days	65%	90%	90%	90%

Performance Indicator 4: If at any point during the process the ALC finds that additional information is required before a decision can be made, the ALC will notify the applicant of that requirement within 5 business days after the need for more information is identified.

PERFORMANCE INDICATOR	2016/17 ACTUAL	2016/17 TARGET	2017/18 TARGET	2018/19 TARGET
Notification of need for additional information within 5 business days of need for additional information being identified	100%	100%	100%	100%

Following the implementation of process changes and hiring of additional staff resources in 2016/17, the ALC was largely able to largely meet the targets set by M072. In 2016/17, the ALC made decisions on 376 applications. This included 216 decisions for applications received during the fiscal year and 160 decisions for applications received in previous fiscal years.

In 2016/17, 92% of the applications received on or after April 1, 2016 were processed within 90 business days.

Cumulative Panel Inclusion and Exclusion Statistics

Fiscal 2016-2017

All Decisions (Refusals, Outright Approvals, Conditional Approvals and Completed Conditions)

HECTARES INCLUDED AND EXCLUDED					
PANEL REGION	INCLUSION		EXCLUSION		NET CHANGE
	APPROVED	REFUSED	APPROVED	REFUSED	(hectares)
Interior	114	-	48	11	+66
Island	3	1	39	44	-36
Kootenay	2	4	7	121	-5
North	66	79	38	58	+28
Okanagan	3	-	33	20	-30
South Coast	12	4	23	41	-11
TOTAL	200	88	188	295	+10

Agriculture Capability of Areas Approved for Inclusion

PANEL REGION	AREA Included (ha)	AGRICULTURAL CAPABILITY			
		Prime	Mixed	Secondary	Unclassed
Interior	114	9	-	105	-
Island	3	-	3	-	-
Kootenay	2	-	2	-	-
North	66	-	-	66	-
Okanagan	3	-	3	-	-
South Coast	12	12	-	-	-
TOTAL	200	21	8	171	0

Agriculture Capability of Areas Approved for Exclusion

PANEL REGION	AREA Excluded (ha)	AGRICULTURAL CAPABILITY			
		Prime	Mixed	Secondary	Unclassed
Interior	48	-	1	47	-
Island	39	2	12	25	-
Kootenay	7	2	2	3	-
North	38	38	-	-	-
Okanagan	33	9	11	13	-
South Coast	23	23	-	-	-
TOTAL	188	74	26	88	0

YEARLY COMPARISONS	OUTRIGHT AND CONDITIONAL DECISIONS		
	INCLUSIONS	EXCLUSIONS	NET CHANGE TO ALR
2012	415.5	52.7	362.8
2013	185.5	494.3	-308.8
2014	1,522.9	1,896.7	-373.8
2015	74.6	418.6	-344.0
2016	263.2	1,194.7	-931.5

ALR Change by Commission Decision in Regional District Area (INCLUDED AND EXCLUDED)

Fiscal 2016 - 2017

April 1, 2016 - March 31, 2017

All figures are in hectares	OUTRIGHT & CONDITIONAL DECISIONS		
	APPLICATION TYPE		Included/Exclude (ha)*
	Inclusion Area (ha)*	Exclusion Area (ha)*	
Regional District			
Bulkley Nechako	66	-	66
Capital	3	37	-34
Cariboo	105	12	93
Central Kootenay	2	3	-1
Central Okanagan	-	24	-24
Columbia Shuswap	-	6	-6
Comox Valley	-	2	-2
East Kootenay	-	2	-2
Fraser Valley	-	13	-13
Metro Vancouver	12	10	2
Kootenay Boundary	-	2	-2
North Okanagan	3	1	2
Okanagan Similkameen	-	4	-4
Peace River	-	38	-38
Thompson Nicola	9	36	-27
Total	200	190	10

* Outright approval, conditional approval + completed conditional approval.



Cumulative * ALC Decisions Fiscal 2016 - 2017 (# of decisions)

Zone	Region	Type	Status			
			Approved without Conditions	Approved with Conditions	Refused	2016-2017 Total Decisions
Zone 1	Island	Exclusion	-	4	2	6
		Inclusion	1	-	1	2
		Non-Farm Use	11	11	13	35
		Subdivision	-	4	10	14
		Place Fill & Remove Soil	-	-	-	-
		Transportation, Utility & Recreation	1	4	-	5
		Total	13	23	26	62
	Okanagan	Exclusion	4	3	5	12
		Inclusion	1	-	-	1
		Non-Farm Use	1	4	5	10
		Subdivision	-	11	6	17
		Place Fill & Remove Soil	-	1	-	1
		Transportation, Utility & Recreation	-	-	-	-
		Total	6	19	16	41
	South Coast	Exclusion	2	1	4	7
		Inclusion	1	-	1	2
		Non-Farm Use	11	8	13	32
		Subdivision	-	18	19	37
		Place Fill & Remove Soil	-	10	4	14
		Transportation, Utility & Recreation	5	10	-	15
		Total	19	47	41	107
Zone 2	Kootenay	Exclusion	2	1	4	7
		Inclusion	1	-	2	3
		Non-Farm Use	9	6	-	15
		Subdivision	-	31	8	39
		Place Fill & Remove Soil	-	-	-	-
		Transportation, Utility & Recreation	2	3	1	6
		Total	14	41	15	70
	Interior	Exclusion	3	-	2	5
		Inclusion	3	-	-	3
		Non-Farm Use	2	6	-	8
		Subdivision	-	5	8	13
		Place Fill & Remove Soil	-	-	-	-
		Transportation, Utility & Recreation	3	1	-	4
		Total	11	12	10	33
	North	Exclusion	2	1	1	4
		Inclusion	1	-	1	2
		Non-Farm Use	26	5	2	33
		Subdivision	-	12	17	29
		Place Fill & Remove Soil	-	2	-	2
		Transportation, Utility & Recreation	2	5	-	7
		Total	31	25	21	77
		Grand Total	94	167	129	390

* Based on applications decided on between April 1, 2016 to March 31, 2017 (Fiscal 2016-2017) by ALC and delegation agreements with OGC and RDCFG.

Cumulative GIS ALR Change - Included & Excluded

April 1, 2016 - March 31, 2017

FISCAL YEAR	INCLUSIONS (ha)	EXCLUSIONS (ha)	NET CHANGE (ha)	CURRENT TOTAL ALR (hectares)
April 1, 2012				4,623,289
2012/13	238	1,709	-1,471	4,621,818
2013/14	1,296	1,957	-661	4,621,156
2014/15	792	1,090	-298	4,620,858
2015/16	79	4,283 ¹	-4,204	4,616,654
2016/17	198	943 ²	-745	4,615,909
Total	2,603	9,982	-7,379	

Cumulative GIS ALR Change Notations

All figures calculated using GIS data are based on final Completion Date for boundary change.

These figures reflect application and non-application related ALR boundary changes. Application changes resulting from the completion of conditions of approval and non-application related boundary changes resulting from changes made by the Provincial government via legislation or regulation, cadastre changes and other associated amendments to the ALR boundary that are not tracked due to their nature and frequency.

Non-Application Related Boundary Changes of Note

¹ In April 2015, Order in Council 148 'permanently' excluded 2,775 hectares and 'temporarily' excluded an additional 941 hectares of land from the ALR on April 8, 2015 for Site C Dam. The total area excluded from the ALR is 3,716 hectares. The excluded area is reflected in the GIS ALR Change table statistics for 2015/16 but is not recorded as a decision of the ALC.

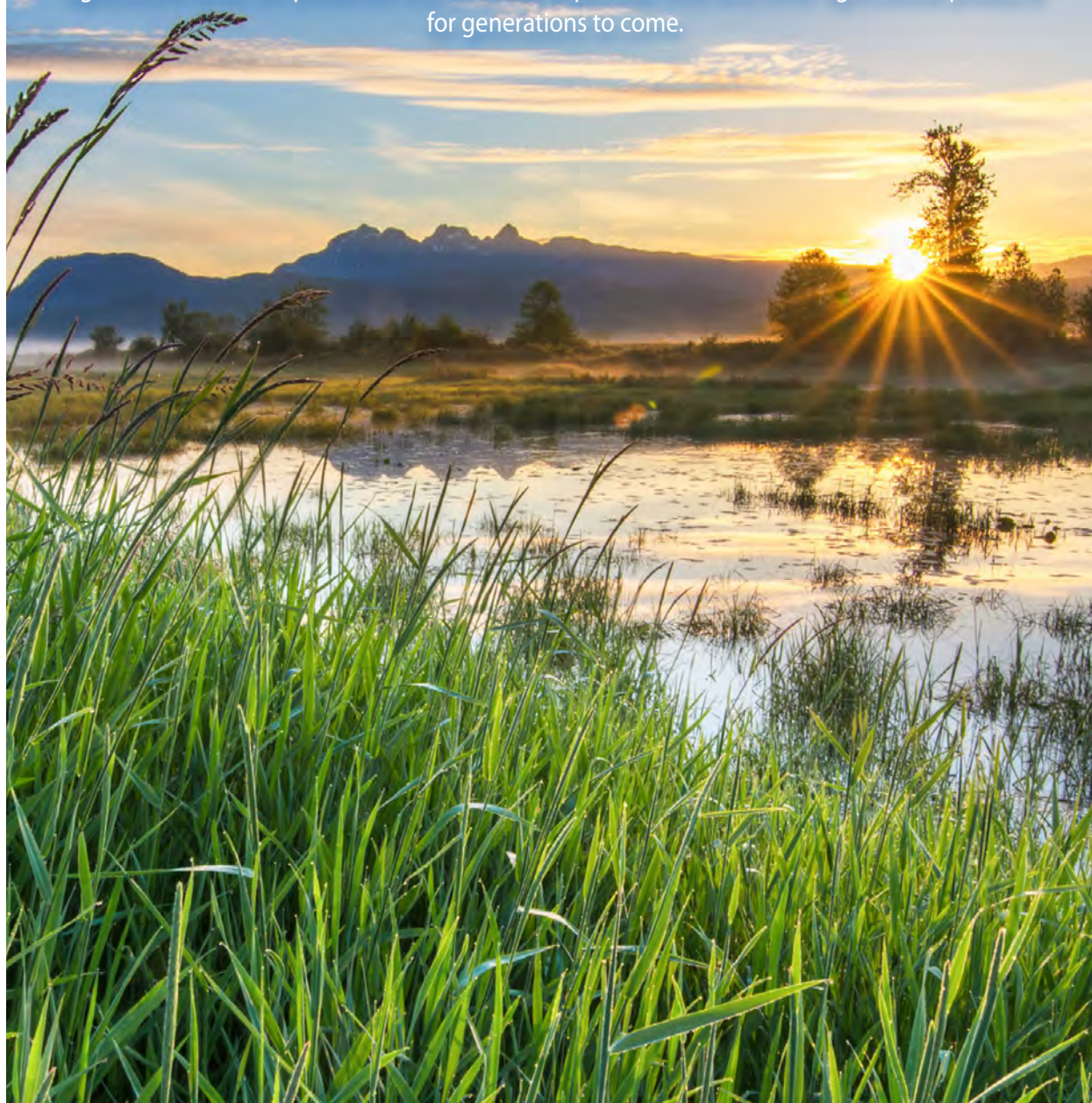
² In accordance with paragraph 30 of the Lands Chapter of the Tla'amin Final Agreement and section 9 of the Tla'amin Final Agreement Act, 835.8 hectares of land was excluded from the ALR effective April 5, 2016. The excluded area is reflected in the GIS ALR Change table statistics for 2015/16 but is not recorded as a decision of the ALC.

Archived ALC Cumulative Statistics Table 1974 – March 31, 2012

See pg 41 - Appendix A for ALC cumulative inclusion and exclusion statistics by calendar year.

Protecting Agricultural Land

Approximately 150 local governments have lands in the ALR; some having large areas of ALR land in their jurisdiction, others with very little. Local governments play an important role in enabling farm businesses to thrive on protected farmlands, therefore contributing to the local, regional and provincial economy. The ALC supports coordinated and collaborative planning with local governments to ensure agricultural lands are protected and available to provide food and other agricultural products for generations to come.



2016 / 2017 Agricultural Land Commission Financial Report

Description	2016/17 Budget	2016/17 Actual	2015/16 Budget
Salaries	\$2,196,000	\$2,072,230	\$1,533,380
Benefits	539,000	516,679	378,369
Commission	764,000	500,457	529,141
Staff Travel	150,000	120,104	64,427
Prof Services - Contracts	70,000	46,842	67,869
Legal Contracts	350,000	494,602	298,684
IT expenses	40,000	334,686	165,734
Office Supplies & Business Expenses	70,000	65,838	66,488
Materials & Supplies	14,000	7,734	5,655
Vehicle Expenses	10,000	20,087	0
Amortization	11,000	10,798	0
Building Occupancy Charges	13,000	13,209	6,787
Recoveries	(3,000)	(955)	(2,048)
Overhead Allocation	300,000	299,850	177,860
TOTAL	\$4,524,000	\$4,502,161	\$3,292,346

Appendix A

Archived ALC Cumulative Statistics Table 1974 – March 31, 2012

This table covers the period of time from ALR designation in 1974 to the end of the first quarter 2012. The figures reflect data from the ALC database. Figures from 1974 to 2008 include final and conditional decided Commission decisions. From 2009 to 2012 figures reflect only final application decisions. ALR area at designation of the reserve was calculated using manual methods (Dot Matrix or electronic planimeter). Estimated net change in these tables is the difference between Column 2 and 3.



ALR Included & Excluded By Calendar Year (Database)

1974 – March 31, 2012

CALENDAR YEAR	INCLUSIONS (hectares)	EXCLUSIONS (hectares)	NET FIGURE (hectares)	CURRENT ALR AREA (hectares)
At Designation				4,717,519
1974	0	628	-628	4,716,891
1975	2,561	3,193	-632	4,716,259
1976	517	2,365	-1,848	4,714,411
1977	4,300	18,924	-14,624	4,699,787
1978	19,141	10,524	8,617	4,708,403
1979	3,252	9,758	-6,507	4,701,897
1980	242	6,131	-5,889	4,696,008
1981	1,275	16,474	-15,199	4,680,809
1982	3,634	6,212	-2,578	4,678,231
1983	6,233	4,228	2,005	4,680,235
1984	7,545	5,047	2,498	4,682,733
1985	19,440	9,229	10,211	4,692,944
1986	1,807	4,662	-2,855	4,690,089
1987	5,152	2,868	2,283	4,692,373
1988	6,714	1,238	5,476	4,697,848
1989	947	1,180	-233	4,697,615
1990	10,680	2,195	8,485	4,706,100
1991	768	2,075	-1,306	4,704,794
1992	3	1,081	-1,078	4,703,716
1993	5,843	823	5,020	4,708,736
1994	2,877	1,642	1,235	4,709,971
1995	1,095	1,171	-75	4,709,896
1996	1,868	1,574	294	4,710,190
1997	869	5,252	-4,383	4,705,808
1998	678	2,861	-2,184	4,703,624
1999	1,961	1,864	97	4,703,721
2000	23,204	5,797	17,407	4,721,127
2001	973	553	420	4,721,548
2002	41,792	1,530	40,262	4,761,809
2003	428	746	-318	4,761,491
2004	1,559	1,497	62	4,761,553
2005	1,670	2,241	-572	4,760,981
2006	977	531	446	4,761,428
2007	1,263	1,628	-365	4,761,063
2008	801	1,457	-655	4,760,408
2009	1,385	2,172	-787	4,759,620
2010	658	555	103	4,759,723
2011	682	632	50	4,759,773
1ST Q 2012	16	6	10	4,759,783
Total	184,810	142,544	+42,266	4,759,938



Agricultural Land Commission Local Government Stakeholder Survey

Prepared for:

Kim Grout, CEO

Lindsay McCoubrey, Planner

January 26, 2017



The logo for 'sentis' features a stylized 3D cube icon composed of green and grey faces.

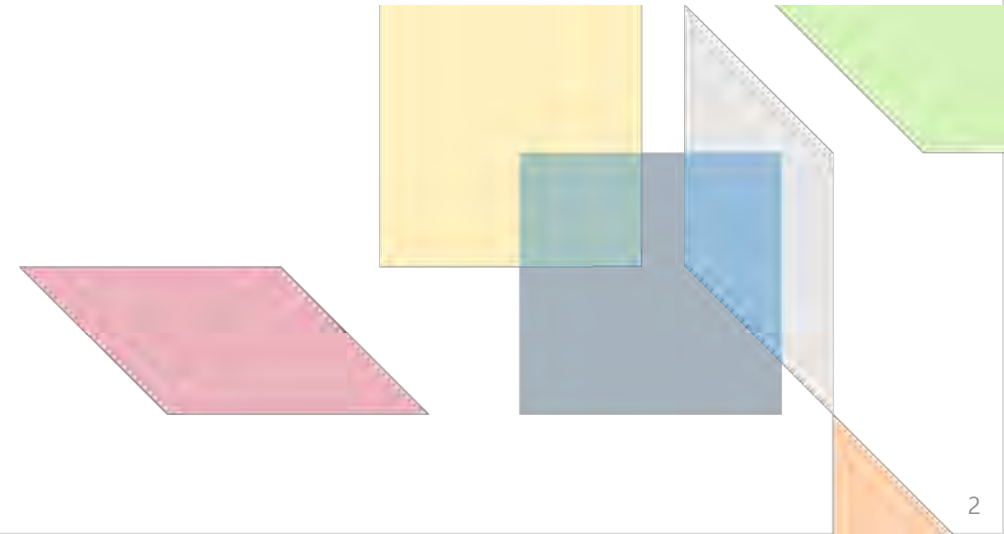
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03 Background, Objectives & Methodology

05 Summary

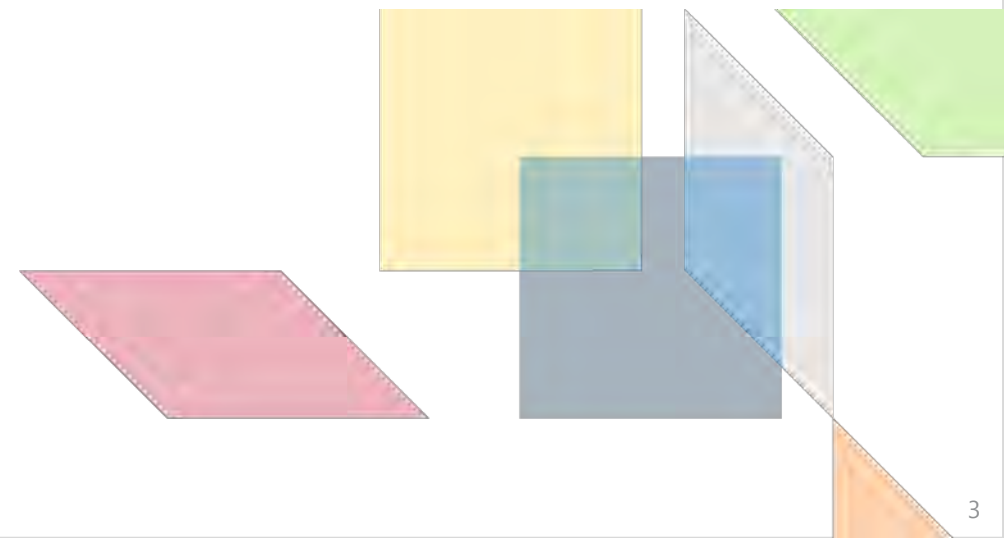
08 Survey Results

25 Appendix



The logo for 'sentis' features a stylized 3D cube icon with green and grey faces.

Background, Objectives & Methodology

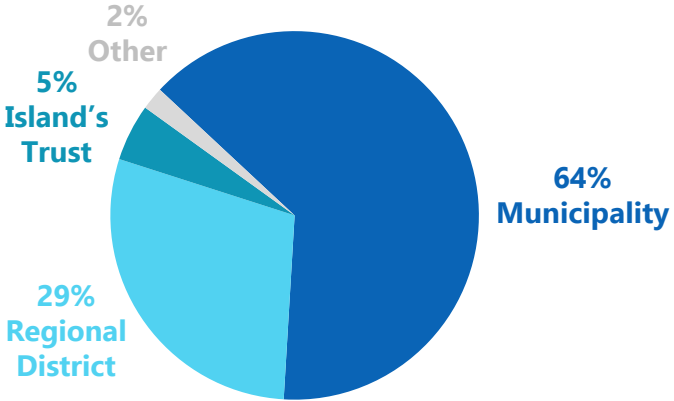


Background & Objectives

- › The Ministerial Order No. M072 sets out a series of goals for the Agricultural Land Commission (ALC). One goal is 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.
- › To help ensure that it is effectively engaging with local governments, the ALC commissioned Sentis Research to survey local government staff and elected officials whose work involves the Agricultural Land Reserve (ALR). The survey addressed the following objectives:
 - › Identify top bylaw enforcement and compliance challenges
 - › Identify top land use planning challenges
 - › Determine how staff learn about matters related to the ALR
 - › Measure awareness and helpfulness of ALC policies
 - › Measure frequency and type of contact that stakeholders have with the ALC
 - › Measure use of the ALC website and Application Portal
 - › Determine how stakeholders prefer to receive information from the ALC

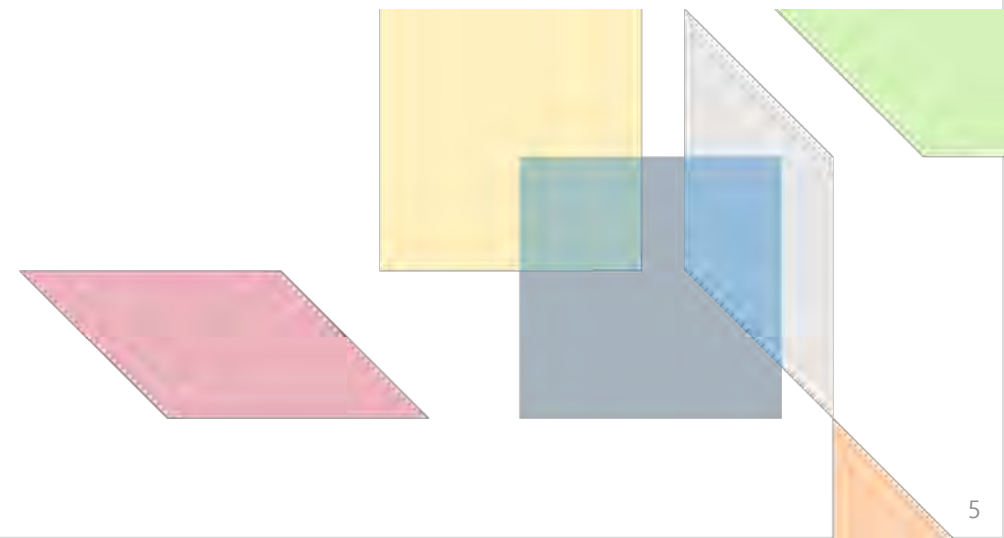
Methodology

- › The ALC provided Sentis with a list of email addresses for 288 local government contacts and Regional District planning managers. Email invitations were sent by Sentis on behalf of the ALC, asking the recipient to forward the email to any individual(s) at their organization who have contact with the ALC and/or whose work involves land use planning, policy or enforcement within the ALR.
- › The survey was open for participation from December 8 to 21, 2016.
- › Overall, a total of 251 local government stakeholders completed the survey. The final sample distribution, in terms of government type and region, is generally representative of the actual population. The breakdown of the final sample by government type is shown in the chart below.



A small icon of a 3D cube with green and grey faces, identical to the one in the header.

Summary



Learning About the ALR and ALC Policies

There are three main ways that stakeholders learn about changes or matters related to the ALR: co-workers, ALC Information Update emails and the ALC website.

Virtually all stakeholders are aware that the ALC adopts Land Use, Procedural and Operational Policies. Six-in-ten stakeholders refer to these policies either very or somewhat often – with stakeholders who work in land use planning/policy being most likely to refer to these policies either very or somewhat often (75%).

The vast majority of stakeholders (86%) find ALC's policies helpful. Suggestions for making the policies more helpful included: simplifying the language and providing examples and scenarios that would help with policy interpretation.

Interacting with the ALC

The three most common reasons that stakeholders contact the ALC are to: discuss an ALR application, for assistance with policy interpretation, and to discuss a proposed land use inquiry by an ALR landowner. Type of contact depends on the role of the stakeholder within the local government, of course. For example, in the past six months, 70% of those working in bylaw enforcement have contacted the ALC regarding the compliance and enforcement process and over half (57%) have submitted a report of possible unauthorized land use in the ALR.

Three-quarters of stakeholders consult the ALC website before they contact ALC staff. Stakeholders generally find useful and relevant information on the site – only 9% attempted to use the website but couldn't find the information they needed. Stakeholders need to contact ALC staff after visiting the website either because they have a very specific question or case or because they require confirmation or documentation from ALC staff.

ALC Application Portal

One-third of stakeholders report using the ALC Application Portal in the past six months. Use of the portal is highest among those working in land use planning/policy (46%) and those working for regional districts (46%). Seventy percent of stakeholders who could provide feedback on the Application Portal Update email communication rated it as helpful.

Interest in Training & Education Options

A strong majority of stakeholders expressed interest in training and education sessions hosted by the ALC. Three-quarters (76%) indicated that they would find Land Use Planner education sessions useful, 72% would find in-person sessions with ALC representatives useful, and 70% would find webinars on the Act/Regulation useful.

Top Challenges

Whether they are considering land use planning or compliance and enforcement, the top challenges for stakeholders are unauthorized land use in the ALR and additional dwellings.

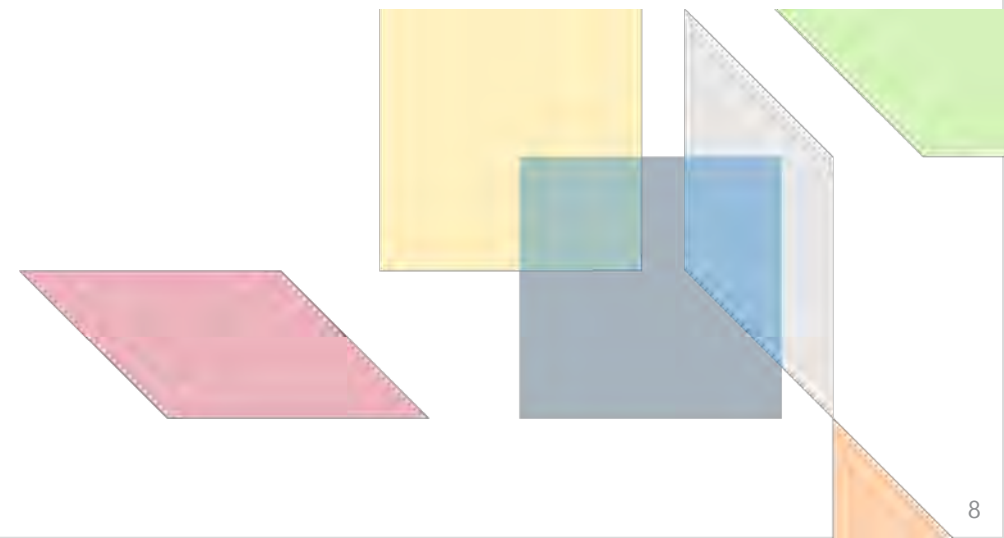
Stakeholders generally view the ALC as an effective partner in helping them address unauthorized land use in the ALR – 82% of stakeholders rated their relationship with the ALC as collaborative.

Support for Changing the ALC Act

There is strong support for changing the ALC Act to allow the ALC to collect the ALC's portion of the fee directly. Only 2% of stakeholders express that they are against revising the Act for this purpose.

The logo for 'sentis' features a stylized 3D cube icon composed of green and grey faces.

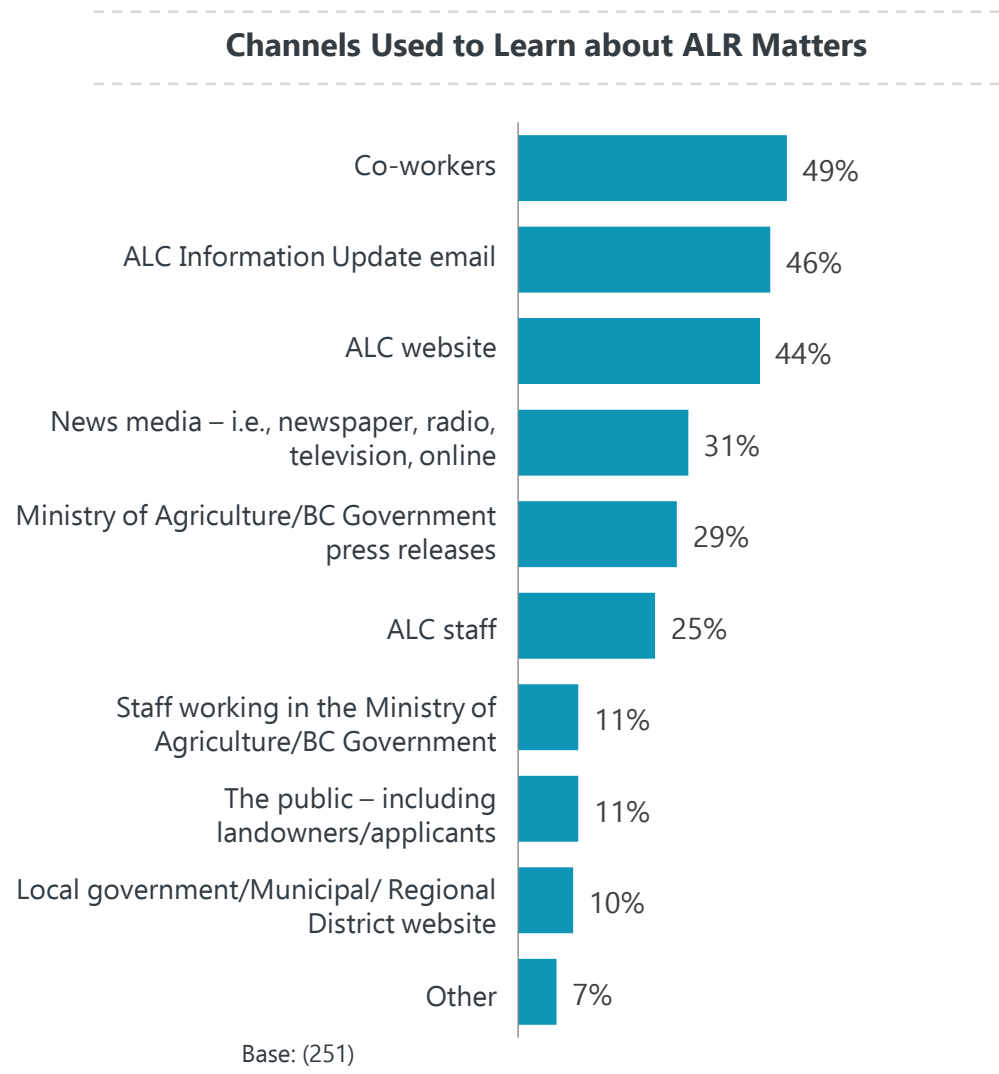
Survey Results



Channels Used to Learn about ALR Matters



- > Half of stakeholders typically learn about changes or matters related to the ALR from co-workers.
- > The ALC’s online channels are also a common means of communication, with the Information Update emails and the ALC website informing 46% and 44% of stakeholders, respectively.
- > News media and press releases help keep roughly three-in-ten participants informed, while one-quarter are typically informed by ALC staff directly.
- > Stakeholders working in land use planning/policy are the group most likely to learn about matters related to the ALR from the ALC website (59%) and ALC staff (32%).

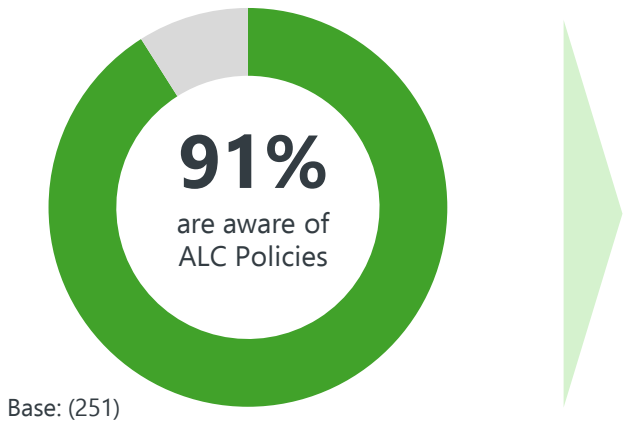


Note: percentages may add to more than 100% given that it is a multiple response question.

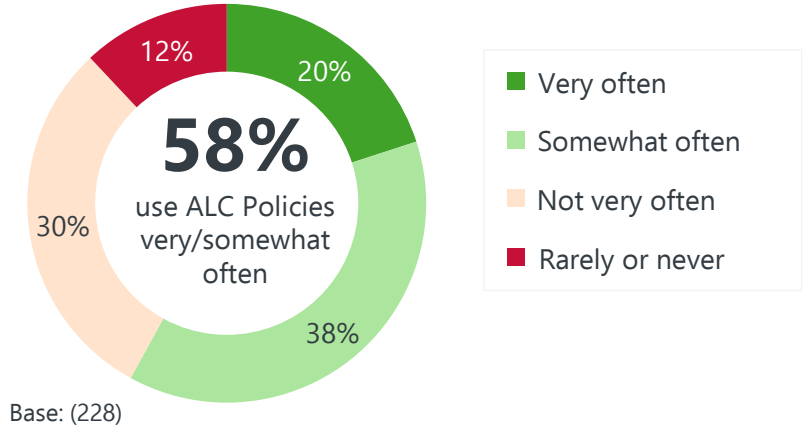
Q4. How do you typically learn about changes or matters related to Agricultural Land Reserve (ALR) land use policy, planning, or enforcement (e.g., changes to the application process, the ALC Act, ALR Regulations)? *Select all that apply.*

- › Awareness of ALC Policies is very high – nine-in-ten stakeholders are aware that the ALC adopts various Land Use, Procedural and Operation Policies.
- › When it comes to how frequently the policies are referred to, just under six-in-ten of those who are aware of the ALC Policies refer to them very or somewhat often.
- › Three-quarters of stakeholders working in land use policy/planning refer to ALC policies either very or somewhat often.

Awareness of ALC Policies

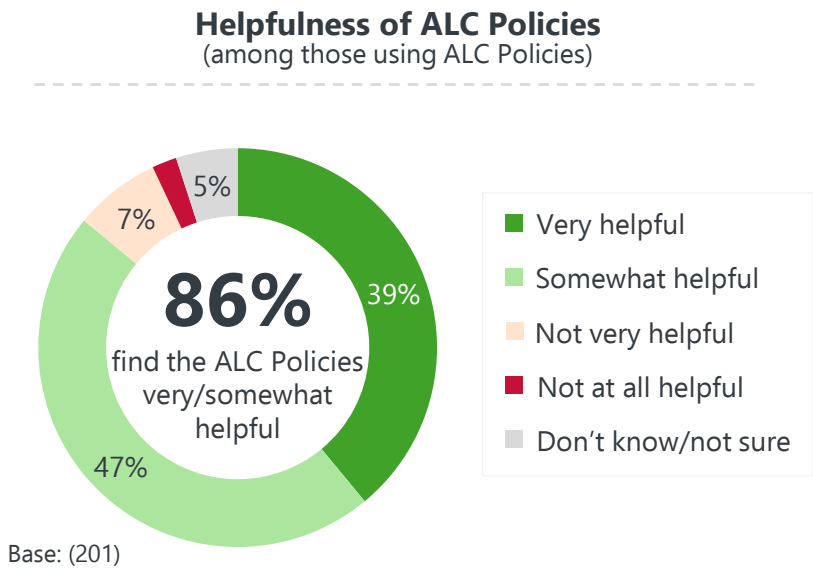


Frequency Using ALC Policies
(among those aware of ALC Policies)



Q5A. Before this survey, were you aware that the ALC adopts various Land Use, Procedural and Operational Policies?
Q5B. How often do you refer to these ALC Policies?

- › Among stakeholders who refer to ALC policies, the vast majority (86%) find them helpful, including four-in-ten who find them very helpful.
- › When it comes to ways that ALC policies could be more helpful, some stakeholders suggest using more clear/simple language, as well as providing example situations that can help with policy interpretation.



Suggestions to Improve Policy Helpfulness

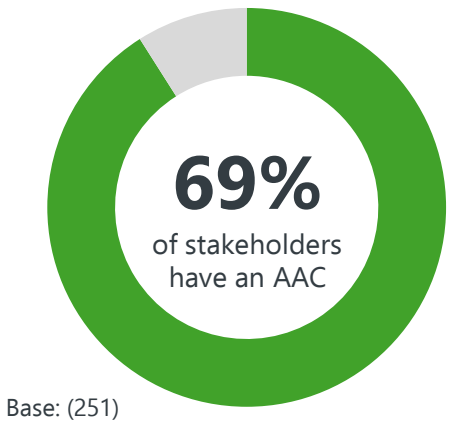
- “ Using simple language instead of legal jargon or technical terms. ”
- “ More detail and perhaps more clear language designed for the public could help... and perhaps case studies outlining situations would be helpful, particularly when things are added or changed. ”
- “ Provide a variety of examples/scenarios for policy application. ”
- “ I think that occasional "refreshers" on policy matters could be added to email updates on policies, e.g. "Did you know...?" or anecdotes that help explain in concrete terms the application of a policy or a decision. ”
- “ The policies are quite wordy and can be technical. A simple checklist or yes/no flow chart could simplify the matters contained within the policies, making the information easier to digest from a lay person's point of view. ”

Referring ALR Applications to AAC

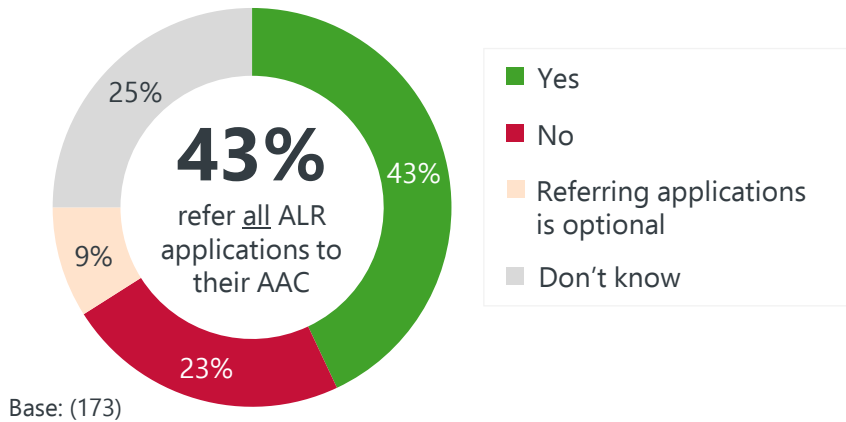


- › Seven-in-ten stakeholders report having an Agricultural Advisory Commission (AAC). Among those who do, 43% refer all ALR Applications to their AAC.
- › Just under one-quarter don't refer every ALR application to their AAC, while 9% indicate that the process is optional. The remainder (25%) are unsure of whether or not all ALR applications are referred to the AAC.
- › 58% of stakeholders working in land use planning/policy report that all ALR applications are referred to their AAC.

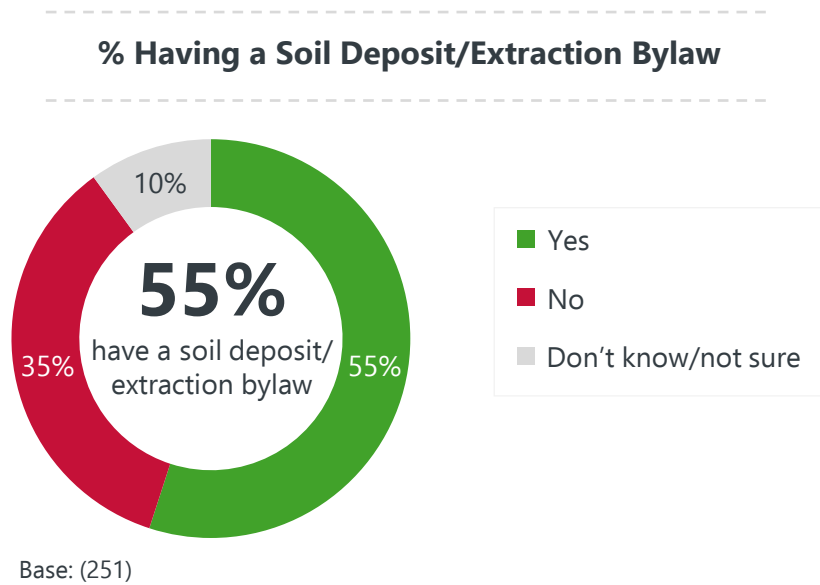
% Having an AAC



Referring ALR Applications to AAC
(among those who have an AAC)

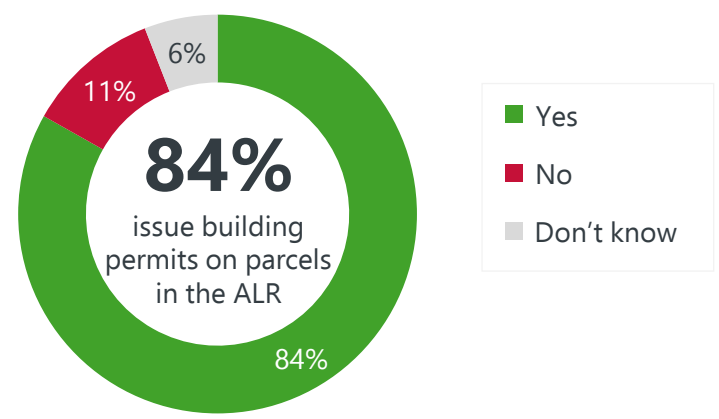


- › Just over half (55%) of stakeholders indicate that their local government has a soil deposit/extraction bylaw.
- › 68% of stakeholders working for municipalities report having a soil deposit/extraction bylaw compared to 26% of stakeholders working for regional districts.



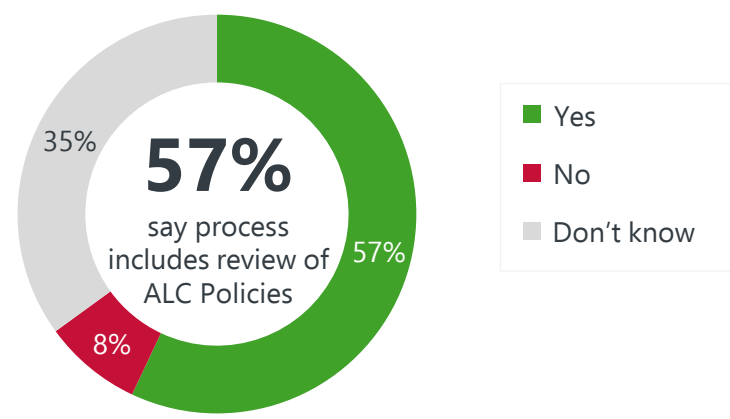
- › Eighty-four percent of stakeholders have a local government that issues building permits on parcels in the ALR.
- › Among those who issue building permits, just over half (57%) indicate that the review process includes a review of ALC Policies, the ALC Act & ALR Regulation.
- › Over one-third of stakeholders (35%) are not sure if the review process includes a review the policies and regulations, leaving only 8% who indicate that the review process does not include this review.

% Issuing Building Permits on Parcels in the ALR
(excluding not applicable)



Base: (238)

% Reviewing ALC Policies when Issuing Permits
(among those issuing building permits)



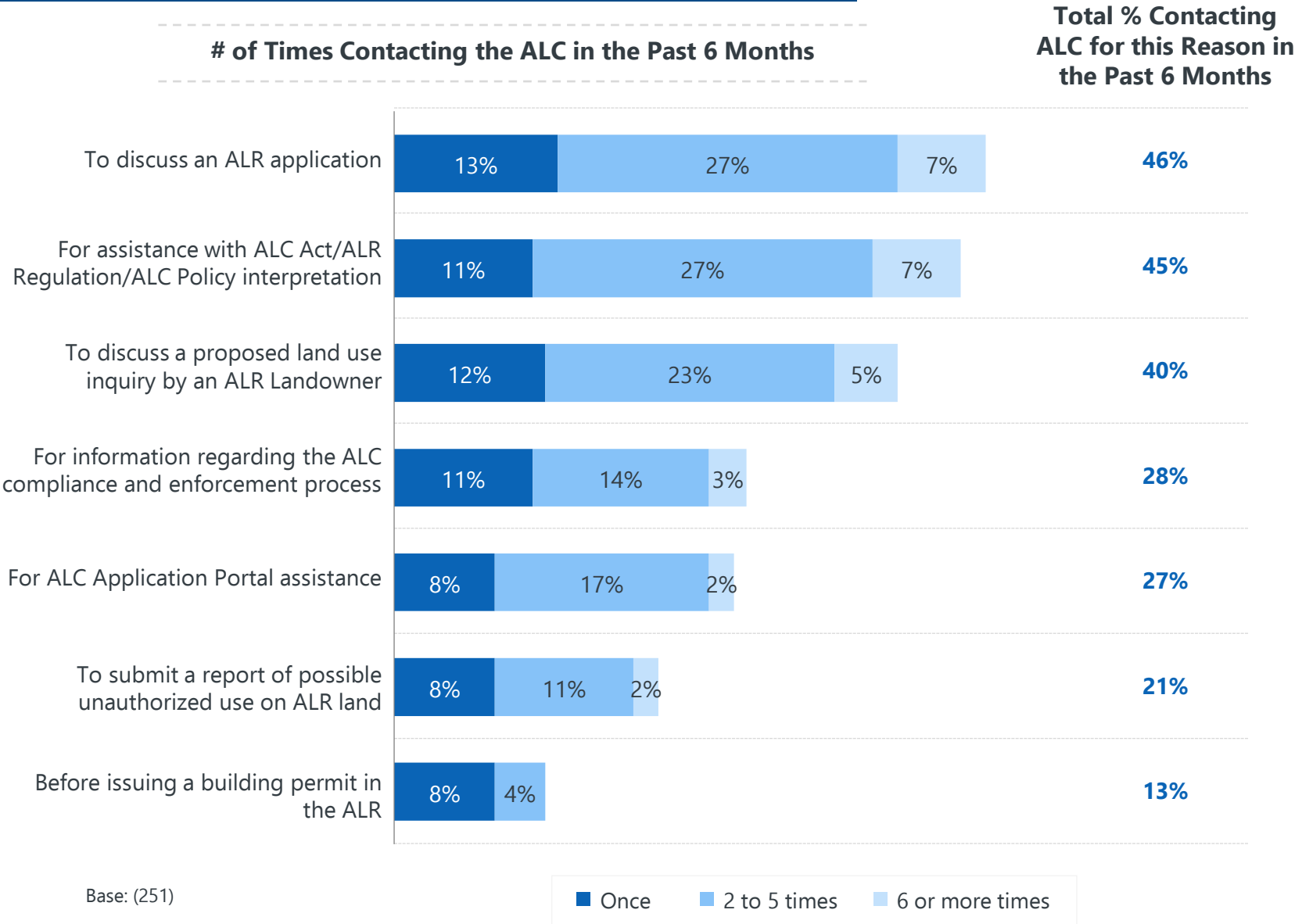
Base: (199)

Q8. Does your local government issue building permits on parcels in the ALR?
Q9. [IF YES] Does the review process for building permits include a review of ALC Policies, the ALC Act & ALR Regulation?

Past 6-Month Interaction with the ALC

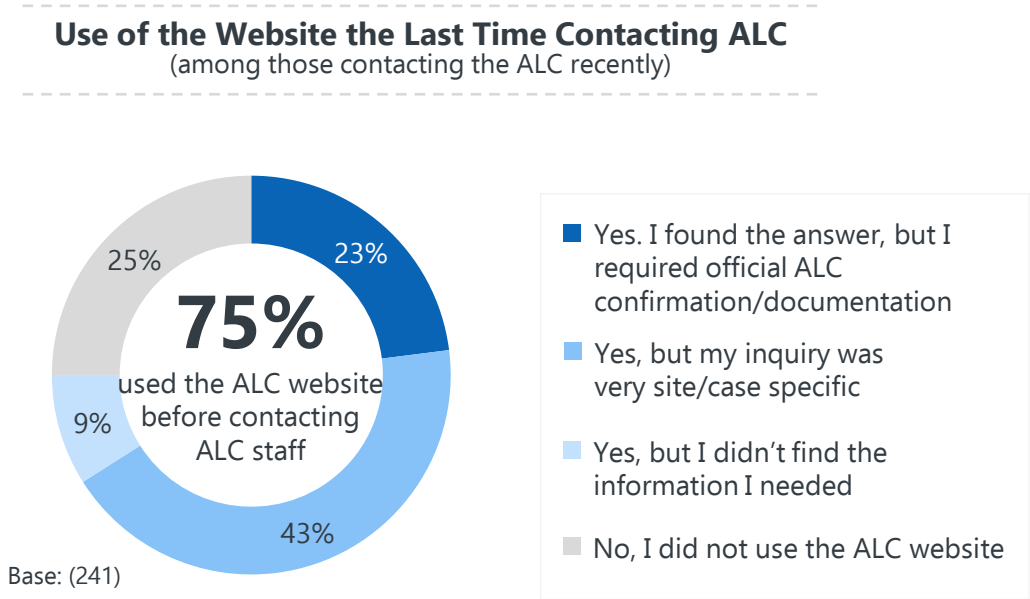


- > The three most common reasons for contacting the ALC are to discuss an ALR application, to get assistance interpreting the Act/Regulation, and to discuss a proposed land use inquiry by an ALR Landowner.
- > 6-in-10 stakeholders working in land use planning/policy have contacted the ALC to discuss an ALR application or for assistance with interpreting the Act/Regulation in the past 6 months.
- > 7-in-10 stakeholders working in bylaw enforcement have contacted the ALC for information regarding the compliance and enforcement process, and over half (57%) have submitted a report of possible unauthorized ALR land use.
- > Compared to stakeholders working for municipalities, stakeholders working for regional districts are more likely to contact the ALC to discuss an ALR application, for assistance with interpreting the Act/Regulation and to discuss a proposed land use inquiry.



Q10. In the past 6 months, how often have you contacted someone at the ALC for each of the following reasons?

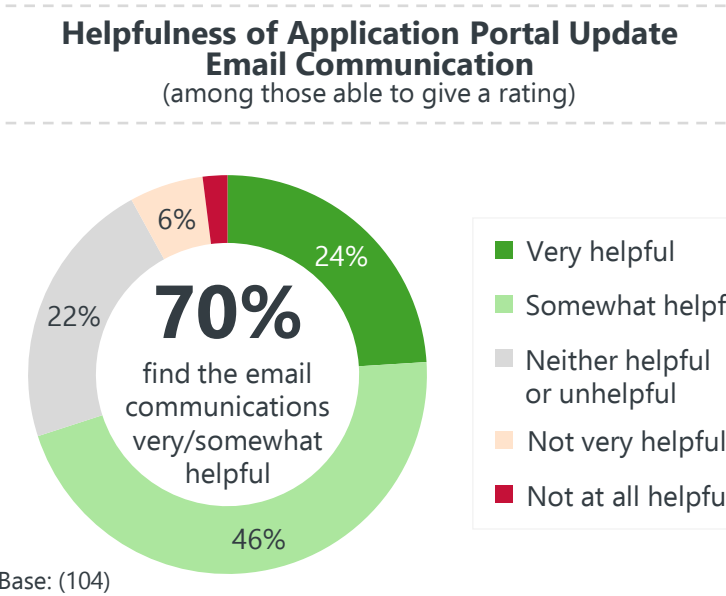
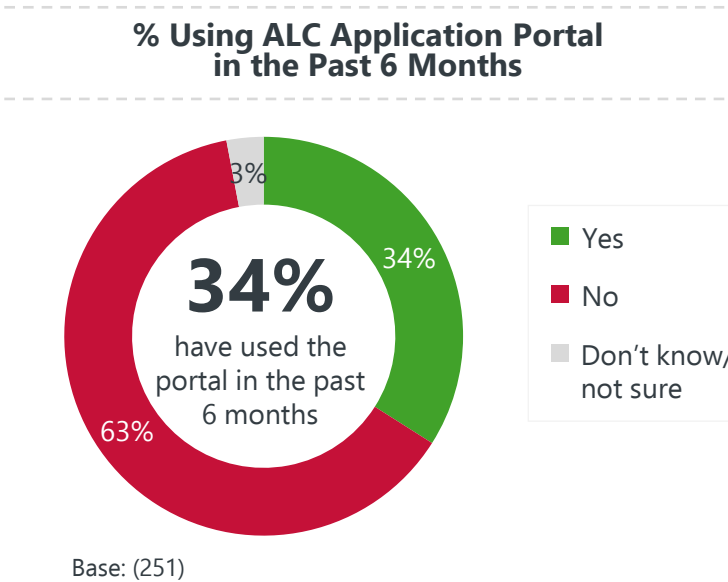
- › Three-quarters of stakeholders consulted the ALC website before contacting ALC staff.
- › Four-in-ten said that their inquiry was too site/case specific, while 23% said they found the answer but required official ALC confirmation.
- › Only 9% attempted to use the website but could not find the information they were looking for.
- › Among the 25% who did not use the ALC website before contacting staff, the most common reasons for not using the website were: having an active file, having a very specific question and having a contact person that they already deal with at the ALC.



ALC Application Portal – Use & Communications



- › Overall, one-third of stakeholders have used the ALC Application Portal in the past six months.
- › Use of the portal is higher among stakeholders working in land use policy/planning – 46% have used the portal in the past six months.
- › Portal use is also higher among stakeholders working for regional districts (46%) than among stakeholders working for municipalities (30%).
- › Among those who are able to assess the Application Portal Update email communications, seven-in-ten find them helpful, including one-quarter who find them very helpful.

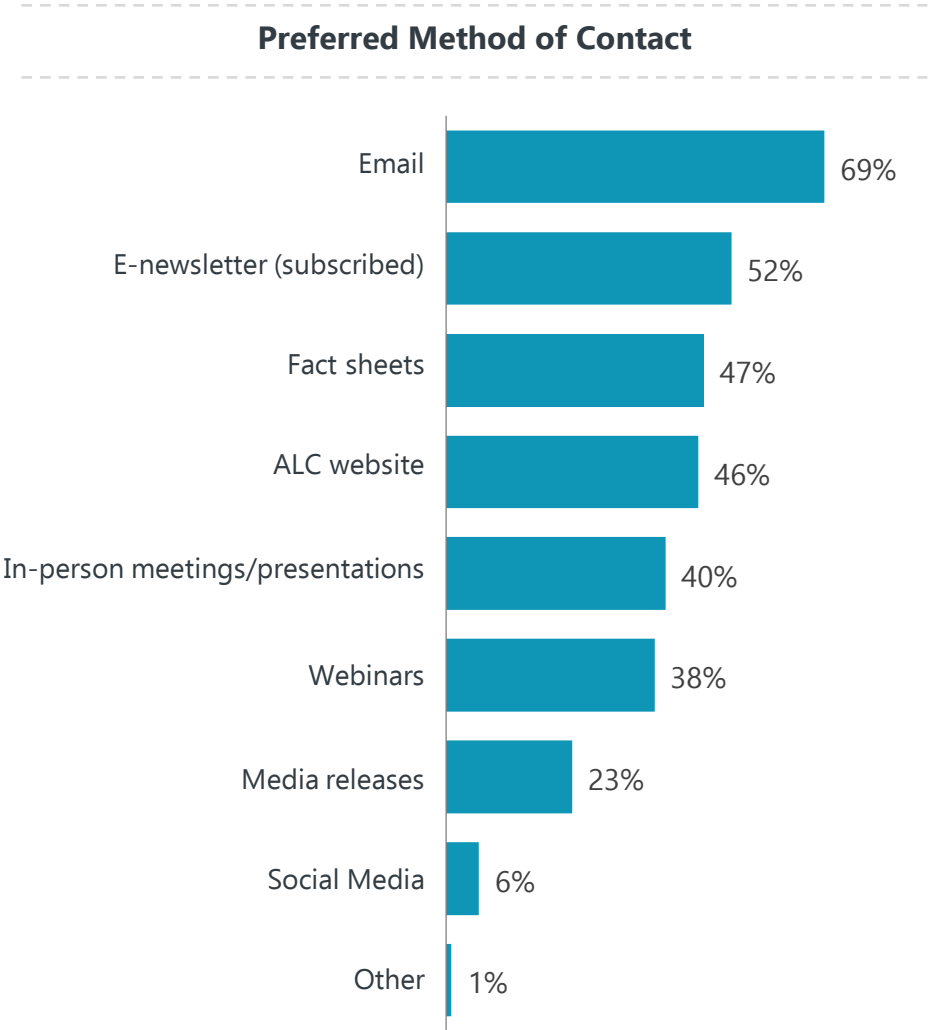


Q12. Have you used the ALC Application Portal in the past 6 months?
Q13A. How helpful has 'Application Portal Update' email communication from the ALC been?

Preferred Channels for Information from the ALC



- › When it comes to receiving information about the ALR from the ALC, email is the most preferred channel (69%).
- › Roughly half of stakeholders also prefer getting information via subscribed E-newsletters, fact sheets, and the ALC website.
- › Those working in land use planning/policy are particularly likely to be interested in webinars – 49% said that webinars are one of their preferred channels to receive information about the ALR from the ALC, compared to 38% overall.

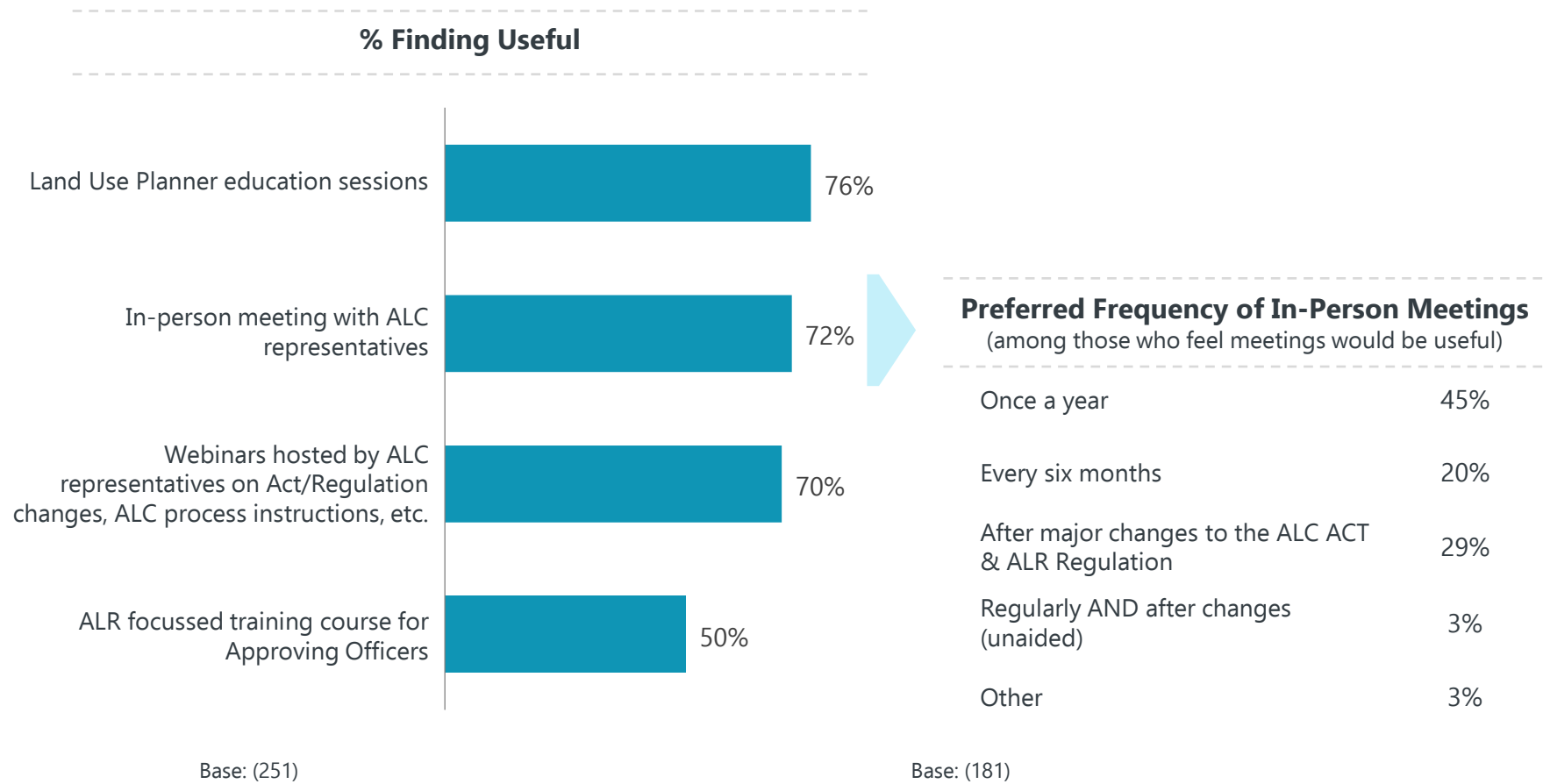


Base: (251)

Note: percentages may add to more than 100% given that it is a multiple response question.
Q14. How would you prefer to receive information about the ALR from the ALC? *Select as many as apply.*

Other Channels of Contact

- › Stakeholders were presented with four different training/education options and were asked whether or not they would find them useful.
- › Land Use Planner education sessions, in-person meetings with ALC representatives, and webinars hosted by the ALC are considered useful by at least 7-in-10 stakeholders.
- › While those working for municipalities and regional districts would find Land Use Planner education sessions equally useful, those working for regional districts are more likely to find in-person meetings useful, while those working for municipalities are more likely to find a training course for Approving Officers useful.
- › Among those who would like in-person meetings with ALC representatives, just under half (45%) would like annual meetings, while 20% would like to meet every six months. Three-in-ten think the meetings should occur after major changes to the ALC Act & ALR Regulation.

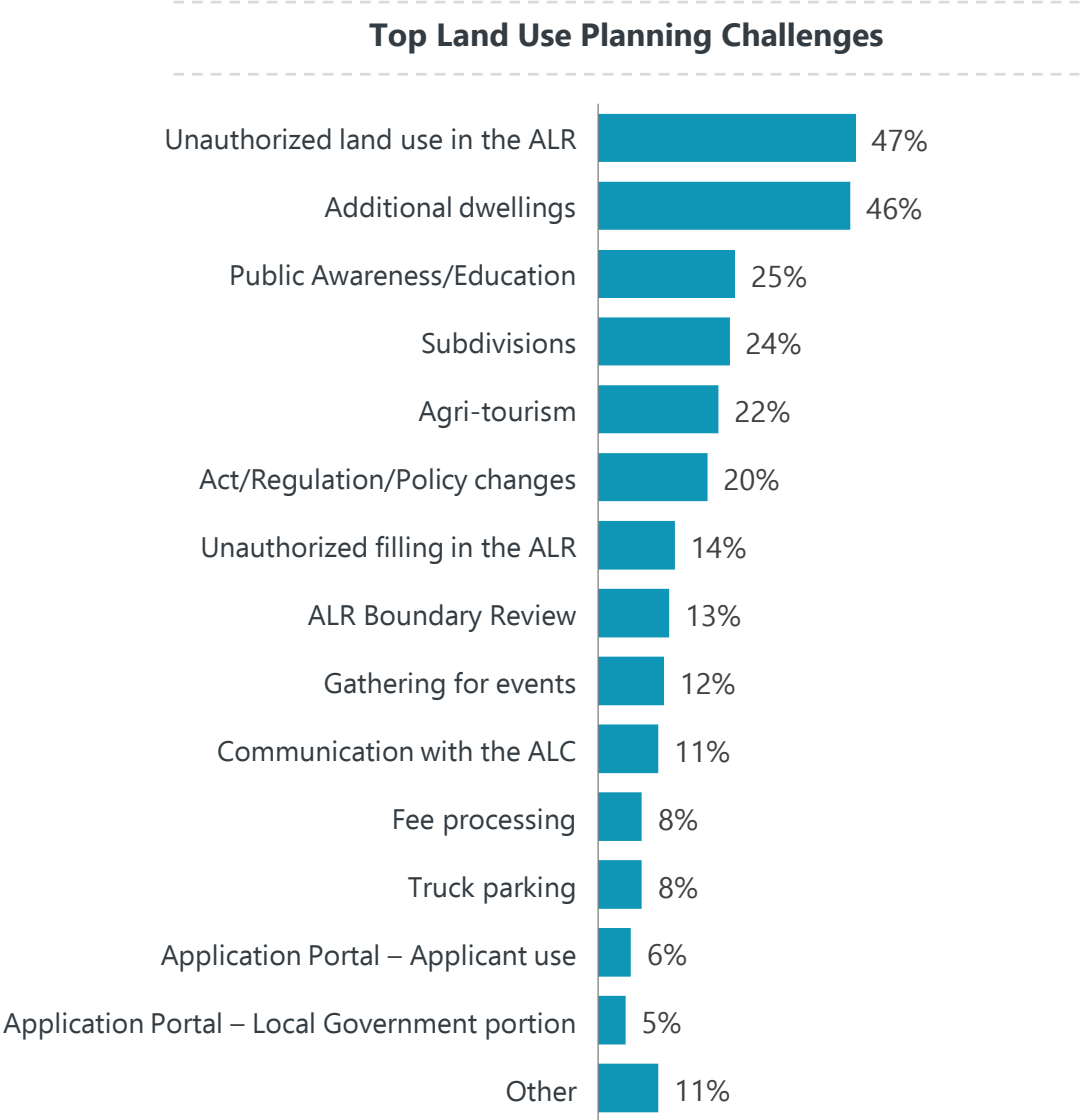


Note: percentages may add to more than 100% given that it is a multiple response question.
Q15. Would you find any of the following useful?
Q15AA. How often would you like to have in-person meetings with ALC representatives?

Top Land Use Planning Challenges



- > By a wide margin, the top land use planning challenges are unauthorized land use in the ALR and additional dwellings – just under half of stakeholders selected them among their top three challenges.
- > Following distantly, the next most common challenges are public awareness/education, subdivisions, agri-tourism and Act/Regulation policy changes (selected by between 20-25% of stakeholders).
- > From a regional perspective, stakeholders on the Island are most likely to consider additional dwellings as a challenge (65% compared to 46% overall), while those in the South Coast are particularly challenged by unauthorized filling in the ALR (32% compared to 14% overall).



Base: (251)

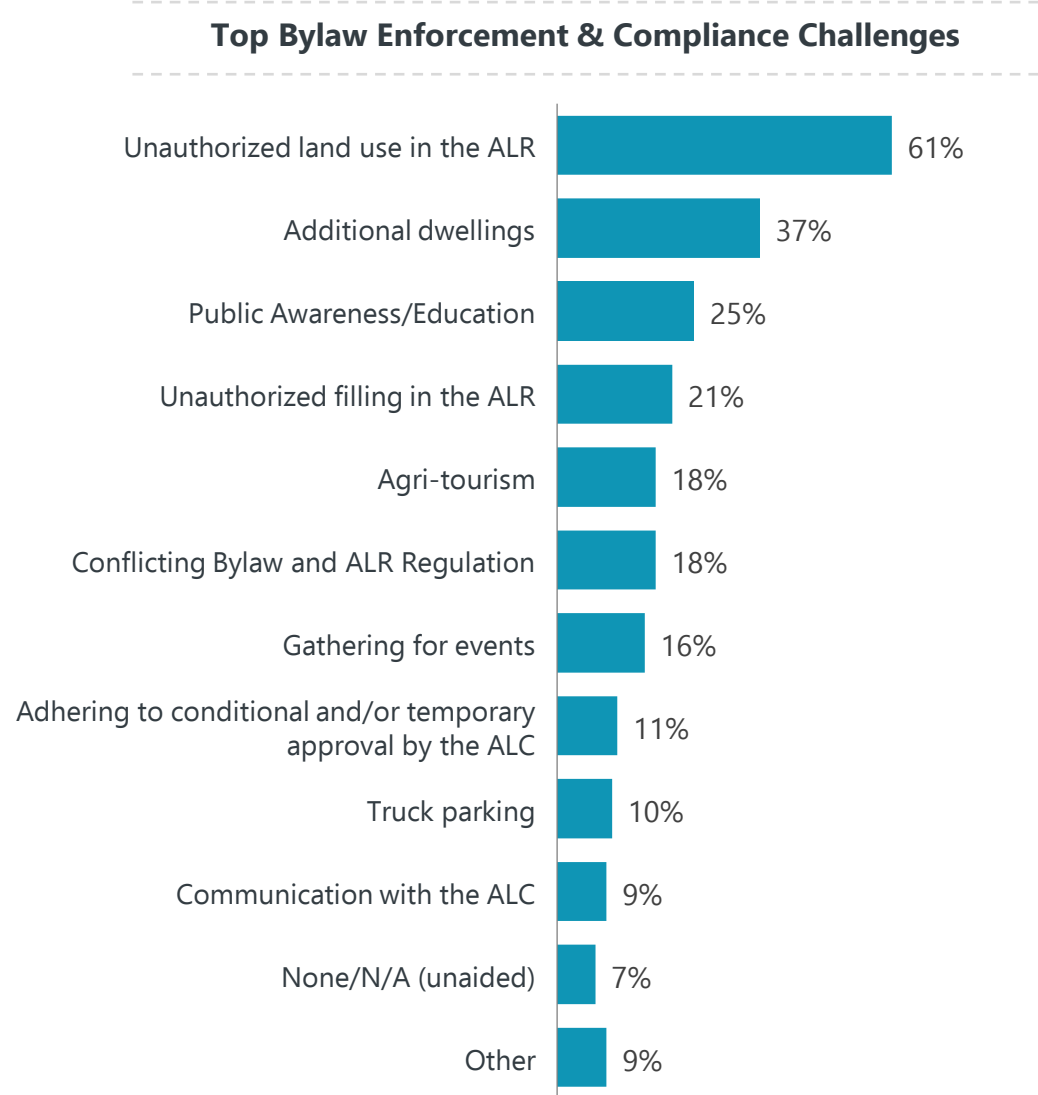
Note: percentages may add to more than 100% given that it is a multiple response question.

Q16. In your role, what are the top three challenges in relation to land use planning in the ALR? *Select up to 3 challenges.*

Top Bylaw Enforcement & Compliance Challenges



- › When it comes to bylaw enforcement and compliance, unauthorized land use in the ALR continues to be the main challenge (61% selecting it as one of their top three challenges).
- › Additional dwellings are also a challenge with over one-third of stakeholders selecting it within their top three.
- › Public awareness/education and unauthorized filling are the next most common challenges related to bylaw compliance and enforcement (selected by 25% and 21%, respectively).

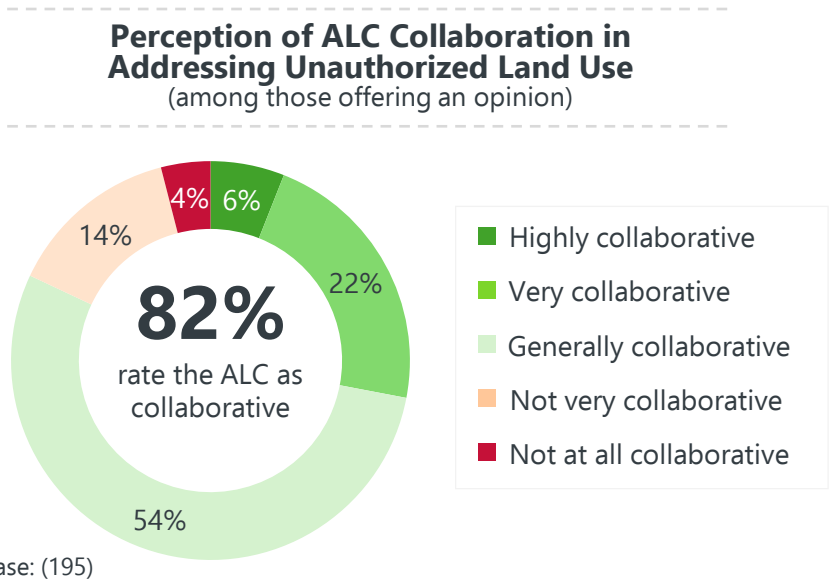


Base: (251)
Note: percentages may add to more than 100% given that it is a multiple response question.
Q18. In your role, what are the top three challenges in relation to bylaw compliance and enforcement in the ALR? *Select up to 3 challenges.*

ALC Collaboration Regarding Unauthorized Land Use



- › Among stakeholders who were able to provide an assessment, 8-in-10 stakeholders rate the current relationship between their local government and the ALC as collaborative.
- › One of the main comments that participants shared regarding the collaboration on enforcement is that they desire more involvement from the ALC in this area. Others feel that the collaboration is good and compliment ALC staff on being helpful and supportive.



Comments on Collaboration with the ALC on Enforcement

“ I understand from our Bylaw Enforcement Department that the ALC's enforcement department is very understaffed and so it's difficult to have anyone come out to our area for enforcement. ”

“ I think much of it is left to the municipality to enforce. There should be more direct involvement of the ALC in this area. ”

“ In the past 5 years, until recently, I have been aware of one instance where the ALC did enforcement action here. So we really need the ALC enforcement staff to have a bigger presence here, so we can support each other. The bylaw staff here have a very good handle on this, but it all cannot fall on the city's staff to do all the enforcement. ALC needs to work with us. ”

“ Planning departments are very collaborative, however on-the-ground enforcement is not there. ”

“ To date we have enjoyed fantastic support and prompt attention to our enquiries from all ALC staff. ”

“ Good communication with ALC staff. Helpful in addressing questions. ”

Q20A. When it comes to addressing unauthorized land use in the ALR, how would you describe the current relationship between your local government and the ALC?

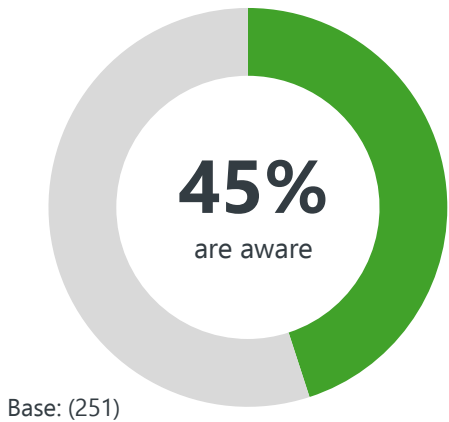
Q20B. Do you have any comments regarding collaboration with the ALC on enforcement?

Awareness of Downloads from ALC Website

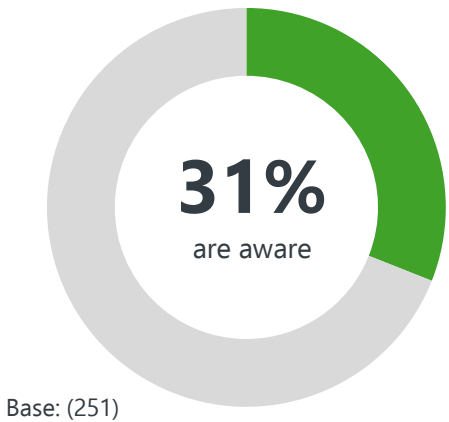


- › Forty-five percent of stakeholders are aware that the ALR Boundary and ALR Zone 1 & 2 are downloadable from the ALC website as a GIS shapefile or Google Earth kmz file.
- › Awareness is higher among those who work in land use planning/policy – 58% are aware that the downloads are available.
- › Just under one-third of stakeholders are aware that Agricultural Capability data is available for download on the ALC website as a GIS geodatabase.
- › Again, awareness is higher among those who work in land use planning/policy (38% are aware).

Awareness that ALR Boundary and ALR Zone 1 & 2 can be downloaded from the ALC website



Awareness that Agricultural Capability data can be downloaded from the ALC website



Q21. Are you aware that that the ALR Boundary and ALR Zone 1 & 2 are available for download from the ALC website as a GIS shapefile or Google Earth kmz file? This information is also available for download through the B.C. Data Catalogue.

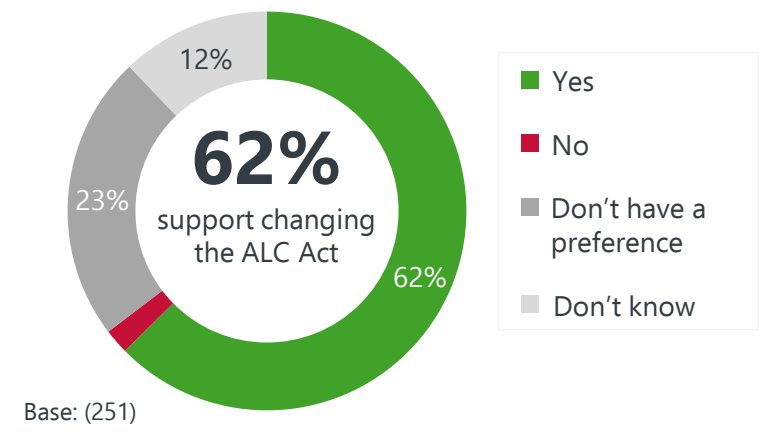
Q22. Are you aware that Agricultural Capability data is available for download from the ALC website as a GIS geodatabase to be used with GIS software?

Support for Allowing the ALC to Collect Application Fee Directly



- > Six-in-ten stakeholders would support changes to the ALC Act that would allow the ALC to collect its own portion of the application fee directly. Another quarter say that they don't have a preference either way, while 12% are unsure.
- > Only 2% of stakeholders express that they are against revising the ALC Act for this purpose.

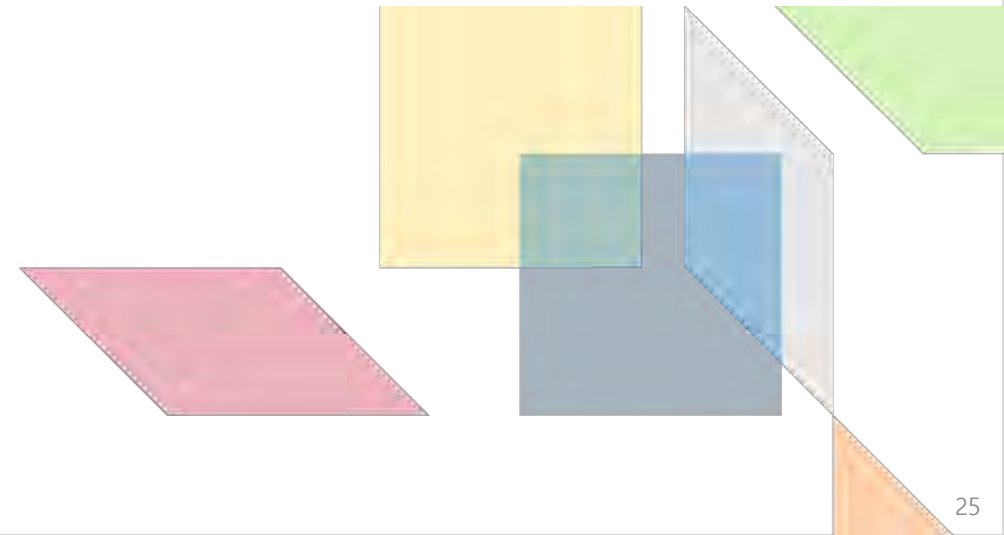
Support for Changing ALC Act to Allow the ALC to Collect its Application Fee Directly



A small graphic element consisting of a green and grey 3D cube, identical to the one in the header.

Appendix

- Participant Profile
- Questionnaire



Participant Profile

	2016
Base	251
	%
Government Type	
Municipality	64
Regional District	29
Island's Trust (unaided)	5
Other	2
Region	
Interior	7
Island	24
Kootenay	10
North	8
Okanagan	19
South Coast	32
Role/Area of Work	
Land Use Planning/Policy	59
Administration	12
Bylaw Enforcement	9
Elected Official	8
Engineering/Building/Permitting	6
Finance	2
Other	3

AGRICULTURAL LAND COMMISSION SURVEY OF LOCAL GOVERNMENT **FINAL**

SURVEY LANDING PAGE

Thank you for taking the time to provide us with your feedback which will help the Agricultural Land Commission (ALC) ensure that its services and staff can best assist you with matters relating to regulation and enforcement in the Agricultural Land Reserve (ALR). All of your feedback is strictly confidential and will not be linked to your identity.

PARTICIPANT CHARACTERISTICS

Q1. Please indicate if you work for a municipality, regional district, or first nations government.

1. Municipality
2. Regional District
3. First Nations Government
96. Other (please specify)

Q2. Which ALR Region is your local government in?

1. Interior
2. Island
3. Kootenay
4. North
5. Okanagan
6. South Coast

Q3. And which of the following best describes your role, or the area you work in?

If it is not listed below, you can enter it in using 'Other (please specify)'.

1. Administration
2. Bylaw Enforcement
3. Elected Official
4. Engineering/Building/Permitting
5. Finance
6. Land Use Planning/Policy
96. Other (please specify)

AWARENESS, COMMUNICATIONS

Q4. How do you typically learn about changes or matters related to Agricultural Land Reserve (ALR) land use policy, planning, or enforcement (e.g., changes to the application process, the *ALC Act*, *ALR Regulations*)?

Please select all that apply and/or enter a response in 'Other (please specify)'.

1. ALC staff
2. ALC website
3. ALC Information Update email
4. Co-workers

5. Local government/Municipal/Regional District website
6. Ministry of Agriculture/BC Government press releases
7. News media – i.e., newspaper, radio, television, online
8. Staff working in the Ministry of Agriculture/BC Government
9. The public – including landowners, applicants
96. Other (please specify)

Q5 INTRO. ALC Policies provide interpretation & clarification of the *ALC Act & ALR Regulation*. ALC Policies outline guidelines, strategies, rules and positions on various issues and provide clarification and courses of action consistently taken or adopted by the Commission.

Q5A. Before this survey, were you aware that the ALC adopts various Land Use, Procedural and Operational Policies?

1. Yes
2. No | SKIP TO Q6

Q5B. How often do you refer to these ALC Policies?

1. Very often
2. Somewhat often
3. Not very often
4. Rarely or never | SKIP TO Q6
98. Don't know/Not sure | SKIP TO Q6

Q5C. How helpful do you generally find these ALC Policies in carrying out your role?

1. Very helpful
2. Somewhat helpful
3. Not very helpful
4. Not at all helpful
98. Don't know/Not sure

Q5D. [SHOW ON SAME PAGE AS Q5C] Could the ALC Policies be modified to be more helpful to you in your role? If so, how?

RECORD VERBATIM

Q6. Does your local government refer all ALR applications to your Agricultural Advisory Commission (AAC)?

1. Yes
2. No
3. Referring applications is optional
98. Don't know
99. We do not have an AAC

Q7. Does your local government have a soil deposit/extraction bylaw?

- 1. Yes
- 2. No
- 98. Don't know/Not sure

Q8. Does your local government issue building permits on parcels in the ALR?

- 1. Yes
- 2. No | SKIP TO Q10
- 98. Don't know | SKIP TO Q10
- 99. Not applicable | SKIP TO Q10

Q9A. [ASK ONLY IF Q8=YES] Does the review process for building permits include a review of ALC Policies, the *ALC Act & ALR Regulation*?

- 1. Yes | SKIP TO Q10
- 2. No
- 98. Don't know | SKIP TO Q10

Q9B. [ASK ONLY IF Q9=NO. SHOW ON SAME PAGE AT Q9] Is there a specific reason(s) why the review process for building permits does not include a review of ALC Policies, the *ALC Act & ALR Regulation*?
RECORD VERBATIM

INTERACTION WITH ALC

Q10. In the past 6 months, how often have you contacted someone at the ALC for each of the following reasons?

RANDOMIZE

Q10A. For ALC Application Portal assistance

Q10B. To discuss an ALR application

Q10C. Before issuing a building permit in the ALR

Q10D. For assistance with *ALC Act/ALR Regulation*/ALC Policy interpretation

Q10E. To discuss a proposed land use inquiry by an ALR Landowner

Q10F. For information regarding the ALC compliance and enforcement process

Q10G. To submit a report of possible unauthorized use on ALR land

- 1. Once
- 2. 2 to 5 times
- 3. 6 to 10 times
- 4. 11 to 20 times
- 5. 21 to 50 times
- 6. More than 50 times
- 97. Did not contact the ALC for this

Q11A. Thinking about the last time you contacted the ALC, did you first attempt to use the ALC website before you contacted ALC staff?

1. Yes. I found the answer, but I required official ALC confirmation/documentation | SKIP TO Q12
2. Yes, but I didn't find the information I needed | SKIP TO Q11B
3. Yes, but my inquiry was very site/case specific | SKIP TO Q12
4. No, I did not use the ALC website | SKIP TO Q11C

Q11B. [ASK ONLY IF Q11A=2. SHOW ON SAME PAGE AS Q11A] What information were you looking for that you couldn't find?

RECORD VERBATIM

Q11C. [ASK ONLY IF Q11A=4. SHOW ON SAME PAGE AS Q11A] Why did you not attempt to use the website?

RECORD VERBATIM

Q12 INTRO. *Please be advised that the ALC will also be conducting a targeted ALC Application Portal User Experience survey in Feb/Mar 2017.*

Q12. Have you used the ALC Application Portal in the past 6 months?

1. Yes
2. No
98. Don't know/Not sure

Q13A. How helpful has 'Application Portal Update' email communication from the ALC been?

1. Very helpful
2. Somewhat helpful
3. Neither helpful or unhelpful
4. Not very helpful
5. Not at all helpful
98. Don't know/Not sure

Q13B. [SHOW ON SAME PAGE AS Q13A] Do you have any comments to add about the Application Portal Update email communication?

RECORD VERBATIM

Q14. How would you prefer to receive information about the ALR from the ALC? Select as many as apply.

RANDOMIZE

1. In person meetings/presentations
2. ALC website
3. Email
4. E-newsletter (subscribed)
5. Fact sheets

6. Media releases
7. Webinars
8. Social media
96. Other (please specify)

Q15 INTRO. Would you find any of the following useful?

Q15A. In-person meeting with ALC representatives.

Q15B. Webinars hosted by ALC representatives on Act/Regulation changes, ALC process instructions, etc.

Q15C. ALR focussed training course for Approving Officers.

Q15D. Land Use Planner education sessions.

1. Yes
2. No
98. Don't know/Not sure

Q15AA. [ASK ONLY IF Q15A=YES. SHOW ON SAME PAGE AS Q15A] How often would you like to have in-person meetings with ALC representatives?

1. Once a year
2. Every six months
3. After major changes to the ALC ACT & ALR Regulation
96. Other (please specify)

Q15E. What other types of interaction and/or ALC related topics would you find useful?

RECORD VERBATIM

PRIORITIES, HOW ALC CAN HELP AND ATTITUDES TOWARD POLICY CHANGES

Q16. In your role, what are the top three challenges in relation to **land use planning in the ALR**?

[RESPONDENT MUST SELECT BETWEEN 1 AND 3 OPTIONS]

RANDOMIZE

1. Act/Regulation/Policy changes
2. Fee processing
3. Communication with the ALC
4. Unauthorized land use in the ALR
5. Unauthorized filling in the ALR
6. Agri-tourism
7. Truck parking
8. Gathering for events
9. Additional dwellings
10. Subdivisions
11. ALR Boundary Review
12. Application Portal – Local Government portion

- 13. Application Portal – Applicant use
- 14. Public Awareness/Education
- 96. Other (please specify)

Q17A. [IF SELECTED 1 OPTION] And why is that your top land use planning challenge?

[IF SELECTED 2 or 3 OPTIONS] And why are those your top land use planning challenges?

RECORD VERBATIM

Q17B. Do you have any suggestions that would help you address your land use challenge(s)?

RECORD VERBATIM

Q18. In your role, what are the top three challenges in relation to **bylaw compliance and enforcement in the ALR**?

[RESPONDENT MUST SELECT BETWEEN 1 AND 3 OPTIONS]

RANDOMIZE

- 1. Communication with the ALC
- 2. Conflicting Bylaw and ALR Regulation
- 3. Adhering to conditional and/or temporary approval by the ALC
- 4. Unauthorized land use in the ALR
- 5. Unauthorized filling in the ALR
- 6. Agri-tourism
- 7. Truck parking
- 8. Gathering for events
- 9. Additional dwellings
- 10. Public Awareness/Education
- 96. Other (please specify)

Q19A. [IF SELECTED 1 OPTION] And why is that your top bylaw compliance and enforcement challenge?

[IF SELECTED 2 or 3 OPTIONS] And why are those your top bylaw compliance and enforcement challenges?

RECORD VERBATIM

Q19B. Do you have any suggestions that would help you address your bylaw compliance and enforcement challenge(s)?

RECORD VERBATIM

Q20A. When it comes to addressing unauthorized land use in the ALR, how would you describe the current relationship between your local government and the ALC?

- 1. Highly collaborative
- 2. Very collaborative
- 3. Generally collaborative
- 4. Not very collaborative
- 5. Not at all collaborative
- 98. Don't know/Not sure



Agricultural Land Commission Applicant Satisfaction Survey

Prepared for:

Kim Grout, CEO

Lindsay McCoubrey, Planner

April 21, 2017



The logo for 'sentis' features a stylized 3D cube icon composed of green and grey faces, followed by the word 'sentis' in a lowercase, sans-serif font.

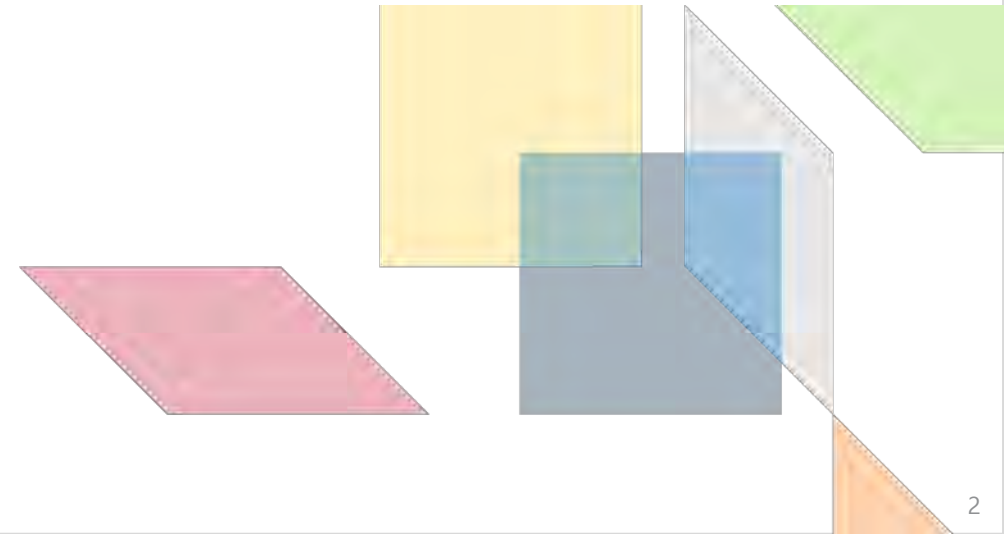
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03 Background, Objectives & Methodology

05 Summary

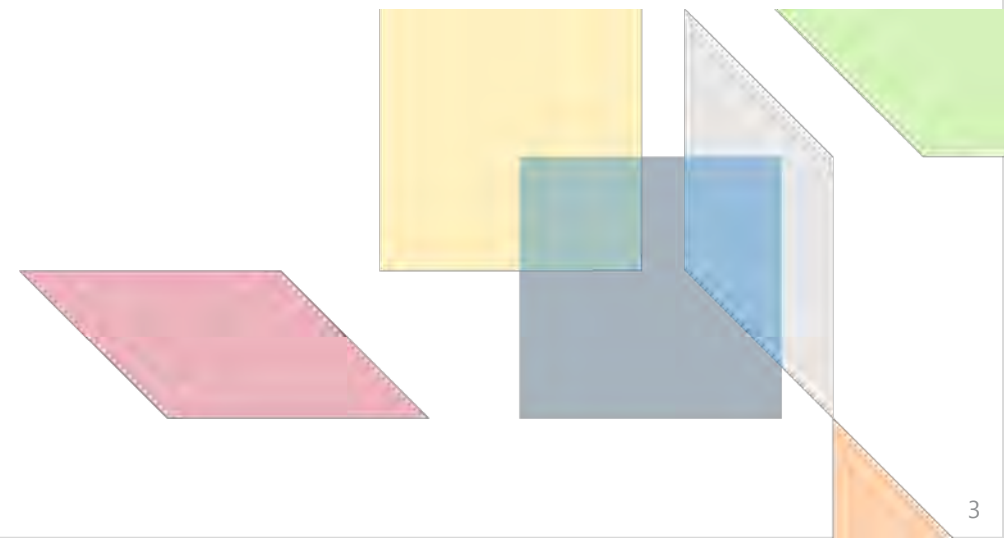
09 Survey Results

26 Appendix



The logo for 'sentis' features a stylized 3D cube icon with green and grey faces.

Background, Objectives & Methodology



Background & Objectives

- › The Ministerial Order No. M072 sets out a series of goals for the Agricultural Land Commission (ALC). One goal is to measure public satisfaction with the application process through an Applicant Satisfaction Survey. The objective of the survey is not to assess satisfaction with the commission’s decisions, but rather satisfaction with the process by which the application was received, reviewed and a decision communicated.
- › The ALC commissioned Sentis Research to design and administer the survey. The survey addressed the following objectives:
 - › Measure satisfaction with the application process overall and with specific aspects, including:
 - Site visits
 - Deficiency notifications
 - The manner the decision was communicated
 - › Measure satisfaction with the online application portal, including:
 - Identifying any problematic/difficult steps
 - Evaluating the ease of finding and uploading mandatory documents
 - › Determine the use of additional help resources and reasons applicants are contacted by the local government and the ALC

Methodology

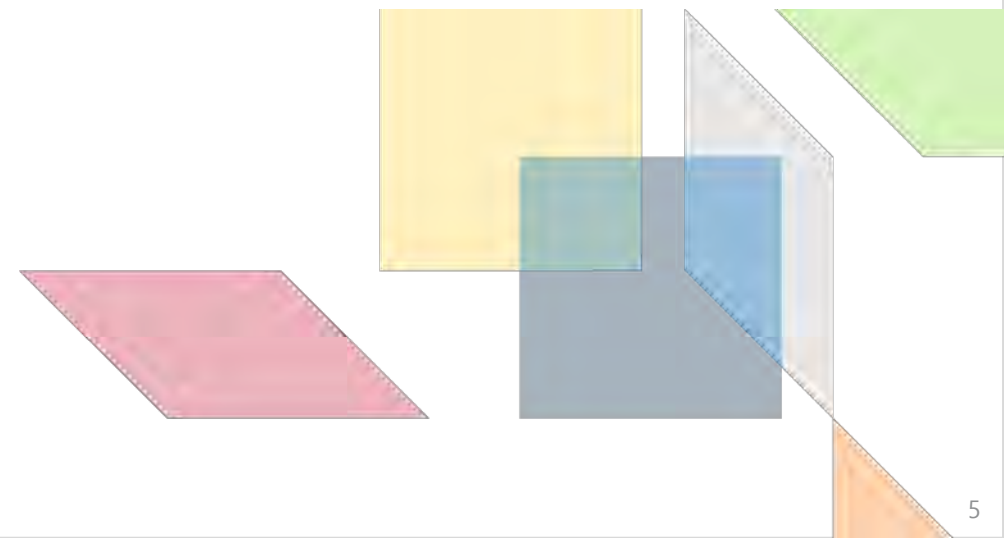
- › The ALC provided Sentis with a list of email addresses for 149 applicants who submitted an application to the ALC as of April 1, 2016 and had a decision made by February 15, 2017.
- › Email invitations containing a unique link to the online survey were sent to applicants by Sentis. The survey was open for participation from March 2 to 17, 2017. On March 13, a reminder email was sent to all those who had not yet completed the survey.
- › Overall, a total of 61 applicants completed the survey for a response rate of 41%. The final sample distribution, in terms of application type, is generally representative of all applications received. The breakdown of the final sample by application type is shown in the table below.

Application Type	# of Surveys
EXC	11
FILL	2
INC	3
NFU	18
SCH	1
SDV	22
TUR	4
Total	61

- › The maximum margin of error at the 95% level of confidence for the total sample size is ±10%.

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Summary



The Application Process

Applicants give very positive assessments when it comes to the application process – 68% are very or somewhat satisfied with the process by which their application was reviewed. Similarly, the application portal gets positive reviews from applicants, with three-quarters rating their overall experience with the portal as excellent, very good, or good. Applicants generally had a positive experience with the portal because they found it to be simple and user-friendly.

The application process went smoothly for the majority of applicants. Over six-in-ten applicants did not report having problems or difficulties completing any steps in the application portal. Further, it was generally easy for applicants to find and upload the mandatory documents – at least seven-in-ten applicants who were required to upload each document considered it easy to do so.

Over three-quarters of applicants agree that the amount of information required to complete the application was reasonable. However, applicants are relatively less satisfied when it comes to being kept informed of the status of their application (42% agree that they were). This is despite the fact that 97% of applicants are aware that they can check the status of their application online.

Contact with Local Government and the ALC

Most applicants contacted their local government before starting the application process – 85% of them did. While preparing their application, roughly half of participants contacted ALC or local government staff, or accessed help resources on the application portal or ALC website.

Virtually all applicants were contacted by their local government at some point during the application process – it was generally because their application was deficient and missing required documents (86% of applicants were contacted by their local government for this reason).

Seven-in-ten applicants were contacted by the ALC. The main reasons that the ALC contacted applicants was either to schedule a site visit or to clarify or request additional information. Among applicants who dealt with staff at the ALC, 82% rate them as excellent, very good, or good when it comes to being courteous and helpful.

During the application process, four-in-ten applicants received a site visit. Among those who did, three-quarters were satisfied that the visit was easy to schedule and were satisfied with the site visit process.

The Impact of the Application Decision

An applicant’s satisfaction with the application process is very strongly linked to the outcome of their application. That is, those whose applications were refused are significantly more critical of the process. Just 30% of those whose applications were refused are satisfied with the process by which their application was reviewed. Comparatively, 85% of those whose application was approved are satisfied with the process.

The impact that the decision outcome has on an applicant’s perception of the process is widespread. The table below illustrates the metrics where applicants whose applications are refused give particularly low scores.

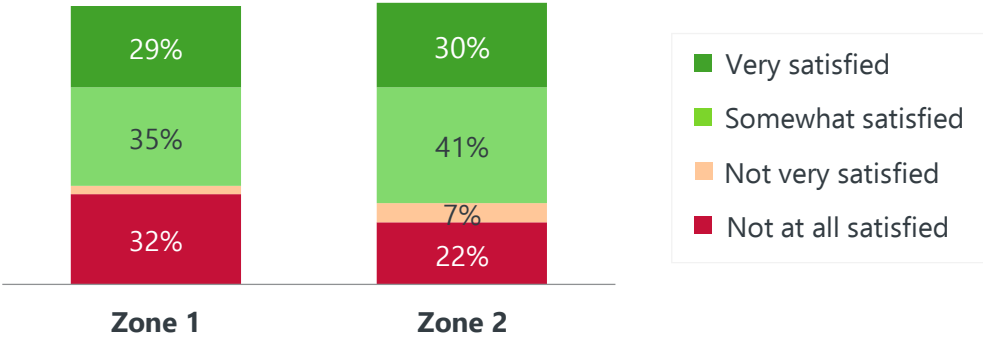
	Ratings By Application Decision		
	Total	Approved	Refused
Overall Satisfaction with Application Process (Very/Somewhat Satisfied)	68%	85%	30%
Overall Satisfaction with Application Portal (Excellent/Very Good/Good)	75%	83%	60%
ALC Staff on Being Courteous and Helpful (Excellent/Very Good/Good)	82%	89%	67%
Reasons for Decision Articulated Clearly (Strongly Agree/Agree)	58%	79%	15%
Layout of Decision Document was Reasonable (Strongly Agree/Agree)	53%	70%	20%
Satisfaction with Site Visit Process (Very/Somewhat Satisfied)	75%	94%	38%

Overall Satisfaction by Applicant Zone

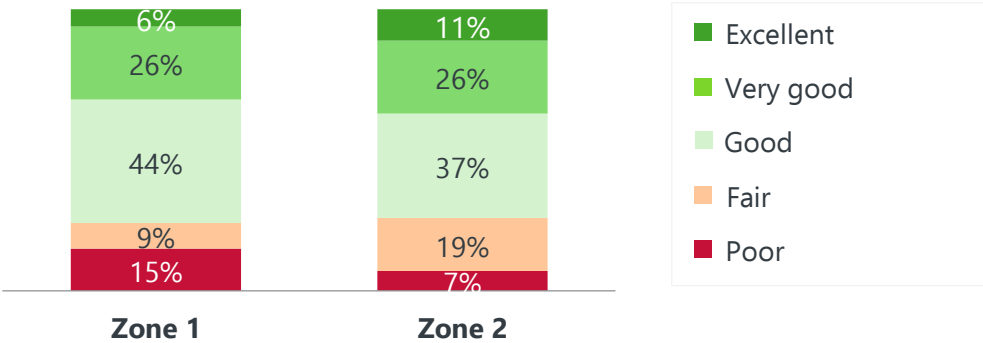
Applicants from Zone 1 and Zone 2 are equally satisfied when it comes to the process by which their application was reviewed, with 64% and 71% very or somewhat satisfied with the application process, respectively.

Similarly, three-quarters of applicants from Zone 1 and Zone 2 rate their overall experience with the application portal as excellent, very good or good.

Overall Satisfaction with Application Process



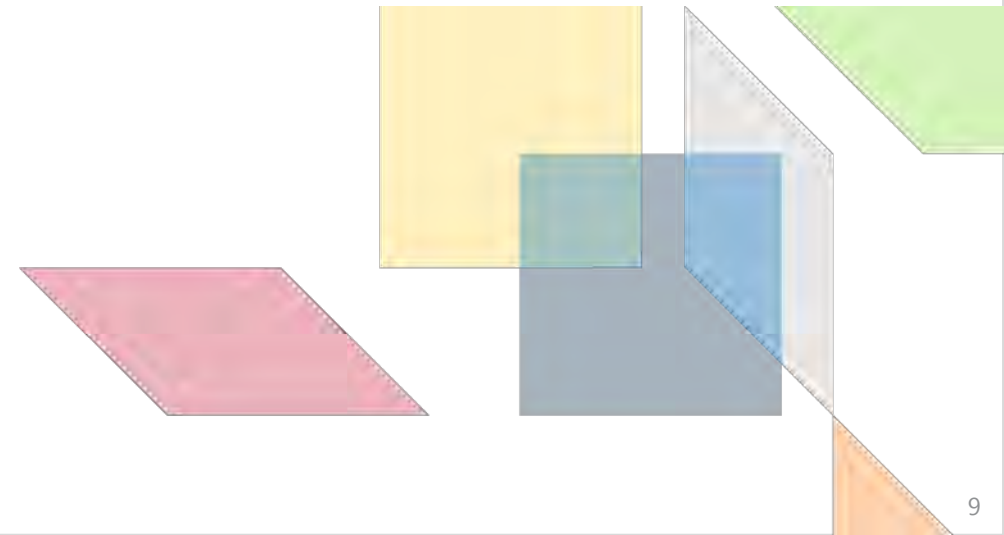
Overall Satisfaction with Application Portal



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Survey Results

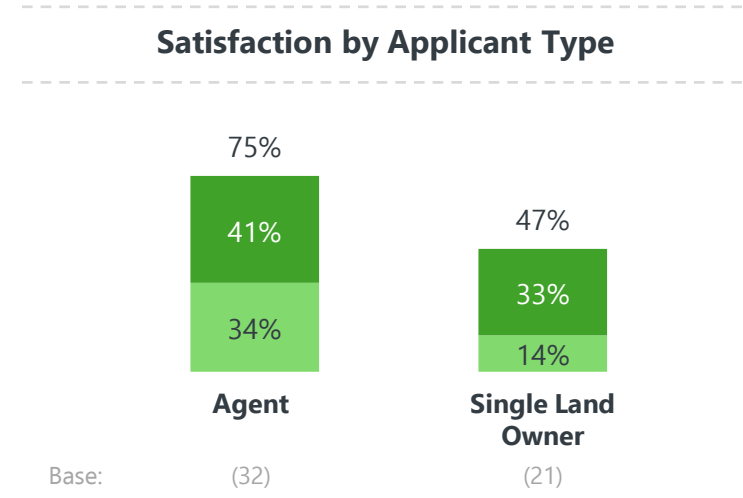
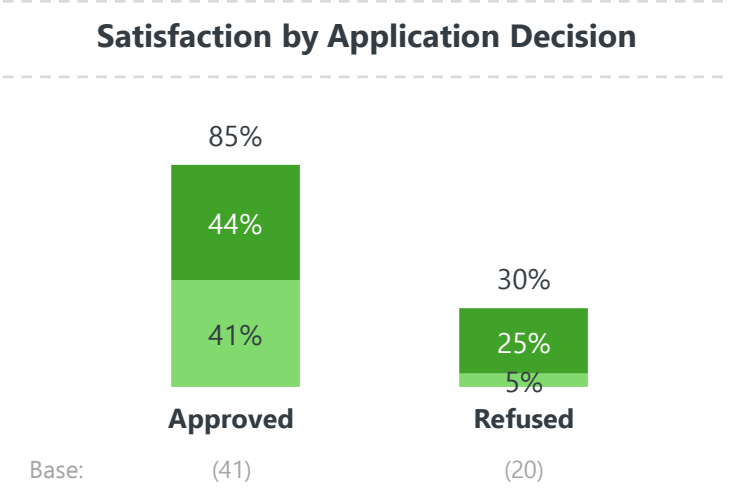
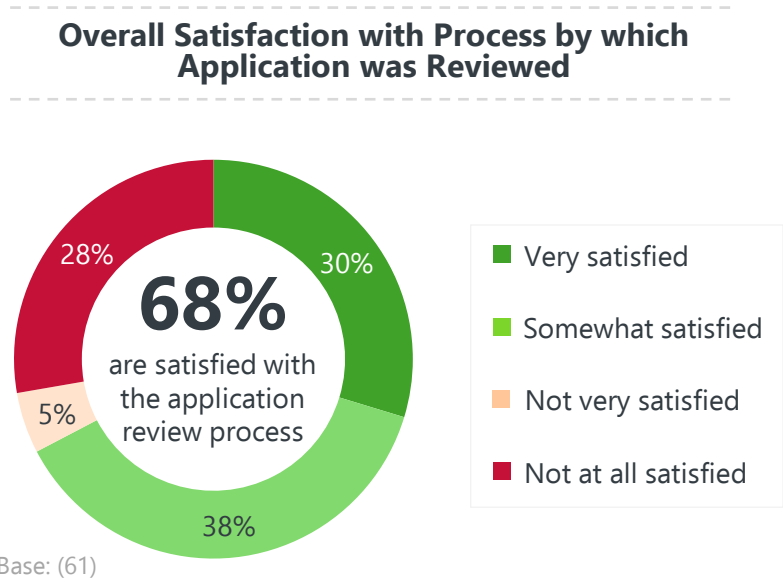
Application & Decision Process



Overall Satisfaction with the Review Process

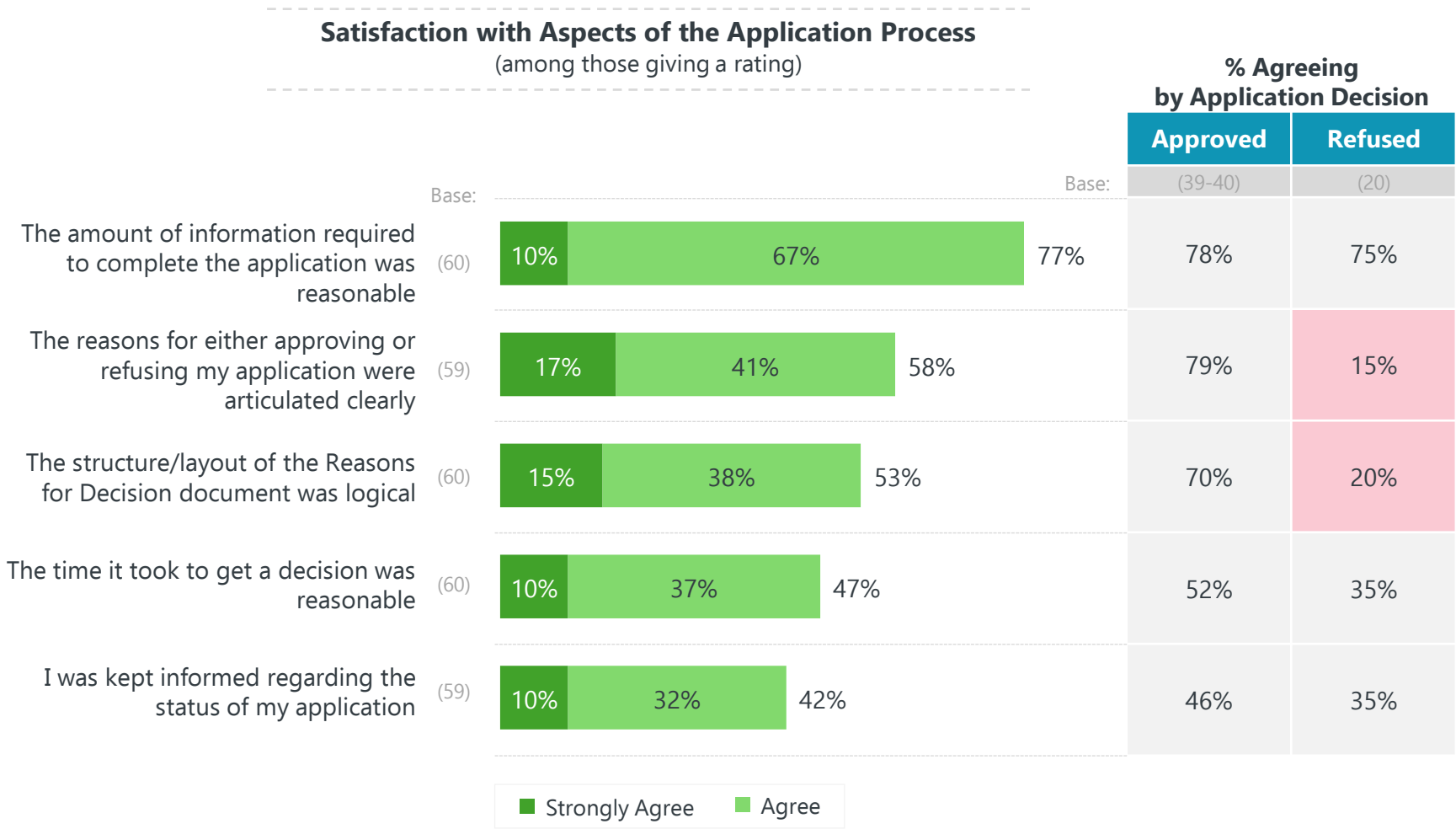


- Overall, two-thirds of applicants are satisfied with the process by which the application was reviewed, including three-in-ten who are very satisfied.
- Satisfaction with the application process is, of course, influenced strongly by the outcome of their application. Among applicants with applications that were approved, 85% are satisfied with the process. Compare this to 30% among those whose application was refused.
- Agents are also significantly more satisfied with the review process than Single Land Owners – 75% of Agents are satisfied, compared to 47% of Single Land Owners.



Satisfaction with the Application & Decision Process

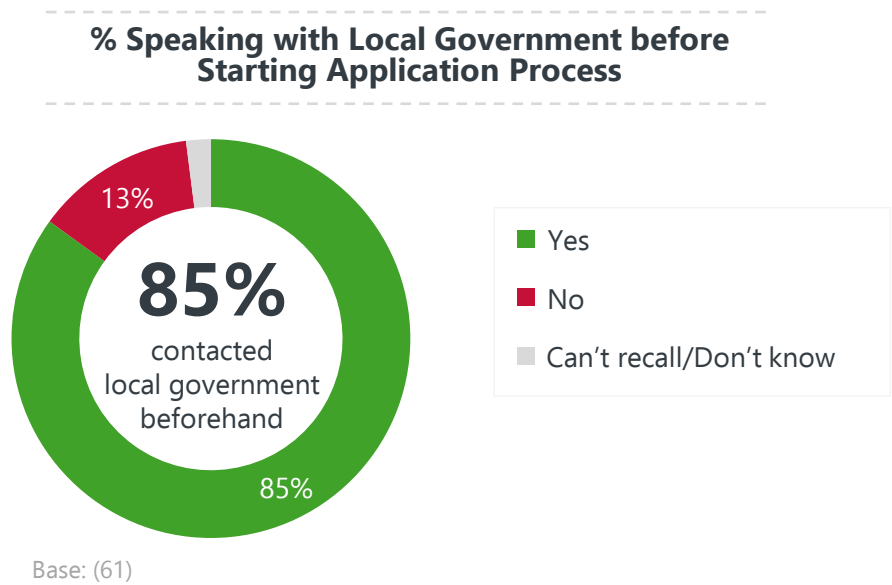
- › Applicants are generally satisfied that the amount of information required to complete the application is reasonable (77% agree that it is).
- › When it comes to the application decision, six-in-ten applicants feel that the reasons for the decision were articulated clearly. Half of applicants agree that the structure of the Decision document was logical and that the time it took to get a decision was reasonable.
- › Applicants are relatively less satisfied when it comes to being kept informed regarding the status of their application – 42% of applicants agree that they were.
- › Applicants with refused applications are particularly critical of two aspects of the application process – the reasons for the decision and that the layout of the Decision document. However, they do agree that the amount of information required to complete the application was reasonable.



Contacting Local Government before Starting Application



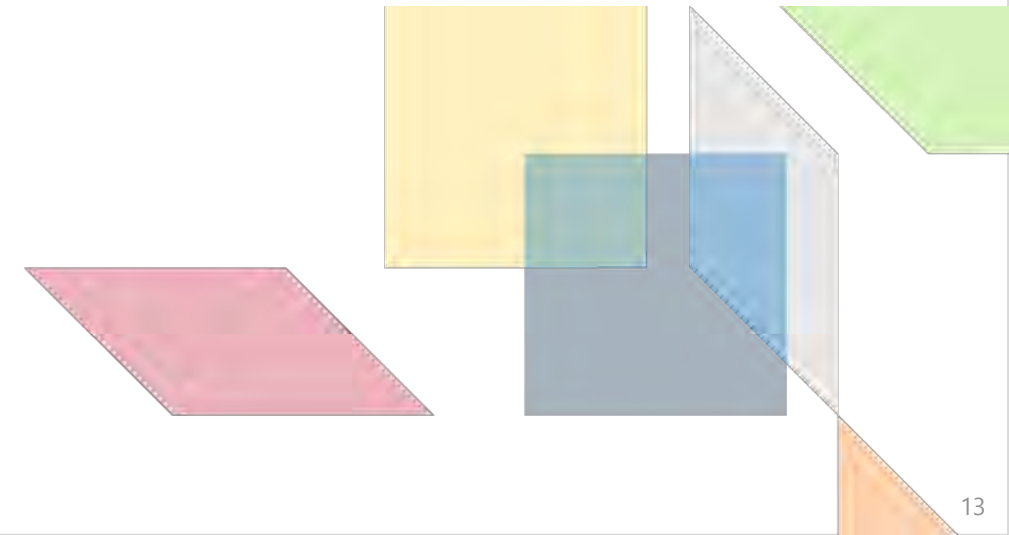
- > The large majority of applicants (85%) spoke with their local government before starting the application process.
- > This percentage is even higher among Agents – 94% of Agents spoke to their local government beforehand.



The logo for 'sentis' features a stylized 3D cube icon with green and grey faces.

Survey Results

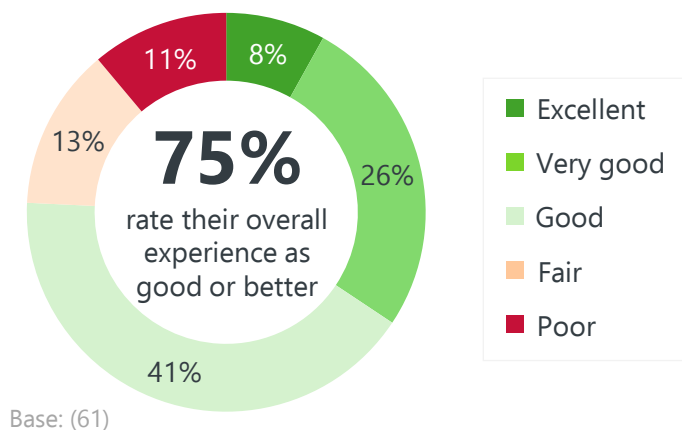
Online Application Portal



Overall Satisfaction with the Online Application Portal

- › The online application portal is well-received among applicants – three-quarters rate their overall experience with the portal as excellent, very good, or good.
- › Again, decision outcome has a strong impact on satisfaction – 83% of applicants whose application was approved had a positive experience, compared to 60% of those whose application was refused.
- › Among applicants who had a positive experience with the portal, it was mainly because they found it simple and user-friendly. Applicants also liked that they could check the application status online and save their work and come back and finish it later.
- › For those who had a less than positive experience, it was generally because they had difficulties answering some questions or would have preferred to apply in person. Others mentioned that they disliked that they did not have the opportunity to speak directly to the individuals who ultimately make the final decision.

Overall Experience with the Online Application Portal



By Application Decision:

Approved:	83% good or better
Refused:	60% good or better

Reasons for Having a Positive Experience

- “ It was very easy to fill out the application and upload (most) of the documents required. I could start the application one day and come back later to finish it as needed.”
- “ It is efficient, I can always check the status, I can review all information being provided to the panel and it allows a single location for all information about the application - including my application, Local Government responses and ALC staff reports.”
- “ Once our society could access the application portal, it was pretty straightforward to apply. We also appreciated that the ALR staff made themselves available to us if we did have any questions or concerns.”

Reasons for Having a Negative Experience

- “ I am not very good with computers, so it would have been easier to deal with people in person. I had to find someone to help me with the whole process. I think it would be more helpful if an applicant could apply in another way as well as by computers.”
- “ Again some of the questions are not clearly defined and when an incorrect answer is given, it is difficult to know how to respond.”
- “ It would be nice to actually speak to people making decisions.”

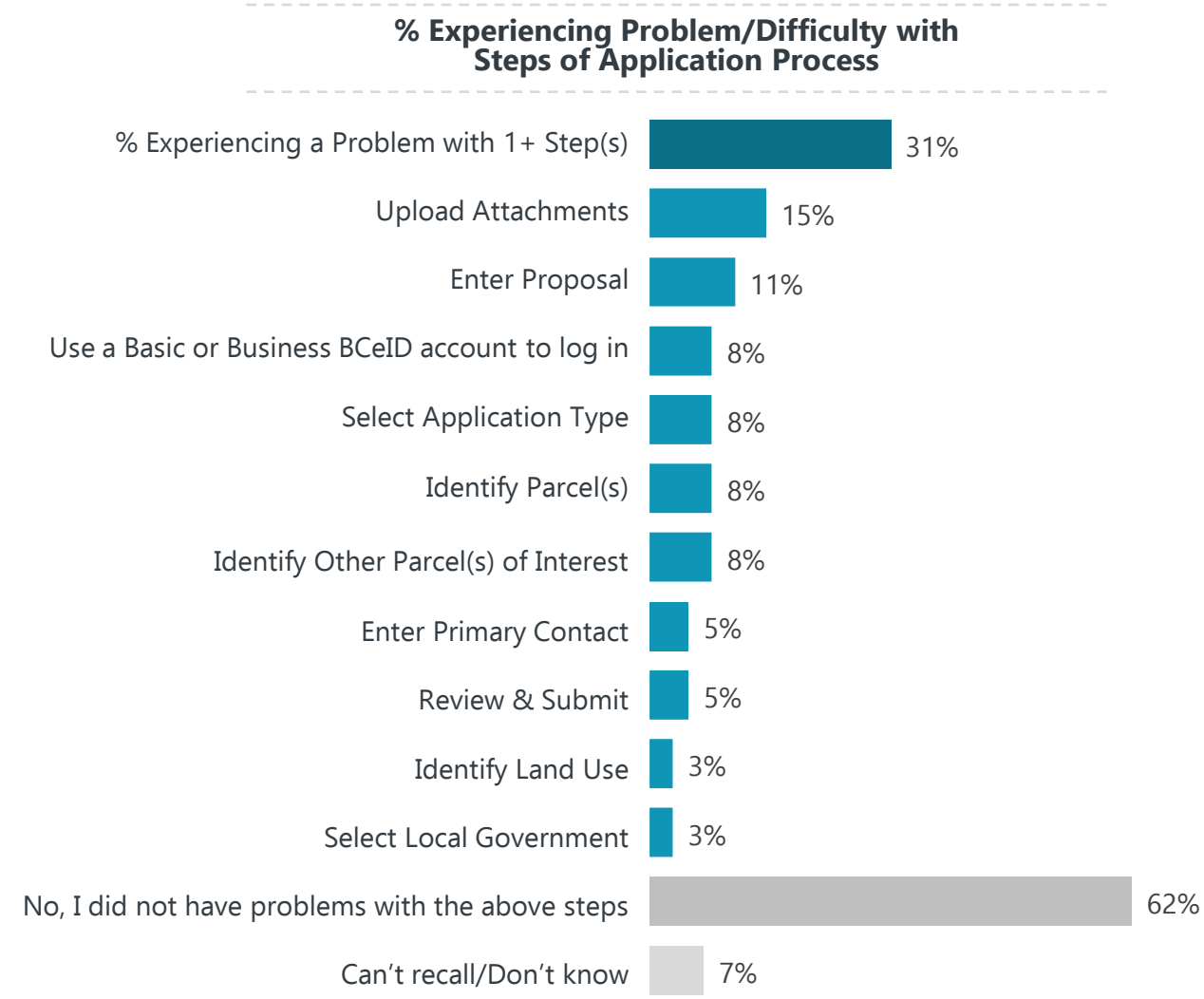
F1. How would you rate your overall experience with the online application portal?

F2. Why do you rate your overall experience with the online application portal as [F1 RESPONSE]?

Difficulty Completing Steps on Application Portal



- > The majority of applicants (62%) did not have problems or difficulties completing any steps in the online application portal.
- > Among the 31% of applicants who had a problem or difficulty with at least one step, the most problematic were the Upload Attachments step, followed by the Enter Proposal step.
- > When it comes to Uploading Attachments, the most common difficulties that applicants experienced were that files were too large or in an unsupported format, or only having a device (such as an iPad) that does not have the ability to upload files.
- > For the Entering Proposal step, some applicants had problems with the word limit, or had to contact someone for direction or clarification.



Base: (61)

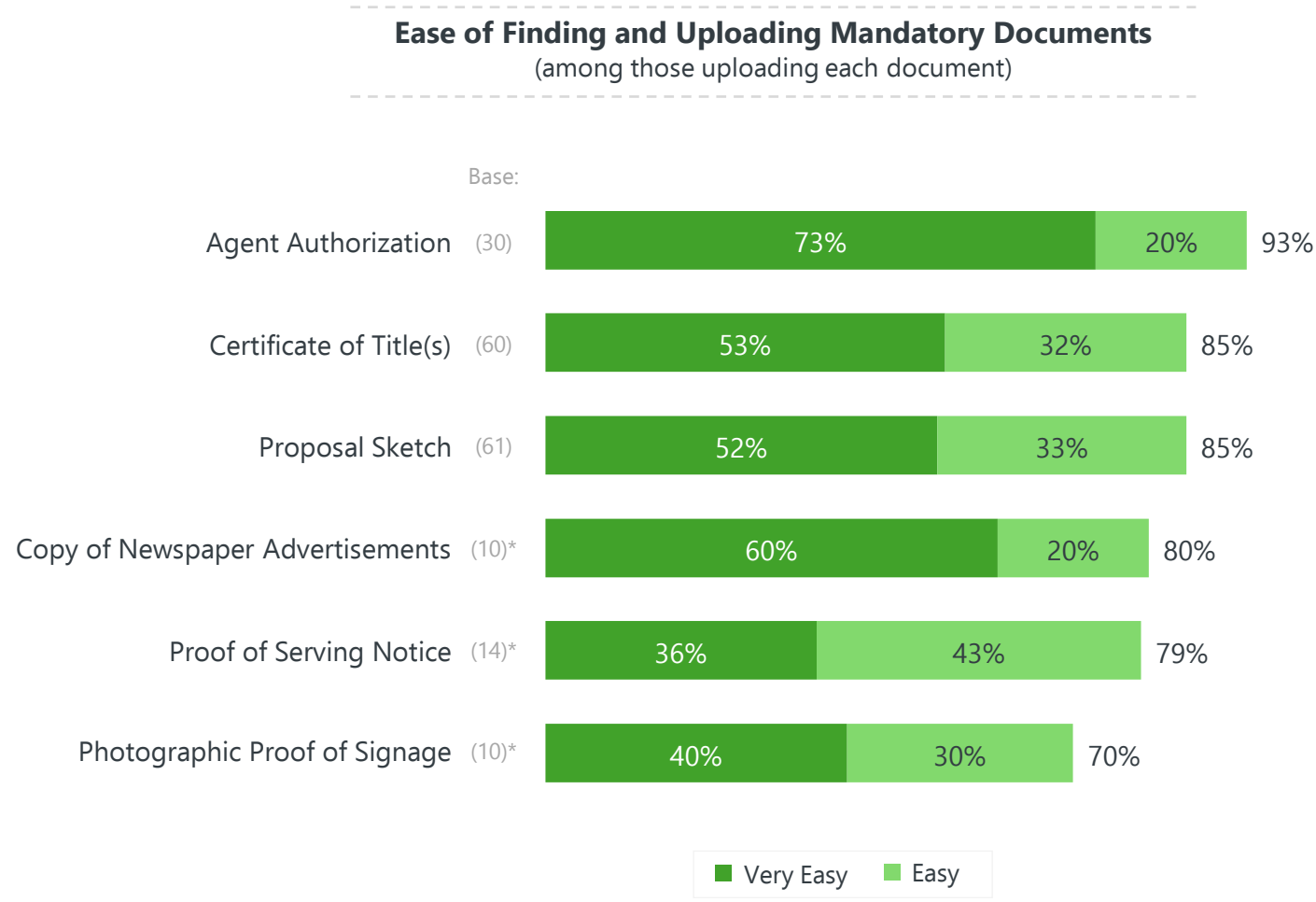
Note: percentages may add to more than 100% given that it is a multiple response question.

B2. Initiating and submitting an application in the online application portal has several steps. Did you have any problems/difficulties completing any of the following steps? *Select all that apply.*

Ease of Finding & Uploading Mandatory Documents



- › It is generally easy for applicants to find and upload the mandatory documents required for the application. Finding and uploading each document is perceived as easy by at least seven-in-ten applicants who were required to upload it.
- › Applicants have the least difficulty finding and uploading the Agent Authorization (easy according to 93%), followed by the Certificate of Titles and Proposal Sketch (both 85%).
- › Eight-in-ten applicants found it easy to find and upload Copies of Newspaper Ads and the Proof of Serving Notice, while seven-in-ten found it easy to find and upload the Photographic Proof of Signage.



*Caution: small base size.
Note: results for Cross Sectional Profiles of Proposal and Site Plan of Proposal Area are not shown due to extremely small base sizes.
B4. How easy was it for you to find and upload each of the following mandatory documents?

Awareness of Ability to Check Application Status Online



> Virtually all applicants are aware that they could check the status of their application by logging into the online application portal.

% Aware of Ability to Check Status of Application on Online Portal

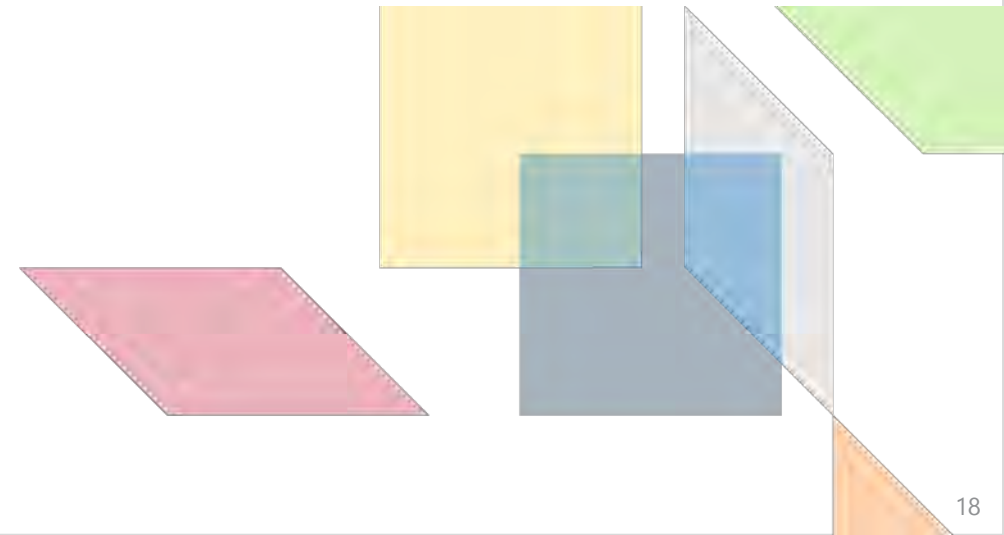


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Survey Results

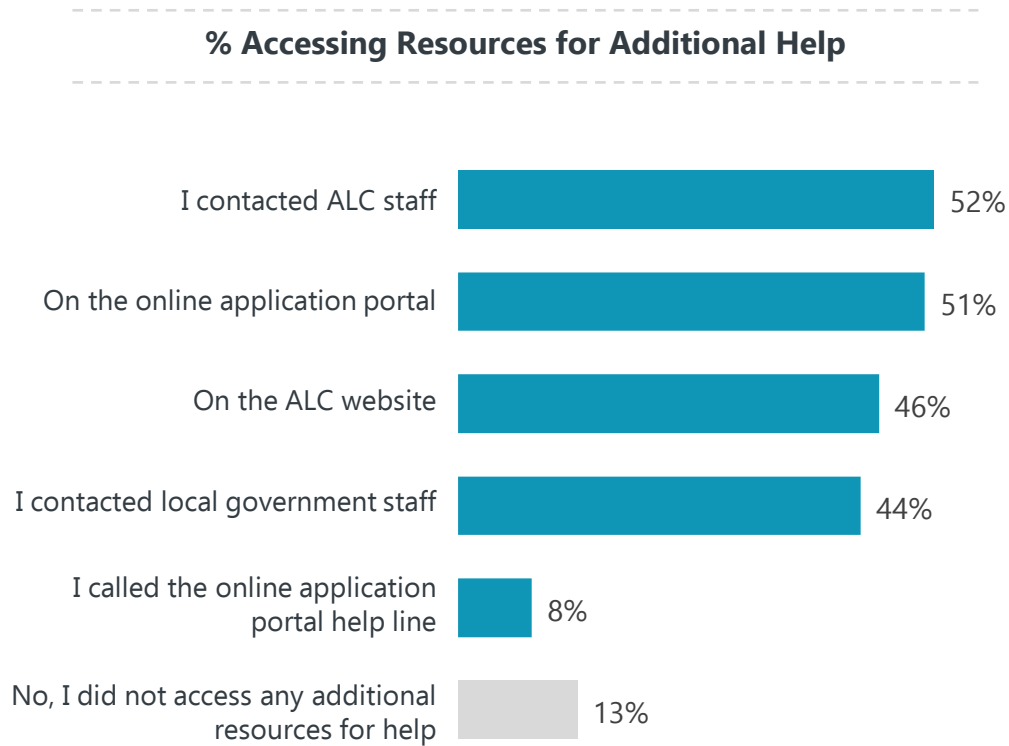
Help Resources



Resources for Additional Help



- > While preparing their application, roughly half of applicants contacted ALC staff or their local government for help, or accessed help resources on the application portal or ALC website.
- > The online application portal help line is less used – 8% of applicants used this channel for help.

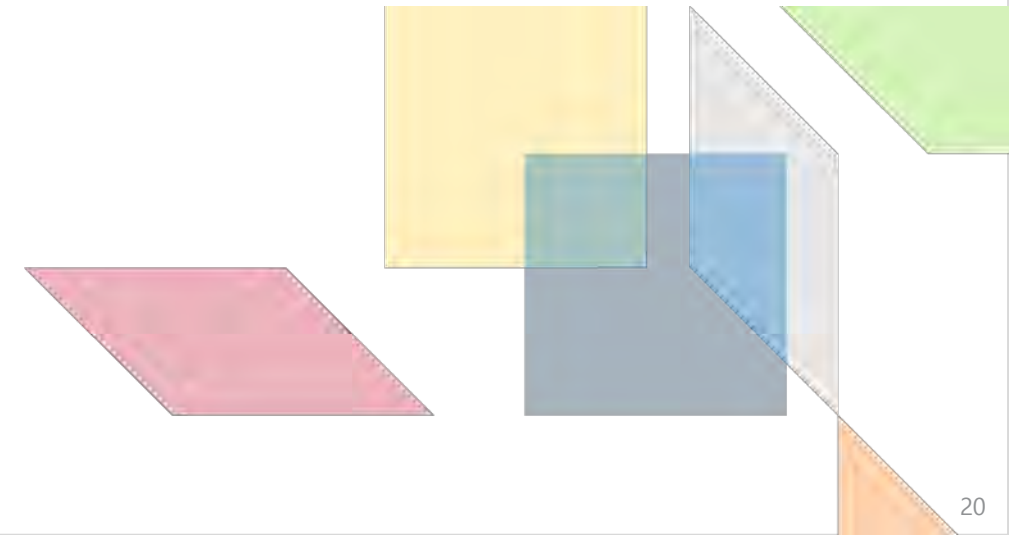


Base: (61)
Note: percentages may add to more than 100% given that it is a multiple response question.
B6. While preparing your application, did you access any additional resources for help? *Select all that apply.*

The logo for 'sentis' features a stylized 3D cube icon with green and grey faces.

Survey Results

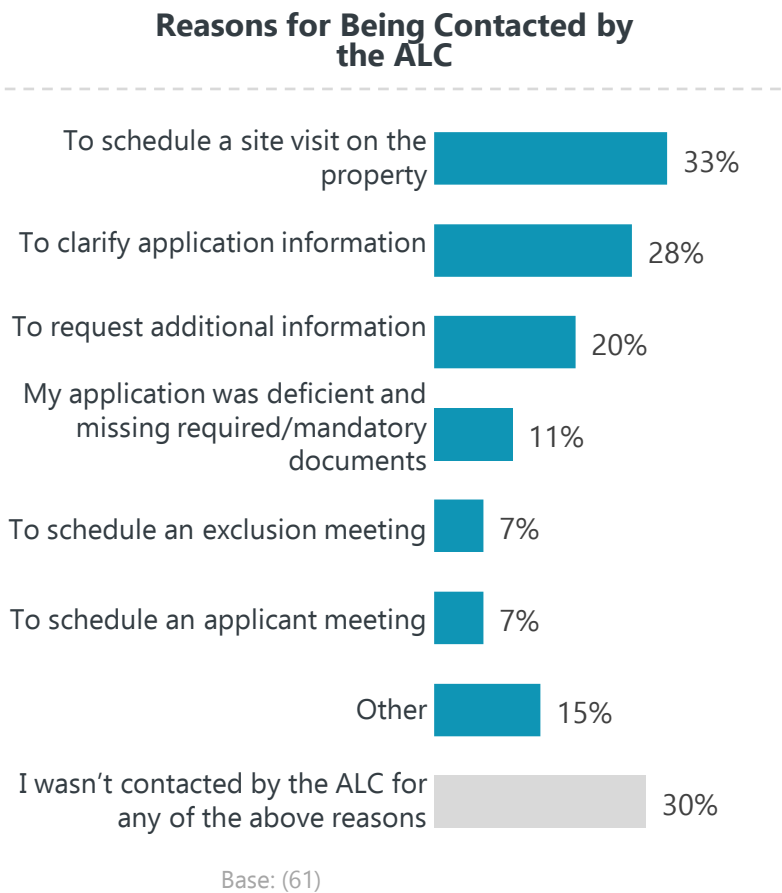
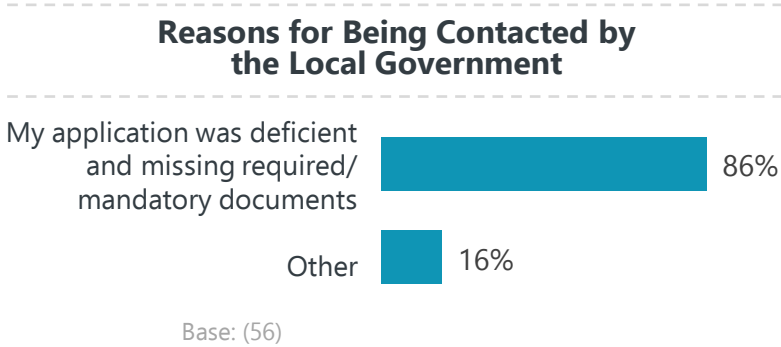
Contact with the ALC



Reasons for Being Contacted by Local Government or the ALC



- > All applicants were contacted by their local government during the application process. Eighty-six percent were contacted because the application was deficient or missing required information.
- > Seven-in-ten applicants were contacted by the ALC. Applicants were most often contacted to schedule a site visit (33% of applicants were), to clarify information on their application (28%), or to provide additional information (20%).



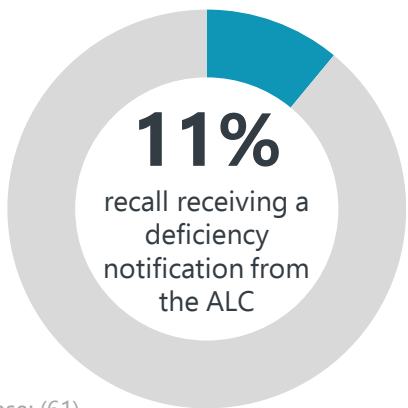
Note: percentages may add to more than 100% given that it is a multiple response question.
B7. Were you contacted by your local government for any of the following reasons? *Select all that apply.*
B8. Were you contacted by the ALC for any of the following reasons? *Select all that apply.*

ALC Deficiency Notifications



- › One-in-ten applicants recall receiving a deficiency notification from the ALC.
- › The most common reason that applications were deficient was because they were missing the Agent Authorization.
- › Among the small group of applicants who recall the ALC Acknowledged – Deficient email, everyone felt that the instructions were clear on what they needed to do.

% Recalling Receiving a Deficiency Notification from the ALC

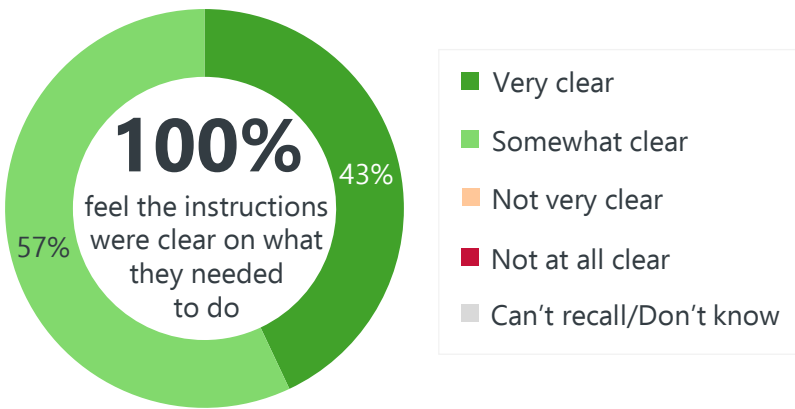


Base: (61)

Reasons for Receiving a Deficiency Notification from the ALC

	# of Applicants
▶ Agent Authorization	4
▶ Recent Certificate of Title	1
▶ Other	1
▶ Can't recall	2

Clarity of Instructions in Deficiency Notification



Base: (7)*

*Caution: small base size.

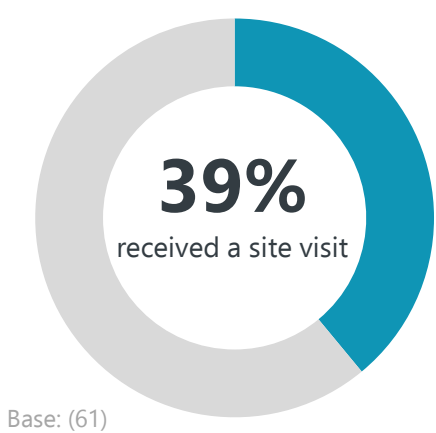
B8. Were you contacted by the ALC for any of the following reasons? *Select all that apply.*

C1. Thinking back to the ALC Acknowledged – Deficient email you received from the ALC, what information was missing from your application?

C2. When you received the ALC Acknowledged – Deficient email, how clear were the instructions on what you needed to do?

- › Four-in-ten applicants received a site visit during the application process.
- › The majority of applicants had a positive experience with the site visit. Three-quarters felt the visit was easy to schedule and were satisfied with the site visit process.
- › The outcome of the application has a large influence on satisfaction with the site visit process. Virtually all applicants whose applications were approved were satisfied with the process (94%), while just 38% of those whose applications were refused were satisfied.
- › Among those who were dissatisfied with the site visit process, it was generally because they didn't feel the site visit was thorough enough.

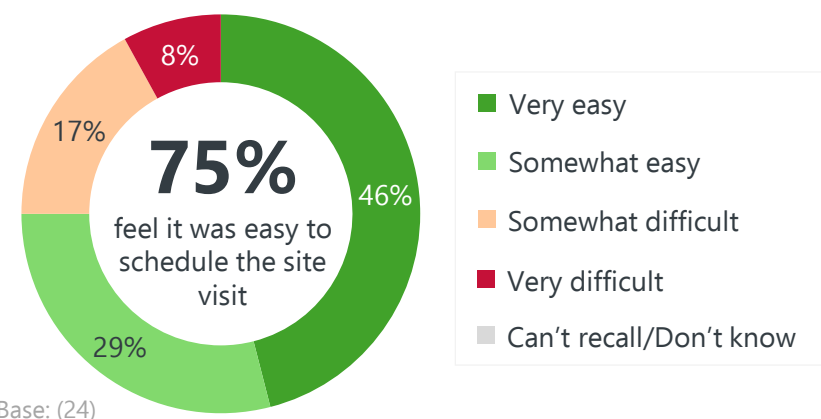
% Receiving a Site Visit



Base: (61)

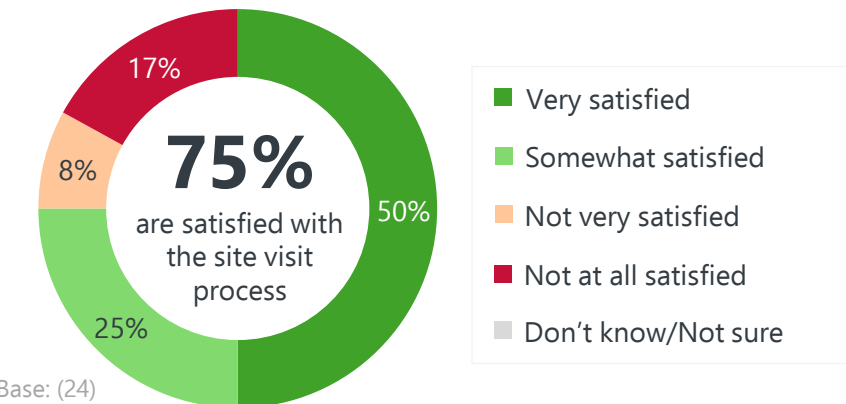
D1. Did your application involve a site visit?
D2. How would you rate the ease of scheduling the site visit?
D3. Overall, how satisfied were you with the site visit process?

Ease of Scheduling the Site Visit



Base: (24)

Satisfaction with the Site Visit Process

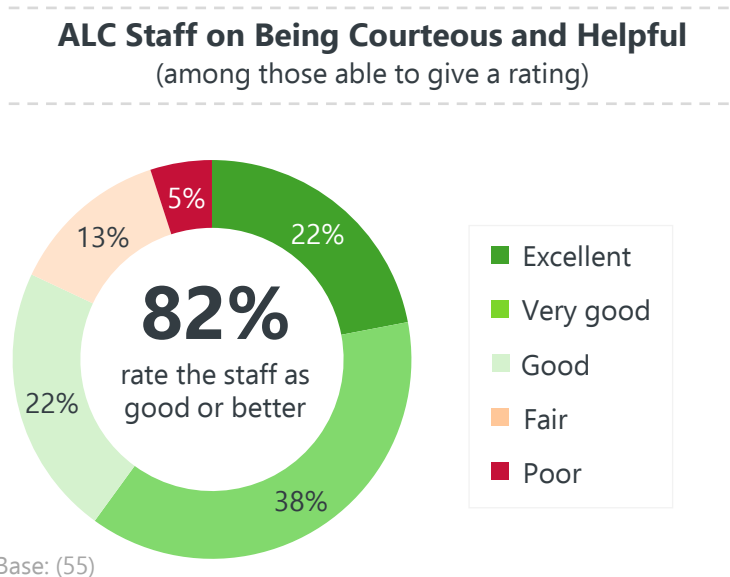


Base: (24)

Courteousness and Helpfulness of ALC Staff



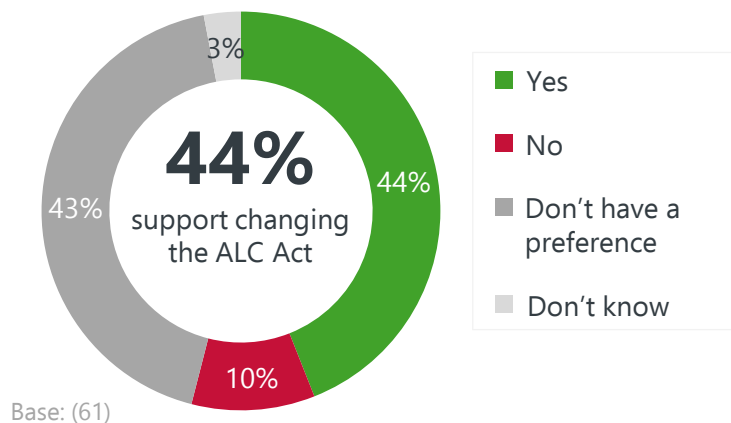
- › Applicants credit ALC staff as being highly courteous and helpful. Among those who dealt with staff at the ALC, eight-in-ten feel the staff did a good job of being courteous and helpful, including just under one-quarter who felt they were excellent.
- › Applicants from Zone 2 were particularly satisfied with the ALC staff they dealt with – virtually all applicants from this area (96%) assessed the staff as good or better.
- › Applicants whose applications were approved are more positive about ALC staff – 89% rate the staff as excellent/very good/good, compared to 67% among those whose application was rejected.



Support for Allowing the ALC to Collect Application Fee Directly

- › When it comes to changing the ALC Act to allow the ALC to collect its own portion of the application fee directly, the majority of applicants either support the change (44%) or don't have a preference (43%).
- › Just one-in-ten applicants are against revising the ALC Act to allow the ALC to collect its portion of the application fee directly.

Support for Changing ALC Act to Allow the ALC to Collect its Application Fee Directly

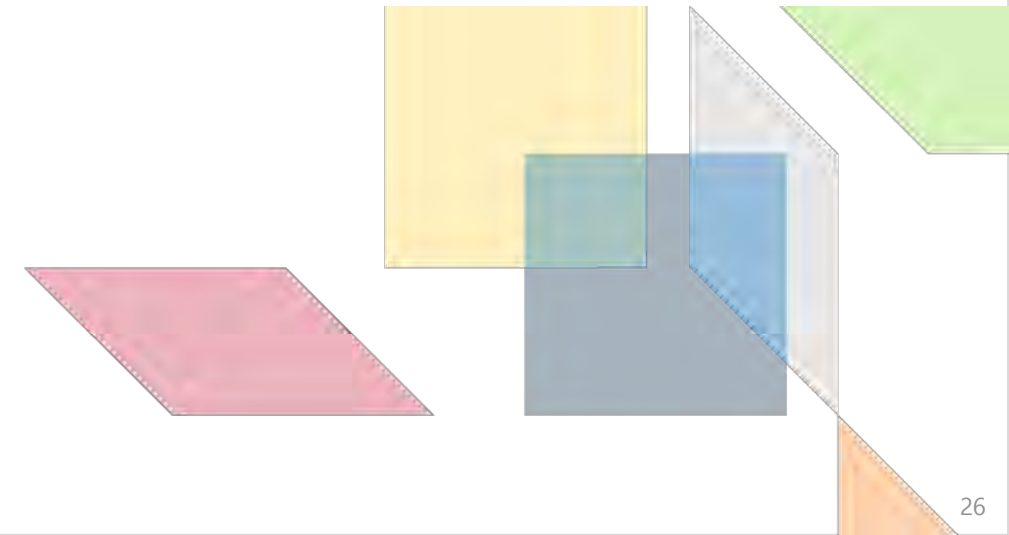


G1. Section 35 of the ALC Act legislates that a local government receives application fees and must remit the ALC portion at the appropriate time. Would you support changes to the ALC Act that would allow the ALC to collect the ALC's portion of the application fee directly?

A small graphic element consisting of a green and grey 3D cube, identical to the one in the header.

Appendix

- Participant Profile
- Questionnaire



	2016
Base	61 %
Role	
Single Land Owner	34
Agent	52
Local Government Representative	2
Ministry of Transportation and Infrastructure (MOTI) Representative	3
Other	8
Region	
Interior	15
Island	13
Kootenay	21
North	8
Okanagan	16
South Coast	26
Zone	
Zone 1	56
Zone 2	44

	2016
Base	61 %
Application Type	
<u>EXC</u> : Exclude land from the ALR	18
<u>INC</u> : Include land into the ALR	5
<u>SDV</u> : Subdivide land in the ALR	36
<u>NFU</u> : Conduct a Non-Farm Use activity within the ALR	30
<u>TUR</u> : Transportation, Utility, or Recreational Trail Uses within the ALR	7
<u>FILL</u> : Placement of fill on ALR land for a non-farm use activity	3
<u>SCH</u> : Removal of soil and placement of fill on ALR land for a non-farm use activity	2
Application Decision	
Approved	67
Refused	33

AGRICULTURAL LAND COMMISSION – APPLICANT SATISFACTION SURVEY **FINAL**

A. Screening

A1. ALC's records indicate that you submitted an application **[INSERT APPLICATION TYPE]** in **[INSERT MONTH AND YEAR]**. Is this correct?

1. Yes SKIP TO A3
2. No ASK A2

A2. What type of application did you submit? If you have submitted more than one, please select the most recent one that you submitted.

1. Exclude land from the ALR
2. Exclude land from the ALR as a Local Government
3. Include land into the ALR
4. Include land into the ALR as a Local Government
5. Subdivide land in the ALR
6. Conduct a Non-Farm Use activity within the ALR
7. Transportation, Utility, or Recreational Trail Uses within the ALR
8. Placement of fill on ALR land for a non-farm use activity
9. Removal of soil from ALR land for a non-farm use activity
10. Removal of soil and placement of fill on ALR land for a non-farm use activity
11. I did not submit an application [TERMINATE]

A3. And which of the following best describes you...?

1. Single land owner
2. Agent (*Note that if a property is co-owned, someone must act as the Agent*)
3. Local government representative who initiated an application
4. Ministry of Transportation and Infrastructure Representative who initiated an application
5. Other (specify)

B. Application Process

B1. Did you speak with your local government before starting the application process?

1. Yes
2. No
3. Can't recall/Don't know

B2. Initiating and submitting an application in the online application portal has several steps. Did you have any problems/difficulties completing any of the following steps?

Select all that apply.

1. Use a Basic or Business BCeID account to log in
2. Select Application Type
3. Enter Primary Contact
4. Identify Parcel(s)
5. Identify Land Use
6. Identify Other Parcel(s) of Interest
7. Select Local Government
8. Enter Proposal
9. Upload Attachments
10. Review & Submit
97. No, I did not have problems with the above steps [EXCLUSIVE]
98. Can't recall/Don't know [EXCLUSIVE]

B3 [ASK FOR EACH STEP SELECTED IN B2]. What problems/difficulties did you experience with the [INSERT STEP NAME] step?

B4. How easy was it for you to find and upload each of the following mandatory documents?

[PROGRAMMER NOTE: IF A1=YES, B4 LOGIC IS BASED ON ALR_CHANGE_CODE IN SAMPLE RATHER THAN A2]

- | | |
|---|---|
| a) Proposal Sketch | [SHOW ALL] |
| b) Certificate of Title(s) | [SHOW ALL] |
| c) Copy of Newspaper Advertisements | [SHOW IF A2=1] |
| d) Proof of Serving Notice | [SHOW IF A2=1, 7] |
| e) Photographic proof of Signage | [SHOW IF A2=1, 2, 4] |
| f) Proof of Advertising | [SHOW IF A2=2, 4] |
| g) Report of Public Hearing | [SHOW IF A2=2, 4] |
| h) Cross Sectional profiles of proposal | [SHOW IF A2=8,9,10] |
| i) Site Plan of proposal area | [SHOW IF A2=8,9,10] |
| j) Agent Authorization | [SHOW IF A2=1, 3, 5, 6, 7, 8, 9, 10 & A3=2] |

1. Very easy
2. Somewhat easy

3. Somewhat difficult
4. Very difficult
5. Did not need to upload this

B5 [ASK FOR EACH DOCUMENT SELECTED IN B4]. Why was it difficult for you to find and upload the [INSERT DOCUMENT NAME]?

B6. While preparing your application, did you access any additional resources for help?

Select all that apply.

Yes

1. On the online application portal
2. On the ALC website
3. I contacted ALC staff
4. I called the online application portal helpline
5. I contacted local government staff

No

6. No, I did not access any additional resources for help [EXCLUSIVE]

[SKIP B7 IF A2=7 (OR IF A1=YES & APPLICATION_CHANGE_CODE=TUR IN SAMPLE)]

B7. Were you contacted by your local government for any of the following reasons?

Select all that apply.

1. My application was deficient and missing required/mandatory information
2. To request additional information
3. Other (specify)
4. I wasn't contacted by my local government for any of the above reasons

B8. Were you contacted by the ALC for any of the following reasons?

Select all that apply.

1. My application was deficient and missing required/mandatory information
2. To schedule a site visit on the property
3. To schedule an exclusion meeting
4. To schedule an applicant meeting (for applications other than exclusion)
5. To clarify application information
6. To request additional information
7. Other (specify)
8. I wasn't contacted by the ALC for any of the above reasons

C. Deficiency Notification

[ASK THIS SECTION ONLY IF SELECTED DEFICIENCY NOTIFICATION IN B8 (CODE 1)]

46.6% of applications forwarded to the ALC over the last year were identified as deficient. Deficient applications are put on hold until the ALC receives all the required information. This can add administrative delays to the application process, resulting in a longer decision making process.

C1. Thinking back to the ALC Acknowledged – Deficient email you received from the ALC, what information was missing from your application?

Select all that apply.

1. Recent Certificate of Title
2. Agent Authorization
3. Corporate Registry
4. Exclusion Signage
5. Exclusion Notification
6. Other (specify)
7. Can't recall/Don't know

C2. When you received the ALC Acknowledged – Deficient email, how clear were the instructions on what you needed to do?

1. Very clear
2. Somewhat clear
3. Not very clear
4. Not at all clear
5. Can't recall/Don't know

C3. [ASK IF C2=NOT VERY CLEAR/NOT AT ALL CLEAR] What was unclear about the instructions you received in the ALC Acknowledged – Deficient email?

D. Site Visit

As part of the application review process, a site visit may be conducted at the Commission's discretion.

D1. Did your application involve a site visit?

1. Yes
2. No SKIP TO NEXT SECTION
3. Can't recall/Don't know SKIP TO NEXT SECTION

D2 [ASK IF D1=YES] How would you rate the ease of scheduling the site visit?

1. Very easy
2. Somewhat easy
3. Somewhat difficult
4. Very difficult
5. Can't recall/Don't know

D4. Overall, how satisfied were you with the site visit process?

1. Very satisfied
2. Somewhat satisfied
3. Not very satisfied
4. Not at all satisfied
5. Don't know/Not sure

D5. [ASK IF D4=NOT VERY/NOT AT ALL SATISFIED] Why were you dissatisfied with the site visit process?

E. Application & Decision Process

E1. Were you aware that you could check the status of your application by logging into the online application portal?

1. Yes
2. No

E2. Please rate the extent to which you agree or disagree with the following statements.

RANDOMIZE

- a) The amount of information needed to complete the application was reasonable
- b) I was kept informed regarding the status of my application
- c) The time it took to get a decision was reasonable (*Note that the ALC is directed to release 90% of decisions within 60 business days*)
- d) The reasons for either approving or refusing my application were articulated clearly
- e) The structure/layout of the Reasons for Decision document was logical

1. Strongly Agree
2. Agree
3. Neither Agree nor Disagree
4. Disagree
5. Strongly Disagree
6. Don't know/Unable to rate

E3 [IF ANY DISAGREE/STRONGLY DISAGREE IN E2]. How could the ALC's application process be improved?

F. Overall Experience

F1. How would you rate your overall experience with the online application portal?

1. Excellent
2. Very Good
3. Good
4. Fair
5. Poor
6. Don't know/Unable to rate SKIP TO F3

F2. Why do you rate your overall experience with the online application portal as [INSERT F1 RESPONSE]?

F3. How would you rate the ALC staff you dealt with on being courteous and helpful?

1. Excellent
2. Very Good
3. Good
4. Fair
5. Poor
6. Don't know/Unable to rate

F4. Overall, how satisfied were you with the process by which your application was reviewed?

1. Very satisfied
2. Somewhat satisfied
3. Not very satisfied
4. Not at all satisfied
5. Don't know/Not sure

G. Additional Questions

G1. Section 35 of the *ALC Act* legislates that a local government receives application fees and must remit the ALC portion at the appropriate time.

Would you support changes to the *ALC Act* that would allow the ALC to collect the ALC's portion of the application fee directly?

1. Yes
2. No
3. Don't have a preference
98. I don't know

QFinal. Finally, if you have any additional comments or suggestions for the ALC with respect to the online application process, please leave them in the space below.

Those are all of our questions.
On behalf of the ALC, thank you again for your time and feedback.

Q20B. [SHOW ON SAME PAGE AS Q20A] Do you have any comments regarding collaboration with the ALC on enforcement?

RECORD VERBATIM

Q21. Are you aware that that the ALR Boundary and ALR Zone 1 & 2 are available for download from the ALC website as a GIS shapefile or Google Earth kmz file? This information is also available for download through the B.C. Data Catalogue.

1. Yes
2. No

Q22. Are you aware that Agricultural Capability data is available for download from the ALC website as a GIS geodatabase to be used with GIS software?

1. Yes
2. No

Q23. Section 35 of the *ALC Act* legislates that a local government receives application fees and must remit the ALC portion at the appropriate time.

Would you support changes to the *ALC Act* that would allow the ALC to collect the ALC's portion of the application fee directly?

1. Yes
2. No
3. Don't have a preference
98. I don't know

Those are all of our questions.

On behalf of the ALC, thank you again for your time and feedback.



Contact Information

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