



Executive Summary

Registrar's Report for the First Quarter of 2015

A. Communications & Marketing

The College's consumer protection video with Peter Silverman, Director of Compliance and Enforcement, Bob Onyschuk and Frank Cozzolino, a certified electrician was featured on 'For Your Life' a 30-minute television segment that aired on HGTV, Slice, and CHCH. The video was also uploaded to 13 different websites and video streaming sites (Facebook, YouTube, Yahoo News and Dailymotion) in March 2015, reaching over 6,959,605 viewers. On YouTube, the video has close to 4,500 viewers.

The College continues its outreach efforts with a strong focus on connecting with youth. In the first quarter, the College participated in 64 stakeholder events, including the Ontario Construction Secretariat's Future Building, Skills Ontario's Cardboard Boat Championships and toured Humber College.

To ease the process of changing Sprinkler and Fire Protection Installer trade from voluntary to compulsory, the College is undertaking a two-year implementation plan. Dedicated webpages have been added to the College's website that walks through the steps individuals will need to follow prior to February 2, 2017 to become compliant. Along with briefing all Client Service Reps and reaching out to affected/interested stakeholders, the College also placed an ad in the Canadian Automatic Sprinkler Association (CASA)'s e-Newsletter (QR Response).

B. Member Services

Membership in the College remained relatively stable during the first quarter of 2015 and ended with a value of 235,290 members in good standing, distributed as follows:

Member Class	Q1 2015	Change From Previous Quarter
Apprentices	61,830	-3.42%
Journeyperson Candidates	3,333	+14.34%
Tradespersons	92	+2.22%
Journeypersons	169,987	+0.03%
Employers/Sponsors	48	+2.13%
Total	235,290	-0.72%

Throughout the first quarter of the year the College continued to receive significant call and email volume from members and the general public; approximately 70,000 calls and 5,000 emails. The management team focused staffing efforts to maximize the level of service provided. Membership application processing time continued to be strong and a new email management software platform, implemented in the quarter, now allows for more effective response management, monitoring and reporting.

Participation in the existing member benefit programs remains relatively in line with the predictions made by the insurance program providers. Alternative 3rd party management options continue to be explored in an effort to bring more discounts to market faster.

C. Compliance & Enforcement

Enforcement

The Compliance and Enforcement Division hired an additional 10 Enforcement Officers in Q1 to help bolster the College's presence throughout the province. They started 8 weeks of comprehensive training in late February to ensure they are effective in the field immediately after graduating. The Division has been able to expand its multilingual capacity in the field to include fluency in Portuguese, Spanish, Italian and Russian. The additional Officers are necessary to efficiently address the increase in complaints and incidents compared to the same period last year. Q1 2014 saw 156 complaints and incidents recorded compared to more than double in Q1 2015 totaling to 341. The majority of complaints come from the Construction sector (141), followed by Motive Power (128), Service (71) and Industrial sector (1). It is important to note that due to the increase in complaints and incidents there has been a corresponding drop in fines and charges. Random inspections, where the majority of fines and charges occur, take considerably less time to complete than investigating complaints or incidents. Efforts are underway to plan blitzes for later in 2015 by sector targeting and geography to ensure maximum impact based on the sectors with the highest complaints and incidents.

Investigations and Hearings

Investigations and Hearings (I&H) has been working closely with the Complaints Committee to develop a streamlined process in dealing with received Formal Complaints, considering the recommendations from the Special Advisor's Report (Rothe's Report). The streamlining of the process will enable Enforcement Officers and staff to dispose of matters with a 120-day timeline. Staff have been managing outstanding matters and have reduced the number of cases remaining in process, notwithstanding the additional 18 formal complaints received. I&H has been working to revise the submission of comprehensive and complete Prosecution briefs to the Prosecutors. This reduces the time Enforcement Officers are required to process court briefs for Provincial Court resulting in positive results in Provincial Offences Court. As of March 31, 2015, two hundred thirty five (235) Part I tickets and Part III Summons have been scheduled for court trials. Of these only three matters have proceeded through a full trial process, the remaining have been dealt with through court administration.

D. Policy, Programs & Evaluations

Policy and Research

In the first quarter of 2015 the Policy and Research (P&R) Department has advanced several priority files while recasting the department to that of a service-oriented, College-wide support unit providing a valuable check and balance function through quality assurance, program integrity, and risk-mitigation lens. The priority files in the first quarter include the launch of Policy Development Manual Project where P&R has initiated a project for the standardization of business processes associated with the development of strategic policies, operational policies, determinations and procedures. The project has targeted 10 test policies to be put through this model.

The College has finalized the Fire and Sprinkler Protection Installer (SFPI) regulation process and collaborated with the MTCU to successfully meet the February 2, 2015 trigger date, resulting in the effective implementation date of February 2, 2017 for this trade to become compulsory.

The College's involvement with the Dean Review project was expanded and solidified in this quarter through the hiring of research supports strategically managed through P&R. Our researchers primarily focused on those research objects associated with analyzing a range of regulatory agencies and models in our province vis a vis the core concept of "*the public interest*" and those methods and tools used by sister agencies for achieving their respective mandates.

Standards

The Programs Department participated in 30 stakeholder engagement events in the first quarter. Four of these (13%) were exam peer reviews, five (16.7%) were Red Seal participation. As for Curriculum and Training Standards, from 2013 to 2015, 12 trades have had their Training Standards revised and published and 7 trades have had their Curriculum Standards revised and published. 5 Training Standards and 1 Curriculum Standard have been updated but are still pending implementation and 3 Training Standards have been printed for distribution to apprentices as part of the pilot project (2 more are to be printed upon Training Standard implementation), 1 is pending a classification change.

Trade Equivalency Assessment (TEA)

The TEA department also developed a new Trade Equivalency Assessment Guide which was released on the College's website on March 25, 2015. This guide will assist applicants in preparing quality packages for assessment. The College's TEA department provided an informative presentation to key staff of the Global Experience Ontario, Ministry of Citizenship, Immigration and International Trade organization that provides consultation services to new immigrants and those preparing for the Canadian immigration process. TEA department is participating in the Federal Foreign Credential Recognition Project whose key mandate is to harmonize Trade Equivalency Assessments forms across Canada. A sampling piloting strategy for the test forms has been arranged and will be implemented in the near future.

E. Corporate Governance

The Board of Governors met once in the quarter (2 meetings last quarter). There were four Divisional Board meetings in the quarter (4 last quarter) and 39 Trade Board meetings (30 last quarter). With respect to Trade Boards, there were 20 meetings of Construction Trade Boards, 8 Industrial Trade Boards, 6 Motive Power Trade Boards and 5 Service Trade Boards. In addition, there were 11 Committee meetings (4 Executive Committee; 2 Finance & Audit Committee; 3 Complaints Committee; 2 Governance & Nominations Committee) and three Panel meetings (1 Panel of the Complaints Committee; 2 Panels of the Registration Appeals Committee).

F. Corporate Services

Finance

An improved financial accounting system, Agresso was successfully implemented on March 2, 2015. The improved system provides managers with real time information regarding the financial results of their department compared to budget. This timely data informs managers of the remaining budget dollars available ensuring future spending remains within the approved budget levels.

Human Resources

On March 20, 2015, the College and OPSEU negotiated a collective agreement for a four year term. The extended term provides the College with certainty of salary costs over the term of the contract. Certainty over the College's largest expenditure assists the Board of Governors with prioritizing strategic goals.