

# Workforce Trends

in York Region

2017-2018



LOCAL LABOUR MARKET REPORT

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Workforce  
Planning BOARD  
OF YORK REGION

## About the Workforce Planning Board of York Region

The Workforce Planning Board of York Region conducts research, disseminates information and convenes stakeholders to identify workforce development trends, gaps and opportunities in York Region. Among similar organizations across Ontario, our multi-stakeholder approach is unique; we address employment issues across many sectors and engage stakeholders from a variety of perspectives.

The Board fulfills its mission by:

- Researching and analyzing workforce development trends, skills shortages and training opportunities in York Region.
- Acting as a resource to inform stakeholders (community groups, trainers and educators, job seekers, labour, employers, governments and media) about York Region workforce development issues.

The Workforce Planning Board of York Region (WPBoard) is one of 26 Workforce Planning Boards across Ontario funded by the Ministry of Advanced Education and Skills Development. We thank our sponsor for the support in publishing this report and our community for their generous participation in the research projects we undertook this past year.

York Region ranks within the top 10 Canadian municipalities in growth and development and is the second largest business centre in Ontario. As one of Ontario's fastest growing large municipalities, York Region is forecast to reach 1,790,000 residents and 900,000 jobs by 2041.<sup>1</sup> Census 2016 Population Report indicates that York Region accounted for 16.2% of the total Greater Toronto Hamilton Area (GTHA) population.

A detailed look at additional 2016 Census statistics about York Region and its residents' is included later in this report.

In order for us to continue to provide you with valuable labour market information, please provide your thoughts by completing the  
**2018 Local Labour Market Plan Report Survey**

[Click Here](#)

The York South Simcoe Training  
and Adjustment Board operating as:

**Workforce  
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Disclaimer: This report is written as a source of information only. The information contained in this report should by no means be considered a substitute for the advice of qualified professionals. All efforts have been made to ensure the accuracy of the information as of the date of publishing. The Workforce Planning Board of York Region expressly disclaim responsibility for any adverse effects arising from the use of the information contained herein.

<sup>1</sup>York Region 2016 Growth and Development Review. York Region, May 2017.

## Methodology

### Our Labour Market Planning Process

The key stages of our planning process are on-going with content gathered and developed throughout the entire year.

#### Review current labour market conditions:

An ongoing literature review, combined with a comprehensive data analysis of such resources as Canadian Business Counts, Labour Force Survey, Employment Ontario stats, York Region Employment data and Wanted Analytics statistics all provide an evidenced based foundation on which our priorities and actions are delivered.

#### Employer Consultations:

Utilizing the Employer Leadership Councils as a conduit to identify employment challenges, issues and 'street level' perspective, we are able to better understand and create meaningful discussion that relates to the 'real life' situation as heard directly from the business community. At the same time, we are able to create and address solutions that can be applied and assessed by employers themselves. We are fortunate to collect data that identifies representative opinion on current and future employment.

#### Community Consultations:

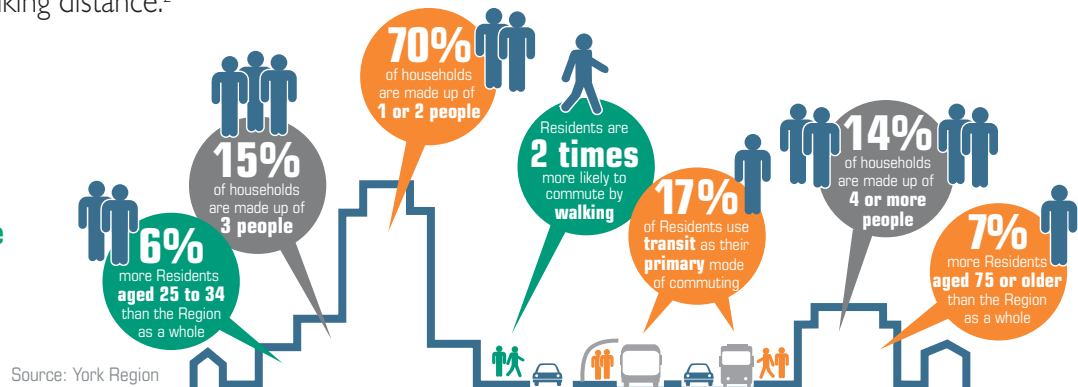
The Workforce Planning Board participates on local committees such as the Community Partnership Council - Local Immigration Partnership, Human Services Planning Board sub-committee on Progressive Employment along with establishing communication links with the local Economic Development group, Human Resources Professional Association and several service providers to deliver presentations in order to collect input.

## Planning for Future Growth

### York Region Centres and Corridors Strategy

York Region's "Centres and Corridors" strategy continues to develop the Regional city "centres" and the transit "corridors" that link them. Four geographic areas - Markham Centre, Newmarket Centre, Richmond Hill/Langstaff Gateway and Vaughan Metropolitan Centre are vibrant, high and medium density, pedestrian-friendly communities that have a mix of retail, residential and business development. They are the Region's downtowns and will be serviced by efficient rapid transit. Uses within the Centres will include office building, taller residential buildings, important public spaces as well as wide variety of restaurants, shops, cultural, institutional and human services. Centres will be attractive places for York Region residents to live and work in the same community, while also enjoying nearby commercial, retail and cultural facilities all within walking distance.<sup>2</sup>

**Centres and Corridors are home to 50,000 people**



The "Centres and Corridors" program is Region's integrated approach that combines the development of urban communities with the construction of new rapid transit that connects York Region and the GTA. The main goals of this program include development of housing and travel options, employment opportunities, conserving resources and creating lively sustainable communities within walking distance of transit and other services.<sup>3</sup>

### Centres and Corridor Targets by 2031



About 118,000 of all York Region jobs exist in these areas. Surveyed employment within Regional Centres and Corridors grew by over 3,500 with the highest 2016 increase of more than 9%, occurring in Vaughan Metropolitan Centre. Since 2011, approximately 11,900 new jobs and 990 businesses have been created within Regional Centres and Corridors. The recent Toronto-York Spadina Subway Expansion to the Vaughan Metropolitan Centre, makes York Region the only region with a direct subway connection to the City of Toronto.

<sup>2</sup>York, The Regional Municipality of "Work and play finds a home in York Region's urban areas." Media Releases, 31 May 2017.

<sup>3</sup>"Employment and Industry Report 2016" Employment and Industry Report, York Region, Feb. 2017, [www.yorklink.ca/wp-content/uploads/2017/02/17005\\_employmentIndustryReport2016.pdf](http://www.yorklink.ca/wp-content/uploads/2017/02/17005_employmentIndustryReport2016.pdf).





## York University Campus

The York University Markham Centre Campus, to be opened by 2021 will be located west of the Markham Pan Am Centre, will offer 4,200 students in a high-growth part of the province access to more than 20 degree programs, including a variety of professional programs as well as innovative joint programs with York's academic partner on the project, Seneca College. York will partner with local businesses and industry to provide unique experiential learning opportunities for students and contribute to the region's major economic clusters.

## Employer News

Strategically positioned in the Greater Toronto Area (GTA), York Region is Ontario's second largest business centre and qualifies among Canada's largest Information and Communications Technology, Life Sciences and Financial Services business clusters. York Region supports economic development with a pro-business environment offering a range of investment assistance and resources for businesses and non-profits both large and small.<sup>4</sup>

- Eighteen (18) employers located in York Region made the top 100 Greater Toronto's TOP 2017 Employers List for their workplace best-practices.<sup>5</sup>
- Compugen, one of Canada's largest ICT companies, headquartered in Richmond Hill, recently partnered with Mackenzie Health to create Vaughan's first "smart hospital". Mackenzie Health is the first hospital in Canada to feature fully integrated "smart" technology systems and medical tools that will maximize the efficiency of both patients and the facility. A number of employment opportunities will arise for residents in York Region as the project continues to grow and develop.<sup>6</sup>
- Dupont Fabros Technology, a leading data centre in the United States, has taken over the former home of the Toronto Star plant in Vaughan to become one of the largest data centres in Canada. The completed project will create more employment opportunities for residents in addition to boosting York Region's already thriving economy and technology sector.<sup>7</sup>
- The new and recently opened GM Canadian Technical Centre (CTC)'s Markham campus that is expected to employ approximately 1000 workers will focus on developing software for autonomous vehicles, connected vehicles, infotainment, and active safety.<sup>8</sup>
- Huawei Canada, one of Canada's leading information and communications technology (ICT) companies, and Seneca College recently announced the signing of a long-term agreement for Seneca to deliver training programs for Huawei's Canadian business operations. The Huawei Authorized Learning Partner (HALP) program at Seneca is a first in Canada, and will deliver industry-leading training in Huawei Enterprise products and solutions.<sup>9</sup>

<sup>4</sup> "York Region Emerges as Canada's Top Destination for the ICT Sector." Perspective, 28 June 2017, <http://perspective.ca/york-region-emerges-canadas-top-destination-iyct-sector/>.

<sup>5</sup> "Greater Toronto's Top Employers (2017)." Canada's Top 100, [www.canadastop100.com/toronto/](http://www.canadastop100.com/toronto/).

<sup>6</sup> "York Region Emerges as Canada's Top Destination for the ICT Sector." Perspective, 28 June 2017, <http://perspective.ca/york-region-emerges-canadas-top-destination-iyct-sector/>.

<sup>7</sup> Ibid

<sup>8</sup> Wood, Eric Emin. "GM's new Markham-Based Technical Centre to act as company's software hub." IT Business, 19 Jan. 2018, [www.itbusiness.ca/news/gms-new-markham-based-technical-centre-to-act-as-company-s-software-hub/98559](http://www.itbusiness.ca/news/gms-new-markham-based-technical-centre-to-act-as-company-s-software-hub/98559).

<sup>9</sup> "Huawei Canada and Seneca Sign Agreement on Huawei Authorized Learning Program."

Huawei, 1 Dec. 2017, [www.huawei.com/ca/news/ca-en/2017/2017-seneca-sign-agreement-on-authorized-learning-program](http://www.huawei.com/ca/news/ca-en/2017/2017-seneca-sign-agreement-on-authorized-learning-program).

## Employer Characteristics

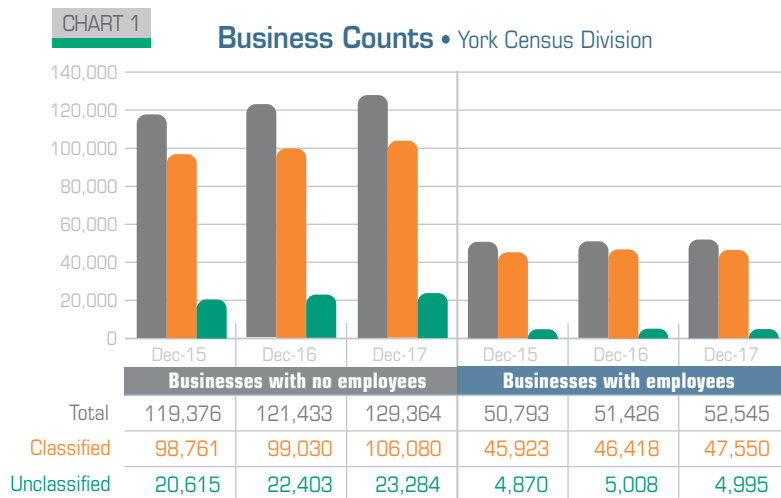
According to Statistics Canada, Canadian Business Counts, previously called Canadian Business Patterns, provide counts of active businesses by industry classification and employment-size categories.

The counts are compiled from the Business Register and are based on the statistical concept of '**location**', that is, each operating location is separately counted, including cases where one business comprises multiple locations. There are two general industrial classification categories:

- Classified: existing category for businesses which have received a NAICS code
- Unclassified: new category for businesses which have not received a NAICS code

The North American Industry Classification System (NAICS) classifies business establishments for the purpose of collecting, analyzing, and publishing statistical data related to the North American economies. The NAICS industry codes define establishments based on the activities in which they are primarily engaged.

The analysis of chart 1 highlights various components of this data series for York Region Census Division at three reporting periods: December 2015, December 2016 and December 2017.



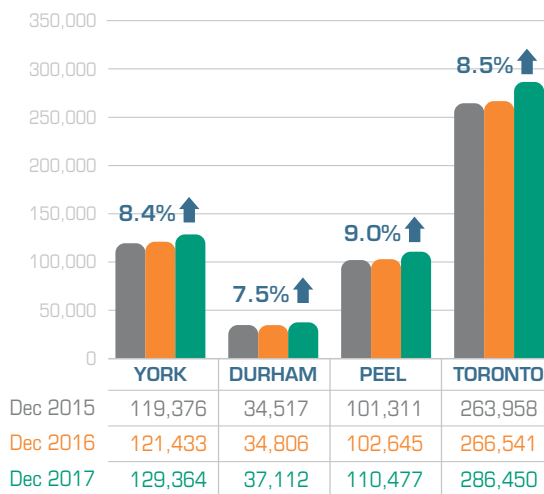
Source: Statistics Canada, Canadian Business Counts

As of December 2017, there were a total of **52,545 businesses with employees** in York Region and **129,364 businesses with no employees**, of which 82% were Classified and 18% Unclassified.

Growth in the number of businesses has continued to dominate the economy of York Region during 2017. From December 2015 to December 2017, the absolute increase in the number of businesses with employees was **1,752** or about **3.5%**. Similarly, the number of businesses with no employees increased by **9,988** or about **8.4%**.

York Region's economy has enjoyed positive rates of new job creation for the past years mainly because of new small and medium size firms that have come into existence or the expansion of the existing ones. This growth trend continued throughout 2017. On the other hand, the number of "one-man" firms has grown because businesses are making use of contractors, who are responsible for their own taxes and benefits. This may be a risky approach if small firms continue to remain hesitant to add employees, or continue to prefer technological alternatives to hiring help.

**CHART 2** Change in Businesses with No Employees  
York, Durham, Peel & Toronto • 2015 - 2017



Source: Statistics Canada, Canadian Business Counts

**Change in Number of Businesses by Employee Size**  
York Census Division • 2015 - 2017

Employees on site	Dec-15	Dec-16	Dec-17	% Change 2015-2017
1 - 4	32,480	33,386	33,384	2.8%
5 - 9	8,005	8,153	8,402	5.0%
10 - 19	4,817	5,018	5,118	6.2%
20 - 49	3,386	3,415	3,525	4.1%
50 - 99	1,194	1,210	1,156	-3.2%
100 - 199	553	577	610	10.3%
200 - 499	281	278	269	-4.3%
500 +	77	82	81	5.2%
<b>Total</b>	<b>50,793</b>	<b>52,119</b>	<b>52,545</b>	<b>3.4%</b>

Source: Statistics Canada, Canadian Business Counts

Chart 2 highlights and compares this growing trend of sole proprietors in York, Durham, Peel and Toronto Census Divisions. It is higher in Toronto and York Region than in Durham and Peel, with Toronto having the highest number of people who are sole proprietors and Durham having the lowest. Between December 2015 and December 2017, the Census Divisions of York, Durham, Peel, and Toronto all experienced an increase in these types of businesses.

In comparing the data of **Businesses With Employees** (table 1) the following trends become evident between December 2016 and December 2017.

- Small size firms (1-4 employees) continued to make up the largest share, 64% of businesses with employees as of December 2017. The largest increases in these firms were recorded in Professional, Scientific and Technical Services as well as Ambulatory Health Care Services sectors, where 279 and 190 firms were created between December 2015 and 2017.
- A negative trend in the mid-size category of businesses is observed. The total number of firms employing 50-99 employees decreased by 3.2%. Major losses were recorded in Professional, Scientific and Technical Services as well as Food and Drinking Places sectors, where 12 and 13 firms were lost.
- A decrease of 4.3% was also recorded in the number of large firms employing 200-499 employees mainly in Administrative and Support Services and in Merchandise Stores
- The highest increase of 10.3% among the mid-sized firms was recorded in those employing 100-199 employees. Sectors like Specialty Trade Contractors, Administration and Support Services experienced an increase in the number of firms.
- Large firms employing 500+ employees also increased by 5.2% as a result of the creation of new firms in Management of Companies and Enterprises as well as in Administration and Support Services sectors.

**York Region – Number of Main Businesses by Industry and Employee Size Range,  
December 2017**

TABLE 2

3 Digit NAICS Sub-Industry	Total, no employees	1-4	5-9	10-19	20-49	50-99	100-199	200-499	500 +	Total, with employees	Rank
541 Professional, Scientific and Technical Services	17,662	7,479	809	429	251	70	45	9	3	9,095	1
238 Specialty Trade Contractors	5,770	2,279	711	415	258	81	38	15	5	3,802	2
621 Ambulatory Health Care Services	4,008	2,255	699	274	85	15	10	4	3	3,345	3
722 Food Services and Drinking Places	1,253	801	709	519	456	118	38	6	0	2,647	4
531 Real Estate	27,716	1,789	249	102	69	23	7	4	1	2,244	5
561 Administrative and Support Services	4,648	1,206	420	261	182	64	46	17	3	2,199	6
236 Construction of Buildings	4,949	1,186	296	147	99	31	17	2	2	1,780	7
484 Truck Transportation	1,719	1,160	61	35	27	9	5	0	0	1,297	8
811 Repair and Maintenance	1,452	841	263	110	33	7	2	2	1	1,259	9
812 Personal and Laundry Services	1,850	829	271	96	41	1	1	0	0	1,239	10
523 Securities, Commodity Contracts, and Other Financial Investment and Related Activities	7,990	618	70	41	23	25	7	8	3	795	14
551 Management of Companies and Enterprises	1,395	107	43	38	41	21	17	11	9	287	34
452 General Merchandise Stores	227	95	14	45	7	9	11	16	0	197	47
336 Transportation Equipment Manufacturing	66	33	9	6	15	8	10	13	6	100	58

Source: Statistics Canada, Canadian Business Counts

\*Note: Businesses without employees include the self-employed, i.e. those who do not maintain an employee payroll, but may have a workforce which consists of contracted workers, family members or business owners. These also include employers who did not have employees in the last 12 months

Table 2 profiles the number of businesses by industry and employee size range in firms with employees. Additionally, the following are highlighted:

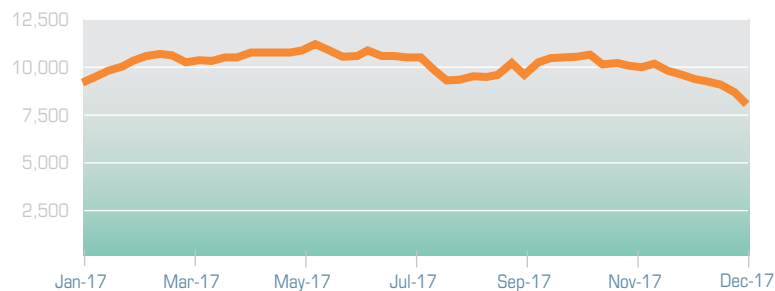
- the top 10 sectors with the largest number of firms with employees
- the sectors that make up the top 3 list for each firm size category
- the ranking of each sector by the total number of firms.

As of December 2017, Professional, Scientific and Technical Services topped the list, thus accounting for the largest industry sector again. It should be noted that this sector is highly dominated by sole proprietors. Specialty Trade Contractors, as well as Food Services and Drinking Places, had a large presence almost among all size firm categories. Management of Companies and Enterprises topped the list of firms with 500+ employees.

## Hiring Demand in 2017

Wanted Analytics, a web-based platform that collects detailed information data from major online job search engines provides some insight into the hiring demand in York Region. This information should be interpreted with caution as it only identifies the trends. According to Wanted Analytics Job Postings data, hiring demand has been steady during 2017.



**CHART 3** Hiring Demand in York Region 2017

Source: Wanted Analytics, CEB TalentNeuron

As identified by chart 3, the hiring peak was reached in May 2017, with 11,017 job postings and gradually declining to 8,058 by the end of December 2017.

In 2017 hiring demand in York Region was highest for professional occupations in natural and applied sciences. Table 3 highlights the top occupations, while table 4 highlights the top industries. Table 5 identifies the most requested Employability Soft Skills, most job types and most job postings by municipality.

**TABLE 3****Top Occupations (2-Digit NOC)**

Professional occupations in natural and applied sciences
Sales representatives and salespersons - wholesale and retail trade
Retail sales supervisors and specialized sales occupations
Service representatives and other customer and personal services occupations
Transport and heavy equipment operation and related maintenance occupations
Service supervisors and specialized service occupations
Professional occupations in business and finance
Administrative and financial supervisors and administrative occupations
Technical occupations related to natural and applied sciences
Specialized middle management occupations

**TABLE 4****Top Industries (2-Digit NAICS) with a Hiring Demand**

Retail Trade
Manufacturing
Professional, Scientific, and Technical Services
Health Care and Social Assistance
Wholesale Trade
Accommodation and Food Services
Administrative and Support and Waste Management and Remediation Services
Construction
Finance and Insurance
Other Services (except Public Administration)

**TABLE 5**

Top Soft Skills Required	Top Job Types	Top Hiring Locations
Oral and written communication	Permanent	Markham
Detail oriented	Full-Time	Vaughan
Team player	Part-Time	Richmond Hill
Problem solving	Temporary	Newmarket
Self-starting / Self-motivated	Contract	Aurora
Organizational	Internship	Whitchurch-Stouffville
Time Management	Co-op	King City

Source: Statistics Canada, Canadian Business Counts

## Skills Gaps and Labour Shortages in Key Employment Sectors of York Region (WPBoard, November 2017)

Information and Communication Technology (ICT), Manufacturing and Financial Services are important employment sectors in York Region. These sectors are undergoing rapid change due to advancing technology and the types of services that customers are demanding in today's market place. As a result the kinds of talent employers require to grow and compete are evolving. Employees need to become “digitally literate” by expanding their technical skills, employability soft skill and business skills. Exacerbating this situation is the number of older workers, who form a large part of the workforce and will be retiring in coming years. This very well may result in serious labour shortages for employers looking for people with the “right” skills.

### Information and Communication Technology (ICT)

ICT is defined in two ways:

- 1) An industry sector that produces everything related to information and communication technologies in the form of both products and services. There are over twenty North American Industry Classification System codes (NAICS) to define the industry.
- 2) ICT also refers to a group of occupations that are represented in the form of National Occupation Codes (NOC).



Hence people who work in ICT can work in ICT and non-ICT firms. There are 4,522 ICT firms in York Region with majority in the Computer Systems Design and Related Services sub-sector. Most firms employ 1-4 people; which is consistent across Ontario and Canada. York Region is home to the highest concentration of tech companies in Canada with majority residing in Markham followed by Richmond Hill and Vaughan.

*To increase and enhance the pool of talent, the GTA tech sector must reshape it's hiring practices and build the mindsets needed for growth.*

Talend Fuels Tech,  
MaRs Discovery District

- 1) Over 65,000 professionals are employed in York Region's ICT sector.
- 2) ICT workers don't just work in ICT firms, in fact more of them work in other industries identifying that the “Digital Economy” permeates many industry sectors.

It is anticipated that the rapid growth of this sector will continue as will the demand for ICT professionals. Emerging technologies include Cyber Security, Intelligent Retail, Entertainment and Video Gaming, Connected transportation and smart cities, FinTech, CleanTech, Biotechnology and e-Health.

The prospect of a serious growth-limiting ICT shortage is becoming increasingly real and is already being felt by employers who report recruiting IT talent for both ICT firms and non-ICT firms is becoming increasingly difficult.

The knowledge and skills colleges and universities are teaching today's students are beginning to better align with ICT labour market needs, but the rate of change in technology and the limited labour market data available to educators make keeping up very difficult. ICT hard/technical skills in high demand include:

- Data management and data analytics
- Network Security
- Cloud computing content, design and service management
- Mobile
  - Software Development
  - Gaming
  - Web Development
  - Digital and Creative Media
  - Project Management
  - Platform Administration



York Region truly is an impressive ICT hub as it is home to some of the highest profile global players in ICT as well as many smaller specific industry focused firms. York Region employers posted over 26,800 ICT related job postings over the last four years.

The message from local employers is that they are expanding and growing and with growth comes a demand for top talent that has both technical capabilities, business savvy and strong customer service abilities.

## Manufacturing

Despite years of decline in manufacturing, growth in the sector has been restored although at a modest rate. Remaining competitive will require manufacturers to adopt “advanced” methods, processes and technologies and engage in upskilling their employees. Often referred to as “Advanced Manufacturing” are those organizations that apply modern methods, processes and technologies to their operation to improve efficiency, increase productivity and to remain competitive.

There are 2,627 manufacturing firms in York Region as of December 2016. Transportation equipment manufacturing is York Region's largest manufacturing subsector. Manufacturing accounts for 15% of total employment in York Region (December 2016) or 79,600 jobs making it the region's largest employer. Firms employing 5-49 people lead the way.



Today's manufacturing worker is different from those of the pre-recession; more technically trained workers to apply, operate and maintain the "digitally controlled" production equipment now in use. Traditional trades persons are still required and highly valued in this industry. Statistics show that 19,900 job postings for positions directly related to the manufacturing sector were posted in York Region over a four-year period. Majority of these postings were for full-time permanent positions.

It should also be noted that employers from this sector also identified that "employability soft skills" are also required including team work, oral and written communication, continuous learning and dependability.

A broad range of career opportunities are offered in this sector ranging from entry level assemblers, operators and truck drivers to skilled trades that include industrial electricians, mechanics and millwrights to advanced positions such as CNC programmers, network technicians to manufacturing software engineers, supply engineers and process engineers. For those who are mechanically inclined, like working with they hands or have a desire to "make things" there is definitely an opportunity to make a career in this sector in York Region.



## Financial Services

A multi-subsector industry that includes banking, insurance, investment and wealth management, accounting, bookkeeping and FinTechs. The industry is alive and thriving in the GTA and represents a great opportunity sector for York Region. Just as advancing technology is transforming ICT and Manufacturing, it is to a degree actually disrupting the traditional financial services markets. There are rapid changes in the way financial institutions are serving their customers with a substantial migration to online services, mobile apps and modern interfaces for Enterprise Resource Planning (ERP) systems.

Internally, new technologies are driving improvements in productivity, “Big Data” and “Analytics” are becoming more powerful tools. FinTechs are small or start-up ICT firms focusing on delivering new financial services in new ways to clients. Occupations for FinTechs are so new that National Occupation Codes (NOC) have not been developed yet.

York Region is home to corporate or divisional back-end operations of many financial institutions in addition to hundreds of branch-level places of employment. There are 2,900 financial / investment / insurance firms in York Region employing 27,000 people. However, if we were to add employment in accounting, bookkeeping and tax services, the number of employed people would likely double for the whole sector. Firms employing 1-4 people form the largest number followed by 5-49, however big institutions employ large amounts of workers. While the banking industry are attractive places for young MBA graduates to begin a long and stable career, investment and insurance firms are not as popular as a career destination. Over a four year period, job postings for positions in the financial, investment, bookkeeping and insurance sector accounted for 19,200 in York Region. Majority of postings were for full-time permanent positions.



Financial Services jobs in large institutions are evolving and new ones are emerging in IT roles especially in Cyber Security, Big Data Analytics, Artificial Intelligence, Mobile Systems and Legacy Systems Interfacing. Traditional financial functions are being automated and new positions lie in multi-skilled roles that integrate finance, technology and business.

The specific jobs and technical skills required in larger institutions are quite different from those smaller local businesses, however as with ICT and manufacturing, “employability soft skills” required from new hires is a key requirement from employers. All employers we spoke with from both large institutions and small businesses emphasized that they are first and foremost client-focused and that technology should improve and not harm the customer experience. Many positions are customer facing or interacting and require excellent communication skills.

For those individuals who have a desire to work in a large corporate environment, the opportunities are abundant in the GTA. However, there are many rewarding career opportunities for individuals who have a desire to work close to home in York Region.



## Labour Force Characteristics

### Population

York Region's total Census population in 2016 was 1,109,600 accounting for 17.3% of the GTA total. The population grew by approximately 77,400 between 2011 and 2016 compared to 1,032,200 in 2011.

Between 2011 and 2016, the municipalities of Vaughan, Markham and Richmond Hill had the largest share of population growth. Markham recorded the highest level of population growth, increasing by approximately 27,300 people. King was the fastest growing municipality in York Region, growing on average 4.2% annually between 2011 and 2016 followed by Whitchurch-Stouffville at 4.0% as identified in table 6.

TABLE 6

Municipality	2011 Census Population	2016 Census Population	2011-2016 Absolute Growth	2011-2016 Average Annual Growth Rate
Aurora	53,200	55,400	2,200	0.8%
East Gwillimbury	22,500	24,000	1,500	1.3%
Georgina	43,800	45,400	1,900	0.9%
King	19,900	24,500	4,600	4.2%
Markham	301,700	329,000	27,300	1.7%
Newmarket	80,000	84,200	4,200	1.0%
Richmond Hill	185,500	195,000	9,500	1.0%
Vaughan	288,300	306,200	17,900	1.2%
Whitchurch-Stouffville	37,600	45,800	8,200	4.0%
<b>York Region</b>	<b>1,032,200</b>	<b>1,109,600</b>	<b>77,400</b>	<b>1.5%</b>

York Region recorded the sixth highest population growth amongst regions in Canada from 2011 to 2016.

During this period, York Region was the **3rd highest growing Census division** in Ontario.

Sources: Statistics Canada & The Regional Municipality of York

### Women outnumber men in York Region in 2016



### York Region's youngest generation is declining

The population of children aged 4 and under has declined by almost 1,500 or 2.5%



### Facts:

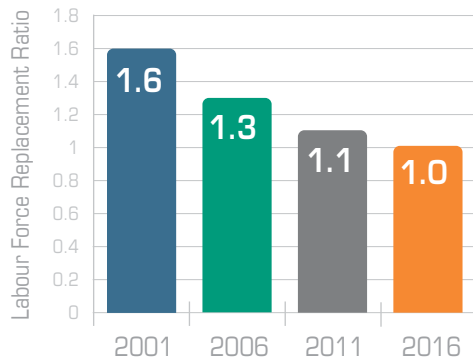
- 48.7% of York Region's population were males and 51.3% females.
- Census 2016 reported 161,925 seniors, accounting for a record high share of the population in York Region at 14.6%. This is an increase of 33.9% since 2011.
- The number of children (0-14 years) increased at 1.8%, youth (15-24 years) at 2.2%, and those of working age (25-64 years) at 5.2%.
- The Median age is 33.9 years old, the second oldest in the GTA.

Sources: York Region, 2016 Census Release

CHART 4

**Labour Force Replacement Ratio**

York Region 2001 - 2016



Sources: Statistics Canada, 2001-2016 Censuses & The Regional Municipality of York

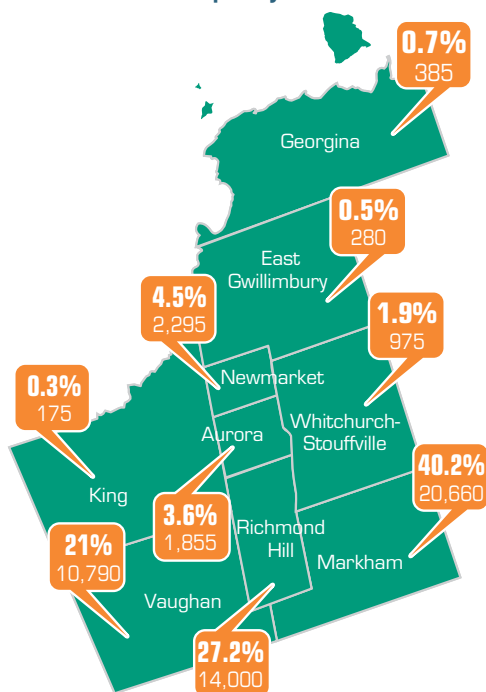
**York Region's Labour Force is Aging**

- Working age residents (25-64 years old) represent 55% of the population.
- The 2016 Census counted 146,875 persons aged 15-24 years (the age when people typically enter the labour force) and 146,465 persons aged 55-64 years (the age when people typically leave the labour force). The number of these two age cohorts was almost equal, an indicator that the labour force replacement ratio had fallen to 1.0 compared to 1.6 that was recorded in 2001 (chart 4). This trend is also apparent across Canada and Ontario. Labour force replacement ratio refers to the ratio of persons expected to enter the workforce (aged 15-24) compared to those expected to leave it

(aged 55-64). A low ratio creates downward pressure on the overall labour force participation rate as fewer people will be attached to the labour market relative to the total population.

**Immigrants**

York is a growing and diverse region, with nearly half of its population made up of immigrants. As a key contributor to population growth immigration is becoming increasingly tied to the need to make up for the aging population that will shortly retire from the labour force. According to Census 2016 about 47% per cent or 515,225 of York Region residents were born outside of Canada, thus ranking the region as third highest destination for immigrants in Ontario, behind Peel and Toronto.

**Distribution of Recent Immigrants by Local Municipality 2011-2016**

Sources: York Region, 2016 Census Release

**Facts:**

- 51,410 people were recent immigrants, accounting for 10% of all immigrants in York Region.
- 25% of all York Region immigrants arrive under the age of 14.
- The City of Markham is Canada's most ethnically diverse community with 78% of the population identified as a visible minority.
- The top five countries of origin for recent immigrants in York Region are China, Iran, the Philippines, India and Pakistan.
- There were over 230 distinct ethnic origins reported in York Region
- The top three municipalities with the highest share of immigrant population were Markham (40.2%), Richmond Hill (27.2%) and Vaughan (21%)
- 49% of the population in York Region self-identified as a Visible Minority

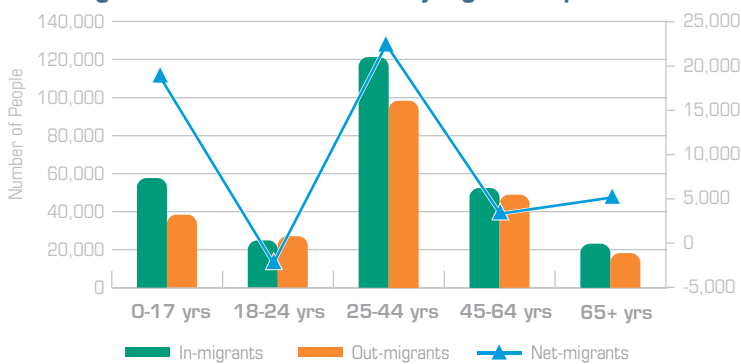
TABLE 7

**Mobility Status of York Region Residents**

Characteristics	Total
Total - Mobility status 5 years ago	1,043,775
Non-movers	687,285
Movers	356,485
Non-migrants	169,945
Migrants	186,540
Internal migrants	133,665
Intraprovincial migrants	126,340
Interprovincial migrants	7,325
External migrants	52,880

Source: Statistics Canada, Census 2016

moved are referred to as **non-movers** and persons who have moved from one residence to another are referred to as **movers**. Movers include non-migrants and migrants. **Non-migrants** are persons who did move but remained in the same city, town, township, village or Indian reserve. **Migrants** include internal migrants, who moved to a different city, town, township, village or Indian reserve within Canada. Intraprovincial migrants move within a province and interprovincial migrants move from province to province. **External migrants** include persons who lived outside Canada at the earlier reference date.

**Migration Characteristics by Age Group • 2011 - 2016**

Source: Statistics Canada, Taxfiler

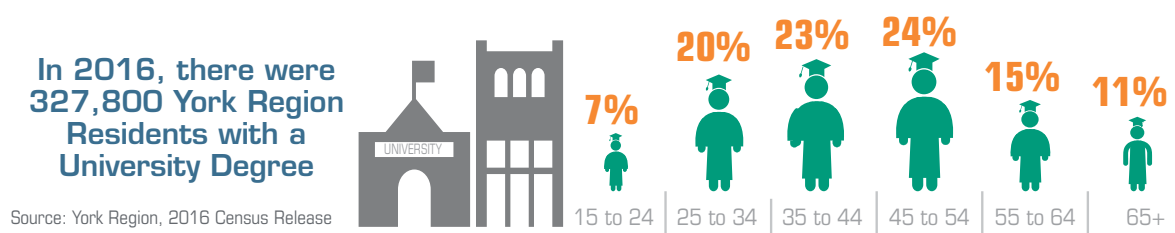
Indian reserve within Canada. Intraprovincial migrants move within a province and interprovincial migrants move from province to province. **External migrants** include persons who lived outside Canada at the earlier reference date.

- 34% of the residents had moved into the region since 2011
- 52% of those who moved into the region were migrants, of which 28% were external migrants or people who had moved into Canada during the reference period.

The recent migration trend indicates that many young people (18-24 years old), are moving out of the region. The greatest in-migration to York Region is among the 25-44 year old age group, or those of prime working age. The data also show a very high influx of 0-17 year olds moving into the region.

**Educational Attainment and “Employability Hard Skills”**

Education is regularly cited as one necessary prerequisite for labour market success. According to Census 2016 there were 327,800 York Region residents with a **university degree**.



### Facts:

- 70% of York Region residents have a post-secondary education, second highest in the Greater Toronto and Hamilton Area (GTHA) after Halton Region.
- York Region ranks fourth in Canada for the share of residents with a university degree.
- In 2016, 90.6% of people aged 25-64 in York had a high school diploma or equivalency certificate, compared with 86.3% in Canada.
- 20% of people aged 25-64 had a college, CEGEP or other non-university certificate or diploma as their highest level of education, and 4.5% had an apprenticeship or trades certificate or diploma as their highest in 2016.
- Between 2006 and 2016 census periods the number of residents with a University Degree increased by 36% and those with a Trades or College Diploma increased by 14%.
- 21.9% of women aged 25-64 with a bachelor's degree or higher studied STEM (science, technology, engineering and mathematics), compared with 44.8% of men. Alternatively, 78.1% of these women studied BHASE (non-STEM) fields of study such as business, humanities, health, arts, social sciences, education, etc., compared with 55.2% of men.
- 31% of York Region residents obtained their post-secondary education outside of Canada, mostly in China, United States, India, Philippines and United Kingdom.
- 51% of immigrants have a university degree or higher. Although the educational attainment levels among immigrants are high, a significant gap remains in their economic outcomes such as employment ratios and earnings.
- In York Region 41% of the non-immigrant population have a University Degree and 32% a College or Trade Degree.

Table 8 depicts the level of educational attainment of residents living in York Region's nine local municipalities. It should be noted that Richmond Hill has the largest share 55% of

**Level of Education by Local Municipality, Population aged 25 - 64**

TABLE 8

Municipality	Without High School Education		High School Education		College or Trades		University Education	
Aurora	1,440	5%	6,155	20%	8,510	28%	14,185	47%
East Gwillimbury	1,110	9%	3,430	27%	4,720	36%	3,685	28%
Georgina	3,485	14%	8,305	33%	9,620	38%	3,965	15%
King	900	7%	3,170	24%	4,090	32%	4,815	37%
Markham	18,845	10%	39,450	22%	37,040	21%	85,595	47%
Newmarket	3,735	8%	10,630	23%	14,545	32%	16,670	37%
Richmond Hill	5,565	5%	19,200	18%	23,765	22%	59,140	55%
Vaughan	13,465	8%	35,065	22%	42,900	26%	72,095	44%
Whitchurch-Stouffville	1,795	7%	6,005	25%	7,145	29%	9,370	39%
<b>York Region</b>	<b>50,335</b>	<b>8%</b>	<b>131,405</b>	<b>22%</b>	<b>152,330</b>	<b>25%</b>	<b>269,520</b>	<b>45%</b>

residents with a University Degree followed by Aurora and Markham, each at 47%, while Georgina has the highest share of residents with a College or Trade Degree at 38%.

Source: Statistics Canada, Census 2016 & The Regional Municipality of York

## Educational Attainment and “Employability Soft Skills”

Employers from a variety of sectors with whom we interact vocalize their frustrations and difficulties in finding candidates that have the “non-technical” skills or “employability soft skills” which appear to represent a bigger “gap” area than technical skills in today’s labour market.

Soft skills are personal attributes and competencies that enable someone to interact effectively with other people such as work colleagues, managers and customers. Hard skills refer to technical expertise acquired through formal training to effectively undertake the job for which you have been hired; soft skills distinguish you from your competitors and make what you have to offer to your company’s customers unique.

Research conducted by Harvard University, the Carnegie Foundation and the Stanford Research Institute found that technical skills and knowledge account for 15% of the reason you get a job, keep a job and advance in a job, however 85% of your job success is connected to your people skills. Employers identified “interview” experiences for all areas of employment including college and university level graduates; indicated a wide range of challenges including basic literacy and numeracy skills, limited communication and people skills, poor analysis and problem-solving skills and no understanding of basic business principles and concepts. Strong sales and customer service skills were also areas that candidates are lacking.

“Soft” skills mentioned as critical and often missing in applicants include:

- Adaptability - openness to change
- Problem solving and analysis
- Conflict resolution
- Self- motivation
- Communication skills including verbal, written and listening
- Customer service and sensitivity
- Telephone communication
- Interpersonal Skills
- Ability to make eye contact
- Time management and organization skills
- Attitude and work ethic
- Sensitivity to colleague’s cultural differences
- Continuous learning

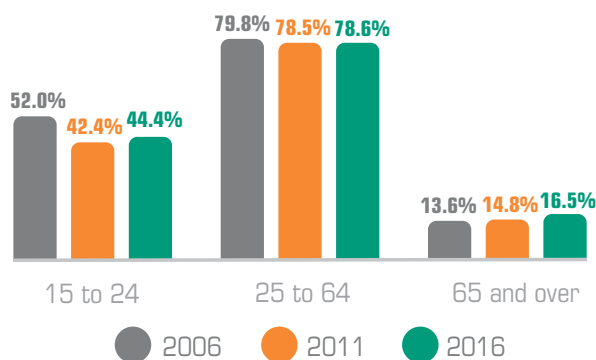
Many employers identified that they believe it is best to hire for fit and attitude and train for technical requirements. There is also general consensus amongst employers that they should not have to train new hires for these important “Employability Soft Skills”. They are the primary qualities that get you hired and keep you employed.



## Labour Force Activity

Labour force is defined as persons having a job or a business and those who are unemployed, available for work and actively seeking work. York Region residents were successful in the labour market between the census reporting periods. A total of 604,200 residents or 67% of the population 15 years and over were in the labour force.

**CHART 5** Employment Rates by Broad Age Groups  
York Region, Census 2006, 2011 and 2016



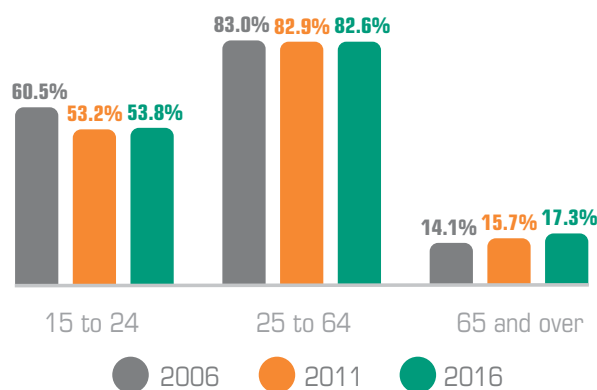
Source: Statistics Canada, Census 2016

Note: Employment rate refers to the number of persons employed in the week of Sunday, May 1 to Saturday, May 7, 2016, expressed as a percentage of the total population aged 15 years and over.

### Employment Rate

The working age groups (15-64 years) were able to maintain the status quo of employment, recording a slight increase in employment rates compared to 2011. Meanwhile the employment rate for young residents (15-24 years) was 2% higher than in the previous census, but still 7.6% lower than in 2006. Higher employment rates were recorded for the 65 and over age group, meaning that more people are delaying retirement, an evolving trend that is expected to continue as identified in chart 5.

**CHART 6** Participation Rates by Broad Age Groups  
York Region, Census 2006, 2011 and 2016



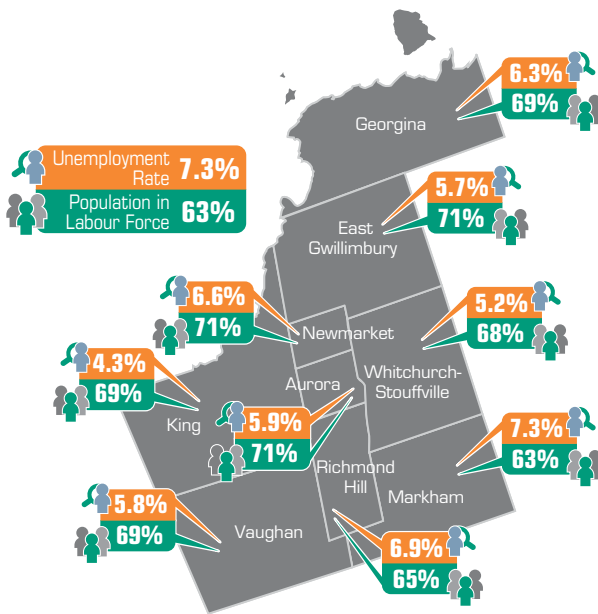
Source: Statistics Canada, Census 2016

Note: The participation rate refers to the labour force in the week of Sunday, May 1 to Saturday, May 7, 2016, expressed as a percentage of the population aged 15 years and over.

### Participation Rate

The participation rate is the total labour force expressed as a percentage of the population aged 15-64 and over in the economy currently employed or seeking employment. People who are still undergoing studies or not available for work and persons above the age of 64 are not included in the labour force. The participation rate for a particular group is the labour force in that group expressed as a percentage of the population for that group.

The participation rate of young people at the level of 53.8% has slightly recovered from the last census, but was still 6.7% lower than in 2006.



Source: York Region, 2016 Census Release

## Unemployment Rate

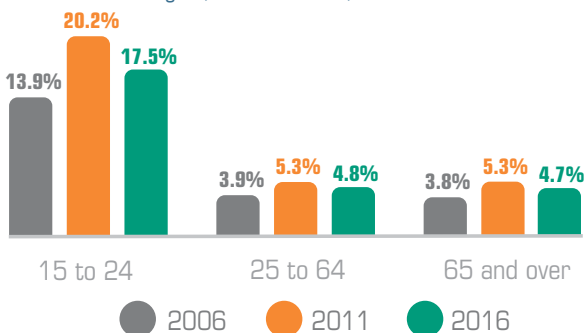
In 2016, York Region's unemployment rate of 6.4% was the second lowest in the Greater Toronto and Hamilton Area (GTHA) after Halton Region, a drop of 1% since 2011.

The municipality with the lowest unemployment rate was King at 4.3% and the one with the highest at 7.3% was Markham, a municipality with a high number of immigrants. Aurora, Newmarket and East Gwillimbury, however had the highest share of population in the labour force with 71%.

CHART 7

## Unemployment Rates by Broad Age Groups

York Region, Census 2006, 2011 and 2016



Source: Statistics Canada, Census 2016

Note: Refers to the unemployed expressed as a percentage of the labour force in the week of Sunday, May 1 to Saturday, May 7, 2016.

The unemployment rate for the three broad age groups of the Region's residents (chart 7) peaked during the 2011 Census reporting period. This period coincides with the economic recession and Canada's employment downturn. It should be noted that youth unemployment rates have remained relatively high at 17.5% compared to the other age groups.

## Place of Work Status

Since 2006, the number of residents Working at Home and with No Fixed Workplace increased by 32% and 36% respectively.

### York Region 2016 Employed Labour Force by Place of Work Status

52% of Residents

with a Usual Place of Work,  
Live and Work in York Region+32%  
since 2006

48,950

Worked at Home

+68%  
since 2006

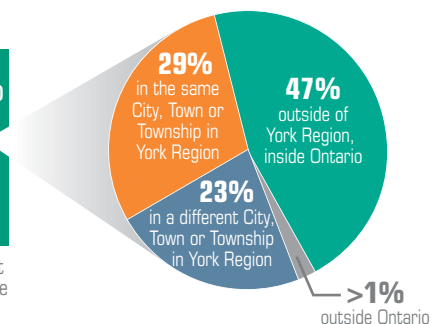
4,210

Worked Outside  
of Canada+36%  
since 2006

65,130

No Fixed  
Workplace+16%  
since 2006

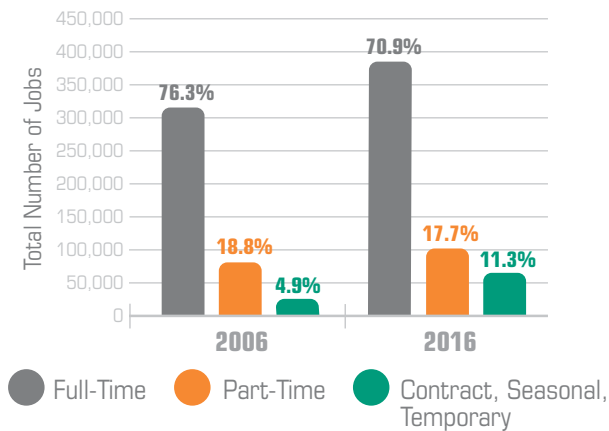
446,880

Worked at  
Usual Place

Source: York Region, 2016 Census Release

CHART 8

### York Region Surveyed Employment by Type of Worker



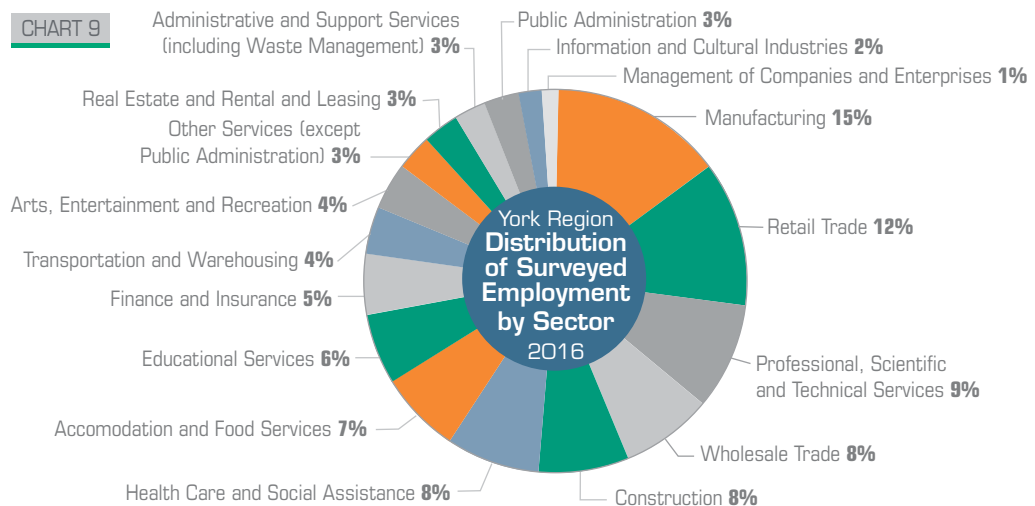
### Types of Employment

According to York Region Employment Survey 2016 full-time workers account for the largest share of employment type at 70.9%. As identified in chart 8, the remaining share is divided between part-time workers at 17.7% and contract/seasonal/temporary at 11.3%. The Region continues to experience a shift in the shares of employment types with full-time employment decreasing from 76.3% in 2006 to 70.9% in 2016, while contract/seasonal/temporary employment continues to increase from 4.9% in 2006 to 11.3% in 2016.<sup>10</sup>

### Employment by Industry

Examining the industries where employment is concentrated in York Region is one method of profiling the labour market (chart 9). The proportion of people employed in a given industry provides a sense of scale for that industry's importance, and changes in the employment mix by industry suggest the industries that are growing and are shrinking. The manufacturing, retail trade, and professional, scientific and technical services sectors accounted for the largest share of surveyed employment by mid-year 2016, according to York Region Employment Survey 2016. The York Region economy continues a shift to services-oriented sectors.

In 2016, the majority of the Region's workforce was employed in services-producing sectors, accounting for 77% of the Region's surveyed employment base compared to 73% in 2006. Employment in the goods-producing sectors accounted for 23% of the region's total surveyed employment in 2016 compared to 2% in 2006. Manufacturing remains the region's largest employment sector.<sup>11</sup>



<sup>10</sup> "Employment and Industry Report 2016." Employment and Industry Report, York Region, Feb. 2017, [www.yorklink.ca/wp-content/uploads/2017/02/17005\\_employmentIndustryReport2016.pdf](http://www.yorklink.ca/wp-content/uploads/2017/02/17005_employmentIndustryReport2016.pdf).

<sup>11</sup> Ibid

Chart 10 profiles the distribution of York Region residents who were employed during the reference week by industrial sector in 2011 and 2016. The vertical axis shows the industrial sector and the horizontal axis shows the proportion in 2011 and in 2016.

The top 10 industrial sectors with the largest shares of employment are highlighted in the chart. Employment gains were mainly recorded in Construction and Professional Scientifics and Technical Services sectors.

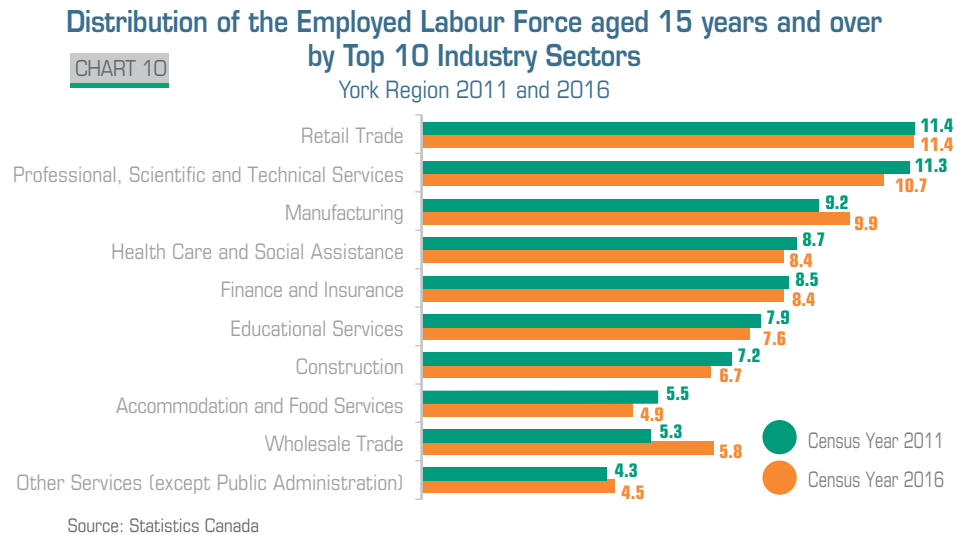
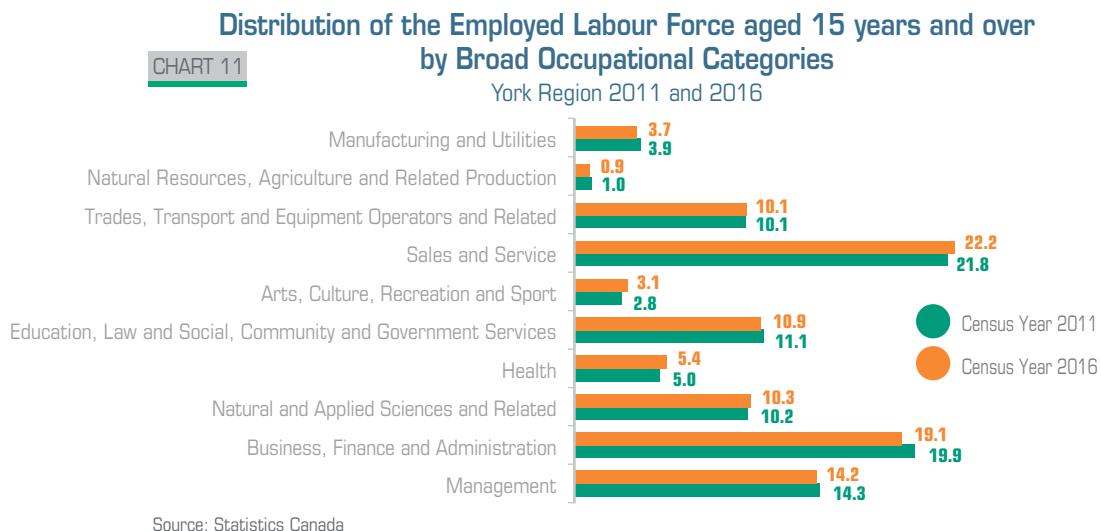


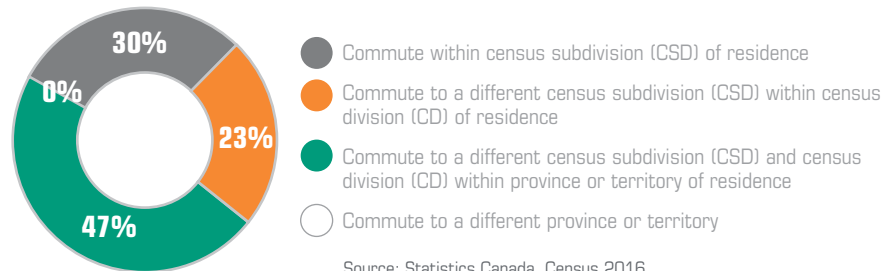
Chart 11 shows the distribution of the employed labour force aged 15 years and over by broad occupational categories, York, 2011 and 2016, where Sales and Service Occupations followed by Business, Finance and Administration occupations had the largest share of total occupations during the two reporting census periods 2011 and 2016. Slight changes in the distribution rates are observed across all broad occupation groups compared to the previous census period.



## Journey to work

Census 2016 reported that 47% of York Region's employed labour force aged 15 years and older that have a usual place of work commute to a different census subdivision (CSD) and census division (CD) outside of York Region. Another 23% commute to a different census subdivision (CSD) within census division (CD) of residence and 30% commute within census subdivision (CSD) of residence. (chart 12)

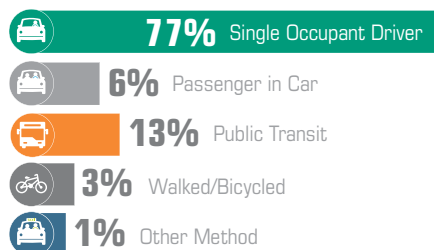
**CHART 12** Commuting Destination for York Region Employed Labour Force aged 15 years and over in Private Households with a Usual Place of Work, 2016



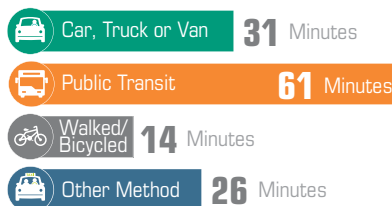
## Facts:

- Since 2006 there has been a 45% increase in York Region residents taking transit to work.
- York Region residents have the second longest commute to work (averaging 34 minutes) in the GTHA after Durham Region.
- Almost 20% of residents travel 60 minutes or more to work.

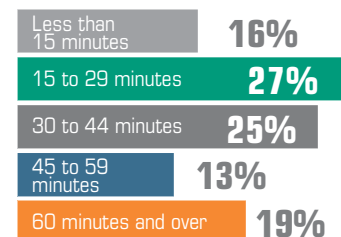
### 2016 Mode of travel to work in York Region



### Average Commute time by Mode of Travel to Work in York Region



### Over half of York Region's Employed Labour Force commute more than 30 minutes to work





## Engaging Stakeholders to Identify Local Intelligence and Increase Awareness

### Employer Leadership Council

The Workforce Planning Board of York Region recognizes the significance of employer engagement in identifying local workforce issues, addressing demand for skills and collecting local labour market intelligence. Over the past five years, WPBoard had developed and nurtured the Employer Leadership Council (ELC) project that brings together local employers from a variety of sectors, educational training institutions, community stakeholders such as Employment Ontario and local government. The outcome is to:

- Share ideas, challenges and best practices
- Connect employers to financial incentives
- Identify required skills
- Inform employers of new initiatives to create engaging workplaces
- Share training tools
- Increase connectivity to Employment Ontario providers and their services



Engagement with employers is maintained through the execution of an effective communication strategy to ensure that employers receive information that is current and relevant to their workforce needs. This involves web and social media marketing, electronic newsletters and blogs, face to face roundtable meetings and employer forums that address current labour market challenges. Highlights from 2017-2018 included:

- 1) **A webinar to share information on Mental Health in the Workplace** in partnership with the Canadian Mental Health Association - York and South Simcoe (CMHA). It highlighted CMHA's Workplace Wellness Series designed to build capacity within organizations to effectively address issues related to mental health in the workplace. A psychologically healthy work environment is important as it supports employee engagement, worker health and well-being, recruitment and retention, productivity, effective risk management and corporate social responsibility.
- 2) **Face to face roundtable meetings** with employers were organized quarterly providing two-way communication. Typically meeting topics are identified by employers prior to meetings and often subject matter experts are invited to attend to speak to a specific topic or detailed presentations are developed and presented to employers for an interactive discussion. Some of the topics that we have researched and shared this year include recruiting, retention, training, employment services, subsidies, government programs, the legal aspects of people management and new resources for employers to identify talent for their organizations.
- 3) **Two Employer Forums** were organized by WPBoard for ELC members and local employers at large:

- a) **“Take Your Workforce to the Next Level”** was attended by over 90 employers for an informative presentation on why “developing purpose” in an organization can enable growth; improve performance and work ethic of employees.
- b) **“Changing Workplaces - Are you Ready”** was attended by over 130 people to gain insights into the proposed changes to the Employment Standards Act and support employers' understanding of these changes enabling them to be ready once the legislation was approved. The event included an expert panel of employment lawyers and two key note speakers who focused on how valued employees create strategic opportunities for increased workplace innovation and easy to implement tactics that inspire team members and build a foundation of trust and create a culture of success.

Employer testimonials identify that the ELC project has been and continues to be beneficial to employers in keeping them up to date on employer related news and programs affecting the business community. Linking them to government services and community stakeholders to support their hiring and training needs and most important, providing a unique forum for local employers to discuss experiences, challenges and concerns in recruiting and retaining good employees. Finding and keeping good people is a challenge for most businesses, even in the best of labour markets and economic times. However, hiring and managing people well are imperatives vital to the success of any organization.

## Great Workplaces in York Region

York Region is a dynamic, thriving region that is home to 52,000 companies and nearly 600,000 jobs. It attracts nearly 20,000 new residents and creates an average of 12,500 jobs annually. Currently, some of the most highly educated workers in Canada reside in York Region as



70% of the workforce has obtained a post-secondary education. Yet York Region has the second lowest live-work ratio in the Greater Toronto Hamilton Area (GTHA), meaning that 47% of the region's working population leaves the region every day to work somewhere else. 57% of those who leave the region everyday spend more than 30 minutes commuting to and from work. 19% spend over 60 minutes travelling. A lower live-work ratio can mean an inadequate work/life balance for some workers commuting for extended periods of time every day.

York Region is a top GTHA destination for businesses to locate, grow and succeed. Many high quality, “knowledge based” jobs in ICT, finance and professional services, healthcare and advanced manufacturing exist in York Region that residents are not aware of. Many employers are filling highly skilled jobs with talent from outside the region, when in fact much of this talent already resides here.

A low-live ratio has negative impacts for the region economically, environmentally and socially and it is important to address this issue to achieve a more sustainable and desirable community for all of the region's residents.

WPBoard, with the support of the Region of York's Economic Strategy department has developed "Great Workplaces in York Region" as user friendly webpage for both employers and residents to learn about the opportunities that exist in the local labour market.

Employers from twelve different sectors have the opportunity to visit Great Workplaces in York Region and upload information about their organization and why it is a great workplace. A variety of employers in different sectors highlight the programs or opportunities they have developed that inspire their employees.

Some initiatives are formal large scale programs and others are simple yet significant initiatives in the eyes of their employees. The result is the ability to profile regional based employers that have built meaningful, high performance workplace cultures.

Residents who are job searching or looking to improve their work-life balance by working closer to home can visit Great Workplaces in York Region and learn about organizations from their chosen sector who have developed environments where employees feel trusted, valued and empowered.

It is undisputed that someone working in downtown Toronto can often earn up to \$20,000 more than residents working in the region. However, commuting can also be more costly for someone who travels downtown each day, not to mention additional costs for fuel and fares. For those with children potentially means extended childcare hours and added costs. Long commutes add stress to a person's daily life and reduces the opportunity to spend time with family and friends or get involved in community activities and programs.

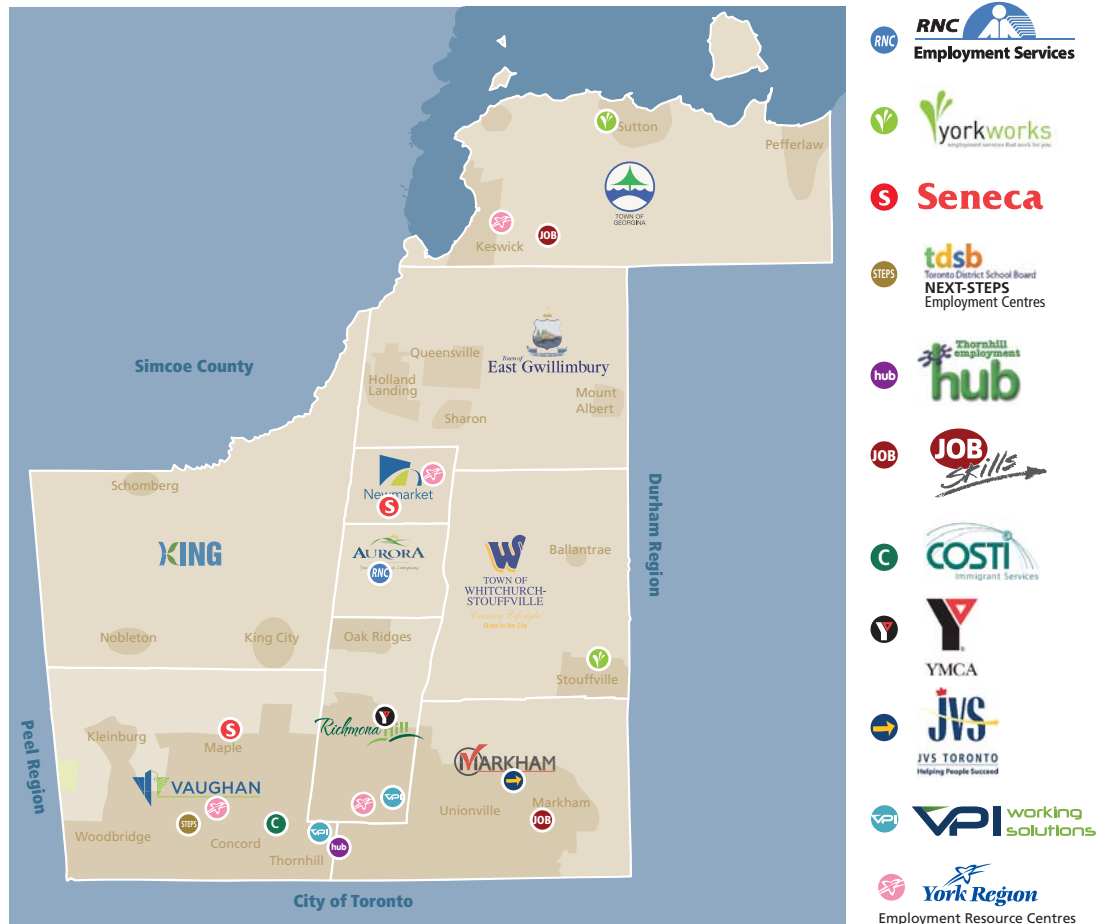
Great Workplaces in York Region supports:

- Companies that are innovative and create employee engagement through the development of positive workplace cultures
- Increases attraction and retention of top talent to employers
- Improves work-life balance for residents
- Impacts the live-work ratio in York Region
- Strengthens the economic vitality of the region

Visit **Great Workplaces in York Region** (click) to learn more about the opportunity to work close to where you live in York Region.

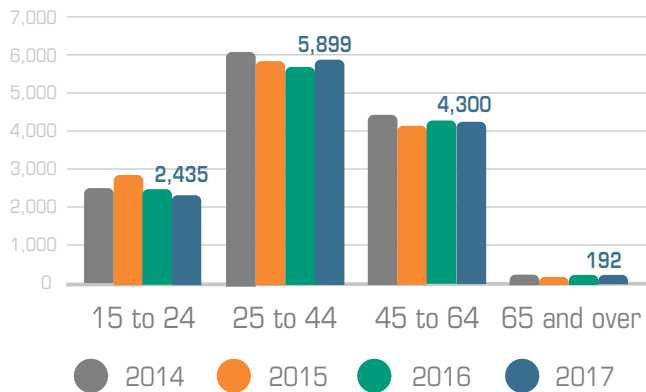
## Employment Services Support for Employers and Job Seekers

This section provides information and analysis of client data released by Employment Ontario in 2017 and offers insights into client demographics and outcomes between April 2016 and March 2017 for York Region.



### Facts:

- 41,567 residents were serviced by Employment Ontario Service Provider offices in 2016-2017, an increase of about 16% from the previous period.
- 12,826 residents received one-on-one assistance (Assisted Clients) regarding their job search, an increase of 1.2%.
- 28,741 residents or about 24% more than the previous period were identified as Unassisted Clients (a client that does not receive one-on-one assistance).
- 84% of the clients were unemployed, 7% were underemployed and 4% were employed part-time. The rest were either self-employed, employed full time or were full and part-time students.

**CHART 13** Clients Age Group • 2014 - 2017

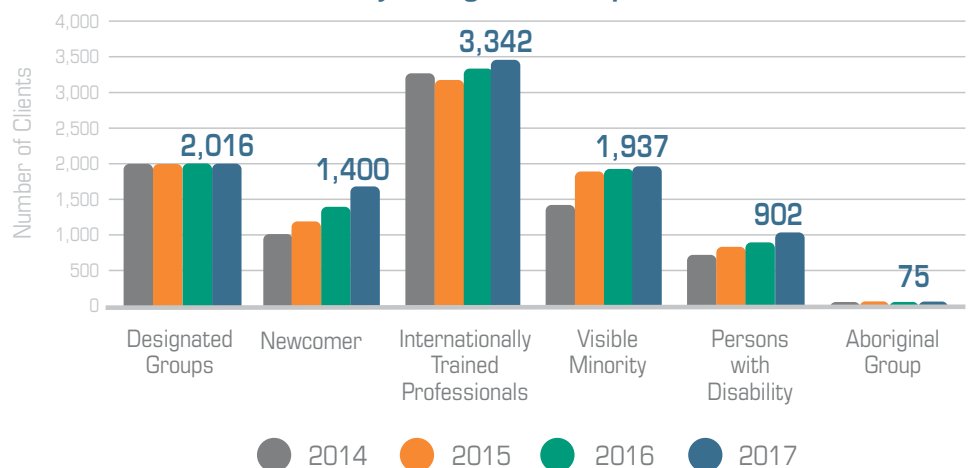
Source: Ministry of Advanced Education and Skills Development, Employment Ontario

- 53% of clients had no source of income and 17% were receiving EI benefits.
- 5,899 or 46% of assisted clients were 25-44 years old, 4,300 or 34% were in the 45-64 age range. while another 2,435 or 19% were 15-24 years old. The remainder 1% were 65 years of age or older (chart 13).
- The number of youth clients using assisted services has decreased by 1% compared to the previous period. Youth do not use the EO employment services in the same proportion as the other age groups. This could potentially be attributed to use of digital media as a resource for their job search or lack of awareness about the services.

- The percentage of older workers entering as ES clients has increased by 19% since 2014. "older workers" are defined as individuals 55 years of age and over who are in the labour force (working or are unemployed and actively looking for work). Many employers engage in online recruitment because it is cost-effective and convenient. Statistics show that this segment of population has more difficulty in regaining employment therefore they seek the services of an employment agency.
- Substantial increase in the use of services is recorded among all Designated Groups year over year. Compared to the previous reporting period more clients from the following groups have accessed assisted services:

- 23% more Newcomers
- 4% more Internationally Trained Professionals
- 2% more Visible Minorities
- 14% more Persons with Disability

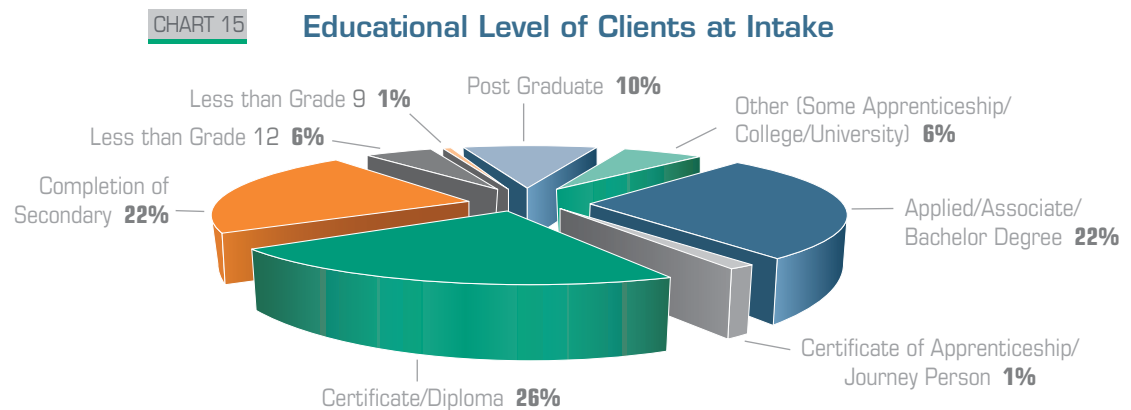
These increases can be seen in chart 14.

**CHART 14****Clients by Designed Groups • 2014 - 2017**

Source: Ministry of Advanced Education and Skills Development, Employment Ontario

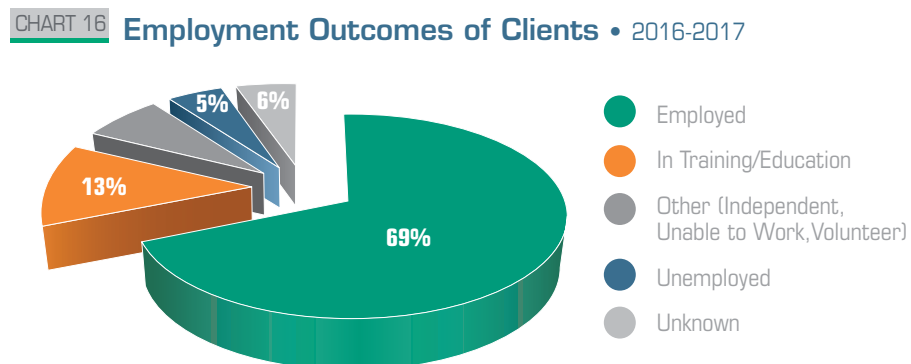


- The Employment Ontario data present evidence concerning links between educational attainment and employment outcomes for all clients. Chart 15 shows the education level of clients at intake. The majority of ES clients or 28% had completed an Applied/Associate or Bachelor degree, 26% had a Certificate Diploma and 22% had completed Secondary Education. The high number of clients with a degree can be related to the increase in the number of Internationally Educated Professionals and Newcomers that are using the Employment Services in order to enter the labour market.



Source: Ministry of Advanced Education and Skills Development, Employment Ontario

- Employment Service Providers continued to do an excellent job in promoting their services to job seekers and employers. 69% of clients secured employment and 13% pursued further training or education (chart 16).



Source: Ministry of Advanced Education and Skills Development, Employment Ontario

- Employment Ontario has made available data about the occupations and the industry the client was previously employed in, together with the occupation and industry employed at a detailed 2-digit NOC and NAICS level respectively. Tables 9 and 10 respectively highlight the top 5 occupations and industries for both.

TABLE 9

Lay-Off Occupation (2 digit NOC) Top 5 York Region		Employed Occupation (2 digit NOC) Top 5 York Region	
12	Administrative and financial supervisors and administrative occupations	14	Office support occupations
14	Office support occupations	12	Administrative and financial supervisors and administrative occupations
65	Service representatives and other customer and personal services occupations	64	Sales representatives and salespersons - wholesale and retail trade
64	Sales representatives and salespersons – wholesale and retail trade	65	Service representatives and other customer and personal services occupations
67	Service support and other service occupations	42	Paraprofessional occupations in legal, social, community and education services

Source: Ministry of Advanced Education and Skills Development, Employment Ontario

TABLE 10

Lay – Off Industry (2 digit NAICS) Top 5 - York Region		Employed Industry (2 digit NAICS) Top 5 - York Region	
54	Professional, Scientific, and Technical Services	56	Administrative and Support and Waste Management and Remediation Services
56	Administrative and Support and Waste Management and Remediation Services	44	Retail Trade
44	Retail Trade	54	Professional, Scientific, and Technical Services
72	Accommodation and Food Services	62	Health Care and Social Assistance
62	Health Care and Social Assistance	72	Accommodation and Food Services

Source: Ministry of Advanced Education and Skills Development, Employment Ontario

## Literacy and Basic Skills

The Ontario Literacy and Basic Skills (LBS) program helps adults in Ontario to develop and apply communication, numeracy, interpersonal and digital skills to achieve their goals.

- A total of 5,105 clients used LBS services in York Region area during 2016-2017. 42% of all Literacy Basic Skills learners were of prime working age 25-44 years old, 28% were 45-64 years old and 27% were youth. The highest proportion of LSB learners among the designated groups was made by Persons with Disabilities (50%) followed by Newcomers (22%) and Visible Minorities (18%).

- 34% of the total number of LBS learners had less than Grade 12 level of education and 30% had completed their Secondary Education. About 66% of LBS learners were unemployed and 44% that participated in these programs identified post-secondary education as a goal. About 31% identified employment as a goal and 5% apprenticeship.

### Second Career

TABLE 11 Top 10 Skills Training Programs York Region

2015-2016	2016-2017
Accounting and Related Clerks	Early Childhood Educators and Assistants
Medical Administrative Assistants	Accounting and Related Clerks
Transport Truck Drivers	Social and Community Service Workers
Early Childhood Educators and Assistants	Transport Truck Drivers
Home Support Workers, Housekeepers and Related Occupations	Home Support Workers, Housekeepers and Related Occupations
Social and Community Service Workers	Payroll Clerks
Computer Network Technicians	Computer Network Technicians
Paralegal and Related Occupations	Estheticians, Electrologists and Related Occupations
Massage Therapists	Medical Administrative Assistants
Information Systems Testing Technicians	Massage Therapists

Source: Ministry of Advanced Education and Skills Development, Employment Ontario

### Second Career

Second Career Ontario Government Funding helps laid-off workers get back to work. Individuals may qualify for funding to pay for tuition and expenses to support re-training.

- Employment Ontario data indicates that the number of Second Career participants in 2016-2017 decreased by 23% over the previous reporting period. Early Childhood Educators and Assistants, Accounting and Related Clerks topped the list as the most common Second Career training options followed by Social and Community Service Workers (table 11).

### Youth Services

- The Youth Job Connection program served 552 youth of which 81% were aged 15-29. About 41% of these young people had less than Grade 12 education. These young people had experienced multiple and/or complex barriers to employment and were provided with more intensive supports beyond traditional job search and placement opportunities.

### Canada Ontario Job Grant

The Canada Ontario Job Grant (COJG) is a key source of funding for new initiatives to help Ontario's employers develop their workforce through employer-led training.

- 461 employers received the COJG funding. This grant provided direct financial support to individual employers to train a total of 3,490 employees. 73% of employers were small businesses, 24% were medium and only 3% were large businesses.

## Apprenticeship

Apprenticeship programs combine on-the-job training with academic instruction for those entering the workforce in over 150 different trades in four sectors.

- During 2016-2017 the number active Apprentices increased by about 1% and 4% more Certificates of Apprenticeship were issued, compared to the previous period. Meanwhile the number of new registrations dropped by 3%. A significant drop of about 13% was recorded with the number of registrants for modular classroom training. The average age of apprentices at registration was 29 years old.

Chart 12 identifies a list of Top 10 New Registrations in Trades. It becomes evident that the list of trades that got the highest number of new registrants remained almost the same compared to the previous period.

### Trades

Top 10 New Registrations York Region

TABLE 12	2015-2016	2016-2017
	Electrician - Construction and Maintenance	Electrician - Construction and Maintenance
	General Carpenter	General Carpenter
	Automotive Service Technician	Automotive Service Technician
	Child Development Practitioner	Heat and Frost Insulator
	Drywall, Acoustic and Lathing Applicator	Child Development Practitioner
	Hairstylist	Drywall, Acoustic and Lathing Applicator
	Sprinkler and Fire Protection Installer	Sprinkler and Fire Protection Installer
	Heat and Frost Insulator	Plumber
	Truck and Coach Technician	Hairstylist
	Plumber	Truck and Coach Technician

Source: Ministry of Advanced Education and Skills Development, Employment Ontario



## Labour Market Priorities 2018-2020

Key priorities were established in 2016 through consultations with community stakeholders in order to develop ongoing partnerships and project work that will result in measurable and meaningful impact on our local labour market.

1

### INTEGRATION OF NEWCOMERS INTO THE LABOUR MARKET

York Region is one of the fastest growing regions in Canada with 10,000 to 12,000 newcomers settling in our area annually. As it can take several years for them to integrate both economically and socially they experience higher unemployment and/or underemployment.

2

### UNDER-EMPLOYMENT OF YOUTH

While we have an educated workforce, increasing numbers of young adults are graduating from post-secondary education and unable to find work specifically in their field of study.

3

### EMPLOYER DISCUSSION AND ENGAGEMENT

It is critical to increase the collaboration with employers to better understand their needs and the challenges they face regarding the hiring and retention of their workforce. This information is valuable to develop local solutions and address recruitment, retention and engagement strategies.

4

### COLLABORATION BETWEEN BUSINESS AND EDUCATION

While employers struggle to find the right skill sets, educational institutions need to better understand the challenges and gaps employers face when integrating graduates into the workforce.

5

### ADDRESSING POTENTIAL LABOUR SHORTAGES

York Region has the second lowest live/work ratio in the GTA. Approximately 47% of the working age population leaves the region each day to work somewhere else. This daily “brain drain” result in employers’ struggle to attract top local talent which can lead to local economic resiliency issues in the region.

## Moving Forward: 2018-2020 Action Plans

### Priority: 1 Integration of Newcomers into the Labour Market

- 47% of York Region residents were born outside of Canada
- The City of Markham is Canada's most ethnically diverse community
- York Region is home to 51,410, (14%) recent immigrants (between 2011-2016)
- 51% of immigrants (age 25-64) have a university degree or higher
- The unemployment rate for working age (25-54 years) newcomers at the Toronto CMA level is 11.6%
- It can take up to 15 years for a newcomer to integrate both economically and socially
- Employers who have hired immigrants have found them to have excellent attitudes and work ethics

Actions planned, underway or updated		
Action	2017-2018 Activities	Outcomes
• Address the barriers that Internationally Educated Professionals face when searching for employment	• Participated in the organization and execution of an Internationally Educated Professionals Conference	• 500 newcomers gained access to tools, resources and best practices that support their integration into the labour market or start their own business
• Collaborate with Employment Ontario Programs to support the preparation of job seekers for the labour market	• In support of Smart Start programs delivered by Job Skills, WPBoard delivered labour market presentations to participants to help them better understand the local job market	• Over 60 participants were equipped with information to make informed decisions about their employment goals
• Collaborate with community stakeholders who support individuals who want to start a business or gain employment	• In support of Women's Centre employment programs, WPBoard delivered labour market presentations to participants to help them better understand the local labour market	• Over 50 participants were equipped with information to make informed decisions about their employment goals
2018-2020 Activities		
Action	Proposed Partners	
• Co-ordinate with ELC employers to organize work placements for Bridging Students from a variety of sectors to increase their employability in the local labour market	<ul style="list-style-type: none"> <li>• York University</li> <li>• Seneca College</li> </ul>	<ul style="list-style-type: none"> <li>• Job Skills</li> <li>• Skills for Change</li> </ul>
• Labour market information sharing with recent IEPs and Bridging Students	<ul style="list-style-type: none"> <li>• Local Immigration Partnership York Region</li> <li>• York University</li> </ul>	<ul style="list-style-type: none"> <li>• Seneca College</li> <li>• Job Skills</li> <li>• Skills for Change</li> </ul>



## Priority: 2 Under-employment of Youth in York Region

- The youth unemployment rate of 17.5% (15-24 year olds) is 2.5 times higher than that of adults
- York Region has the fourth highest share of residents with a university degree in Canada
- Youth are not utilizing the services of Employment Ontario as many do not know that the service exists
- Youth are far more likely to have “precarious” part time work than their elders
- Those that chose professions or post-secondary programs aligned with high demand, well paying jobs, are generally finding work
- Those that didn't base their choice of education stream on labour market needs, and pursued general B.A. programs have faced challenges in transitioning into the labour market without a career related skill set
- Lack of labour market research and career planning in advance of making career decisions in high school, leads many to make uninformed decisions

Actions planned, underway or updated		
Action	2017-2018 Activities	Outcomes
<ul style="list-style-type: none"> <li>• Address the identified issue that youth lack “employability soft skills” when entering the labour market</li> </ul>	<ul style="list-style-type: none"> <li>• Introduced service providers to a tool that assesses youth's “employability soft skills” to support their delivery of services in preparing youth for the labour market</li> </ul>	<ul style="list-style-type: none"> <li>• Community Partners gained a better understanding of how this tool works regarding the assessment and development of employability skills and how it can be adapted to support staff in the development of clients' employability soft skills</li> </ul>
2018-2020 Activities		
Action	Proposed Partners	
<ul style="list-style-type: none"> <li>• Development of a local Career Readiness resource that supports youth's transition to post-secondary education and the local labour market</li> </ul>	<ul style="list-style-type: none"> <li>• York Region District School Board</li> <li>• York Catholic District School Board</li> <li>• Employment Ontario</li> <li>• Employer Leadership Council members</li> </ul>	
<ul style="list-style-type: none"> <li>• Update “STRIVE” resource material for youth in York Region</li> </ul>	<ul style="list-style-type: none"> <li>• York Region District School Board</li> <li>• York Catholic District School Board</li> <li>• Community stakeholders who support youth</li> </ul>	

## Priority: 3 Employer Discussion and Engagement

- It is important to increase collaboration with employers to better understand the challenges they face regarding the hiring and retention of their workforce
- Majority of employers in York Region are small to medium size with the average workforce between 1-4 employees
- Employer engagement and participation in projects allows employers to identify the challenges they face in attracting talent to their organization as well as identify “skills gaps” in new recruits
- Employers struggle to find “C” suite talent due to the draw of Toronto. Employers struggle to find entry level workers due to the high cost of living in York Region
- Through increased communication, employers are kept informed about changes in the local labour market as well as available services to support their attraction, hiring and retention needs

Actions planned, underway or updated		
Action	2017-2018 Activities	Outcomes
<ul style="list-style-type: none"> <li>• Address the low live/work ratio that exists in York Region</li> </ul>	<ul style="list-style-type: none"> <li>• Developed a web-based platform that allows employers to increase the exposure of their organization by highlighting initiatives that they have implemented to inspire their employees and create a desirable workplace culture</li> </ul>	<ul style="list-style-type: none"> <li>• Increased awareness of local businesses that exist in the region providing the opportunity to live and work locally for residents who currently leave every day to work outside the region</li> </ul>
<ul style="list-style-type: none"> <li>• Employer Leadership Council (ELC) Project</li> </ul>	<ul style="list-style-type: none"> <li>• ELC project continues to engage employers in meaningful discussion about labour market trends, changing technology and identification of short and long term skills needs and other workforce development</li> </ul>	<ul style="list-style-type: none"> <li>• Collaboration with employers results in increased knowledge and solutions to labour market challenges resulting in higher employment and economic success for both employer and worker</li> </ul>
2018-2020 Activities		
Action	Proposed Partners	
<ul style="list-style-type: none"> <li>• Survey employers to report on the impact of Bill 148 Fair Workplaces, Better Jobs Act 2017 on businesses and in the local community</li> </ul>	<ul style="list-style-type: none"> <li>• Employer Leadership Council</li> <li>• Region of York</li> <li>• Employment Ontario</li> <li>• Chambers of Commerce</li> </ul>	
<ul style="list-style-type: none"> <li>• Continuation of relationship building with local employers through the Employer Leadership Council (ELC) to gain valuable local labour market intelligence</li> </ul>	<ul style="list-style-type: none"> <li>• Employers</li> <li>• Region of York</li> <li>• Employment Ontario</li> <li>• York University</li> <li>• Seneca College</li> </ul>	

## Priority: 4 Collaboration between Business and Education

- Employers struggle to find applicants with the right skill sets especially “employability soft skills” regardless of the sector in which they operate
- Employers feel that they should not have to teach new hires fundamental “employability soft skills” as part of their training
- Educational institutions need to understand and address the challenges and gaps employers are facing in terms of knowledge and skills of young people entering the labour market
- Smaller employers without dedicated H.R. departments identify the need to access Labour Market Information (LMI), especially to understand current wage rates and where to access good labour pools for the various positions they hire

Actions planned, underway or updated		
Action	2017-2018 Activities	Outcomes
<ul style="list-style-type: none"> <li>• Increase students awareness and knowledge of local industries through employer presentations</li> </ul>	<ul style="list-style-type: none"> <li>• Conducted labour market and employer presentations with Specialists High Skills Major (SHSM) high school students at Innovation, Creativity, Entrepreneurship (ICE) events</li> </ul>	<ul style="list-style-type: none"> <li>• Students are better prepared to make post-secondary education choices through increased knowledge of the labour market</li> </ul>
<ul style="list-style-type: none"> <li>• Increase employer co-op opportunities by providing experiential workplace learning opportunities to students to better prepare them for the labour market</li> </ul>	<ul style="list-style-type: none"> <li>• Update of Employer Connect resource site</li> </ul>	<ul style="list-style-type: none"> <li>• Connected Employers with co-op programs at post-secondary institutions</li> </ul>
2018-2020 Activities		
Action	Proposed Partners	
<ul style="list-style-type: none"> <li>• Develop recommendations on the delivery of “Employability Soft Skills” (ESS) training that contributes to greater employment success</li> </ul>	<ul style="list-style-type: none"> <li>• Employment Ontario</li> <li>• Literacy Councils</li> <li>• Employers</li> <li>• YRDSB</li> <li>• YCDSB</li> </ul>	
<ul style="list-style-type: none"> <li>• Development of Employability Soft Skills curriculum to be developed by community partners and delivered to job seekers or those employed through literacy councils, employment services and school boards</li> </ul>	<ul style="list-style-type: none"> <li>• Central Region Local Boards</li> <li>• Literacy Councils</li> <li>• Employment Ontario</li> <li>• Employers</li> </ul>	

## Priority: 5 Addressing Potential Labour Shortages

- York Region has the second lowest live/work ratio at 47% in the GTA, meaning that a significant number of residents leave the region each day to work somewhere else
- This mass exit of knowledge is known as a “Brain Drain” can lead to economic resiliency issues
- Employers struggle to attract and retain top local talent
- A higher live/work ratio promotes a healthier life style for residents and increased the economic viability of the region

2018-2020 Activities	
Action	Proposed Partners
<ul style="list-style-type: none"> <li>• Development of information videos on employers in prominent sectors in the local labour market</li> </ul>	<ul style="list-style-type: none"> <li>• Employer Leadership Council</li> <li>• Chambers of Commerce</li> <li>• Region of York Economic Strategy</li> </ul>
<ul style="list-style-type: none"> <li>• Increase residents’ awareness of employers in key employment sectors and how they have established engaged workplaces to attract top talent</li> </ul>	<ul style="list-style-type: none"> <li>• Region of York</li> <li>• Chambers of Commerce</li> <li>• Employers</li> <li>• York Region Media Group</li> </ul>

## Community Stakeholders and Partners

The Workforce Planning Board of York Region would like to gratefully acknowledge the support, inputs and perspectives contributed by the following employers, industry associations and community services agencies:

- Advanced Control Systems Ltd.
- Aecometric Corporation
- Allstate Insurance
- AMP Promatic Inc.
- Apotex Inc.
- Applanix Corporation
- Aquatech Dewatering Company Inc.
- Arthur J. Gallagher & Co.
- Assante Wealth Management
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- Boot's Landscaping
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- Business Development Bank of Canada
- Cameraworks Productions Inc.
- Camfil Canada Inc.
- Canada's Wonderland
- Canadian Manufacturers and Exporters Association
- Cardinal Golf Club
- CDI Computer Dealers Inc.
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- Chant Construction Limited
- Chouinard Bros. Roofing
- CleanRiver
- CleanRiver Recycling Solutions
- Clover Tool Manufacturing Ltd.
- Commport Communications
- Compugen
- Compugen Inc.
- Corrosion Service Company Ltd.
- CPI Card Group Canada Inc.
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- Dominion Caulking Limited
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- Financial Solutions Link Corp.
- Freedom 55 Financial
- Futurevic Global Sourcing Inc.
- GE Digital Energy
- General Contractor's Section, Toronto
- Georgina Trades Training Incorporated
- Gieseke+Devrient Mobile Security
- Hibar Systems Limited
- Home Care Assistance
- Honeywell Building Solutions
- Huawei Technologies Canada
- Human Resources Professionals of York Region
- IBM Canada Limited
- InterAd Weston (Axxess Logistics)
- Investors Group
- ITL Circuits
- JL Sales & Marketing Group
- King Cole Ducks Limited
- KPMG Management Consulting Services
- Kraft Burger LLP
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- Literacy Council York-Simcoe
- Longo Brothers Fruit Market Inc.
- Longview Solutions Corp.
- Lotec Wireless Inc.
- Lott & Company Professional Corporation
- LSC Communications
- Mackenzie Health Centre
- Magna Closures
- Mainline Services, Inc.
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- MSM - Division of Magna Powertrain
- Nella Cutlery and Food Equipment
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- Summer Fresh Salads Inc.
- TechConnex
- The Briars
- The Home Depot
- The Matcom Group
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- The Regional Municipality of York
- The Taligent Group Inc.
- Toronto Financial Services Alliance
- Toronto Star Newspaper Limited
- Toshiba of Canada, Limited
- Tree Frog Inc.
- Trisan Construction
- United Way York Region/Toronto
- Vertex Precision Manufacturing
- Vince's Market
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- Welcome Centre Immigrant Services
- Welded Tube of Canada
- Wilson Vukelich LLP
- Women's Centre of York Region
- Woodbridge Foam Corporation
- York Catholic District School Board
- York Region District School Board
- York University
- Your Community Realty Royal LePage

# Workforce Trends

## in York Region

### 2017-2018



## LOCAL LABOUR MARKET REPORT

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