

**Ministry of  
Citizens' Services**

**2019/20 – 2021/22  
SERVICE PLAN**

**February 2019**



## Minister Accountability Statement



The *Ministry of Citizens' Services 2019/20 - 2021/22 Service Plan* was prepared under my direction in accordance with the *Budget Transparency and Accountability Act*. I am accountable for the basis on which the plan has been prepared.

A handwritten signature in blue ink that reads "Jinny Sims". The signature is written in a cursive, flowing style.

Honourable Jinny Sims  
Minister of Citizens' Services  
February 4, 2019

## **Purpose of the Ministry**

The [Ministry of Citizens' Services](#) (the ministry) provides key services that people rely on and creates opportunities for local communities and businesses to benefit from government's purchasing power.

Committed to making life better for British Columbians, the ministry delivers efficient and easy access to services with a single point-of-service approach to citizens in urban centres, rural areas and Indigenous communities. It provides leadership, management, facilitation and support for the expansion of high-speed internet connectivity in every corner of this vast and diverse province. The ministry provides corporate leadership across government to modernize information management and information technology resources to effectively meet the needs of citizens. This includes timely and meaningful responses to Freedom of Information requests and providing trusted data services to government agencies. The ministry also manages the province's real estate assets, technology systems and equipment and leverages procurement to increase business opportunities and create rewarding jobs to benefit individuals, families and communities.

The ministry is creating greater opportunities for businesses to participate in government procurement – including information technology and software development. This includes more vendor opportunities for companies that will encourage local hiring and have a local supply chain, Indigenous businesses and those in rural communities throughout British Columbia.

## **Strategic Direction**

The Government of British Columbia is putting people at the heart of decision-making by working to make life more affordable, improve the services people count on, and build a strong, sustainable economy that works for everyone.

Over the past year, significant government investments in areas including housing, child care and the elimination of fees, such as Medical Service Premiums, have contributed to making life more affordable for British Columbians today and in the future. Ministries are engaged in ongoing work to improve the availability of services people rely on including those related to primary medical care, education and training, transportation, the opioid crisis and poverty.

A strong economy that works for all regions of B.C. is diversified, resilient and improves the quality of life for people across the province. With that in mind, government is focusing on sustainable economic growth that strengthens our natural resource sectors, continues the development of the emerging economy, supports small business and uses innovation and technology to solve B.C. problems. A key priority in 2019/20 and beyond will be driving economic growth with cleaner energy and fewer emissions. At the same time, ministries continue to build prudence into budgets and plan for challenges.

Underpinning the work of all ministries are two shared commitments: reconciliation with Indigenous peoples and consideration of how diverse groups of British Columbians may experience our policies, programs and initiatives. As part of these commitments, ministries are working to implement the United Nations Declaration on the Rights of Indigenous Peoples, Truth and Reconciliation Commission's Calls to Action, and Gender-Based Analysis+ policy and budgeting.

This service plan outlines how the Ministry of Citizens' Services will support government's priorities, including selected action items identified in the minister's [Mandate Letter](#). Over the previous fiscal year, the Ministry of Citizens' Services made progress on these priorities by:

- Releasing the [BC Procurement Strategy](#) which sets strategic goals and identifies specific actions that will be undertaken to modernize B.C.'s procurement system.
- Completing the Freedom of Information (FOI) Improvement Service Design Project which identified several FOI service delivery improvements.
- Completing the Information Access and Privacy Public Engagement Project. For the first time British Columbian's were provided an opportunity to participate in an online discussion about information access and privacy, which identified numerous opportunities for improvement.
- Allocating \$40 million to support broadband infrastructure projects in underserved rural areas<sup>1</sup>.
- Developing OrgBook BC, a new digital service that makes it easier for British Columbians to start-up and maintain a business in British Columbia.
- Creating the first citizen facing service using the BC Services Card, in partnership with Advanced Education Skills and Training. Since the launch, over 21,000 students have used their BC Services Card identity to access the StudentAid BC website, allowing those who require a student loan to apply for financial aid electronically.

The following performance plan outlines how the Ministry of Citizens' Services will continue to track progress on key mandate letter commitments and other emerging government priorities.

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<sup>1</sup> Connected Communities in BC – Including the 2018 Connectivity Benchmarking Study: Why Broadband Matters  
<https://e.issuu.com/embed.html#27484704/64329347>

## Performance Planning

**Goal 1: Support a strong, sustainable and innovative economy by making it easier to participate in government procurements and create opportunities for communities across the province.**

The ministry is making it easier for companies of all sizes to do business with government by streamlining and modernizing procurement processes. Through consultation across the province, the ministry will continue to explore how to improve the procurement experience for businesses, particularly those in rural and Indigenous communities; the adoption of innovative and advanced technology products; and, further improvements to BC Registry services.

**Objective 1.1: Create opportunities for small, medium and large businesses to access government procurements.**

### Key Strategies:

- Invest in additional upfront planning, engagement and collaboration with small, medium and large suppliers in communities across British Columbia to build market intelligence.
- Help small and medium businesses work with government buyers to find opportunities.
- Launch a procurement concierge program that matches government requirements with market innovations.
- Develop more effective methods of government market engagement and support for suppliers.
- Use procurement data analytics to set baselines, measure success and identify areas for improvement.

Performance Measure	2017/18 Baseline	2018/19 Forecast	2019/20 Target	2020/21 Target	2021/22 Target
1.1 Number of suppliers registered with the province's BC Bid sourcing application. <sup>1</sup>	4,800	5,000	5,300	5,575	5,800

<sup>1</sup> Data Source: The above forecast is based on a report covering FY14/15 through FY17/18, which was used to establish the trend for supplier registrations and applied to the baseline of 4,800. The targets have not been adjusted to reflect a decrease in transitions which typically occurs during an election year when there are fewer opportunities.

### Linking Performance Measure to Objective:

The number of suppliers who are registered with BC Bid provides a measure for the breadth of small, medium and large suppliers who do business with government in communities across British Columbia.

**Objective 1.2: Enhance the experience for businesses when interacting with government.**

**Key Strategies:**

- Develop and deploy modern procurement technology to reduce process time for buyers and suppliers.
- Reduce and automate processes across ministries to simplify procurement interaction between government buyers and suppliers.
- Refine service and technology enhancements for extra-provincial business registration.
- Streamline and simplify BC Registry services to make it easier for British Columbians to start-up and maintain a business in B.C.

Performance Measure	2016/17 Baseline	2018/19 Forecast	2019/20 Target	2020/21 Target	2021/22 Target
1.1 Satisfaction with services to businesses provided by Service BC. <sup>1</sup>	89%	At least 90%	Biennial survey; next survey in 2020/21	At least 90%	Biennial survey; next survey in 2022/23

<sup>1</sup> Data Source: BC Stats. The margin of error is ± 1% at the 95% confidence level. If the survey was repeated many times, then 95% of the time, the survey would find business satisfaction to be between 87.5% and 93%. The 2016/17 results consist of business satisfaction with BC Registries and Online Services (on line, and over the phone).

**Linking Performance Measure to Objective:**

Survey results reflect the overall experience business representatives have when requesting or receiving service from Service BC. Service BC strives to reach a score of 90%, which indicates business needs were met in a convenient and timely manner.

**Goal 2: Provide greater public accountability by improving access to government information while ensuring protection of privacy.**

Access, use, and protection of government information and data is the foundation of a functioning democracy and is a fundamental duty of public servants. Government information, including the use of data, allows for evidence-based decision making and innovation that delivers to the needs of citizens. The ministry is undertaking several measures to fulfill this commitment and enhance privacy and access to information and data in B.C. These actions may require both non-legislative initiatives — such as policy, process and program enhancements — and legislative amendments.

**Objective 2.1: Enhance public access to government records.**

**Key Strategies:**

- Review and improve access to information rules.
- Improve response and processing times for Freedom of Information requests.
- Engaging with and supporting government bodies in creating and maintaining government information.

Performance Measure	2016/17 Baseline	2018/19 Forecast	2019/20 Target	2020/21 Target	2021/22 Target
1.1 Percent of on-time Freedom of Information requests <sup>1</sup>	80%	88%	90%	91%	92%

<sup>1</sup> Data Source: AXIS System, the ministry's internal Freedom of Information tracking system.

### Linking Performance Measure to Objective:

Percentage of on-time FOI requests is an essential measure for assessing the effectiveness of the administration of the government's access to information program. This measure is of significant interest to the public and provides an indication of government's annual performance in responding to FOI requests within the timelines defined in the [Freedom of Information and Protection of Privacy Act](#) (FOIPPA).

### Objective 2.2: Improve the use, management, sharing and protection of data for all British Columbians.

#### Key Strategies:

- Establish and promote data driven partnerships.
- Improve access to open data.

Performance Measure	2017/18 Baseline	2018/19 Forecast	2019/20 Target	2020/21 Target	2021/22 Target
2.2 Number of datasets in B.C. Data Catalogue <sup>1</sup>	2,750	2,800	2,850	2,900	2,950

<sup>1</sup> Data Source: [DataBC Website](https://catalogue.data.gov.bc.ca/dataset) - <https://catalogue.data.gov.bc.ca/dataset>

### Linking Performance Measure to Objective:

By increasing the amount of data sets in the Data BC Catalogue, the ministry is ensuring greater public accountability and improving access to government data, resulting in evidence-based decision making.

### Goal 3: Make life better for British Columbians by delivering the services that people count on.

Rapid social change, technological innovation, and rising citizen expectations are changing the way government does business. The ministry will work to ensure everyone, including rural and Indigenous communities, have access to high-speed internet services and can fully participate in the digital economy.

**Objective 3.1: High-speed internet is expanded with increased bandwidth in rural and Indigenous communities.**

**Key Strategies:**

- Support the expansion of high-speed internet services (broadband) in rural and Indigenous communities.
- Partner with local governments and rural and Indigenous communities to ensure local digital infrastructure is affordable, accessible and business ready.

Performance Measure	2018/19 Baseline	2018/19 Forecast	2019/20 Target	2020/21 Target	2021/22 Target
3.1 Increase the number of rural and Indigenous communities with access to a minimum of 50 Megabit per second (Mbps) download speed and 10 Mbps upload speed. <sup>1</sup>	TBD	TBD	TBD	TBD	TBD

<sup>1</sup> Data Source: TBD

**Linking Performance Measure to Objective:**

Connectivity is foundational - it is essential for people, businesses, government and other entities to operate and interact today. The ministry is currently participating with the federal government on strategies to provide all Canadians homes, businesses and public institutions with access of at least 50 Megabit per second (Mbps) download and 10 Mbps upload or higher (where possible). It is expected that within the next year, the ministry will identify targets to support the new measure of increasing the number of rural and Indigenous communities with access to a minimum 50 Mbps download speed and 10 Mbps upload speed.

**Objective 3.2: Government services are more available, effective and efficient.**

**Key Strategies:**

- Expand integration of in-person government services in communities.
- Implement a streamlined, consistent experience for all government services (in person, telephone and online).
- Identify opportunities to expand the usage of the BC Services Card.
- Increase accessibility to government buildings.
- Make government buildings smarter<sup>2</sup> and more energy efficient.

<sup>2</sup> Smarter buildings are those which combine extensive data collection with advanced, integrated and predictive digital control systems to achieve environmental benefits, improve comfort, occupant experience and reduce costs.



Performance Measure	2016/17 Baseline	2018/19 Forecast	2019/20 Target	2020/21 Target	2021/22 Target
3.2 Citizen satisfaction with Service BC Centres and Contact Centre. <sup>1</sup>	At least 90%	90%	90%	90%	90%

<sup>1</sup> Data Source: BC Stats. The margin of error is  $\pm 1\%$  at the 95% confidence level. If the survey was repeated many times, then 95% of the time, the survey would find citizen satisfaction to be between 96% and 98%.

### Linking Performance Measure to Objective:

This measure is based on surveys that focus on the overall citizen experience when they access government programs and services in person through Service BC centres and by telephone through the Service BC Contact Centre. The measure shows how satisfied people are with the overall quality when they access government programs and services.

Citizen satisfaction is calculated as a weighted average of the in-person and telephone survey results based on the volume of citizens served by each channel. Service BC strives to reach 90% satisfaction, which indicates citizens' needs were met in a convenient and timely manner.

## Resource Summary

Core Business Area	2018/19 Restated Estimates <sup>1</sup>	2019/20 Estimates	2020/21 Plan	2021/22 Plan
<b>Operating Expenses (\$000)</b>				
Services to Citizens and Businesses	27,983	32,470	32,338	32,338
Office of the Chief Information Officer	16,448	16,703	16,651	16,651
Information Communication Technologies	1,172	1,203	1,192	1,192
Procurement and Supply Services	3,273	4,209	4,078	4,078
Real Property	305,481	315,573	315,294	315,294
Enterprise Services	136,787	138,903	138,722	138,722
Corporate Information and Records Management	21,563	22,268	22,276	22,276
Executive and Support Services	19,957	20,311	20,241	20,241
<b>Total</b>	<b>532,664</b>	<b>551,640</b>	<b>550,792</b>	<b>550,792</b>
<b>Ministry Capital Expenditures (Consolidated Revenue Fund) (\$000)</b>				
Office of the Chief Information Officer	93,100	113,550	95,424	94,980
Procurement and Supply Services	158	260	150	150
Real Property	163,971	251,286	195,720	168,108
Enterprise Services	55,493	51,792	19,093	11,120
Executive and Support Services	334	352	352	352
<b>Total<sup>2</sup></b>	<b>313,056</b>	<b>417,240</b>	<b>310,739</b>	<b>274,710</b>
<b>Other Financing Transactions (\$000)</b>				
<b>Strategic Real Estate Services</b>				
Receipts	(3,500)	(1,500)	(100)	0,000
Disbursements	4,000	2,000	2,000	2,000
Net Cash Requirements	500	500	1,900	2,000
<b>Total Receipts</b>	<b>(3,500)</b>	<b>(1,500)</b>	<b>(100)</b>	<b>0,000</b>
<b>Total Disbursements</b>	<b>4,000</b>	<b>2,000</b>	<b>2,000</b>	<b>2,000</b>

Core Business Area	2018/19 Restated Estimates <sup>1</sup>	2019/20 Estimates	2020/21 Plan	2021/22 Plan
<b>Total Net Cash Source (Requirements)</b>	500	500	1,900	2,000

<sup>1</sup> For comparative purposes, amounts shown for 2018/19 have been restated to be consistent with the presentation of the 2019/20 Estimates.

<sup>2</sup> P3 liability is included in the total capital expenditures.

\* Further information on program funding and vote recoveries is available in the [Estimates and Supplement to the Estimates](#).

## Major Capital Projects

Major Capital Projects (over \$50 million) <sup>1</sup>	Targeted Completion Date (Year)	Project Cost to Dec 31, 2018 (\$ millions)	Estimated Cost to Complete (\$ millions)	Approved Anticipated Total Capital Cost of Project (\$ millions)
<b>Replacement of Maples and PAC Facility – Riverview site</b>	2018/19	62	2	64

In 2015, the province approved the relocation of the Maples Adolescent Treatment Centre (Maples) and Provincial Assessment Centre (PAC) Programs in a new facility on the Riverview Lands in Coquitlam. Maples provides residential, non-residential and outreach services to support youth, families and communities; PAC provides multi-disciplinary mental health services for individuals aged 14 or older.

The facility is designed to address the clients' desired operational model for the programs; to reduce critical safety risks to patients and staff and to improve health outcomes. The building will minimize environmental stressors such as noise and will provide a built environment better suited to the delivery of care through sound control and maximization of natural light to patient spaces. The facility will also include decorative elements designed by the Kwikwetlem First Nation.

The replacement of the existing building will inform BC Housing's land use planning by creating value for the future development of the Riverview Lands as a whole.

Major Capital Project Plan: <http://www.llbc.leg.bc.ca/public/pubdocs/bcdocs2017/669314/20170523114020.pdf>

<sup>1</sup> Note that the Abbotsford Courthouse Replacement Project is reported by the Ministry of Attorney General as the project lead for reporting purposes, while the project capital budget resides with the Ministry of Citizens' Services.

