

Ministry of Citizens' Services

2020/21 – 2022/23 SERVICE PLAN

February 2020



Minister Accountability Statement



The *Ministry of Citizens' Services 2020/21 - 2022/23 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 black ink that reads "Anne Kang". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Honourable Anne Kang
Minister of Citizens' Services
February 5, 2020

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Purpose of the Ministry

The [Ministry of Citizens' Services](#) (the Ministry) delivers key services that people rely on, creates opportunities for local communities and businesses to benefit from government's purchasing power, and is guided by a number of pieces of [provincial legislation](#).

Dedicated to making life better for British Columbians, the Ministry delivers effective and accessible services with a single point-of-service approach to people in urban centres and rural communities. It provides leadership, management, facilitation and support for the expansion of high-speed internet connectivity throughout this vast and diverse province.

Providing strategic direction across government, the Ministry is modernizing information management and information technology resources to effectively meet the needs of British Columbians. This includes prompt and relevant responses to Freedom of Information (FOI) requests and protecting people and communities by providing trusted data services to government agencies.

Benefiting individuals, families and communities, the Ministry manages the province's real-estate assets, technology systems and equipment, and leverages procurement to increase business opportunities and create rewarding, well-paying jobs. The Ministry delivers the digital face of government at www.gov.bc.ca, and supports ministries in their engagement and learning from British Columbians on issues that matter to them.

The Ministry is committed to making services better for people by creating more opportunity for businesses of all sizes to engage in government procurement – including information technology and software development – and striving to generate a resilient vendor marketplace that includes Indigenous businesses and companies in rural communities.

Strategic Direction

The Government of British Columbia remains focused on its three strategic priorities: making life more affordable, delivering better services, and investing in a sustainable economy.

Ministries are actively working to provide quality, cost-effective services to British Columbian families and businesses. By adopting the Gender-Based Analysis Plus (GBA+) lens and Business and Economic Implications Framework to budgeting and policy development, Ministries will ensure that equity is reflected in budgets, policies and programs.

Additional key initiatives underpinning lasting prosperity in 2020/21 and beyond are the implementation of:

- A Framework for Improving British Columbians' Standard of Living, which will provide the foundation for quality economic growth in our province and a pathway to a more inclusive and prosperous society,
- The *Declaration on the Rights of Indigenous Peoples Act* and the Truth and Reconciliation Commission Calls to Action, demonstrating support for true and lasting reconciliation, and
- The CleanBC plan, putting B.C. on the path to a cleaner, better future – with a low-carbon economy that creates opportunities, while protecting our clean air, land and water.

This 2020/21 service plan outlines how the Ministry will support the government's priorities, including selected action items identified in the July 2017 [Minister's Mandate Letter](#). Over the previous fiscal year, the Ministry made progress on these priorities by:

- Launching a [Digital Framework](#), Government's plan to support modern digital services that meet the expectations of British Columbians.
- Expanding high-speed internet services to First Nations and rural communities throughout B.C. in order to increase opportunities to learn, do business, access services, respond to emergencies and stay connected as part of the [Connecting British Columbia](#) program.
- Continuing to modernize B.C.'s procurement system through actions outlined in the [B.C. Procurement Strategy](#). Actions include launching the [Procurement Concierge Program](#) to enhance the way government buyers and vendors work together and continuing to implement a replacement for the Province's BC Bid sourcing application.
- Releasing the [CleanBC Government Buildings Program](#), which integrates Ministry services to help government achieve its commitment to reduce energy and associated greenhouse gas emissions, while modernizing the service experience for clients and British Columbians.
- Launching [OrgBook BC](#)¹ as the initial phase of a new digital service that will allow companies to quickly and securely share trusted and verifiable business information with other levels of government, suppliers, banks and partners.

In January 2020, the Honourable Anne Kang was appointed as Minister of Citizens' Services and a new mandate letter is forthcoming.

¹ OrgBook BC is not available via Microsoft Explorer browser; use, for example, Google Chrome, Microsoft Edge, or Mozilla Firefox.

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; adopt innovative and advanced technology products; and, further improve BC Registry services.

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

Key Strategies:

- Continue the Procurement Concierge Program to match government requirements with market innovations.
- Develop a coordinated approach to reduce barriers to Indigenous business and community participation in government's procurement opportunities, in partnership with the Ministry of Indigenous Relations and Reconciliation.
- Develop more effective methods for government to engage with the marketplace and provide support for suppliers.
- Invest in continued upfront planning, engagement and collaboration with small, medium and large suppliers in communities across B.C. to make it easier to do business with government.

Performance Measure	2017/18 Baseline	2019/20 Forecast	2020/21 Target ²	2021/22 Target ²	2022/23 Target ²
1.1 Number of suppliers registered with the Province's BC Bid sourcing application. ¹	4,800	5,300	5,575	5,800	6000

¹ Data Source: 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.

² The targets have not been adjusted to reflect a decrease in transactions which typically occurs during an election year when there are fewer opportunities. In addition, the targets have not been adjusted to reflect a potential decrease in registrations that may occur during the transition to the new BC Bid application during FY20/21.

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 B.C.

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

Key Strategies:

- Develop and deploy modern procurement technology to reduce process times for buyers and suppliers.
- Reduce and automate processes across ministries to simplify procurement interactions 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	2011/12 Baseline ²	2019/20 Forecast	2020/21 Target	2021/22 Target	2022/23 Target
1.2 Satisfaction with services to businesses provided by Service BC. ¹	89%	Biennial survey; next survey in 2020/21	At least 90%	Biennial survey; next survey in 2022/23	At least 90%

¹ 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%.

² In the [Ministry of Citizens' Services 2019/20 – 2021/22 Service Plan](#), the baseline year was inadvertently published as 2016/17. The last correct baseline of 2011/12 was published in the February 2017 [Ministry of Technology, Innovation and Citizens' Services 2017/18 – 2019/20 Service Plan](#).

Linking Performance Measure to Objective:

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

Goal 2: Provide greater public accountability by improving access to government information, while ensuring the 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 meets the needs of British Columbians. 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.
- Engage with and support government bodies in creating and maintaining government information.

Performance Measure	2016/17 Baseline	2019/20 Forecast ²	2020/21 Target ²	2021/22 Target ²	2022/23 Target ²
2.1 Percent of on-time Freedom of Information requests. ¹	80%	82%	85%	85%	90%

¹ Data Source: AXIS System, the Ministry's internal Freedom of Information tracking system.

² In the [Ministry of Citizens' Services 2019/20 – 2021/22 Service Plan](#), the forecast and targets for this performance measure were higher; reasoning for reduction is described in the discussion below.

Linking Performance Measure to Objective:

The percentage of on-time responses to FOI requests is an essential way for government to measure the effectiveness of its 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*.

Discussion:

Government has received near all-time highs for requests over the last few years. While requests for individual's personal records have remained relatively constant over the years, the number of general information requests has increased by 85% in the past five years. This trend over time is displayed on page 5 of government's [2017/18 & 2018/19 Report on the Administration of FOIPPA](#).

Specifically, for the past three years:

- 2016/17 – 9,310 requests;
- 2017/18 – 10,471 requests; and
- 2018/19 – 12, 247 requests.

Based on the volume of requests received in the first three quarters of 2019/20 (9,900 requests), we expect to be close to an all-time high for requests again this year. The Ministry continues to facilitate efficient request processing through standardized practices, streamlined business processes, and continuous improvement methods. Targets represent realistic results given the increased demand, volume and complexity of FOI requests.

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	2019/20 Forecast	2020/21 Target	2021/22 Target	2022/23 Target
2.2 Number of datasets in B.C. Data Catalogue. ¹	2,750	2,850	2,900	2,950	2,975

¹ Data Source: DataBC Website - <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, climate change and rising citizen expectations are changing the way government does business. The Ministry is focused on delivering better services for people regardless of where they live in the province, providing easy to use online services, making better use of data, and improving collaboration with British Columbians. Connectivity is the ability to affordably connect to the internet and access the information and services people need when and where they need them. The Ministry will work to ensure everyone, including those living in 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) to underserved rural and Indigenous communities.
- Leverage funds from other levels of government and the private sector to support investments in transport and last-mile digital infrastructure.

Performance Measure	2018/19 Baseline	2019/20 Forecast	2020/21 Target	2021/22 Target	2022/23 Target
3.1 Number of rural, remote and Indigenous communities ¹ that have benefitted from investments in high-speed internet. ^{2,3}	417 communities	479 communities	525 communities	570 communities	620 communities

¹ Data Source: Government of Canada: Geolocated placenames dataset: <https://open.canada.ca/data/en/dataset/fe945388-1dd9-4a4a-9a1e-5c552579a28c>.

² Data Source: Ministry of Citizens' Services (Network BC) internal analysis.

³ In the [Ministry of Citizens' Services 2019/20 – 2021/22 Service Plan](#), the targets for this performance measure were still to be determined. In this context, the definition of 'community' being used by the program area has been broadened to include locations that may benefit from local infrastructure and transport builds. Communities may require one or more projects to be wholly served at the Canadian Radio-television and Telecommunications Commission Universal Service Objective of 50 Megabits per second download and 10 Megabits per second upload.

Linking Performance Measure to Objective:

This performance measure demonstrates the level of success in expanding the number of communities with broadband internet.

Discussion:

The Province helps develop strategies and programs that enable the private sector to expand broadband infrastructure in rural, remote and Indigenous communities. In December 2016, the Canadian Radio-television and Telecommunications Commission announced measures to help ensure Canadians, regardless of where they live, have access to internet service at speeds of at least 50/10 Megabits per second as the new standard for download/upload speeds. The new standard includes populations living outside of established or defined communities.

The targets presented are based on information received from different sources and are subject to change; factors like weather conditions, terrain and the remoteness of each community can affect the build process. This measure does not take into account the take-up usage rate (i.e. end-user) of how many users there are and does not include access to cellular service. The Province does not have direct control over these targets, as this initiative depends on several factors, including the ability to coordinate funding sources from federal and local governments and the private sector.

Objective 3.2: Government services are accessible, effective and efficient.

Key Strategies:

- Expand the integration of in-person government services in communities.
- Identify opportunities to expand the usage of the BC Services Card.
- Improve the quality of citizens' experience with government – in person, by telephone and online.
- Increase accessibility to government buildings.
- Make government buildings smarter² and more energy efficient.

Performance Measure	2012/13 Baseline	2019/20 Forecast	2020/21 Target	2021/22 Target	2022/23 Target
3.2 Citizen Satisfaction with Service BC Centres and Contact Centre. ^{1,2}	90%	At least 90%	At least 90%	At least 90%	At least 90%

¹ 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 citizen satisfaction to be between 96% and 98%.

² 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 at least 90% satisfaction, which indicates citizens' needs were met in a convenient and timely manner.

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.

² 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.

Resource Summary

Core Business Area	2019/20 Restated Estimates ¹	2020/21 Estimates	2021/22 Plan	2022/23 Plan
Operating Expenses (\$000)				
Services to Citizens and Businesses	32,500	31,083	31,528	31,528
Office of the Chief Information Officer	17,914	17,003	17,115	17,115
Information Communication Technologies	1,553	1,486	1,505	1,505
Procurement and Supply Services	4,209	4,313	4,665	4,665
Real Property	316,354	318,265	318,381	318,545
Enterprise Services	137,184	130,819	131,737	131,737
Corporate Information and Records Management	22,776	21,862	22,146	22,146
Government Digital Experience	8,455	8,054	8,136	8,136
Executive and Support Services	19,961	18,765	18,939	18,939
Total	560,906	551,650	554,152	554,316
Ministry Capital Expenditures (Consolidated Revenue Fund) (\$000)				
Office of the Chief Information Officer	113,550	110,511	94,980	94,980
Procurement and Supply Services	260	150	150	150
Real Property	251,286	202,621	160,452	142,602
Enterprise Services	51,792	36,893	11,120	11,120
Executive and Support Services	352	91	91	91
Total	417,240	350,266	266,793	248,943
Other Financing Transactions (\$000)				
Strategic Real Estate Services program				
Receipts	(1,500)	(1,400)	(1,000)	(700)
Disbursements	2,000	3,000	2,500	2,500
Net Cash Requirement (Source)	500	1,600	1,500	1,800
Total Receipts	(1,500)	(1,400)	(1,000)	(700)

Core Business Area	2019/20 Restated Estimates¹	2020/21 Estimates	2021/22 Plan	2022/23 Plan
Total Disbursements	2,000	3,000	2,500	2,500
Total Net Cash Requirement (Source)	500	1,600	1,500	1,800

¹ For comparative purposes, amounts shown for 2019/20 have been restated to be consistent with the presentation of the 2020/21 Estimates.

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

Major Capital Projects

The Abbotsford Courthouse Project and Nanaimo Correctional Centre Project are reported by the Ministry of Attorney General and Ministry of Public Safety and Solicitor General respectively, as the project leads for reporting purposes. The capital budgets for these projects reside with the Ministry of Citizens' Services.