

Ministry of Citizens' Services

2022/23 – 2024/25 SERVICE PLAN

February 2022



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Minister's Accountability Statement



The *Ministry of Citizens' Services 2022/23 – 2024/25 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 "Lisa Beare".

Honourable Lisa Beare
Minister of Citizens' Services
February 3, 2022

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Purpose of the Ministry

Dedicated to making life better for British Columbians, the [Ministry of Citizens' Services](#) (the Ministry) delivers accessible, multi-channel services, through a single-point-of-contact service approach to people in urban and rural communities through [Service BC](#), and delivers the digital face of government at [gov.bc.ca](#). In addition, the Ministry supports other ministries to reach out, engage and learn from British Columbians on issues that matter to them, and is guided by several pieces of [provincial legislation](#).

To help people connect to government supports and services, including virtual health care and online learning, the Ministry provides leadership, management, facilitation, and support for the expansion of high-speed internet connectivity throughout this vast and diverse province. Internet connectivity supports job growth, a strong and diversified economy, health care and stronger communities.

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; providing trusted data services to government agencies; and providing statistical and economic research, information and analysis to businesses and the public sector.

The Ministry manages the Province's real estate assets, technology systems and equipment. It also leverages procurement to increase business opportunities and create rewarding jobs to benefit individuals, families, and communities. Moreover, this Ministry is creating more opportunity for businesses of all sizes to engage in government procurement. With a focus on supporting increased participation by Indigenous businesses and communities in government procurement, the Ministry is working to support a resilient vendor marketplace and increased business opportunities to benefit individuals, families, and communities across the province.

Strategic Direction

In 2022/23, the Government of British Columbia will continue its whole-of-government response to the COVID-19 pandemic with a focus on protecting the health, social and economic well-being of British Columbians. Building on our economic, environmental, and social strengths while looking to seize opportunities to improve outcomes for all British Columbians will be an important aspect of each ministry's work as we respond to COVID-19 and recover from devastating floods and wildfires. The policies, programs and projects developed over the course of this service plan period will align with the five foundational principles established by Government in 2020: putting people first; working toward lasting and meaningful reconciliation; supporting equity and anti-racism; ensuring a better future through fighting climate change and meeting our greenhouse gas reduction targets; and supporting a strong, sustainable economy that works for everyone.

This 2022/23 service plan outlines how the Ministry of Citizens' Services will support the government's priorities including the foundational principles listed above and selected action items identified in the November 2020 [Minister's Mandate Letter](#).

Economic Statement

B.C.'s economy has rebounded from the impacts of the COVID-19 pandemic that began in 2020, despite significant pandemic variant and climate-related events. A strong health response, high vaccination rates, increased infrastructure investments and supports for British Columbians struggling through the pandemic has helped the province rebound. While the recovery has broadened over the past year, it remains uneven with sectors like tourism, hospitality and live recreation events not fully recovered. The path of the ongoing economic recovery in B.C. and its trading partners remains highly uncertain. However, rebuild efforts from the November 2021 floods are expected to provide some support to economic activity in the province. The Economic Forecast Council (EFC) estimates that B.C. real GDP expanded by 5.1 per cent in 2021 and expects growth of 4.2 per cent in 2022 and 2.7 per cent in 2023. Meanwhile for Canada, the EFC projects national real GDP growth of 4.1 per cent in 2022 and 2.8 per cent in 2023, following an estimated gain of 4.7 per cent in 2021. As such, B.C.'s economic growth is expected to be broadly in line with the national average in the coming years. The pandemic has increased risks to B.C.'s economic outlook, such as the emergence of further variants of concern, inflationary supply chain disruptions, extended travel restrictions, and the continued impact of the slower recovery in some sectors of the B.C. economy. Further risks include ongoing uncertainty regarding global trade policies, and lower commodity prices.

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.

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

Key Strategies

- Create culturally appropriate procurement practices and help build procurement capacity for Indigenous businesses, communities and government employees through the [Indigenous Procurement Initiative](#).
- Enhance the [Procurement Concierge Program](#) to match government requirements with market innovations.
- 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.
- Implement a modern, easy-to-use [BC Bid](#) platform for government procurement.
- Continue to improve how procurement processes deliver benefits for people and businesses in communities across the province through the [BC Procurement Strategy](#).

Performance Measure	2017/18 Baseline	2021/22 Forecast	2022/23 Target	2023/24 Target	2024/25 Target
1.1 Number of suppliers registered with the Province's BC Bid sourcing application. ¹	4,800	5,800	6,000	6,200	6,400

Data source: BC Bid database – monthly BC Bid Subscribers Report.

¹Data indicates the number of suppliers who purchased e-Notification and e-Bidding subscriptions. e-Notifications allow suppliers to be alerted when opportunities that match their areas of interests are posted to BC Bid. e-Bidding capabilities allow a supplier to submit their bids electronically through BC Bid.

Linking Performance Measure to Objective

[BC Bid](#) is the online marketplace tool that businesses use to gain access and insight to contract opportunities offered by core government and hundreds of publicly funded organizations, such as Crown corporations, health authorities, and municipalities. 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.

Discussion

This performance measure has been included in the Ministry's Service Plan since 2019/20. This performance measure will continue to be refined as a [new BC Bid system](#) is put in place.

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

Key Strategies

- Ensure government services for businesses remain responsive through the COVID-19 pandemic and recovery.
- Standardize 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	2021/22 Forecast	2022/23 Target	2023/24 Target	2024/25 Target
1.2 Satisfaction with services to businesses provided by Service BC. ¹	89%	Biennial survey; next survey in 2022/23	At least 90%	Biennial survey; next survey in 2024/25	At least 90%

Data source: [BC Stats](#).

¹ The margin of error is $\pm 2\%$ at the 95% confidence level.

Linking Performance Measure to Objective

Biennial survey results reflect the overall experience that business representatives have with Service BC when requesting or receiving support.

Discussion

Service BC strives to reach a business satisfaction score of at least 90%, which indicates Service BC met businesses' needs in a convenient and timely manner. Business satisfaction levels are evaluated using a survey conducted by BC Stats on a biennial basis. Data provided by these surveys are used to inform continuous improvement efforts in service delivery.

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

Objective 2.1: Enhance public access to government records.

Key Strategies

- Review and improve access to information.
- Improve response and processing times for Freedom of Information (FOI) requests.
- Engage with and support government bodies in creating and maintaining government information.
- Proactively disclose more information so that people can access more government information without having to place an FOI request.

Performance Measure	2016/17 Baseline	2021/22 Forecast	2022/23 Target	2023/24 Target	2024/25 Target
2.1 Percent of on-time Freedom of Information requests.	80%	85%	90%	90%	90%

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

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 continues to receive near all-time highs for requests – averaging over 11,000 FOI requests annually between 2016/17 and 2020/21. The Ministry is in year one of a multi-year project to improve and modernize FOI services in response to this high volume. Work will focus on improving timelines and making access to information services easier for citizens.

Government also proactively discloses a high volume of records without the need for an FOI request, including summaries of all government briefing notes, executive calendars, travel expense summaries, contract summaries, transition binders, and estimates notes.

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**

- Continue to expand the use of cross-government data to increase evidence-based decision making and better inform public policy.
- Support innovation through open data initiatives.
- Continue to improve government's public sector data security and privacy practices to ensure that British Columbians' personal information is safeguarded.
- Support the Parliamentary Secretary responsible for Anti-Racism Initiatives in the collection, housing, and analysis of race-based data.
- Establish and promote data-driven partnerships.

Performance Measure	2017/18 Baseline	2021/22 Forecast	2022/23 Target	2023/24 Target	2024/25 Target
2.2 Number of datasets in B.C. Data Catalogue.	2,750	3,000	3,050	3,100	3,150

Data source: DataBC Website - <https://catalogue.data.gov.bc.ca/dataset>.

Linking Performance Measure to Objective

By working with departments across government and the broader public sector to increase the amount of high-value datasets in the B.C. Data Catalogue, the Ministry is ensuring greater public accountability and improving access to government data, resulting in evidence-based decision making. The availability of data and mapping expertise helps other government departments and agencies deliver on their mandates.

Discussion

The Ministry is planning to develop a qualitative-based performance measure, capturing the baseline within the three-year period of this service plan.

Goal 3: Make life better for British Columbians by delivering the services that people count on.**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	2021/22 Forecast	2022/23 Target	2023/24 Target	2024/25 Target
3.1 Number of rural, remote, and Indigenous communities ¹ that have benefitted from investments in high-speed internet. ^{2 3 4}	417	570	620	685	725

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 The definition of 'community' refers to rural and remote communities and includes named places such as districts, Indigenous communities, municipalities, towns, villages as well as incorporated areas and strategic landing sites required for a network to operate. 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.

⁴ Figures represent a cumulative number of communities.

Linking Performance Measure to Objective

The Province helps develop strategies and programs that enable service providers to expand broadband infrastructure in rural, remote, and Indigenous communities. This performance measure demonstrates the level of success in expanding the number of communities benefitting from incremental broadband internet investments.

Discussion

The targets presented for the next three fiscal years are based on information received from multiple 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 consider the uptake usage or subscription rate (i.e., end-user) of how many users there are and does not include access to cellular service. There are several factors that may impact the Province's ability to realize these targets, 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

- Ensure government services remain responsive through the COVID-19 pandemic and recovery.
- Increase social and environmental benefits from the goods and services government purchases.
- Expand the integration of in-person government services in communities.
- Expand the usage of the BC Services Card for government programs.
- Improve the quality of citizens' experience with government – in person, by telephone and online.

- Make government buildings smarter¹, more energy efficient, resilient to climate change, and more accessible.

Performance Measure	2012/13 Baseline	2021/22 Forecast	2022/23 Target	2023/24 Target	2024/25 Target
3.2 Citizen satisfaction with Service BC Centres and Contact Centre. ¹	90%	Biennial survey; next survey in 2022/23	At least 90%	Biennial survey; next survey in 2024/25	At least 90%

Data source: [BC Stats](#).

¹The margin of error is $\pm 1\%$ at the 95% confidence level. 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.

Linking Performance Measure to Objective

This measure is based on biennial surveys that focus on the overall citizen experience when people access government programs and services, either in person through the province's 65 Service BC Centres or by telephone through the Service BC Provincial Contact Centre. The measure shows how satisfied people are with overall quality when they access government programs and services.

Discussion

Service BC strives to reach at least 90% satisfaction, which indicates people's needs were met in a convenient and timely manner. Data provided by these surveys are used to inform continuous improvement efforts in service delivery.

¹ 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.

Financial Summary

Core Business Area	2021/22 Restated Estimates ¹	2022/23 Estimates	2023/24 Plan	2024/25 Plan
Operating Expenses (\$000)				
Services to Citizens and Businesses	31,528	31,528	31,528	31,528
Office of the Chief Information Officer	2,695	2,695	2,695	2,695
Digital Platforms and Data	19,072	23,922	23,922	23,922
Connectivity	11,505	13,705	23,705	23,705
Procurement and Supply Services	8,053	8,753	7,753	7,753
Real Property	345,970	362,514	362,648	362,589
Enterprise Services	146,056	173,393	170,549	171,016
Corporate Information and Records Management	22,146	22,146	22,146	22,146
Government Digital Experience	8,136	8,561	8,561	8,386
Executive and Support Services	9,143	9,428	9,438	9,438
Total	604,304	656,645	662,945	663,178
Ministry Capital Expenditures (Consolidated Revenue Fund) (\$000)				
Digital Platforms and Data	110,000	110,000	110,000	110,000
Procurement and Supply Services	150	480	684	150
Real Property	246,658	305,718	140,798	90,518
Enterprise Services	32,543	47,476	42,525	35,592
Executive and Support Services	145	336	264	264
Total	389,496	464,010	294,271	236,524

Core Business Area	2021/22 Restated Estimates ¹	2022/23 Estimates	2023/24 Plan	2024/25 Plan
Other Financing Transactions (\$000)				
Strategic Real Estate Services program				
Receipts	(1,100)	(1,000)	(300)	(300)
Disbursements	2,500	2,500	2,000	2,100
Net Cash Requirements (Source)	1,400	1,500	1,700	1,800
Total Receipts	(1,100)	(1,000)	(300)	(300)
Total Disbursements	2,500	2,500	2,000	2,100
Total Net Cash Requirements (Source)	1,400	1,500	1,700	1,800

¹ For comparative purposes, amounts shown for 2021/22 have been restated to be consistent with the presentation of the 2022/23 Estimates.

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

Capital Expenditures

The Nanaimo Correctional Centre Project is reported by the Ministry of Public Safety and Solicitor General, as the project lead for reporting purposes. The capital budget for this project resides with the Ministry of Citizens' Services.