

Ministry of Citizens' Services

2026/27 – 2028/29
Service Plan

February 2026



For more information on the Ministry of Citizens' Services contact:

PO BOC 9440

STN PROV GOVT

VICTORIA, BC

V8W 9V3

1-800-663-7867

Or visit our website at

www.gov.bc.ca/CITZ

Published by the Ministry of Citizens' Services

Minister's Accountability Statement



The Ministry of Citizens' Services 2026/27 – 2028/29 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, appearing to read "D. Gibson".

Honourable Diana Gibson
Minister of Citizens' Services
February 6, 2026

Table of Contents

Minister's Accountability Statement.....	3
Strategic Direction	5
Purpose of the Ministry.....	5
Economic Statement.....	6
Performance Planning.....	7
Financial Summary	12
Appendix A: Minister Mandate Letter	14

Strategic Direction

In 2026/27, the Government of British Columbia will prioritize support for people by taking action to make life better for everyone.

Despite a challenging fiscal environment due to global uncertainty, trade relationship reordering, and low resource prices, over the past year Government made significant progress on efforts to reduce costs for British Columbians, hire more doctors and nurses, and build more homes, hospitals and schools, faster. Government will continue to advance these key priorities even as tariffs, trade policies, and instability outside of the province's borders continue to put pressure on the province's finances.

Ongoing fiscal pressure means all parts of Government must continue to do their part to maximize efficiencies and make sure every dollar counts.

To respond to these extraordinary times, Government will focus on expanding trade and investment both within Canada and abroad and delivering major projects that offer good jobs and opportunities for people and communities. This focus on economic growth and prosperity is critical to delivering the revenue needed to provide services and infrastructure.

Good relationships and mutually beneficial partnerships with First Nations are critical to building a better future for everyone in British Columbia. Government will continue working diligently to implement the Declaration on the Rights of Indigenous Peoples Act Action Plan. Through collaboration and open dialogue, we aim to foster trust, stability and certainty for all.

This 2026/27 service plan outlines how the Ministry of Citizens' Services will support the Government's priorities and selected action items identified in the Minister's most recent [Mandate Letter](#).

Purpose of the Ministry

The [Ministry of Citizens' Services](#) ('the ministry') brings innovation, value, and service excellence to the public service and the people in B.C. Guided by several pieces of provincial legislation, the ministry works with partners to create opportunities, find innovative solutions, and implement changes that enable government to achieve its priorities for people in B.C.

Connected Services BC (CSBC) is a new organization within the ministry. CSBC unites people, technology and data to deliver trusted, inclusive and connected services to people in B.C. CSBC has a mandate to make digital services seamless across ministries and programs, built around how people interact with government rather than how government is structured. CSBC also has a mandate to build a simpler, more sustainable technology ecosystem for long-term impact.

Dedicated to making life better for people in B.C., the ministry also provides accessible multi-channel services through a single-point-of-contact service approach to people and businesses

in urban and rural communities through [Service BC](#), and delivers the digital face of government at www.gov.bc.ca.

To help people connect to government supports and services, including virtual healthcare and online learning, the ministry supports the expansion of high-speed internet connectivity in rural and remote Indigenous and non-Indigenous communities throughout the province. Reliable internet connectivity drives job growth, strengthens the economy, supports healthcare delivery and builds resilient communities. The ministry also supports the expansion of cellular connectivity along highways, improving public safety and access to emergency services, especially along rural and remote stretches of highway.

In addition, the ministry provides strategic direction across the government to strengthen information management and technology, by improving transparency and access including responding to Freedom of Information (FOI) requests and providing trusted data services, statistical and economic research and analysis for businesses and for people in B.C. It also includes strong privacy practices to ensure personal information is protected.

Traditionally responsible for procurement, the ministry is contributing to the Government's review of the current procurement policy, programs and practices to promote sovereignty, innovation and jobs in B.C. through the "[Look West: Jobs and Prosperity for Stronger BC and Canada](#)" plan. The ministry continues to lead several procurement programs, such as Code with Us, Team with Us and Sprint with Us, to modernize procurement of technology. This also includes leading procurement of high value contracts that are critical to the delivery of digital services for people in B.C.

With the goal of creating more opportunities for businesses of all sizes to engage in government procurement, including increased participation by Indigenous businesses and communities, the ministry is working to support a resilient vendor marketplace and increased business opportunities to create rewarding jobs that benefit individuals, families and communities across the province. The Ministry also serves other ministries, and the broader public sector in full cost-recovery services including [King's Printer](#), Asset Investment Recovery, [BC Mail Plus](#), and the Product Distribution Centre.

Economic Statement

B.C.'s economy saw mixed performance among sectors in 2025 amid U.S. tariffs and related global economic uncertainty and declining B.C. population growth. Consumer spending was strong through the first half of the year, supported by front-loaded spending ahead of U.S. tariffs (particularly for automobiles), lower inflation and interest rates, but spending has slowed in recent months. Residential construction remained above average in 2025 despite declining from the high levels of activity seen in recent years, and home sales were subdued in 2025. Meanwhile other investment indicators (such as public sector investment and commercial building permits) saw steady growth despite headwinds from economic uncertainty. B.C.'s exports have been resilient amid U.S. tariffs. The value of international

exports was unchanged as lower forestry exports and coal prices offset higher values of natural gas and copper exports.

The Economic Forecast Council (EFC) estimates that B.C. real GDP grew by 1.5 per cent in 2025. In the near-term, the EFC expects B.C.'s economy to also grow by 1.5 per cent in 2026 and by 1.9 per cent in 2027, similar to the national average. For Canada, the EFC estimates growth of 1.6 per cent in 2025 and projects national real GDP growth of 1.3 per cent in 2026 and 1.9 per cent in 2027.

A volatile global trade conflict as well as immigration and population fluctuations are the main risks to the outlook. Other risks include commodity price instability, renewed inflationary pressures leading to elevated interest rates, prolonged housing market weakness, and climate change impacts.

Performance Planning

Goal 1: Strengthen connected digital services for people everywhere in B.C., so it is easier to access government services

Performance Measures

Performance Measure	2024/25 Baseline	2025/26 Forecast	2026/27 Target	2027/28 Target	2028/29 Target
1a Digital services accessible with the BC Services Card	107	135	165	200	235

Data source: Technology Design, Architecture and Cybersecurity Division: Digital Trust Branch.

Objective 1.1: Government services are intuitive, accessible and designed around user needs.

Objective 1.2: Make it easier for people and businesses to interact with government.

Objective 1.3: Deliver the digital tools that public servants need to effectively serve people in B.C.

Discussion of Changes

Connected Services BC is a new organization within the Ministry of Citizens' Services mandated to deliver trusted, inclusive and connected services to people in B.C. This includes supporting the public servants delivering the services, businesses and the people of BC.

The BC Services Card enables people in B.C. to access trusted and secure government services online and in person. Expanding services accessible through the BC Service Card strengthens connected digital services for people everywhere in B.C.

Goal 2: Support a strong, sustainable, and innovative economy by making it easier to participate in government procurements and create opportunities for communities across the province¹

Performance Measures

Performance Measure	2024/25 Baseline	2025/26 Forecast	2026/27 Target	2027/28 Target	2028/29 Target
2a Satisfaction with services to businesses. ^{1,2}	76%	Biennial survey; next survey in 2026/27	78%	Biennial survey; next survey in 2028/29	80%

Data source: BC Stats.

¹The margin of error is ± 3% at the 95% confidence level.

²Baselines updated to 2024/25 actuals; targets aligned for continuous service improvement.

Performance Measure	2024/25 Baseline	2025/26 Forecast	2026/27 Target	2027/28 Target	2028/29 Target
2b IM/IT Opportunities posted to the Digital Marketplace.	17	50	75	100	125

Data Source: [Digital Marketplace](#)

Objective 2.1: Create opportunities for small, medium, and large businesses to access government procurements.

Objective 2.2: Enhance the experience for businesses when interacting with government.

Discussion of Changes

The [Digital Marketplace](#) offers several accessible procurement services. It helps government to partner with high quality digital talent in the private sector and provides diverse procurement opportunities to businesses of all sizes. The addition of performance measure 2b demonstrates Government's commitment and progress to rapidly expand access to simple,

¹ This goal was previously Goal 1 in the [2025/26 Ministry Service Plan](#) (page 7).

accessible IM/IT procurement opportunities.

Goal 3: Improve access to government data to allow for better evidence-based decision making and innovation, while ensuring the protection of privacy.

Performance Measures

Performance Measure	2025 Forecast	2026 Target	2027 Target	2028 Target	2029 Target
3a Monthly public releases of research, evaluations, or statistical updates to drive equitable outcomes for people in B.C.	120 (10 per month)				

Data source: BC Stats.

Objective 3.1: Use data to identify systemic barriers and drive equitable outcomes in programs and services.

Objective 3.2: Improve the use, management, sharing and protection of data for all people in British Columbia.

Discussion of Changes

Through the Connected Services BC mandate, the ministry also leads strategy, policy and delivery for the use of cross-government data. A core responsibility of this mandate is ensuring that data is collected safely, transparently and respectfully, and used to improve programs and services for all people in B.C.

The Anti Racism Data Act and Anti-Racism Data Committee guide the ministry in this work. BC Stats delivers on this work by providing statistics, economic research, information and analysis to ministries across the BC Public Service and to people in B.C. Maintaining monthly public releases of research, evaluations and statistical updates are important to ensure progress on this mandate while balancing meaningful opportunities for communities to sustainably participate.

The ministry provides corporate leadership across government with respect to information management legislation, policies, practices and training. The [Annual report](#) under the Freedom of Information and Protection of Privacy Act is tabled in the legislature annually.

Goal 4: Improve the lives of people in British Columbia by delivering high-quality, accessible, cost effective and reliable government services²

Performance Measures

Performance Measure	2022/23 Baseline	2025/26 Forecast	2026/27 Target	2027/28 Target	2028/29 Target
4a Percentage of households in B.C. with access to internet services at a minimum speed of 50/10 Mbps.	95.2%	98%	99%	100%	100%

Data source: Federal [High-Speed Internet Access Dashboard](#), Innovation, Science and Economic Development Canada (October 2023) and Ministry projections.

Performance Measure	2024/25 Baseline	2025/26 Forecast	2026/27 Target	2027/28 Target	2028/29 Target
4b Citizen satisfaction with the Contact Centre. ^{1, 2}	89%	Biennial survey; next survey in 2026/27	89%	Biennial survey; next survey in 2028/29	89%
4c Citizen satisfaction with the Service BC Centres. ^{1, 2}	98%	Biennial survey; next survey in 2026/27	98%	Biennial survey; next survey in 2028/29	98%

Data source: BC Stats.

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

²Baselines and targets updated to 2024/25 actuals; outer year targets have been straight lined. -Industry leading standards targets for public sector organizations tend to be 85% for contact centres and 90% for in person services, such as Service BC Centres.

² This goal was previously Goal 3 in the [2025/26 Ministry Service Plan](#) (page 10).

Objective 4.1: High-speed internet is expanded with increased bandwidth in rural and Indigenous communities.

Objective 4.2: Strengthen Service BC's role as the front door to government by enhancing accessibility, responsiveness, and service integration.

Discussion of Changes

There are no changes to the goal, objectives or performance measures.

Financial Summary

(\$000s)	2025/26	2026/27 Estimates	2027/28 Plan	2028/29 Plan
	Restated Estimates ¹			
Operating Expenses				
Services to Citizens and Businesses	46,772	46,772	46,772	46,772
Connected Services BC	669,267	651,762	645,692	645,355
Connectivity	24,235	24,235	24,235	4,235
Procurement and Supply Services	12,265	12,265	12,265	12,265
Executive and Support Services	6,305	6,305	6,305	6,305
Total	758,844	741,339	735,269	714,932
Capital Expenditures				
Connected Services BC	162,593	142,221	114,560	111,148
Procurement and Supply Services	150	150	150	150
Executive and Support Services	210	210	210	210
Total	162,953	142,581	114,920	111,508

¹ For comparative purposes, amounts shown for 2025/26 have been restated to be consistent with the presentation of the 2026/27 *Estimates*.

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

Capital Expenditures

Significant IT Projects (over \$20 million in total)	Targeted Year of Completion	Project Cost to Dec 31, 2025 (\$m)	Estimated Cost to Complete (\$m)	Anticipated Total Cost (\$m)
Immunization BC Digital Platform	2027	64	11	75
<p>Objective: The Immunization BC Digital Platform project involves the design and build of the first provincially coordinated, public-facing digital vaccine management platform. The project objectives are to provide a comprehensive digital solution to:</p> <ul style="list-style-type: none"> • Register and book people for vaccination appointments. • Record the clinical administration of the vaccine. • Capture information about adverse effects. • Track inventory. • Report on the vaccine rollout. 				
<p>Costs: The total estimated capital cost of the project is \$75 million, with the entire amount to be funded by the Province.</p>				
<p>Benefits:</p> <ul style="list-style-type: none"> • Prioritizing front line workers. • Better management of community outbreaks. • Improved handling of periodic vaccine shortages or over supply • Ability to issue vaccination records to the public. 				
<p>Risks: The major risks associated with the project generally relate to project scope and functionality, schedule, cost, and operations and maintenance risk.</p>				

Appendix A: Minister Mandate Letter



July 17, 2025

Honourable Diana Gibson
Minister of Citizens' Services
Parliament Buildings
Victoria, BC V8V 1X4

Dear Minister Gibson:

Congratulations on your appointment as Minister of Citizens' Services at a critical time for our province. Serving as a member of the executive council is a privilege and responsibility which I am confident you will fulfill with integrity and a commitment to the people of our province.

British Columbians have trusted us with a mandate to deliver for them in ways that make a tangible difference in their daily lives. They expect us to listen and learn from people of different perspectives – and work together to make things better for everyone.

Specifically, we will tackle the challenges people worry about at the kitchen table:

- **Grow the economy by creating good jobs across British Columbia.** We will collaborate with businesses, workers, and communities to attract investments in both new and traditional sectors as well as emerging sectors of the economy. This approach will bring certainty for business, security for workers, and generate the wealth needed to support the essential services British Columbians rely on.
- **Reduce costs for families,** including by helping people access homes they can afford through support for first-time homebuyers, increasing the supply of rental housing stock, and stronger measures to crack down on housing speculation.

.../2

- **Strengthen health care** by expanding access to family doctors and recruiting and training more health professionals, ensuring that every British Columbian can access the care they need, no matter where they live. We will also increase access to addictions treatment and provide help for people whose struggles require intensive supports.
- **Make our neighbourhoods and communities safer** by working with law enforcement and social agencies to address street disorder, crack down on organized crime, and do all we can to ensure repeat offenders stay behind bars.

Our commitment to take action on climate change remains foundational and will be key to a healthy and prosperous BC for future generations.

Underlying all this work is our partnership with Indigenous peoples. Advancing reconciliation, implementing the *Declaration on the Rights of Indigenous Peoples Act* and working in partnership with First Nations rights-holders to advance shared interests is the responsibility of every Minister.

Over this mandate I expect you to prioritize making progress on the following:

- In order to protect key services that British Columbians rely on, work with the Minister of Finance to review all existing Citizens' Services programs and initiatives to ensure programs remain relevant, are efficient and improve the experience of British Columbians who engage with government for the delivery of services. This is important in the context of current Provincial budget constraints and overall efficiency in delivering cost effective and relevant services to British Columbians.
- Strengthen connected digital services for people everywhere in BC, so it's easier to access government services – using effective engagement with key partners and aggressive innovation in cost-effective technology and citizen-oriented processes.
- In light of hybrid work trends and modernization of government services, review the intended versus the actual use of government real estate assets, including assessment of anticipated capital cost expenditures for existing assets. If assets are surplus to requirements, work with the Ministries of Housing and Municipal Affairs, Transportation and Transit, Finance, and Infrastructure, to ensure the highest and best use of all government real estate assets in a way that promotes the cost effectiveness of the administration of government services and the interests of British Columbians.
- Support the Attorney General in identifying trends that emerge from the Anti-Racism Data Act implementation.
- Work with the Cabinet Committee on Community Safety to ensure that initiatives identified by the committee are prioritized and delivered by your ministry as required.

As you are aware, we have established an accord with the BC Green Caucus that supports our shared commitment to ensuring stable governance focused on delivering progress and tangible outcomes for British Columbians. The commitments in that accord complement the direction in these mandate letters.

As a Cabinet, we will uphold the highest standards of ethics, collaboration, and good conduct in service of the public, and as a Minister of the Crown, you are expected to review, understand, and act according to the Members' Conflict of Interest Act. You will establish a collaborative working relationship with your Deputy Minister and the public servants under their direction, who provide the professional, non-partisan advice that is fundamental to delivering on our government's priorities. Your Minister's Office must meet the highest standards for integrity and provide a respectful, rewarding environment for all staff.

The work we have ahead takes place in a profoundly challenging geopolitical environment. Close friends and neighbours to our south are contemplating imposing draconian tariffs on our products that would hurt both Americans and Canadians. Our allies internationally face governmental instability. Hate and racism are on the rise around the world. Artificial intelligence breakthroughs with unclear implications and astonishing potential are announced daily. Global inflation, snarled supply chains, and war are threatening global economic growth and prosperity as well as the transition to a low-carbon economy.

We have an obligation to protect and defend British Columbians, as well as seize opportunities, in these uncertain times.

The good news is that we have everything we need to succeed, and we will succeed. British Columbia's people – our workers, entrepreneurs, business leaders, artists, and innovators – are among the most talented in the world. We are home to world-class educational institutions and public services. Our natural beauty is unmatched, we have internationally envied resources, and we are one of the most diverse places on the planet. Your job is to help us leverage these advantages in perilous times.

Use this mandate letter to guide your work, and do not be afraid to challenge assumptions, or be innovative, bold and aggressive in achieving the goals set out for you and your Ministry by the people of this province.

Thank you for joining me in the work ahead.

Sincerely,



David Eby, KC
Premier