

Ministry of Citizens' Services

2020/21 Annual Service Plan Report



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

PO BOX 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 2020/21 Annual Service Plan Report* compares the Ministry's actual results to the expected results identified in the *2020/21 – 2022/23 Service Plan* created in February 2020. I am accountable for those results as reported.

A handwritten signature in black ink that reads "Lisa Beare". The signature is fluid and cursive, with the first and last names being more prominent.

Honourable Lisa Beare
Minister of Citizens' Services
July 28, 2021

Table of Contents

Minister's Accountability Statement	3
Letter from the Minister	5
Purpose of the Annual Service Plan Report.....	6
Purpose of the Ministry	6
Strategic Direction	6
Operating Environment.....	7
Report on Performance: Goals, Objectives, Measures and Targets.....	9
Financial Report.....	16
Discussion of Results	16
Financial Report Summary Table	16

Letter from the Minister

The Ministry of Citizens' Services 2020/21 Annual Service Plan Report provides a summary of our achievements and progress made over the past year to support British Columbians.

As our province continues to face unprecedented challenges driven by the COVID-19 pandemic, we remain committed to making life more affordable, delivering the services people depend on and building a sustainable economy that creates opportunities for everyone.

Over the last year, the Ministry played a significant role in supporting government's COVID-19 response to help keep people safe, informed and connected to the services and programs they need. We helped rollout the largest vaccination program in B.C.'s history. We created B.C.'s Get Vaccinated website which has been viewed more than 9 million times, and which lead people to the vaccination registration system where people could quickly and easily register and book their vaccine. By keeping our Service BC centres open during the pandemic, we were able help more than 1.5 million people access critical programs and services. We also created a dedicated non-medical COVID-19 hotline to help answer questions about travel recommendations, social distancing, and what kinds of support, resources and assistance are available. Through the launch and expansion of the COVID-19 Supply Hub, we were able quickly to get personal protective equipment to frontline healthcare workers and non-health organizations, so they could continue to safely deliver services to people.

The pandemic made it clear people need reliable high-speed internet access to enable remote work and learning while staying connected to friends and loved ones virtually. The Connecting British Columbia program took swift action in the early weeks of the pandemic to launch a rapid response program that provided grants to service providers to improve internet speeds and reliability for more than 9,300 B.C. households. These projects were completed by September 2020 before the launch of the \$90-million Economic Recovery Intake as part of Stronger BC: B.C.'s Economic Recovery Plan. This will result in 429 kilometers of additional cell coverage on B.C. highways and improved internet speeds for people in 224 rural and Indigenous communities.

At the same time, we continued our work to improve the FOI system so that people can get information they need from government in a timely and convenient manner. We've also made steady and continued progress modernizing our procurement tools to make it easier for businesses to work with government. As a result, we awarded 16 contracts, totalling more than \$6 million, to small and medium sized businesses through our Sprint With Us and Code With Us programs.

I am proud of our accomplishments and the work we've done to help support the people in our province through another challenging year. As we look towards brighter days ahead, let's continue to work together to put the pandemic behind us, deliver the programs and services we all count on and make life better for British Columbians.



Honourable Lisa Beare
Minister of Citizens' Services
July 28, 2021

Purpose of the Annual Service Plan Report

The Annual Service Plan Report is designed to meet the requirements of the [Budget Transparency and Accountability Act](#) (BTAA), which sets out the legislative framework for planning, reporting and accountability for Government organizations. Under the BTAA, the Minister is required to report on the actual results of the Ministry's performance related to the forecasted targets documented in the previous year's Service Plan.

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 www.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 since late 2020, 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

The strategic direction set by Government in 2017, and expanded upon in the Ministry's 2017 [Mandate Letter](#), shaped the goals, objectives, performance measures and financial plan outlined in the [Ministry of Citizens' Services 2020/21 Service Plan](#) and the actual results reported on in this annual report.

The global COVID-19 pandemic resulted in many shifts in priorities, structures and operations across the public sector. Any changes to Ministry of Citizens' Services goals, objectives, performance measures or financial plan to align with the strategic direction established by Government in late 2020 are presented in the 2021/22 Service Plan.

Operating Environment

In 2020/21 the Ministry responded to dramatically changing global and regional environments and worked to advance government priorities to make life more affordable for British Columbians, improve the services people count on, and build a strong, sustainable economy in every corner of the province.

The Ministry took on the extraordinary task of monitoring, planning for and responding to the progression of the novel coronavirus (COVID-19) pandemic, while continuing to deliver high-quality services to the public and to government ministries under unique, evolving and often challenging conditions.

The Ministry ensured Service BC Centres and the BC Registries service counters remained open throughout the province to connect people and businesses to government core services. During the first hour of business, seniors and people who have underlying health conditions or compromised immune systems received priority service by calling their local Service BC Centre to make an appointment.

Service BC rapidly implemented and continues to provide Provincial Contact Centre supports for the COVID-19 pandemic including the COVID-19 Vaccination line and BC Recovery Benefit program. In addition, the 1-888-COVID19 line provides information in 140 languages on non-clinical government and community supports available throughout the pandemic, including tax deferrals, benefits for business owners, those facing unemployment. The Government Digital Experience Division continues to support the ongoing development of COVID-19 and vaccine information at www.gov.bc.ca/COVID19.

Citizens' Services supported the accelerated development of multiple applications that helped keep people safe during the pandemic and supported economic recovery, including the COVID-19 Supply Hub, COVID-19 screening and self-assessment applications for travellers, workers and students, the COVID-19 digital assistant chatbot and the Health Gateway, where people can access their prescription information online.

Service BC continues to support the Returning Travellers program as Customer Service Representatives welcome travellers back to B.C., provide information around their obligations during their isolation, and ensure they have plans in place and the supports they need to successfully complete their isolation. In addition, Service BC supported the Employment Standards Branch from July to September 2020 with their COVID-19 Temporary Layoff Variance Application program.

Citizens' Services facilitated the contract for the provincial immunization contact centre that processes 56,000 calls per day and where 44% of immunization appointments are booked. The immunization contact centre is provided through the Telecommunications Services Master Agreement to the Ministry of Health.

The Ministry created B.C.'s gov.bc.ca/getvaccinated landing page, providing people with information and links to the provincial registration and booking system to get the COVID-19 vaccine. Vaccination related information on the government website was viewed 16.3 million times between February 1, 2021 and May 25, 2021.

Citizens' Services supports the vaccination program by providing specialized contact centre assistance to British Columbian's who require enhanced support to access registration and booking including:

- translation services in 140 languages (including several Indigenous languages);

- supporting callers who have not applied for, have lost, or are not eligible for a Personal Health Number (PHN) with lookup and new PHN creation services;
- following up with call backs to people who need extra phone support to book their vaccine appointment;
- supporting people requiring in-person assistance with registration and booking; and
- ready to assist the TELUS contact centre address call volume surges for vaccination registration and bookings.

The Ministry continues to support the Province's COVID-19 Supply Hub with technology support, procurement, warehousing, and supply delivery for personal protective equipment and other vital supplies. Citizens' Services IT experts upgraded government networks to meet the unprecedented needs of a remote workforce. Moreover, directives extended under the [*Freedom of Information and Protection of Privacy Act*](#) helped enable essential workers like teachers and care providers to use broader technology, like video chats and apps, during the COVID-19 public-health emergency.

The Ministry provides support to partners across the Government of B.C. in delivering modern, digital services. The COVID-19 pandemic accelerated demand for remote service delivery across government. Teams within the Office of the Chief Information Officer play a critical and growing role in supporting ministries in using modern tools to address their business needs. This support included guidance and tools on appropriately managing data, resourcing and guidance for delivering solutions relating to information management and technology, and access to tools to deliver technical solutions online.

Citizens' Services is focused on government commitments and foundational principles, including equity and anti-racism, and lasting and meaningful reconciliation with Indigenous peoples. To consider how diverse groups of British Columbians may experience our policies, programs, and initiatives, Citizens' Services is working to implement the [*Declaration on the Rights of Indigenous Peoples Act*](#) in all aspects of Ministry business and working to address systemic discrimination and inform policy and budget decisions by reviewing decisions through a Gender-Based Analysis Plus (GBA+) lens.

The Ministry oversees all government records and access to information legislation, policy and practices across government. Freedom of Information response times have improved despite an approximate 40% increase in request volumes between 2016/17 and 2019/20.

The Connectivity file returned to Citizens' Services in November 2020. As part of the Office of the Chief Information Officer, this team continues to lead work to deliver high-speed connectivity throughout the province, supporting the expansion of high-speed internet services (broadband) to underserved rural and Indigenous communities.

In addition, BC Stats – a leader in statistical and economic research, information, and analysis – rejoined Citizens' Services in November 2020. Moving BC Stats to the Digital Platforms and Data division enables Citizens' Services to do more to meet government's commitments to enhance data services and increase evidence-based decision making.

Report on Performance: Goals, Objectives, Measures and Targets

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 Highlights

- Hosted four Discovery Day sessions in support of the [Procurement Concierge Program](#), supporting a collaborative way for vendors to engage with the B.C. Government. Sessions bring together buyers and vendors to explain government issues or problems and present requests for information so vendors can submit potential solutions to address government challenges.
- Supported the [Indigenous Procurement Initiative](#), in partnership with the ministries of Indigenous Relations and Reconciliation; and Jobs, Economic Recovery and Innovation, by:
 - preparing to deliver cultural competency training for B.C. Government employees who deliver procurement,
 - designing and planning to improve and expand our existing Indigenous business directories, and
 - posting a Request for Qualifications on BC Bid to create a pre-qualified list of Indigenous facilitators to facilitate culturally safe meetings, engagements, and sessions with Indigenous people. All ministries will be able to use the list.
- Started user testing on the new [BC Bid](#) system for government buyers and suppliers, a key action that is helping government achieve the goals of the [BC Procurement Strategy](#).

Performance Measure	2017/18 Baseline	2019/20 Actuals	2020/21 Target	2020/21 Actuals	2021/22 Target	2022/23 Target
1.1 Number of suppliers registered with the province's BC Bid sourcing application. ¹	4,800	6,816	5,575	6,890	5,800	6,000

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

¹ Data 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.

Discussion of Results

[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.

Actuals reported in 2020/21 are above the baseline and the target; however, this is a result of a refinement in the definition of suppliers registered since the initial baseline and targets were set in the

2019/20 service plan (see footnote), not a substantial increase in users. As users of BC Bid do not need an account to review and bid on opportunities, the number of suppliers who have paid for e-Notification and e-Bidding subscriptions is a better indicator of organizations that are active registered users. This performance measure will continue to be refined in the Ministry's 2022/23 Service Plan as a new BC Bid system is put in place.

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

Key Highlights

- Reduced barriers to trade for businesses and provided a more seamless way to share corporate data across jurisdictions by implementing the online [Multi-jurisdictional Registry Access Service](#), in partnership with the federal government and the provinces of Alberta, Saskatchewan and Manitoba. As part of this initiative, the requirements of the New West Partnership Trade Agreement were also met.
- Completed the following, as part of a phased, multi-year [modernization](#):
 - released a new payment method for Business Registry filings;
 - implemented new identity assurance using the BC Services Card as well as a new login option for non-BC residents or those unable to use a BC Services Card;
 - amended the [Business Corporations Act](#) to include benefit companies, and in June 2020, successfully launched this new corporate entity type;
 - in December 2020, launched a new name request application to improve the services experience; and
 - launched a pilot WebChat service to assist businesses in their service interaction.
- Launched the Canada Revenue Agency Business Numbers onto [Orgbook BC](#).
- Completed 16 procurements, 8 [Sprint With Us](#) and 8 [Code With Us](#), all of which went to contract. With these 16, a total 110 procurements have completed with the BC Developers' Exchange and the Digital Marketplace.

Performance Measure	2011/12 Baseline	2019/20 Actuals	2020/21 Target	2020/21 Actuals	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%	87%	Biennial survey; next survey in 2022/23	At least 90%

Data source: [BC Stats](#).

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

Discussion of Results

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

Although the 2020/21 target was not achieved, Service BC was able to achieve an 87% satisfaction score through the delivery of high-quality services to businesses in B.C., including the Corporate Online, Name Requests Online, and OneStop Business Registry (OneStop) services. This is an improvement from the result of 86% in the 2018/19 survey and is notable given the economic impacts on businesses resulting from the COVID-19 pandemic.

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 Highlights

- Enabled the broader use of communications tools for health-care workers and other public-sector staff who are responding to the COVID-19 state of emergency with temporary ministerial orders under the [Freedom of Information and Protection of Privacy Act](#).
- Initiated the planning phase of a multi-year project to improve and modernize Freedom of Information services, focusing on improving timeliness and making access to information services easier for citizens.
- [Enhanced access to information](#) by making five more types of government records available to people without a freedom of information request.
- Streamlined the Privacy Impact Assessment (PIA) process by delegating the Minister's review of some PIAs to Ministry Privacy Officers, and a new PIA template has been drafted and piloted with a high priority on human-centred design and accessibility.

Performance Measure	2016/17 Baseline	2019/20 Actuals	2020/21 Target	2020/21 Actuals	2021/22 Target	2022/23 Target
2.1 Percent of on-time Freedom of Information requests.	80%	83%	85%	85%	85%	90%

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

Discussion of Results

The percentage of on-time responses to Freedom of Information (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](#).

Actuals reported in 2020/21 were achieved. Government has received near all-time highs for requests over the last few years – averaging over 11,500 FOI requests annually between 2016/17 and 2020/21. A recent trend over time is displayed on page 5 of government's [2017/18 & 2018/19 Report on the Administration of FOIPPA](#).

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

The Ministry is planning a multi-year project to improve and modernize FOI services. Work will focus on improving timeliness and making access to information services easier for citizens.

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 Highlights

- Provided data science expertise on more than 10 different projects and initiatives, including: integrated data projects on Preventing and Reducing Homelessness, Climate impacts and BC Wildfire, COVID-19 chatbot, Statistics Canada income data procurement, and labour market program evaluation.
- Built data science capacity in the government, including hosting six data science events, two evidence-based decision-making workshops with government policy communities and one executive data literacy training session.
- Completed a significant modernization project that improved the protection and reliability of our security systems.
- Brought B.C. public sector clients onto our next-generation big data security analytics platform to detect and respond to security incidents; this works by gathering non-personal data from individual devices to provide a bigger-picture view of possible cyber threats.
- Updated the Defensible Security for Public Sector Organizations framework to help organizations understand what they need to do, from a strong security practices perspective, and how to do it. Since publishing the framework in 2017, the Ministry also refreshed the Corporate Supply Arrangement to help all 2,400 public sector organizations access skilled security resources.
- Remediated the findings from the 2019 Internal Directory Audit by December 2020, as committed, improving our processes and tools to make sure only authorized users have access.

Performance Measure	2017/18 Baseline	2019/20 Actuals	2020/21 Target	2020/21 Actuals	2021/22 Target	2022/23 Target
2.2 Number of datasets in B.C. Data Catalogue.	2,750	3,170	2,900	3,107	2,950	2,975

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

Discussion of Results

By working with departments across government and the broader public sector to increase 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. The availability of data and mapping expertise helps other government departments and agencies deliver on their mandates.

The target for the number of data sets for 2020/21 was surpassed due to increased profile of the value of data through the BC Data Council and its dedicated engagement efforts. BC's Data Council is a cross-government group of data experts that support an all-of-government approach to management of public sector data to facilitate data use by government, academia, the private sector and citizens.

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 Highlights

- Completed projects to bring high-speed internet to the people of South Hazelton, and to the Creston Valley community of Wynndel.
- Launched a COVID-19 Rapid Response intake of \$1.2 million in grants disbursed through the Connecting British Columbia program that funded 47 projects, benefitting 9,300 households.
- Expanded the Connecting British Columbia program with a \$90-million one-time grant, as part of StrongerBC, the province's economic recovery plan.
- Expanded investments to bring high-speed internet to rural and Indigenous communities, including: \$10.3 million to CityWest for communities within the territory of the Haida Nation, Nuxalk Nation, Ehattesaht First Nation and Klahoose First Nation; \$341,100 to Shaw for the Gulf Islands of Mayne, Galiano and Pender; \$177,000 to TELUS for Williams Lake First Nation; \$750,000 to TELUS to connect Keremeos; \$1.9 million grant to Shaw from Connecting British Columbia for Mount Currie and Lil'wat Nation; and supported the volunteers at Kaslo infoNet Society to connect eight Kootenay Lake communities.
- Expanded investments to cellular service including: \$2.25 million toward the estimated \$11.6 million project along Highway 16, Highway of Tears, through a co-funding arrangement between the Province, the federal government and Rogers through the Connecting British Columbia program; and \$4.9 million grant from the Connecting British Columbia program for benefitting communities along Highway 14 on Vancouver Island, including the Pacheedaht First Nation.
- Allocated \$14.9 million under Phase 4 Economic Recovery Intake for funding new highway cellular coverage and connectivity at rest areas for the first time ever to connect 429 highway kilometers and 27 rest areas, including 252 kilometers and three rest areas along Highway 16, Highway of Tears.

Performance Measure	2018/19 Baseline	2019/20 Actuals	2020/21 Target	2020/21 Actuals	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 4}	417	479	525	527	570	620

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.

Discussion of Results

The Province helps develop strategies and programs that enable the private sector to expand broadband infrastructure in rural, remote, and Indigenous communities. This performance measure demonstrates the level of success in expanding the number of communities benefiting from broadband internet investments. 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 Connecting British Columbia program has leveraged federal funding and private sector capital investment to expand access to high-speed internet in rural, remote and Indigenous communities. Since July 2017, the program has invested in \$180 million for projects to connect more British Columbians with high-speed internet in 527 communities, of which 104 are Indigenous. In the context of the program, communities include locations that have benefitted from local (last-mile) infrastructure and transport builds. Actuals reported in 2020/21 are above the target, and 48 new communities have benefited from program investments. The Ministry tracks connectivity status to federally defined communities and locations not defined by the federal government.

The targets presented for the next two 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 Highlights

- Launched a Service BC [online booking tool](#), designed to improve the service experience, help keep people safe during the pandemic and make it easier to access the services they need.
- Commenced Verify By Send Video in response to the pandemic to meet the increased demand for online access to government services using the BC Services Card. Service BC has verified more than 280,000 residents' identity through this new channel.
- Onboarded 11 new services to the BC Services Card including the federal government services of the Canada Revenue Agency for access to Income Tax information and the Canadian Emergency Response Benefit; and Employment and Social Development Canada to access such programs as Employment Insurance, Old Age Security and Canada Pension Plan; and the Health Gateway and Health Connect services.
- Launched a new Entity Selector Tool for businesses to better understand the differences between different entities as they start up their business.
- Initiated energy retrofit investments in more than 28 buildings as part of the [CleanBC Government Buildings Program](#) that include mechanical, building envelope and lighting upgrades; completed three climate risk assessments, and various low-carbon studies; and installed a cumulative total of 116 electric vehicle charging stations for fleet, employees, and visitors in government spaces.

- Started over 10 projects to support accessibility in alignment with Buildings for People, the Ministry's strategy to make government buildings accessible.

Performance Measure	2012/13 Baseline	2019/20 Actuals	2020/21 Target	2020/21 Actuals	2021/22 Target	2022/23 Target
3.2 Citizen Satisfaction with Service BC Centres and Contact Centre. ¹	90%	Biennial survey; next survey in 2020/21	At least 90%	85%	Biennial survey; next survey in 2022/23	At least 90%

Data source: [BC Stats](#).

¹ The 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.

² In the Ministry of Citizens' Services [2020/21 – 2022/23 Service Plan](#), the 2019/20 forecast and 2021/22 target were inadvertently published as “At least 90%”. The last correct 2019/20 and 2021/22 targets noting that this measure is based on biennial surveys was published in the [2019/20 Annual Service Plan Report](#).

Discussion of Results

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 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.

Citizen satisfaction is calculated as a weighted average of the in-person and telephone survey results, based on the volume of British Columbians served by each channel. Service BC strives to reach at least 90% satisfaction, which indicates peoples needs were met in a convenient and timely manner. Data provided by these surveys are used to inform continuous improvement efforts in service delivery.

Although the 2020/21 target was not achieved, Service BC was able to achieve an overall 85% satisfaction score through the delivery of high-quality services to the people of B.C. This blended score reflects a combination of 93% satisfaction for in-person service delivery, as well as a 68% satisfaction level for the Service BC Provincial Contact Centre. The overall score in the 2018/19 survey was 91.7%. The high in-person service delivery score is a testament to the ability of public facing service professionals with the support of their leaders, to maintain the confidence of British Columbians by providing quality services in a safe environment when it was needed most. The preliminary analysis of the Service BC Contact Center result of 68% is attributed to adding new service channels to the survey (SMS Text and email) as well as the nature of the COVID-19 programs supported at the time of the survey. For instance, while residents may have been satisfied with elements of the service experience, the overall satisfaction with results received was sometimes less favourable.

Financial Report

Discussion of Results

The Ministry of Citizens' Services managed within its 2020/21 budget and other authorizations, ending the year with operating expenditures of \$663.1 million. Capital expenditures were \$232.7 million, underspending was primarily due to changes in project timelines. The Ministry supported broader government in achieving its mandate priorities and responding to the COVID-19 pandemic. Services were provided to the public directly and indirectly through supporting other ministries in delivering their services, while ensuring strong fiscal management.

Financial Report Summary Table

	Estimated	Other Authorizations ¹	Total Estimated	Actuals	Variance
Operating Expenses (\$000)					
Services to Citizens and Businesses	31,083		31,083	28,646	(2,437)
Office of the Chief Information Officer	17,003	549	17,552	11,222	(6,330)
Information Communication Technologies	1,486	96,509	97,995	98,818	823
Procurement and Supply Services	4,313	2,095	6,408	8,559	2,151
Real Property	318,265	2,218	320,483	323,504	3,021
Enterprise Services	130,819	7,848	138,667	138,773	106
Corporate Information and Records Management Office	21,862	1,110	22,972	24,593	1,621
Government Digital Experience	8,054	364	8,418	8,943	525
Executive and Support Services	18,765	356	19,121	19,641	520
BC Statistics		769	769	434	(335)
Sub-Total	551,650	111,818	663,468	663,133	(335)
Adjustment of Prior Year Accrual ²				(2,909)	(2,909)
Total	551,650	111,818	663,468	660,224	(3,244)

Ministry Capital Expenditures (Consolidated Revenue Fund) (\$000)					
Office of the Chief Information Officer	110,511	-	110,511	98,955	(11,556)
Procurement and Supply Services	150	924	1,074	1,064	(10)
Real Property	202,621	4,601	207,222	113,660	(93,562)
Enterprise Services	36,893	-	36,893	18,958	(17,935)
Executive and Support Services	91	-	91	35	(56)
Total	350,266	5,525	355,791	232,672	(123,119)
Other Financing Transactions (\$000) ³					
Real Property - Strategic Real Estate Services					
Receipts	(1,400)	-	(1,400)	(371)	1,029
Disbursements	3,000	-	3,000	858	(2,142)
Net Cash Source (Requirements)	1,600	-	1,600	487	(1,113)
Total Receipts	(1,400)	-	(1,400)	(371)	1,029
Total Disbursements	3,000	-	3,000	858	(2,142)
Total Net Cash Source (Requirements)	1,600	-	1,600	487	(1,113)

¹“Other Authorizations” include Supplementary Estimates, Statutory Appropriations and Contingencies. Amounts in this column are not related to the “estimated amount” under sections 5(1) and 6(1) of the *Balanced Budget and Ministerial Accountability Act* for ministerial accountability for operating expenses under the Act.

Operating – Access to Contingencies of \$0.549 million for Office of the Chief Information officer, \$96.509 million for Information Communication Technologies, \$2.095 million for Procurement and Supply Services, \$2.218 million for Real Property Division, \$7.848 million for Enterprise Services, \$1.110 million for Corporate Information and Records Management Office, \$0.364 million for Government Digital Experience, \$0.356 million for Executive and Support Services and Government Reorganization of \$0.769 million for BC Stats transfer-in.

Capital – Access to Contingencies of \$4.601 million for Real Property Division, \$0.924 million for Procurement and Supply Services.

²The Adjustment of Prior Year Accrual of \$2.909 million is a reversal of over-accruals from the previous year.

³For “Other Financing Transactions”, this represents Real Property, Strategic Real Estate Services.