Ministry of Citizens' Services

2022/23
Annual Service Plan Report

August 2023

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Minister's Accountability Statement

The Ministry of Citizens' Services 2022/23 Annual Service Plan Report compares the Ministry's actual results to the expected results identified in the 2022/23 – 2024/25 Service Plan published in 2022. I am accountable for those results as reported.

Honourable Lisa Beare
Minister of Citizens' Services
August 10, 2023

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Letter from the Minister

The Ministry of Citizens' Services (the ministry) 2022/23 Annual Service Plan Report provides a summary of our achievements and progress made over the past year to support people in British Columbia (B.C.).

The ministry plays a vital role in delivering the services that people in B.C. count on. Cross-government data is used to make evidence-based decisions when creating policies and programs. Behind every piece of data is a human story and good data has the power to enable better services—one example of our work is the gender and sex data standard which we released this past year. It improves how government collects and uses data to support the creation of policies and programs to serve B.C.'s diverse population.

We continue to implement the *Anti-Racism Data Act* (ARDA). The first of its kind in Canada, ARDA came into effect in June 2022 and will enable the collection of data through BC Stats to help dismantle systemic racism and build strong government programs and services for Indigenous, Black, and other people of colour.

We're also working with partners and across government to continuously modernize digital services as highlighted by our new [Digital Plan](#), which sets objectives to transform the way government delivers online services. A digital milestone we are incredibly proud of is that the [BC Services card application](#) is now being used by over two million people. Through this app people can access everything from medical records to student loans or to renew their automobile insurance. We are providing digital services such as email, webchat, and text services as well as in-person and telephone service to remove barriers for people in B.C.

Each year, the Province spends billions of dollars on goods, services, and infrastructure projects. Through public procurement we're also advancing reconciliation with Indigenous Peoples to improve social and environmental outcomes and promote innovation for the goods and services government procures.

In March 2022, the Province partnered with the federal government to provide up to $830 million to expand high-speed internet services to connect all remaining rural and First Nations households in the Province. In March 2023, the province committed another $75 million to expand cellular coverage along the province's highways to improve public safety and natural disaster response capacity.

At the core of the ministry's work is listening and responding to the priorities of people in B.C. Together, we are delivering results in ways that people in B.C. can see, feel, and touch, and that change their lives for the better.

I am proud of my ministry's accomplishments over the past year and look forward to delivering more of the services people in B.C. depend on.

Honourable Lisa Beare
Minister of Citizens' Services
August 10, 2023

Purpose of the Annual Service Plan Report

This annual service plan report has been developed 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 stated in the service plan for the reported year.

Strategic Direction

The strategic direction set by Government in 2020 and Minister Beare's 2020 Mandate Letter shaped the goals, objectives, performance measures and financial plan outlined in the Ministry of Citizens' Services 2022/23 – 2024/25 Service Plan and the actual results reported on in this annual report.

Purpose of the Ministry

The ministry brings innovation, value and service excellence to the public service and people in B.C. In support of this, the ministry works with our partners to create opportunities, find innovative solutions, and implement the changes that support and enable government to achieve its priorities for people in B.C. The ministry is guided by several pieces of provincial legislation.

Dedicated to making life better for people in B.C., the ministry provides 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. To help people connect to government supports and services, including virtual healthcare and online learning, the ministry enables the expansion of high-speed internet connectivity throughout this geographically vast and diverse province. Internet connectivity supports job growth, a strong and diversified economy, healthcare delivery, and resilient communities. The ministry also supports the expansion of cellular connectivity along highways as it is critical for public safety and access to emergency services, especially along rural and remote stretches. In addition, the ministry supports other ministries with public engagement to reach out and learn from people in B.C. on issues that matter to them.

The ministry provides strategic direction across government to modernize information-management and technology and improve transparency and access for people in B.C. This includes responding to Freedom of Information (FOI) requests and providing trusted data services, statistical and economic research and analysis to businesses and the public sector. It also includes strengthening privacy practices to ensure that people in B.C.'s information is protected. The ministry also manages government's real estate assets and facilities-related services, technology systems and equipment, including the procurement of high value

contracts critical to delivering technology services to government and the broader public sector.

With a 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 to benefit individuals, families, and communities across the province. The ministry also serves other ministries, the broader public sector and citizens in full cost recovery business areas including publishing and printing solutions via King's Printer, asset investment recovery, BC Mail and product distribution.

Operating Environment

Throughout 2022/23, many internal and external factors affected the ministry' in achieving its strategic direction, including social change, shifting demographics, technological innovation, climate hazards, the COVID-19 pandemic recovery, and global market uncertainty. Working collaboratively with various levels of government, Indigenous partners, stakeholders, and the private sector can impact the ministry's work and implementation of priorities; for example, partnering with all levels of government and the private sector to expand high-speed internet across the province by 2027.

Evolving expectations of people in B.C. are changing the way government does business; B.C. residents and people new to B.C. expect to access government services through multiple channels quickly and easily, including digital channels. To that end, the ministry focused on providing improved, easy-to-use services and information for all people, equitably. As people in B.C.'s expectations for service delivery continues to evolve, the ministry continued to be responsive to these expectations to facilitate multi-channel service delivery, access to easy to find and read information, and coordinated and complementary services to the public.

There has continued to be an increased expectation for government openness, transparency, and accessibility, which has shaped how government managed the vast amount of information we collect, use, and produce in our daily operations while protecting privacy and ensuring accountability.

Recruitment and retention of skilled staff continued to be a priority for the ministry. To this end, the ministry continued to explore options to expand a hybrid and remote workforce across the province.

Economic Statement

After rebounding rapidly in 2021, British Columbia's economy saw slower yet strong growth in 2022. B.C.'s real GDP growth of 3.6 per cent last year was the fourth highest among provinces (tied with Ontario) and grew at the same pace as the national average, following growth of 6.2 per cent in 2021. Growth in B.C.'s real GDP was mostly supported by service-producing industries such as transportation and warehousing, accommodation and food services, and professional, scientific and technical services. Goods-producing industries also experienced growth led by construction.

While B.C.'s recovery broadened in 2022, it remained uneven as sectors such as transportation and warehousing; accommodation and food services; and arts, entertainment and recreation have yet to fully recover to pre-pandemic levels. B.C.'s labour market continued to grow in 2022, with employment growth of 3.2 per cent and an average unemployment rate of 4.6 per cent, while wages and salaries increased by 10.8 per cent. Consumer spending on goods grew slowly after a rapid expansion at the beginning of the recovery and nominal retail sales posted overall growth of 3.1 per cent. Last year, prices rose dramatically as strong demand for goods and services was met with lingering supply-chain challenges and high prices for global commodities following Russia's invasion of Ukraine.

In 2022, B.C.'s inflation rate averaged 6.9 per cent, the fastest annual rate since 1982, and up from 2.8 per cent in 2021. B.C. housing starts totaled 46,721 units in 2022, down 1.9 per cent compared to the previous year. Despite the decline, housing starts in 2022 were the second highest on record. Home sales fell sharply in 2022 as they adjusted to higher mortgage rates not seen since 2008. B.C. MLS home sales decreased by 35.2 per cent in 2022 compared to 2021. Meanwhile the MLS average home sale price rose by 7.4 per cent in 2022 because of strength early in the year, despite monthly declines in 9 of the last 10 months of the year.

On the external front, B.C.'s international merchandise exports grew by 20.4 per cent, boosted by strong commodity prices in the first half of 2022.

Report on Performance: Goals, Objectives, and Results

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.

Creating opportunities for businesses to access government procurements allows communities across the province to contribute towards a strong, sustainable and innovative economy.

Key results

- In collaboration with the Ministry of Indigenous Relations and Reconciliation, established the Indigenous Procurement Initiative (IPI) External Advisory Committee (EAC) in November 2022, representing Indigenous communities, businesses, partners, and stakeholders throughout the province.

- Hosted 5 Discovery Day sessions bringing together buyers and vendors to share problem statements and share innovative solutions.

- Improved Code With Us and Sprint With Us procurement processes with feedback from the technology sector suppliers across B.C. to increase access, ensure fairness and balance procurement participation costs.

- Launched the new BC Bid Platform in May 2022 with more than 300 broader public sector organizations registered.

- Improved and scaled the [Digital Marketplace](#) to increase the speed, access and collaboration between technology companies of all sizes and the BC Public Service.

Summary of progress made in 2022/23

The establishment of the EAC will inform and guide the ministry's work to help the province develop a coordinated approach to procurement with Indigenous businesses and to increase Indigenous Peoples' participation in government's procurement opportunities.

The continuation of Discovery Days, the launch of the new BC Bid platform and the further development of social impact purchasing will better assist businesses of all sizes understand government purchasing needs and make it easier to access government procurement opportunities. For example, Discovery Days allowed vendors to get a better understanding of government's needs and submit potential solutions. In addition, the ministry maintained a streamlined process for ministries to contract with qualified Indigenous facilitators to help ensure government's engagements with Indigenous Peoples are culturally safe.

BC Bid is the online marketplace tool that businesses use to gain access and insight into contract opportunities offered by core government and hundreds of publicly funded organizations, such as Crown corporations, health authorities, and municipalities. The new BC Bid system has streamlined the way the public sector organizations post and bid on solicitations for construction, as well as other goods and services within the province and is fully integrated with the federal government's Canada Buys posting site. In May 2022, the release of the new BC Bid application included many features that make it easier for suppliers to do business with government. It includes easier navigation, and improved search functionality for vendors to find opportunities that fit their business. The online, self-serve access allows vendors to subscribe to and renew eBidding accounts and opportunity subscriptions.

Included in the new BC Bid applications is the ability to submit eBids for certain opportunities directly within the system. Vendors have access to a personalized dashboard to manage contracting opportunities and communication with government buyers. Since the launch of the new BC Bid Platform, the ministry has offered training for government buyers, hosted information sessions for suppliers and the broader public sector, designed buyer and supplier registration and onboarding, and began onboarding users.

To facilitate more opportunities for businesses to access government procurements, the ministry was involved in the planning processes for several large government re-procurements and advised other ministries how to apply impact procurement principles under the Procurement Strategy. Additionally, from a continuous improvement perspective, the ministry supported 45 procurements through the Digital Marketplace, including 38 "Code With Us[1]" opportunities for a total value of $1.5 million and seven "Sprint With Us[2]" opportunities for

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[1] [Code With Us](#) is a procurement mechanism for public sector organizations in British Columbia to pay developers for code.
[2] [Sprint With Us](#) is a procurement mechanism that allows the B.C. Government to procure Agile software development teams.

a total value of $8.9 million.

Performance measure(s) and related discussion

Performance Measure	2017/18 Baseline	2021/22 Actual	2022/23 Target	2022/23 Actual
1.1 Number of suppliers registered with the Province's BC Bid sourcing application[1,2]	4,800	5,965	6,000	6,894

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

[1]PM 1.1 targets for 2023/24 and 2024/25 were stated in the 2022/23 service plan as 6,200 and 6,400, respectively. For forward-looking planning information, including current targets for 2023/24 – 2025/26, please see the latest service plan on the BC Budget website.

[2]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.

The 2022/23 target was achieved. This is a result of the new BC Bid application being launched in May 2022 and the retirement of the old application in December 2022. 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.

While this performance measure has been included in the ministry's Service Plan since 2019/20, it has been retired in the 2023-24 Service Plan as onboarding has been robust since launch of the new system.

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

Businesses need effective and efficient ways to interact with government. Improving their experience when interacting with government ensures services remain responsive and makes it easier for them to do business with government.

Key results

- Improved resilience of single sign-on service and private cloud hosting services to ensure reliability of applications across government.

- To standardize processes and simplify procurement interactions between government buyers and suppliers, the ministry updated the BC Procurement Resources website which is the knowledge source for both buyers and vendors on procurement in B.C.'s public sector.

- The use of Digital Marketplace services expanded by 30 new vendors and three new business areas across government. New vendors include communities outside of Vancouver and Victoria, such as Kamloops.

- [BC Registries](#) successfully developed account authentication, payment, and user dashboards for the seamless onboarding of extra-provincial businesses to its new online service.

- BC Registries implemented several improvements as part of its modernization journey, including replacing multiple applications, to streamline services and make it easier for people in B.C. to start up and maintain a business in B.C.

Summary of progress made in 2022/23

The replacement of the BC Bid resources website with the new BC Procurement Resources website provides users with accurate information quickly and easily. It includes the Goods and Services Catalogue, resources for BC Bid users, procurement policy and procedures, and corporate templates.

BC Registries has been undergoing a significant modernization initiative to enhance the service experience for businesses. This initiative involved the replacement of multiple applications and followed an agile, iterative, and service design approach. Progress made in 2022/23 included making it possible for cooperative associations, sole proprietorships, and general partnerships to complete all filings online making for a more seamless and secure service.

A new Personal Property Registry was launched that provides an improved user experience and ensures greater security for users. The Manufactured Home Registry has a streamlined search function and has been updated to make it easier and more convenient to transfer homes. The ministry also streamlined access to BC Registries data so that other ministries, municipalities, and programs can systematically support people in B.C. access to government services.

Service BC is committed to providing increased support to users by expanding the number of phone staff, reducing wait times, and offering further training and assistance to staff. These efforts have enhanced the ability to support citizens and improve the overall user experience. Furthermore, Service BC has been actively working on improving the user experience through better wayfinding, implementing an auto-approval process for names, and continuously seeking feedback from users.

Performance measure(s) and related discussion

Performance Measure	2012/13 Baseline	2021/22 Actual	2022/23 Target	2022/23 Actual
1.2 Satisfaction with services to businesses provided by Service BC.[1,2]	90%	Biennial survey; next survey in 2022/23	At least 90%	75%

Data source: [BC Stats](#).

[1]PM 1.2 targets for 2024/25 were stated in the 2022/23 service plan as "at least 90%"; there are no targets for 2023/24 as the survey is biennial. For forward-looking planning information, including current targets for 2023/24 – 2025/26, please see the latest service plan on the BC Budget website.
[2]The margin of error is ± 2% at the 95% confidence level.

The 2022/23 target was not achieved. This is a result of the size and complexity of the ongoing modernization initiative at BC Registries and Online Services, which resulted in multiple access points that required users to navigate both the new and legacy systems at the same time during the transition period.

The ministry has worked to address these challenges and to consolidate all access points. This consolidation will alleviate navigation issues and provide a smoother user experience. The goal is to successfully transition users from multiple systems to one streamlined application.

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 an arms-length survey conducted by BC Stats on a biennial basis. Data provided by these surveys are used to inform continuous improvement efforts in service delivery. The biennial survey results reflected the overall experience that business representatives have when requesting or receiving support from Service BC.

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.

The ministry is committed to improving the Freedom of Information (FOI) systems and services so people in B.C. have timely access to the information they need.

Key results

- The ministry has committed $5.5 million over three years to modernize the FOI process to manage the large volume of FOI requests the Province receives annually and to provide faster, more secure delivery.

- New legislated requirements for all public bodies to issue privacy breach notifications and to have a privacy management program came into force on February 1, 2023.

- A new Proactive Disclosure Directive was introduced on March 27, 2023, that requires the regular proactive publication of Parliamentary Secretaries' calendars, which brings the total number of directives to fifteen.

Summary of progress made in 2022/23

In 2022/23, the ministry onboarded twelve ministries to a new government FOI system to manage FOI requests within a unified electronic service. This new unified electronic service

decreased the average hours to process an FOI request, primarily by streamlining communications between the ministry and the onboarded ministries. During that time, the ministry also prioritized FOI requests where British Columbians were waiting for access to their personal information. Continuing to modernize the FOI process as well as processing the backlog remain key priorities to ensure people receive their personal information on time. The ministry also increased the amount of information that is made available to the public on an ongoing basis without an FOI request through proactive disclosure.

New legislative requirements in the *Freedom of Information and Protection of Privacy Act (FOIPPA)*, which came into force on February 1, 2023, are designed to enhance privacy protection for people in B.C. All public bodies are now required to provide notification to affected individuals and to the Information and Privacy Commissioner, if a privacy breach has occurred that could cause significant harm. They are also now required to establish a privacy management program for their organization. These enhancements should increase people's confidence that their information is secure and protected whenever they access services or provide information to government and broader public sector agencies.

Performance measure(s) and related discussion

Performance Measure	2016/17 Baseline	2021/22 Actual	2022/23 Target	2022/23 Actual
2.1 Percent of on-time Freedom of Information requests.[1]	80%	81%	90%	78%

Data source: AXIS System, the ministry's internal Freedom of Information tracking system.
[1]PM 2.1 targets for 2023/24 and 2024/25 were stated in the 2022/23 service plan as 90% and 90%, respectively. For forward-looking planning information, including current targets for 2023/24 – 2025/26, please see the latest service plan on the BC Budget website.

The 2022/23 target of 90% was not achieved. The processing time for responding to an FOI request in 2022/23 was significantly impacted by government's ongoing commitment to respond to and close overdue requests, in particular those most overdue. This approach resulted in a lower overall rate of 78%. The backlog has now been reduced by 38% and expectations are that on-time response rate in 2023/24 will improve as a result. Because the processing time for responding to a request is not calculated until a request is closed, a focus on closing overdue requests will negatively affect the on-time response rate for that fiscal year. When complex requests that were overdue by a year or more (approximately 8% of files closed in 2022/2023) are excluded from the total number of requests closed, government responded on time to 84% of FOI requests.

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 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*. Government continues to receive a high volume of requests - averaging over 10,000 annually. The ministry is currently in the final year of a three-year project to improve and modernize FOI services in response to this high volume. This project has introduced new technology and business processes to support the large volume of requests received each year while also improving the

citizen experience by making processes more transparent and easier to use. This work has focused on improving timeliness and making access to information services easier for people to use.

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

Improving how government data is used, managed, shared, and protected for people in B.C. allows government to be more accountable and transparent with the information that is being collected.

Key results

- Implemented the *Anti-Racism Data Act*, which became law in June 2022, in partnership with the newly established Anti-Racism Data Committee and in consultation and cooperation with Indigenous Peoples.

- Worked with Indigenous governing entities and the Anti-Racism Data Committee to establish research priorities released in early 2023/24 to help eliminate systemic racism in government programs and services.

- Increased the number of integrated data projects supported by the corporate data program, expanding the use of cross-government data to increase evidence-based decision making and better-informed public policy.

- Released an enhanced user interface for the *BC Data Catalogue* that ensures people, non-profits and businesses have easier access to open data. There are approximately 1,800 data sets available through open data licences in the Catalogue.

Summary of progress made in 2022/23

The ministry worked with the Ministry of Attorney General and the Parliamentary Secretary responsible for Anti-Racism Initiatives to support Indigenous and community-led engagement sessions to develop the *Anti-Racism Data Act*. Over 13,000 people were engaged online or in community sessions. The *Anti-Racism Data Act* enables government to collect and use demographic information such as race, gender, and ancestry to identify and eliminate systemic racism. Implementation of the act and all activities under the act are done in partnership with the Anti-Racism Data Committee and in consultation and cooperation with Indigenous Peoples. Over the last year, the ministry has worked with the Anti-Racism Data Committee and in consultation and cooperation with Indigenous Peoples to identify research priorities to guide government's work to identify and eliminate systemic racism.

The ministry released the Gender and Sex Data Standard, specifying how and when to collect gender sex information across government, and how to collect this information respectfully. The standard makes data collection more inclusive and provides more accurate information to inform programs and services in B.C. The ministry also released the Core Administrative and Descriptive Metadata Standard to improve data quality and interoperability across government. The standard helps to create connected services as data can easily be shared in a

consistent way – ultimately helping to improve the public's experience interacting with government to improve data quality and interoperability across government. The standard helps to create connected services as data can easily be shared in a consistent way – ultimately helping to improve the public's experience interacting with government.

A new, improved BC Data Catalogue user interface was launched to provide an enhanced user experience and accessibility. This makes it easier for government users, businesses, non-profits, and public users to find and access data to inform decisions and services. Self-service options are now available, making administration of catalogue records easier and faster.

Performance measure(s) and related discussion

Performance Measure	2017/18 Baseline	2021/22 Actual	2022/23 Target	2022/23 Actual
2.2 Number of datasets in BC Data Catalogue.[1,2]	2,750	3,172	3,050	3,350

Data source: DataBC Website.
[1] PM 2.2 targets for 2023/24 and 2024/25 were stated in the 2022/23 service plan as 3,100 and 3,150, respectively. For forward-looking planning information, including current targets for 2023/24 – 2025/26, please see the latest service plan on the BC Budget website.
[2] Includes all published data sets, including sensitive datasets only visible and accessible to government employees.
[3] The performance indicator has been updated in 2023/24 to track 'net new' datasets published in the BC Data Catalogue. Since the number of datasets published at any given time is based on new data being added and old data being retired, it is a more accurate measure to track the work. By measuring only net new data being added to the catalogue, we are more accurately measuring this strategy.

The 2022/23 target was achieved. This is a result of ongoing engagement with the data community in government and broader public sector as well as targeted communications to educate data contributors on the value of sharing their data openly, including a digital livestream event where 200 people attended.

By working with partners across government and the broader public sector to increase the number and breadth of datasets in the BC Data Catalogue, the ministry is improving access to data and its use to support innovation and evidence-based decision making. Increasing the data available will also support innovation through open data initiatives. Transparency into data holdings also ensures greater public accountability. The availability of data and associated applications helps other government departments and agencies deliver on their mandates.

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.

Expanding high-speed internet access in rural and remote and Indigenous communities supports job growth, a strong and diversified economy, and stronger communities, and allows for increased access to government services that people count on.

Key results

- The Province committed $584 million for expanding broadband internet and cellular services in B.C., including new funding for expanding cellular services.

- Funding for new high-speed internet projects is being administered through the Connecting Communities BC program which launched new application intakes in 2022/23.

- The Connecting British Columbia program, which is administered by Northern Development Initiative Trust, approved 186 projects with 632 communities expected to benefit when projects are complete.

Summary of progress made in 2022/23

In March 2023, the Province committed $75 million to expand cellular services to an additional 550 kilometres of highway by 2027. This is in addition to the commitment by the government of British Columbia and Canada in March 2022 to invest up to $830 million ($415 million each) to support expanding broadband infrastructure in the province to all under-served households by 2027.

Significant progress was made towards the Province's goal to provide all households with access by 2027. In March 2023, 24,000 more households had access to internet speeds of 50/10 Mbps, reducing the number of households without access from 115,000 households in B.C. to an estimated 91,132.

Performance measure(s) and related discussion

Performance Measure	2018/19 Baseline	2021/22 Actual	2022/23 Target	2022/23 Actual
3.1 Number of rural, remote, and Indigenous communities that have benefited from investments in high-speed internet.[1,2,3]	417	600	620	632

Data source: Government of Canada: Geolocated placenames dataset
Data source: Ministry of Citizens' Services (Network BC) internal analysis.

[1]PM 3.1 targets for 2023/24 and 2024/25 were stated in the 2022/23 service plan as 685 and 725, respectively. For forward-looking planning information, including current targets for 2023/24 – 2025/26, please see the latest service plan on the BC Budget website.
[2]The definition of 'community' refers to rural and remote communities and includes named places such as districts, Indigenous communities, municipalities, towns, and 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.
[3]Figures represent a cumulative number of communities.

The 2022/23 target was achieved. This is a result of the ministry developing 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 reducing the overall gap in under-served households in the province to target completion of high-speed internet access to all households by 2027. This measure does not consider the uptake usage of users or subscription rate (i.e., end-user) and does not include access to cellular service.

Connectivity tracking across the province will transition to reporting by household, rather than by community. By looking at households the measurement is more inclusive of the population that live outside communities' boundaries. This allows for a more granular approach to capture all households in the province and is consistent with how the Canadian Radio-Television and Telecommunications Commission (CRTC) and Innovation, Science and Economic Development Canada, as well as other provinces, are reporting connectivity.

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

People in B.C. need access to government services they count on that are readily available, effective, and efficient.

Key results

- Provided hands on support to increase online service delivery capacity across government to priority services such as the Health Gateway.

- Supported and encouraged ministries to include criteria to improve social, Indigenous, environmental, and economic benefits in their procurement processes for new contracts.

- Expanded the use of the BC Services Card authentication service to 23 new government programs in the year, bringing the total available services to 65 available through the BC Services Card. Increased public adoption of the BC Services Card app to 2 million users.

- Successfully launched alpha.gov.bc.ca, a public parallel test website to gov.bc.ca that is powered by fully rearchitected and reimagined technology and infrastructure.

- Updated Core Policy and Procedures Chapter 12 on Information Management and Information Technology (IM/IT).

- Invested $8.3 million in Climate Initiatives for government facilities under the CleanBC Government Buildings Program.

Summary of progress made in 2022/23

The ministry continued the multi-year BC Impact Procurement (BCIP) pilot to test a broadened scope of government's social impact purchasing guidelines to help inform the policies, standards, and guidance necessary for using purchasing power to improve social, Indigenous, environmental, and economic outcomes for people in B.C.

Service BC verified 750,000 individuals' identities for the BC Services Card app, bringing the total users activated to over 2 million. Service BC has also expanded access to B.C. government services online for people without a mobile device using the BC Token, a small device that an individual can obtain from a Service BC Centre. An additional enhancement to the BC Services Card app enables access to government services for people that are not eligible for a BC Services Card, such as medical professionals from out of province.

The ministry had enhanced the accessibility of BC Services Card app. Individuals can now use various communication options, including screen readers, text-to-speech, sign language and handwritten responses to assist those who have visual, hearing, or speech impairments. Caregivers can now also assist in the identity verification process. Additionally, Service BC continues to support front-line government service delivery, including important programs such as the fall influenza campaign, mobile outreach in small or remote communities, and support for incoming Ukrainian refugees.

The ministry also partnered with the Ministry of Social Development and Poverty Reduction (SDPR) to provide citizens with simple and easy access to government services through a single point-of-service approach, greatly reducing the requirement for citizens to attend multiple offices to access the services and assistance they need. In 2022/23, Service BC and SDPR collaborated in 47 Service BC Centres to create a more efficient one-stop-shop approach for services and eliminating the potential stigma that people may feel attending an SDPR office. Service BC staff are enabled to address the full range of citizens' service needs and expectations, creating capacity for SDPR staff to respond to more complex case management issues in a timely manner.

The launch of alpha.gov.bc.ca, which provides an improved user experience, accessibility, and mobile optimization, is a significant step toward the next generation of gov.bc.ca, as a foundation for a more personalized and service-first experience for people in B.C. The ministry continued building its knowledge of chatbot/digital assistant technology to help people find information they need and has translated content related to health information to make it more accessible to more people in B.C

The updated Core Policy and Procedures Manual Chapter 12 on IM/IT management includes 10 digital principles that set clear expectations that the Province will design new digital products and services with people in mind so that they better meet their needs.

Critical applications like the 'Health Gateway' often use a common technical building block that helps people sign in (Single Sign On component). This component is now hosted in an environment that helps applications get back online quickly in the case of technical outages, reducing potential downtime for important services.

The ministry 2022/23 climate action efforts resulted in a 43% reduction in greenhouse gas emissions from core government buildings over the 2010 baseline. B.C. government buildings are on track to reach the public sector climate leadership goal of 50% reduction in greenhouse gas emissions target by 2030 in line with CleanBC.

The accelerated implementation of an electric vehicle charging station network at government facilities is underway with a target of over 700 stations installed across the province by the end of 2023/24.

Barrier-free accessibility is an integral consideration in investment planning and scoping of routine capital projects at government occupied facilities. Over $16 million was invested in accessibility improvements over the last year.

Performance measure(s) and related discussion

Performance Measure	2012/13 Baseline	2021/22 Actual	2022/23 Target	2022/23 Actual
3.2 Citizen satisfaction with Service BC Centres and Contact Centre.[1,2]	90%	Biennial survey; next survey in 2022/23	At least 90%	91%

Data source: BC Stats.

[1]PM 3.2 targets for 2023/24 and 2024/25 were stated in the 2022/23 service plan as biennial survey; next survey in 2024/25 and At least 90%, respectively. For forward-looking planning information, including current targets for 2023/24 – 2025/26, please see the latest service plan on the BC Budget website.

[2]The margin of error is ± 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.

The 2022/23 target was achieved. Service BC conducts a biennial survey that focuses 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 Centres. Service BC strives to reach at least 90% citizen satisfaction through this survey; this target was surpassed in 2022/23, reaching 91%.

Satisfaction levels are evaluated using an arms-length survey conducted by BC Stats. Data provided by these surveys are used to inform continuous improvement efforts in service delivery and show how satisfied people are with overall quality when they access government programs and services. The 2022/23 survey results showed in-person citizen satisfaction was 97% overall, while the Provincial Contact Centre was 85%, as per contractual goals documented with their service provider. These results were higher than the last independent survey conducted in 2020/21 demonstrating positive continued improvement for the division

as well as Service BC's dedication to high quality service delivery, extensive agent training, and "Service with Heart." With the pressures of the COVID-19 pandemic ending, the ministry anticipates continued success in meeting their established targets.

Financial Report

Financial Summary

	Estimated ($000)	Other Authoriz- ations[1] ($000)	Total Estimated ($000)	Actual ($000)	Variance ($000)
Operating Expenses					
Services to Citizens and Businesses	31,528	841	32,369	35,044	2,675
Office of the Chief Information Officer	2,695	-	2,695	7,921	5,226
Digital Platforms and Data	23,922	942	24,864	41,851	16,987
Connectivity	13,705	87,776	101,481	104,621	3,140
Procurement and Supply Services	8,753	-	8,753	9,332	579
Real Property	362,514	10,489	373,003	378,646	5,643
Enterprise Services	173,393	9,000	182,393	141,702	(40,691)
Corporate Information and Records Management Office	22,146	-	22,146	25,789	3,643
Government Digital Experience	8,561	2,685	11,246	11,594	348
Executive and Support Services	9,428	-	9,428	11,878	2,450
Sub-total	**656,645**	**111,733**	**768,378**	**768,378**	**(000)**
Adjustment of Prior Year Accrual[2]	-	-	-	(836)	(836)
Total	**656,645**	**111,733**	**768,378**	**767,542**	**(836)**
Ministry Capital Expenditures					
Digital Platforms and Data	110,000	-	110,000	93,139	(16,860)
Procurement and Supply Services	480	-	480	398	(82)
Real Property	305,718	2,659	308,377	196,432	(111,945)
Enterprise Services	47,476	-	47,476	38,491	(8,985)
Executive and Support Services	336	-	336	258	(78)
Total	**464,010**	**2,659**	**466,669**	**328,718**	**(137,951)**
Other Financing Transactions[3]					
Receipts	(1,000)	-	(1,000)	(52)	948
Disbursements	2,500	-	2,500	4	(2,496)

	Estimated ($000)	Other Authoriz-ations[1] ($000)	Total Estimated ($000)	Actual ($000)	Variance ($000)
Net Cash Requirements (Source)	1,500	-	1,500	(48)	(1,548)
Total Receipts	**(1,000)**	**-**	**(1,000)**	**(52)**	**948**
Total Disbursements	**2,500**	**-**	**2,500**	**4**	**(2,496)**
Total Net Cash Requirements (Source)	**1,500**	**-**	**1,500**	**(48)**	**(1,548)**

[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* (BBMAA) for ministerial accountability for operating expenses under the Act.[2] The Adjustment of Prior Year Accrual of $0.836m is a reversal of accruals in the previous year.

[3] For "Other Financing Transactions", this represents Real Property, Strategic Real Estate Services (SRES).

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.

Appendix A: Progress on Mandate Letter Priorities

The following is a summary of progress made on priorities as stated in Minister Beare's 2020 Mandate Letter.

2020 Mandate Letter Priority	Status as of March 31, 2023
Work to ensure government services remain responsive through the COVID-19 pandemic and recovery. In progress	• Continued to deliver information in-person, online and, by phone in over 200 languages about the pandemic and has evolved to other health initiatives, like influenza. • Upgraded government networks and provided technical support to meet the needs of a remote workforce. • Introduced a temporary Ministerial Order under FOIPPA to modify data residency requirements and enable the broader use of communication tools for health-care workers and other public-sector staff. • As part of COVID-19 Supply Hub, led the sourcing, warehousing and distribution of Personal Protective Equipment (PPE) and cleaning supplies for sale to non-health sectors. • Continue to apply due diligence to the routine cleaning of all government spaces and in the operations and maintenance of building systems (e.g., HVAC) that meet or exceed industry standards, deliver enhanced cleaning, and modify, enhance, and remove protection measures like Plexiglas/Lexan barriers when requested by clients.

2020 Mandate Letter Priority	Status as of March 31, 2023
Lead work to deliver high-speed connectivity throughout the province until all regions are connected to high-speed network. In progress	• The ministry signed an $830 million joint funding MOU with the federal government in March 2022. • The ministry established the new Connecting Communities BC program, with a first intake opening in September 2022. • Completed and approved projects through connectivity programming since 2017 has or will benefit more than 72,000 homes in more than 630 communities. It will also provide cellular services to more than 530 kms of highway province wide.
Continue to expand the use of cross-government data to increase evidence-based decision making and better inform public policy, and assume responsibility for BC Stats. In progress	• The ministry re-assumed responsibility for BC Stats in December 2020. • BC Stats produces statistics relating to all facets of life in British Columbia, including the demographic, social and economic conditions of the province and its population. Its focus is on providing key data for transparency in public decisions. • BC Stats is coordinating anti-racism research on priorities put forward by Indigenous Peoples and the provincial Anti-Racism Data Committee to help the B.C. government deliver better programs and services for everyone. • BC Stats is fielding the BC Demographic Survey— developed through engagement with Indigenous, Black and other racialized communities—to collect data to enable priority research.

2020 Mandate Letter Priority	Status as of March 31, 2023
Support innovation, including the B.C. tech sector, through open data initiatives. Substantially completed	• The ministry released a new user interface for the BC Data Catalogue that ensures people, non-profits and businesses have easier access to open data. • There are approximately 1,800 data sets available on the BC Data Catalogue through open data license.
Continue to improve government's public sector data security and privacy practices to ensure that British Columbian's personal information is safeguarded. In Progress	• Clients were introduced to the ministry's next-generation big data security analytics platform. • Onboarded over 110 public sector organizations to external security services as of December 2020. • Completed findings from 2019 Internal Directory and 2020 IT Asset Management Audits. • Piloted a Digital Privacy Impact Assessment to streamline the process and enhance the identification and analysis of potential privacy risks. • Brought mandatory privacy breach notification and privacy management program requirements into effect. • Issued regulations respecting privacy breach notifications. • Issued ministerial directions that support public bodies by setting out the key components of a privacy management program.
Continue to improve how procurement processes deliver benefits for people and businesses in communities across the province. Substantially completed	• New BC Bid system was launched in May 2022. • Updated the BC Procurement Strategy in 2020. • The External Advisory Committee on Indigenous Procurement Initiative established in November 2022.

2020 Mandate Letter Priority	Status as of March 31, 2023
Continue to provide British Columbians with timely access to information and ensure the system provides public accountability. In progress	• When complex requests that were overdue by a year or more (approximately 8% of files closed in 2022/2023) are excluded from the total number of requests closed, government responded on time to 84% of FOI requests. • Changes made to the FOI system reduced the FOI request backlog by 38% this fiscal year, with priority being given to the oldest files and requests from individuals seeking their own personal information. • Modernized FOI legislation, system, and services. Ministries that have been onboarded to the new, modernized system are seeing improvements, in terms of time saved for staff, improved on-time performance, and decreased number of days for an applicant to receive information in response to their FOI request.

2020 Mandate Letter Priority	Status as of March 31, 2023
Improve access to information rules to provide greater public accountability. In Progress	• The ministry continued to facilitate efficient request processing through standardized practices, streamlined business processes, and continuous improvement methods. • A new Ministerial Directive was issued in 2022/2023, requiring the proactive disclosure of Parliamentary Secretaries' Calendars. In all, fifteen categories of proactively disclosed records were available to the public as of March 2023. Examples of other categories include Minister and Corporate Transition Binders, Estimates Notes and Summaries of Ministerial Briefing Notes. • Ministries disclosed a great deal of information through online repositories and interactive tools such as the BC Data Catalogue, DriveBC, and the BC Economic Atlas. There are more than 3,000 data sets on the BC Data Catalogue which increases transparency relating to government services.

2020 Mandate Letter Priority	Status as of March 31, 2023

Support the Parliamentary Secretary responsible for Anti-Racism Initiatives in the collection, housing and analysis of race-based data which will be essential to modernizing sectors like policing, health care and education.
 	
In Progress
	• The ministry worked with the Attorney General and the Parliamentary Secretary responsible for Anti-Racism Initiatives to support Indigenous and community-led engagement sessions on the approach government should take on implementing anti-racism data legislation. Engagement included:
	
	   o 70 community partner organizations conducting over 175 community events, with over 1,800 people attending.
	
	   o More than 2,900 people responding to an anonymous online public survey.
	
	   o A distinction-based process enabling recommendations from over 200 First Nations, Métis Nation BC and the BC Association of Aboriginal Friendship Centres.
	
	   o Supported the Attorney General and the Parliamentary Secretary responsible for Anti-Racism Initiatives in developing and passing the *Anti-Racism Data Act* in June 2022.
	
	   o Established the Anti-Racism Data Committee in September 2022 to collaborate with government and ensure that the implementation of the *Anti-Racism Data Act* is informed by the expertise and lived experience of racialized people, including Indigenous Peoples.