

# Ministry of Citizens' Services

## 2023/24 Annual Service Plan Report

August 2024



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## Minister's Accountability Statement



The Ministry of Citizens' Services 2023/24 Annual Service Plan Report compares the Ministry's actual results to the expected results identified in the 2023/24 - 2025/26 Service Plan published in 2023. I am accountable for those results as reported.

A handwritten signature in blue ink that reads "George Chow". The signature is written in a cursive, flowing style.

Honourable George Chow  
Minister of Citizens' Services  
August 7, 2024

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## Letter from the Minister

The Ministry of Citizens' Services plays a vital role in delivering the services people in British Columbia count on. The ministry's 2023/24 Annual Service Plan Report provides a summary of our achievements and progress made over the past year.

People in B.C. need access to government services that they count on that are readily available, effective, and efficient. To address barriers rural and remote communities face when accessing government services, we launched a new Service BC Mobile Service Centre. This "office on wheels" complements the 65 in-person Service BC offices, call centre and online presence. The Service BC Mobile Service Centre van can be mobilized to provide additional supports to evacuation centres assisting people affected by a natural disaster, such as wildfire or flooding.

The ministry continues to support the expansion of high-speed internet access in rural areas, on First Nation communities and Modern Treaty Nation lands throughout the province. Internet connectivity supports job growth, a strong and diversified economy, healthcare delivery and resilient communities.

We also launched a refreshed [gov.bc.ca](https://gov.bc.ca) website, with a new look and supporting technology to better connect people with services and information they need.

Each year, the Province invests billions of dollars in goods, services, and infrastructure projects. We continue to work on improving how procurement processes deliver benefits for people and business across the province. In February 2024, the ministry released the [BC Procurement Plan](#) providing a framework for government's procurement practices to drive change towards a more equitable, accessible, and sustainable economy.

Improving how government data is used, managed, shared, and protected allows government to be more accountable and transparent with the information that is being collected. 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 in May 2023. It improves how government collects and uses data to support the creation of policies and programs to serve B.C.'s diverse population.

Under the [Anti-Racism Data Act](#), the ministry launched the BC Demographic Survey in June 2023 and received over 200,000 responses. The demographic data collected through the survey allowed government staff to begin research in anti-racism research priorities that were developed in collaboration with the Anti-Racism Data Committee and Indigenous Peoples. The 10 research priorities were published June 1, 2023, and initial research findings in three priority areas were published May 30, 2024.

The Provincial Data Plan, released in November 2023 helps government have the right data at the right time, supporting to understand complex issues, make good decisions, and deliver the modern services people need.

Listening and responding to the priorities of people in B.C. is a driving factor in our work at the ministry. Together with our partners, we are providing accessible, multichannel government services that deliver results for people throughout B.C.

A handwritten signature in blue ink that reads "George Chow". The signature is fluid and cursive, with the first letter of "George" being a large, stylized capital "G".

Honourable George Chow  
Minister of Citizens' Services  
August 7, 2024

## 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 the Ministerial [2022 Mandate Letter](#) shaped the goals, objectives, performance measures and financial plan outlined in the [Ministry of Citizens' Services 2023/24 – 2025/26 Service Plan](#) and the actual results reported on in this annual report.

## Purpose of the Ministry

The [Ministry of Citizens' Services](#) (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 its 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 also guided by several pieces of provincial legislation.](#)

Dedicated to making life better for people of B.C., the ministry provides accessible multichannel services by a single-point-of-contact service approach to people in urban and rural communities through [Service BC](#) and delivers the digital front door of government at [www.gov.bc.ca](http://www.gov.bc.ca).

To help people connect to government supports and services, including virtual healthcare and online learning, the ministry supports the expansion of high-speed internet connectivity in rural areas, on First Nation communities and Modern Treaty Nation lands throughout the 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, improving public safety and access to emergency services, especially along rural and remote stretches of highway.

In addition, the ministry provides expertise to government including supporting public engagement and designing better services with public input through service design and improving the government's online presence through user testing.

The ministry provides strategic direction across government to strengthen information management and technology, by improving 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 for people in B.C. It also includes strengthening privacy practices to ensure personal information is protected.

The ministry manages and aligns government's real estate assets and facilities-related services, technology systems, infrastructure, and equipment with the changing nature of the work environment. This includes the procurement of high value contracts critical to delivering technology services to government and the broader public sector. These technologies also enable the ministry to support multiple government response organizations during, for example, wildfires and floods.

The ministry is working to support a resilient vendor marketplace and increased business opportunities to create rewarding jobs that benefit individuals, families, and communities across the province. The goal of the [Indigenous Procurement Initiative](#) is to increase Indigenous Peoples' participation in B.C. government procurements, while also helping to address the legacies of colonization which have contributed to the systemic exclusion of Indigenous Peoples from economic opportunities. The ministry also serves other ministries, the broader public sector and people in B.C. in full cost-recovery business areas including publishing and printing solutions via [King's Printer](#), Asset Investment Recovery, [BC Mail](#) and the Product Distribution Centre.

## Operating Environment

Throughout 2023/24, many internal and external factors affected the ministry in achieving its strategic direction, including shifting demographics, technological innovation, and global market uncertainty. Climate hazards, such as extreme heat events, wildfires, and floods, caused impacts to service delivery at government buildings, for example at our 65 Service BC locations, and make government building infrastructure vulnerable. Working collaboratively with various levels of government, and the private sector impacts the ministry's work and implementation of priorities; for example, partnering with all levels of government, working government-to-government with First Nations, and collaborating with the private sector to expand high-speed internet to every household across the province by 2027.

Evolving expectations of the people of B.C are changing the way government does business; the people in B.C. expect to access government services through multiple channels, including digital channels. The ministry works to provide improved, easy-to-use services and information for all people, equitably, across the province. As the public's expectations for service delivery evolves, the ministry continues to become more responsive to these expectations to facilitate multi-channel service delivery, access to information, and coordinated services.

In August 2023, the ministry [released an interim guidance on generative Artificial Intelligence \(AI\)](#), and sought feedback from public service employees on draft guiding principles in support of a future responsible use of AI policy framework. AI presents a transformative opportunity for government to save time, create efficiency and improve services to the people of B.C., however AI is an evolving technology that has limitations and unique risks. The ministry recognizes that advanced technologies can raise important challenges that must be addressed with clarity and intention.



The ministry continues to recruit and retain skilled staff to meet ministry goals and objectives. Maintaining a high quality of service requires an engaged workforce that is prepared to meet the expectations of changing service demands. The ministry will embrace the opportunities presented by continuously working to redefine services and improving how the people in B.C. engage and interact with government.

## Economic Statement

Following two years of strong recovery from the pandemic, economic growth in British Columbia moderated in 2023. After expanding by 3.9 per cent in 2022, B.C.'s real GDP increased by 1.6 per cent in 2023, the second highest growth rate among provinces (tied with Saskatchewan and Ontario) and outperforming the national average. Growth in B.C.'s real GDP was supported by service-producing industries such as real estate, rental and leasing; professional, scientific and technical services; transportation and warehousing; and healthcare. Despite steady growth in the construction and mining, quarrying and oil and gas extraction sectors, output for goods-producing industries decreased in 2023, partly due to lower manufacturing activity. While B.C.'s economy continued to expand in 2023, some sectors such as transportation and warehousing and accommodation and food services have yet to fully return to pre-pandemic levels.

B.C.'s labour market continued to grow in 2023, with employment growth of 1.6 per cent and wages and salaries increasing by 6.9 per cent. However, B.C.'s unemployment rate rose to 5.2 per cent in 2023 from 4.6 per cent in the previous year as the labour force, supported by record high immigration, grew faster than employment. High interest rates tempered consumer spending on goods in 2023 and nominal retail sales edged down 0.1 per cent. In 2023, price pressures in B.C. moderated among a broad number of goods and services but remained elevated. B.C.'s inflation rate averaged 3.9 per cent in 2023, down from 6.9 per cent in 2022. B.C. home construction activity strengthened in 2023. Housing starts totalled 50,490 units in 2023, the highest annual pace on record and up 8.1 per cent compared to the previous year. High interest rates continued to weigh on home sales activity last year. B.C. MLS home sales decreased by 9.2 per cent in 2023, while the MLS average home sale price was 2.6 per cent lower than 2022. On the external front, B.C.'s international merchandise exports declined by 13.5 per cent in 2023, due to weaker global demand and lower commodity prices compared to 2022.

# Report on Performance: Goals, Objectives, and Results

The following goals, objectives and performance measures have been restated from the 2023/24 – 2025/26 service plan. For forward-looking planning information, including current targets for 2024/25 – 2026/27, please see the latest service plan on the [BC Budget website](#).

**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

- Released a new [BC Procurement Plan](#) to remove barriers for small and medium-sized businesses and make it easier for them to work with government.
- Hosted two [Discovery Day sessions](#), that brought together buyers and vendors to share problem statements and share innovative solutions.
- Ministries completed procurements for 41 opportunities valued at \$23 million using the Province's online marketplace platform programs, [Code With Us](#)<sup>1</sup>, [Sprint With Us](#)<sup>2</sup>, and [Team With Us](#)<sup>3</sup>.
- Posted over 10,000 opportunities on [BC Bid Portal](#) for ministries and the Broader Public Sector.

## Summary of progress made in 2023/24

The ministry released the [BC Procurement Plan](#) (the Plan) in February 2024. The Plan lays out the framework for government's procurement practices to drive change towards a more equitable, accessible, and sustainable economy for the people in B.C. Using procurement as a strategic driver for change, the Plan unlocks a brighter future through three strategic

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<sup>1</sup> [Code With Us](#) is a procurement mechanism for public sector organizations in B.C. to pay developers for code.

<sup>2</sup> [Sprint With Us](#) is a procurement mechanism that allows the B.C. Government to procure Agile software development teams.

<sup>3</sup> [Team With Us](#) is a procurement mechanism that allows high-skill technical talent to partner with B.C. Government teams.

missions. First, use government's purchasing power to advance reconciliation with Indigenous Peoples, improve social and environmental outcomes, and promote innovation. Second, increase supplier access and make it easier for vendors of all sizes to work with government. And last, build greater capacity for procurement in the BC Public Service through enhanced career planning, training, and support.

In partnership with the Province, the Indigenous External Advisory Committee co-developed a plan to implement a cross-government approach to procurement with Indigenous Peoples. In January 2024, the External Advisory Committee released its [Indigenous Procurement Initiative interim update](#).

## 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 ensures services remain responsive and makes it easier for businesses to do work with government.

### Key results

- Enhanced BC Registry application by creating a more user-friendly experience for business name requests and business registration.
- Launched the [BC Digital Business Card](#) in December 2023.
- Launched [Team With Us](#) in July 2023, a user-centred procurement product in the Digital Marketplace.
- Published the [Digital Code of Practice](#) in November 2023, an operational policy companion guidebook for all BC Public Service employees and businesses contracted to government.

### Summary of progress made in 2023/24

The ministry made significant progress to enhance the service experience for people starting and managing businesses in B.C. This involved the replacement of multiple applications aimed at enhancing service accessibility, security, and response times. The ministry leverages continuous user feedback to create a user-friendly experience for people requesting a business name and starting a business.

Enhanced search capabilities were introduced to the Manufactured Home and Personal Property registries in 2023/24 to make it easier to find listings. Additionally, the ministry implemented new compliance measures under the [Societies Act](#) and launched a new self-service option to file documents for cooperative associations.

In December 2023, the ministry launched the Digital Business Card for sole proprietors using the BC Services Card, which is a first of its kind in Canada. The Digital Business Card allows small business owners to identify and verify business ownership digitally and provides faster digital access to permit and licensing services. This internationally recognized innovation

enhances the efficiency, security, and accessibility of services related to licensing, permits, and registrations, and cuts down the reliance on paper documentation. It is currently available in the City of Vancouver and will be expanded to a broader audience as more credential verifiers adopt the program.

The 'Team With Us' procurement product makes it easier for digital professionals to access opportunities and partner with government digital delivery teams.

The Digital Code of Practice involves businesses contracted to government that are involved in digital service delivery, including those in technical, policy and decision-making roles. The 10 practices provide practical guidance on using technology and digital services to modernize government operations and deliver improved services to citizens.

**Performance measure(s) and related discussion**

Performance Measure	2011/12 Baseline	2022/23 Actual	2023/24 Target	2023/24 Actual
1.2 Satisfaction with services to businesses provided by Service BC. <sup>1,2</sup>	89%	75%	Biennial survey; next survey in 2024/25	Biennial survey; next survey in 2024/25

Data source: BC Stats

<sup>1</sup>PM 1.2 targets for 2024/25 and 2025/26 were stated in the 2023/24 service plan as "At least 90%" and "Biennial survey, next survey in 2026/27", respectively.

<sup>2</sup>The margin of error is ± 2% at the 95% confidence level.

There were no results for 2023/24 as the last survey occurred in 2022/23, and the next survey is scheduled for 2024/25. In 2023/24, the ministry introduced multiple access points, requiring users to navigate both new and legacy systems simultaneously during the transition period. The ministry is working to consolidate all access points, aiming to transition users to a single, streamlined application. The ministry will closely monitor the satisfaction score in the 2024/25 survey.

Business satisfaction scores are assessed through an arm's-length survey conducted by BC Stats every two years. The results of these biennial surveys capture the overall experience of business representatives when interacting with Service BC. Data provided by these surveys are used to inform continuous improvement efforts in service delivery.

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

### Objective 2.1: Enhance public access to government records.

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

#### Key results

- The ministry onboarded all ministries to a new unified and modernized FOI system.
- The ministry committed to an additional \$2.2 million to modernize the FOI process and manage the large volume of FOI requests the Province receives annually.
- Two new Proactive Disclosure Directives require summaries of Briefing Notes provided to Ministers of State and Deputy Ministers, which brings the [total number of directives to seventeen](#).

#### Summary of progress made in 2023/24

Continuing to modernize the FOI process as well as processing the backlog of FOI requests 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. In 2023/24, \$2.2 million was provided in addition to the initial \$5.5 million approved in 2021/22. This brings the total investment to \$7.7 million over a four-year period.

#### Performance measure(s) and related discussion

Performance Measure	2016/17 Baseline	2022/23 Actual	2023/24 Target	2023/24 Actual
2.1 Percent of on-time Freedom of Information requests. <sup>1</sup>	80%	78%	90%	84%

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

<sup>1</sup>PM 2.1 targets for 2024/25 and 2025/26 were stated in the 2023/24 service plan as 90% and 90%, respectively.

The processing time for responding to an FOI request in 2023/24 continues to be 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 84% as compared to a target of 90%. 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 3% of files closed in 2023/2024) are excluded from the total number of requests closed, government responded on time to 87% 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 process a high volume of requests - averaging over 8,000 files and over two million pages of records annually.

In 2023/24, the ministry was in the third year of a four-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 applicant 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 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

- Collaborated with the [Anti-Racism Data Committee \(ARdC\)](#) and Indigenous Peoples on how government can safely continue to collect and use data to identify and eliminate systemic racism.
- Launched the [BC Demographic Survey](#) in June 2023 and received over 200,000 responses from the people of B.C.
- Developed and published [Anti-Racism Research Priorities](#) and process commitments in collaboration with the ARdC and Indigenous Peoples on June 1, 2023.
- Launched the [Provincial Data Plan](#) in November 2023, this plan helps government have the right data at the right time, supporting to understand complex issues, make good decisions, and deliver the modern services people in B.C. need.
- Partnered with the Ministry of Attorney General to complete engagement on anti-racism legislation that builds on the [Anti-Racism Data Act](#), resulting in over 7,000 unique responses from over 225 community events.

### Summary of progress made in 2023/24

The Anti-Racism Data Act (the Act) was developed with Indigenous Peoples and Part 6 of the Act lays out a process of continuing to consult and cooperate with Indigenous Peoples in the implementation of the Act. The ministry via the BC Data Service Division works with Indigenous People both informally through monthly meetings with Indigenous Peoples to discuss issues

and opportunities related to Indigenous data governance and formally through notifications, co-development, and a consent process on all data initiatives under the Act.

The BC Data Service Division collaborated with the ARdC and held six meetings in 2023/24. The ARdC reviews relevant statistics and other information prior to their release to prevent community harms. The first release of statistics and other information was in May 2023.

Additionally, released in July 2023, the [Data Management Policy](#) provides direction on how to consistently create, collect, share, access and use data. It helps fulfil government mandates by improving data sharing and re-use, increasing evidence-based decision-making and creating better digital services for the people in B.C. The [Gender and Sex Data Standard](#), released May 2023, improves how government collects and uses data to create policies and programs to serve B.C.'s diverse population. It also clarifies the difference between gender and sex by providing definitions that recognize all genders.

Twenty ministries are now using the [Common Hosted Forms Solution](#) (CHEFS) to collect data in a standardized way. For example, the Ministry of Health has used CHEFS to modernize data collection from long-term care operators, boosting operational efficiency and enabling enhanced strategic planning. The Ministry of Environment and Climate Change Strategy used CHEFS to facilitate reporting on soil relocation and contamination. This has increased the transparency of environmental data and facilitates effective public and First Nations engagement. The use of CHEFS increased by 54% in 2023/24, compared to 2022/23. CHEFS standardized data collection across the BC government, ensures secure data sharing through an application programming interface, thereby enhancing the use, management, sharing, and protection of government data.

The ministry established processes for ongoing consultation and cooperation with BC First Nations and Métis Nation BC – working respectfully and closely on anti-racism data initiatives. In partnership with the Ministry of Attorney General, the anti-racism legislation engagement sessions ran from June 2023 to October 2023 and was available in 15 languages.

### Performance measure(s) and related discussion

Performance Measure	2021/22 Baseline	2022/23 Actual	2023/24 Target	2023/24 Actual
2.2 Number of net new datasets in B.C. Data Catalogue <sup>1,2</sup>	145	88	184	57

Data source: [DataBC Website](#)

<sup>1</sup>PM 2.2 targets for 2024/25 and 2025/26 were stated in the 2023/24 service plan as 200 and 220, respectively.

<sup>2</sup>The performance indicator was 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.

In 2023, the ministry released the Data Management Policy (DMP) to help ministries manage their data consistently and strategically. Among other things, the policy sets an expectation for ministries to list their high-value data resources in the BC Data Catalogue for discovery and

use. It is expected that the DMP will drive use of the BC Data Catalogue and an increase in the number of datasets in the catalogue over time as Ministries align themselves with the policy.

Actions that were taken in 2023/24 to increase the number of datasets in the catalogue include: outreach to program areas that own high-value data and have not listed that data in the BC Data Catalogue, the launch of regular sessions to support Ministries with implementing the DMP and answer questions about expectations for listing datasets in the BC Data Catalogue (attended by over 300 staff across government to date), and research with Ministries and program areas who own data not listed in the Catalogue to better understand barriers to adoption. In the [2024/25 Service Plan](#), targets for this performance measure have been updated to better reflect the time it will take ministries to align with the DMP.

## 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, stronger communities, and allows for increased access to government services that people count on.

#### Key results

- Completed three application intakes for funding for the [Connecting Communities BC program, administered through the Ministry](#).
- The [Connecting British Columbia program](#), administered by Northern Development Initiative Trust, is expected to benefit 632 communities when the projects are completed.
- Committed to invest \$75 million administered through Northern Development Initiative Trust in 2023/24 to support cellular service expansions for another 550 km of highway by 2027.

#### Summary of progress made in 2023/24

On March 8, 2022, the Governments of British Columbia and Canada announced an agreement to invest up to \$830 million (\$415 million each) to support expanding broadband infrastructure in B.C. The Province has committed to providing access to high-speed internet for all underserved households by 2027. When this funding was announced in 2022, there were 115,000 under-served households in B.C. As of January 2024, the figure is now approximately 86,800, with 51,000 projects in progress for these homes.

The Connecting Communities BC program supports the expansion of high-speed internet services to all remaining under-served rural and First Nations households in B.C. The program will run subsequent intakes until its objectives are met. During the fiscal year, the ministry



administered funding through the Northern Development Initiative Trust, to support expanding cellular services to another 550 km of highway. This builds on the government's \$15 million commitment from 2020 to support the expansion of highway cellular service and connectivity at rest areas.

**Performance measure(s) and related discussion**

Performance Measure	2018/19 Baseline	2022/23 Actual	2023/24 Target	2023/24 Actual
3.1 Number of rural, remote, and Indigenous communities that have benefitted from investments in high-speed internet <sup>1,2,3</sup>	417	632	685	686

Data source: BC Government: [Geolocated placenames dataset](#).

Data source: BC Government: [BC Geographical Names dataset](#).

Data source: Ministry of Citizens' Services internal analysis.

<sup>1</sup>PM 3.1 targets for 2024/25 and 2025/26 were stated in the 2023/24 service plan as 725 and 750, respectively.

<sup>2</sup> 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.

<sup>3</sup> Figures represent a cumulative number of communities.

The 2023/24 target was achieved as a result of the significant strides made to advance connectivity access in the province through government funded programs, as well as the private sector and other sources. Since 2017, the B.C. government has committed \$584 million to expand connectivity. The ministry developed funding programs that enable service providers to expand broadband infrastructure into rural and remote areas, First Nation reserves and Modern Treaty Nation lands.

The Connecting Communities BC program offers funding to service providers, and local or First Nation governments working with service providers, to expand high-speed internet services for under-served areas. This builds on progress from the Province's previous funding program, Connecting British Columbia, administered by Northern Development Initiative Trust.

This 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 of users or subscription rates (i.e., end-user) and does not include access to cellular service.

As the Province works to close the gap in connectivity by 2027, tracking the remaining under-served areas in B.C. requires a more granular approach to be inclusive of the population that live outside of communities, and those households on and off First Nation reserves. Ongoing reporting to track the number of households rather than communities will be reflected in the [2024/25 Service Plan](#) and the 2024/25 Annual Service Plan Report.

## 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

- Released the [Digital Code of Practice](#) which provides practical guidance on using technology and digital services to modernize government operations and deliver improved services.
- Installed 248 Electric Vehicle Charging Stations as of March 31, 2024, under the [CleanBC Government Buildings program](#).
- Launched a refreshed [gov.bc.ca](#), which has a new look and feel and supporting technology that aligns with the [Digital Plan](#), connecting people with services and information they need.
- Launched the [Service BC Mobile Service Centre](#) to address barriers rural and remote communities face when accessing government services.
- Launched a simplified [Web Content Accessibility Guidelines \(WCAG\)](#) to provide clear guidance for any digital work completed by B.C. Public Servants and contractors.
- Released [Interim Guidance on generative Artificial Intelligence](#) for all employees of the Government of British Columbia.

### Summary of progress made in 2023/24

The ministry published the Digital Plan to provide a strategic vision for supporting the implementation of key government priorities through alignment to four missions: Connected Services, Digital Trust, Reliable and Sustainable Technology, and a Digitally Equipped BC Public Service.

The Service BC Mobile Service Centre is a pilot program delivering services to communities that have technological and geographical barriers to accessing government services. Services offered are comparable to what you would find at any Service BC Centre, including Driver Licensing Services, BC Services Cards and BCID photo cards. As of March 2024, 31 communities have received outreach services.

In collaboration with the Ministry of Emergency Management and Climate Readiness, BC Wildfire Service, and the Public Service Agency, the ministry improved the accessibility and efficiency of the TEAMS (Temporary Emergency Assignment Management System) program.

Using the [Common Hosted Forms Solution \(CHEFS\)](#), government has standardized data collection methods across various departments, improving the efficiency and reliability of data management. This standardization supports better service planning and delivery, making government interactions more effective.

In collaboration with the Insurance Corporation of British Columbia (ICBC), the ministry began engagements with many First Nations, Modern Treaty Nations and the Métis Nation BC to explore adding their identification cards as secondary ID when applying for the BC Services Card. Identity cards from the Tla'amin Nation and the Métis Nation BC were added as Secondary ID and further work continues with other nations.

**Performance measure(s) and related discussion**

Performance Measure	2012/13 Baseline	2022/23 Actual	2023/24 Target	2023/24 Actual
3.2a Citizen satisfaction with the Contact Centre. <sup>1,2,3</sup>	90%	85%	Biennial survey; next survey in 2024/25	Biennial survey; next survey in 2024/25
3.2b Citizen satisfaction with Service BC Centres. <sup>1,2</sup>	90%	97%	Biennial survey; next survey in 2024/25	Biennial survey; next survey in 2024/25

Data source: BC Stats.

<sup>1</sup>PM 3.2 targets for 2024/25 and 2025/26 were stated in the 2023/24 service plan as “At least 85%” (PM 3.2a) and “At least 90%” (PM 3.2b), and “Biennial survey; next survey in 2026/27”, respectively.

<sup>2</sup> The margin of error is ± 1% at the 95% confidence level.

<sup>3</sup> As of January 1, 2020, our contact centre aims for a satisfaction score of 85%. The target was changed to align with industry-leading standards for public sector organizations.

The absence of target and actual Citizen Satisfaction scores for 2023/24 is due to the biennial nature of the survey. In the 2022/23 survey, the results indicated in-person citizen satisfaction reached 97%. Satisfaction with the Provincial Contact Centre stood at 85%, meeting contractual goals documented with the service provider.

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, either in person through the 65 Service BC Centres or by telephone through the Service BC Provincial Contact Centre. Service BC strives to reach at least 90% combined citizen satisfaction scores from both Service BC Centres and the Service BC Provincial Contact Centre, demonstrating Service BC’s dedication to high quality service delivery, extensive agent training, and “Service with Heart.”

# Financial Report

## Financial Summary

	Estimated (\$000)	Other Authoriz- ations <sup>1</sup> (\$000)	Total Estimated (\$000)	Actual (\$000)	Variance (\$000)
<b>Operating Expenses</b>					
Services to Citizens and Businesses	34,776	1,212	35,988	39,417	3,429
Office of the Chief Information Officer	2,023	1,986	4,009	11,188	7,179
BC Data Services	28,753	1,741	30,494	48,395	17,901
Connectivity	23,981	7,994	31,975	16,538	(15,437)
Procurement and Supply Services	10,324	794	11,118	8,694	(2,424)
Real Property	364,897	15,389	380,286	389,361	9,075
Enterprise Services	173,878	15,432	189,310	163,413	(25,897)
Corporate Information and Records Management Office	24,644	615	25,259	26,551	1,292
Government Digital Experience	9,484	5,260	14,744	15,652	908
Executive and Support Services	10,010	325	10,335	14,310	3,975
<b>Sub-total</b>	<b>682,770</b>	<b>50,748</b>	<b>733,518</b>	<b>733,518</b>	<b>0</b>
Adjustment of Prior Year Accrual <sup>2</sup>	0,000	0,000	0,000	(1,285)	(1,285)
<b>Total</b>	<b>682,770</b>	<b>50,748</b>	<b>733,518</b>	<b>732,233</b>	<b>(1,285)</b>
<b>Ministry Capital Expenditures</b>					
BC Data Services	110,000	0,000	110,000	120,375	10,375
Procurement and Supply Services	753	0,000	753	731	(22)
Real Property	259,610	0,000	259,610	169,579	(90,031)
Enterprise Services	54,449	0,000	54,449	55,700	1,251
Executive and Support Services	210	0,000	210	189	(21)
<b>Total</b>	<b>425,022</b>	<b>0,000</b>	<b>425,022</b>	<b>346,574</b>	<b>(78,448)</b>

	Estimated (\$000)	Other Authoriz- ations <sup>1</sup> (\$000)	Total Estimated (\$000)	Actual (\$000)	Variance (\$000)
<b>Other Financing Transactions</b>					
<b>Real Property - Strategic Real Estate Services</b>					
Receipts	(700)	(0,000)	(700)	(1)	699
Disbursements	2,300	0,000	2,300	16	(2,284)
Net Cash Requirements (Source)	1,600	0,000	1,600	15	(1,585)
<b>Summary</b>					
<b>Total Receipts</b>	<b>(700)</b>	<b>(0,000)</b>	<b>(700)</b>	<b>(1)</b>	<b>699</b>
<b>Total Disbursements</b>	<b>2,300</b>	<b>0,000</b>	<b>2,300</b>	<b>16</b>	<b>(2,284)</b>
<b>Total Net Cash Requirements (Source)</b>	<b>1,600</b>	<b>0,000</b>	<b>1,600</b>	<b>15</b>	<b>(1,585)</b>

<sup>1</sup> "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.

Capital – Access to Contingencies of \$0.257m for Procurement and Supply Services, \$18.876m for Real Property and \$2.000m for Enterprise Services were received during the year at a project level, due to total actual spending not exceeding the total Estimates Capital Budget none are being reported.

<sup>2</sup> The Adjustment of Prior Year Accrual of \$1.285m is a reversal of accruals in the previous year.

## 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 the Ministerial [2022 Mandate Letter](#).

2022 Mandate Letter Priority	Status as of March 31, 2024
<p>Continue to expand the use of cross-government data to increase evidence-based decision making and better inform policy and programs for our key priorities, building on government's Data Innovation Program.</p> <p style="text-align: center;">In progress</p>	<ul style="list-style-type: none"> <li>• More than 50 core data sets available for population-level analysis in the Data Innovation Program.</li> <li>• Data is available to government and academic researchers; working on an approach to enabling broader public sector, First Nations, Indigenous organizations, and non-profits to use the program.</li> <li>• Major projects have supported greater evidence for decisions related to youth mental health, basic income, and homelessness.</li> <li>• 1,200 forms published in Common Hosted Forms Solution since 2021</li> </ul>
<p>Work with partners and the public to modernize government services and leverage best-in-class digital tools that enhance cross-sector coordination, and provide services that are efficient, equitable, and prioritize user experience.</p> <p style="text-align: center;">In progress</p>	<ul style="list-style-type: none"> <li>• The Digital Plan was published on April 6, 2023, in partnership with ministries, and lays out government's strategic direction to continue to leverage technology to improve programs and services and provide supports for a digitally equipped BC Public Service.</li> <li>• Delivering best-in-class technology services (including hosting, workstations, and telecom) which supports ministries and the broader public sector organizations to deliver services to the people of B.C.</li> <li>• In addition, published the draft Digital Code of Practice for consultation with the public sector and B.C. tech sector, which will provide in depth guidance for public servants on implementing the Digital Principles in order to</li> </ul>

2022 Mandate Letter Priority	Status as of March 31, 2024
	<p>provide services that are efficient, equitable, accessible and prioritize user experience.</p> <ul style="list-style-type: none"> <li>• The Digital Code of Practice (DCoP) facilitation kits were released in Spring 2024 to introduce teams to the DCOP and support integration of the practices into their day-to-day work while assessing their strengths and exploring growth opportunities.</li> <li>• To date, ministries have procured 209 opportunities valued at \$54 million through the Digital Marketplace.</li> <li>• Providing best-in-class digital components that enable rapid response to emergent service needs, like pandemic response, health care services and disaster relief.</li> <li>• Supported ministries' service modernization initiatives through investments in the IM/IT Minor Capital Envelope. In 2023/24, the IM/IT Minor Capital annual budget stands at \$110 million and is supporting 109 digital projects from across government.</li> <li>• In partnership with Municipal Affairs, Service BC and ICBC, created a new web hub for newcomers to B.C. that went live on January 31, 2024. This information is based on an identified need of users, newcomers and partner groups assessed through service design and user research.</li> <li>• In partnership with Ministry of Housing and people who use the service, implemented a complete redesign and rewrite of more than 100 pages of web content related to residential tenancy to ensure it was more accessible and equitable.</li> </ul>



2022 Mandate Letter Priority	Status as of March 31, 2024
	<ul style="list-style-type: none"> <li>• Continue delivering government's public engagements and supporting ministries with a focus on improving and testing digital tools.</li> <li>• To enhance equity of access to digital government services using the BC Services Card online, the BC Token was launched for people who do not have access to a smart phone or tablet.</li> <li>• People with Canadian government-issued identity documents can now set up the BC Services Card app to access government services online. People who benefit from this include those who are not eligible for the BC Medical Services Plan but wish to access B.C. government services online, such as medical professionals from other provinces, B.C. students studying out of province, military members, new arrivals to B.C., and some federal employees.</li> <li>• The Common Hosted Enterprise Forms Solution (CHEFS) has been deployed across various government sectors including Long-Term Care and contaminated soil reporting, where it standardized data capture and data management to improve operational efficiency and user experience.</li> <li>• Supported the Ministry of Housing to streamline the housing permitting process, enhancing efficiency and cross-sector collaboration between local government and the building industry.</li> <li>• In collaboration with the Ministry of Emergency Management and Climate Readiness, BC Wildfire Services, and the Public Service Agency, improved the accessibility and efficiency of the</li> </ul>

2022 Mandate Letter Priority	Status as of March 31, 2024
	<p>TEAMS (Temporary Emergency Assignment Management System) program.</p>
<p>Continue to improve how procurement processes deliver benefits for people and businesses in communities across the province.</p> <p style="text-align: center;">In progress</p>	<ul style="list-style-type: none"> <li>• Released updated Procurement Plan in February 2024.</li> <li>• Launched the new BC Bid system in May 2022.</li> <li>• The External Advisory Committee on Indigenous Procurement Initiative (EAC) held its inaugural meeting in November 2022 and released a progress update in early 2024. The committee meets on an ongoing basis.</li> <li>• The EAC will make recommendations and advise the Province on the preparation of a plan to increase Indigenous Peoples' participation in the Province's procurement opportunities.</li> <li>• Developed and launched third Digital Marketplace procurement service: Team With Us. Creates ability for individual IMIT professionals to rapidly partner with government technical teams to modernize services. Seven contracts awarded, five to small business, valued at \$1.6 million.</li> </ul>
<p>With support from the Parliamentary Secretary for Anti-Racism Initiatives, continue work to help dismantle systemic racism and improve access to government programs and services for Indigenous, Black, and other people of colour by implementing the <i>Anti-Racism Data Act</i>.</p> <p style="text-align: center;">In progress</p>	<ul style="list-style-type: none"> <li>• Worked with Indigenous Peoples and the Anti-Racism Data Committee to establish anti-racism research priorities that will help identify and eliminate systemic racism and improve access to government programs and services. Anti-racism research priorities were released by government in May 2023.</li> <li>• CITZ worked with Indigenous Peoples and the Committee before fielding the BC Demographic Survey, a voluntary population survey which collected demographic information from people living in B.C.</li> <li>• This data is being used alongside existing program data in the Data</li> </ul>

2022 Mandate Letter Priority	Status as of March 31, 2024
	<p>Innovation Program to identify and dismantle systemic racism in government services.</p> <ul style="list-style-type: none"> <li>• Research on some anti-racism research priorities in education, health and the racial diversity of the BC Public Service has begun. The Committee reviewed the research findings to ensure they were presented in a way to minimize community harms.</li> </ul>
<p>Begin the work to address barriers to effective use of data in delivering services to British Columbians more efficiently and effectively.</p> <p style="text-align: center;">In progress</p>	<ul style="list-style-type: none"> <li>• Released B.C.'s first Provincial Data Plan that maps an all-of government approach for data to support government in meeting its objectives to advance equity, support reconciliation, increase evidence-based decision making, deliver the modern services people need and strengthen our data competency and governance.</li> <li>• Delivered B.C.'s first all-of government Data Management Policy which provides direction on how to manage data consistently and ethically in a strategic and user-focused way.</li> <li>• Continuously improving the BC Data Catalogue to ensure visibility into what high-value data is held by government and can be shared/leveraged.</li> <li>• Developed the Gender and Sex Data Standard to guide collection of this data in a consistent and accurate way to inform policy and program decisions to represent our gender-diverse population.</li> <li>• Developed Metadata Standards to guide ministries in cataloging their data in a consistent way and to make data more interoperable when sharing.</li> <li>• The <a href="#">Common Hosted Forms Solution (CHEFS)</a> standardizes data collection across BC government, enabling seamless integration with other systems through APIs. This</li> </ul>

2022 Mandate Letter Priority	Status as of March 31, 2024
	centralization enhances data accessibility and security, improving transparency and user experience.