Ministry of Citizens' Services

2024/25
Annual Service Plan Report

August 2025

For more information on the Ministry of Citizens' Services, please contact us at:

PO BOX 9440

STN PROV GOVT

VICTORIA, B.C.

V8W 9V3

1-800-663-7867

Or visit our website at: www.gov.bc.ca/CITZ

Published by the Ministry of Citizens' Services

Minister's Accountability Statement

The Ministry of Citizens' Services 2024/25 Annual Service Plan Report compares the Ministry's actual results to the expected results identified in the 2024/25 – 2026/27 Service Plan published in 2024. I am accountable for those results as reported.

Honourable Diana Gibson
Minister of Citizens' Services
August 6, 2025

Table of Contents

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 2024/25 Annual Service Plan Report provides a summary of our achievements and progress made over the past year.

People in every corner of the province need access to government services that are effective and efficient so they can thrive. Our Service BC Mobile Service Centre or 'office on wheels' delivers services to people in rural, remote and Indigenous communities across the province. The van is also used during emergency responses to support evacuation centres during disasters such as wildfires or flooding and complements the 65 in-person Service BC offices, call centre and online presence.

Access to reliable high-speed internet is vital for people everywhere to access online employment, education and healthcare services. The ministry continues to work with the federal government, internet service providers and First Nation communities to expand high-speed internet access and cellular access on B.C. highways, which strengthens public safety in the event of an emergency.

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. The [Data Management Policy](#) published in April 2024 outlines how ministries manage data in their custody or control to ensure data is accurate, accessible and used ethically to support evidence-based decision making.

The [BC Demographic Survey Technical Report](#), published in May 2024 helps government understand the data gaps in services so that they can make them more accessible and inclusive, and improve future data collection by informing plans for a trusted, sustainable data collection model that reflects the data needs of Indigenous Peoples and racialized communities.

A comprehensive [Artificial Intelligence (AI) website](#) was launched in November 2024, and provides guidance on responsible use principles, policy on use of generative AI, and additional learning materials.

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.

Honourable Diana Gibson
Minister of Citizens' Services
August 6, 2025

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 Lisa Beare's 2022 Mandate Letter shaped the goals, objectives, performance measures and financial plan outlined in the Ministry of Citizens' Services 2024/25 – 2026/27 Service Plan and the actual results reported 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. 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 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 and businesses in urban and rural communities through Service BC, and delivers the digital face of government at www.gov.bc.ca.

To help people connect to government supports and services, including virtual healthcare and online learning, the ministry supports the expansion of high-speed internet connectivity in rural and remote Indigenous and non-Indigenous communities throughout the province. 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 by supporting public engagement, designing better services with public input and improving the government's online presence through user testing.

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

The ministry manages and aligns government's real estate assets and facilities-related services, technology systems, and equipment with the changing nature of the work environment. This includes the procurement of high value contracts as well as safeguarding government assets, services and information critical to delivering technology services to government and the broader public sector. These technologies also enable the ministry to support multiple government agencies in responding to natural disasters, such as wildfires and floods.

By creating more opportunities for businesses of all sizes to engage in government procurement, including increased participation by Indigenous businesses and communities, the ministry's goal is to support a resilient vendor marketplace and increased business opportunities and rewarding jobs that benefit individuals, families, and communities across the province. The ministry also serves other ministries, the broader public sector and people in B.C. in business areas including publishing and printing solutions via King's Printer, Asset Investment Recovery, BC Mail Plus and the Product Distribution Centre.

Operating Environment

Throughout 2024/25, many internal and external factors affected the ministry's operation in achieving its strategic direction, including social change, shifting demographics, technological innovation, threat of tariffs and trade wars, and global market uncertainty. Climate hazards, such as extreme heat events, wildfires and floods can impact service delivery at government buildings and make government building infrastructure vulnerable. The ministry continued to work collaboratively with various levels of government, Indigenous partners, interested parties and the private sector; this collaboration is dynamic and can influence prioritization and subsequent implementation. For example, partnering with all levels of government and the private sector to expand access to high-speed internet to all households across the province.

As people's expectations for service delivery evolve and with emerging technologies, government needs to be responsive to facilitate multi-channel service delivery, access to information, and coordinated information and services to the public. To that end, the ministry is focused on providing improved, easy-to-use services and information for all people, equitably, across the province.

There is an increased expectation for government openness, transparency, and accessibility. The rapid evolution of technology has shaped the way we support service delivery improvements. At the same time, government is also managing the vast amount of information it collects, uses, and produces in daily operations while protecting privacy and ensuring accountability.

The ministry continues 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 has embraced these opportunities to redefine services and improve how the people in B.C. engage and interact with government.

Economic Statement

After several years of strong growth, economic activity in British Columbia moderated in 2024 amid high interest rates, persistent price pressures, and ongoing global economic uncertainty. B.C.'s real GDP increased by 1.2 percent in 2024 and ranked 8th (tied with Ontario) among the provinces following growth of 2.4 percent in 2023. Last year, economic growth was driven by B.C.'s service-producing industries such as real estate, rental and leasing; health care and social assistance services; transportation and warehousing; public administration; and educational services. Output for goods-producing industries declined in 2024 due to lower construction and manufacturing activity, which was partly offset by growth in the mining, quarrying and oil and gas extraction; utilities; and agriculture, forestry, fishing and hunting sectors.

B.C.'s labour market continued to expand in 2024. Employment in B.C. increased by 66,100 jobs (+2.3 percent), supported by high immigration, and wages and salaries rose by 6.3 percent. B.C.'s unemployment rate averaged 5.6 percent in 2024, up from 5.2 percent in 2023 as strong population and labour force growth outpaced job gains. Elevated interest rates, rising construction costs, and ongoing labour shortages weighed on the construction sector last year. Housing starts totaled 45,828 units in 2024, down 9.2 percent from the record high in 2023, but remained above the ten-year historical average. B.C. home sales increased by 2.1 percent and the average home sale price increased by 1.0 percent compared to 2023. Price pressures in B.C. continued to broadly moderate last year, but shelter price growth remained elevated. Overall, B.C.'s inflation rate averaged 2.6 percent in 2024, down from 3.9 percent in 2023. Despite strong population growth, nominal retail sales increased by just 0.6 percent in 2024, following a 0.1 percent decline in 2023. On the trade front, weak global demand and lower commodity prices (primarily natural gas and coal prices) last year contributed to a 2.7 percent decline in B.C.'s merchandise exports relative to 2023 despite increased exports to non-U.S. destinations including China, South Korea, and Australia.

Report on Performance: Goals, Objectives, and Results

The following goals, objectives and performance measures have been restated from the 2024/25 – 2026/27 service plan. For forward-looking planning information, including current targets for 2025/26 – 2027/28, please see the latest service plan.

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

- Posted over 10,000 opportunities on BC Bid Portal for ministries and the Broader Public Sector.

- Ministries completed procurements for 18 opportunities valued at $2 million using the province's online marketplace platform programs, Code With Us[1], Sprint With Us[2], and Team With Us[3].

- Upgraded the BC Bid platform to focus on enhanced search capabilities, performance and security.

Summary of progress made in 2024/25

The ministry made significant progress in advancing procurement strategies, initiatives, and practices to better meet the needs of the people in B.C., buyers and suppliers. This involved

---

[1] Code With Us is a procurement mechanism for public sector organizations in B.C. 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.

[3] Team With Us is a procurement mechanism that allows high-skill technical talent to partner with B.C. Government teams.

upgrading the BC Bid platform to focus on enhanced search capabilities, performance and security.

In December 2024, the ministry released reformatted corporate solicitation templates to meet accessibility standards, with streamlined and clarified instructions, and future-ready language to meet the B.C. government Indigenous languages technology standards for information management and information technology (IM/IT) contracts.

The ministry is taking meaningful steps towards reconciliation with Indigenous Peoples by continuing to co-develop an action plan to identify and implement actions under the Indigenous Procurement Initiative (IPI) through an external advisory committee that includes representatives from Indigenous businesses and communities.

Adoption of Digital Marketplace services continued to grow 21 new businesses and vendors participating in the marketplace in 2024/2025.

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 them to work with government.

Key results

- Released the Business Search Tool, which employs machine learning to improve transparency and efficiency in accessing business information and name submissions in March 2025.

- Released a simplified Annual Report filing which streamlines account set-up for businesses in the new system in June 2024.

- Released the modernized Manufactured Homes Registry in July 2024.

- Launched the new business registry for newly-incorporated businesses in January 2025.

Summary of progress made in 2024/25

Systems modernization work continues to enhance the service experience for people starting and managing businesses in B.C. The ministry leverages continuous user feedback to create a user-friendly experience for people requesting a business name and starting a business.

A new Annual Report reminder and filing process was introduced in June 2024, which invited business owners to set up their new Registries account and complete their Annual Report filing in one streamlined process.

In January 2025, a [new business registry](#), with innovative features added continuously, was launched for people starting a business. The ministry has started migrating existing businesses to the new registry.

BC Registry account creation was simplified, and clients now have more flexibility when choosing payment options. An Electronic Funds Transfers payment option was launched to a selected group of larger agencies.

In September 2024, the ministry published the [Digital Plan Progress Report](#). The progress report reflects on the first year of the Digital Plan and highlights how the ministry is collectively working to create innovative and user-friendly services.

Performance measure(s) and related discussion

Performance Measure	2011/12 Baseline	2023/24 Actual	2024/25 Target	2024/25 Actual
1a Satisfaction with services to businesses provided by Service BC.[1,2]	89%	Biennial survey; next survey in 2024/25	89%	76%

Data source: BC Stats.
[1] PM 1a targets for 2025/26 and 2026/27 were stated in the 2024/25 service plan as "Biennial survey; next survey in 2026/27" and "89%", respectively.
[2] The 2024/25 margin of error is ± 3% at the 95% confidence level.

Business satisfaction scores are assessed biennially through an independent survey by BC Stats. These surveys capture the overall experience business representatives have online with Service BC and inform continuous service delivery improvements.

In 2024/25, the ministry advanced its efforts to modernize registry systems by transitioning users from outdated platforms into a single, streamlined application. To improve satisfaction and address the negative variance from the 2024/25 target, BC Registries and Online Services is responding to user feedback and targeting improvements to enhance accessibility, usability, and efficiency. Adopting user-centred design practices and real-world usability testing ensure services meet user needs and modernize outdated digital systems for faster performance, simplifying complex forms to reduce completion time, and maintaining ongoing engagement through surveys and user interviews. These initiatives aim to create a more intuitive, efficient, and inclusive user experience.

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

- Published over 3,500 proactive disclosures under 17 ministerial directives in collaboration with other ministries — making it easier for people to access information, and without the need for a formal Freedom of Information request.

- Continued to collaborate with the Ministry of Children and Family Development (CFD) to prioritize requests for individuals' sensitive personal information and to address large, complex requests for sensitive personal information.

Summary of progress made in 2024/25

Modernizing the FOI process remains a key priority. In 2024/25, the ministry continued work on a project to improve and modernize FOI services in response to high FOI request volume. This includes progress on the new modernized FOI system, completing an investment of $8.2 million over a four-year period. In addition, the ministry continued a multi-year partnership with CFD, including working together to develop longer-term solutions that address the disclosure needs of former and current CFD clients.

The ministry continued development of the new unified software system to increase efficiencies, including new tools to review records and improve timeliness.

Performance measure(s) and related discussion

Performance Measure	2016/17 Baseline	2023/24 Actual	2024/25 Target	2024/25 Actual
2a Percent of on-time Freedom of Information requests.[1]	80%	84%	90%	81%

Data source: AXIS System, the ministry's internal Freedom of Information tracking system.
[1]PM 2a targets for 2025/26 and 2026/27 were stated in the 2024/25 service plan as 90% and 90%, respectively.

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 pages associated with FOI requests – approximately two million pages of records annually. Due to the growing volume of FOI requests, and in particular complex requests for personal records, the 2024/25 target of 90 percent was not achieved. Government maintains its ongoing commitment to respond to overdue requests, particularly complex personal requests made to CFD.

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

- Released the Anti-Racism Data Act Progress Report in May 2024, which aids in advancing anti-racism research priorities identified by the Anti-Racism Data Committee and Indigenous Peoples.

- Published research related to education and health as part of the annual release of statistics under the Anti-Racism Data Act in May 2024, which used information collected through the BC Demographic Survey.

- Made available as of March 2025, 53 linked datasets in the Data Innovation Program, safely and securely bringing together siloed data for population-level research that improves the lives of people in B.C.

- Published the Indigenous Languages Technology Standard in March 2025 which outlines the requirements for government IM/IT systems to be able to read, write, store, process, and display Indigenous languages.

- Enhanced shared coordination, guidance and supports for government cybersecurity practices.

Summary of progress made in 2024/25

The ministry is working with Indigenous partners to co-develop an updated data standard to respect Indigenous identity. The updated standard will provide a consistent way of asking about Indigenous identity in a distinctions-based way. Meanwhile, continued work on a racial identity data standard is being developed with the Anti-Racism Data Committee and Indigenous Peoples.

The ministry implemented the Indigenous Languages Technology Standard outlining technical requirements ministries need to ensure any new systems or upgrades to existing systems will be compatible with Indigenous languages used in B.C.

In May 2024, the Government published the 2024 Release of Statistics which included the Anti-Racism Data Act Progress Report (second year), a BC Demographic Survey Report, and three technical reports on initial findings for the 2023 to 2025 research priorities (Population

Differences in Three Common Chronic Conditions in B.C., Special Education Funding Designations Across Racial Groups in B.C. and Racial Diversity in the BC Public Service). The ministry published the BC Demographic Survey Technical Report which provides a technical overview of the administration of the BC Demographic Survey.

Performance measure(s) and related discussion

Performance Measure	2023/24 Actual	2024/25 Target	2024/25 Actual
2b Number of net new datasets in B.C. Data Catalogue[1, 2]	57	100	66

Data source: DataBC Website.
[1] PM 2b targets for 2025/26 and 2026/27 were stated in the 2024/25 service plan as 125 and 160, respectively.
[2] 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. As such the baseline for 2021/22 previously reported in the 2024/25 service plan has not been included as it is not appropriate to compare with the actuals and targets for 2023/24 and beyond.

By working with partners across government and the broader public sector on 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. This also supports innovation through open data initiatives and transparency into data holdings to ensure greater public accountability. The number of net new datasets in the BC Data Catalogue under performance measure 2b has been retired in the 2025/26 Service Plan as it reflected a narrow aspect of performance – outputs – rather than the overall quality and currency of datasets.

The foundation of a modern, digital government is based on ethically collected, accurate, and accessible data. Data can increase efficiency, improve service delivery, shape policy, and inform decisions to create a better British Columbia for all. To support this, the ministry continued engaging with other ministries across government to promote listing high-value data in the BC Data Catalogue, in line with the 2023 Data Management Policy. This policy sets expectations to promote a cohesive approach to data management. To improve the catalogue, the ministry conducted user research to assess its effectiveness and identify opportunities to enhance user experience and awareness. An audit of the open data listing process was also completed to find and address pain points. Additionally, the ministry is evaluating platform options to support current and future internal and public data sharing needs.

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 two application intakes for funding under the [Connecting Communities BC program](#), administered through the ministry.

- Nine projects were approved for provincial and federal funding through the Connecting Communities BC program.

- 19,000 more homes were connected to high-speed internet services through provincially-funded connectivity projects.

- Nine of 11 cell towers have been activated and are providing new cellular services along 166 kilometres of Highway 16.

Summary of progress made in 2024/25

Since 2017, the provincial government has announced a total of $494 million toward expanding high-speed internet to every home in the province. In 2022, the mandate to connect all homes to high-speed internet was set and reflected in the StrongerBC Economic Plan, and action 4.36 of the Declaration Act Action Plan. This includes the $830 million joint funding agreement with Innovation, Science and Economic Development Canada (ISED) with each contributing $415 million to fund terrestrial infrastructure to underserved homes.

The total project value of conditionally approved, approved and completed projects reached $1.1 billion in February 2025.

Eighty-three percent of First Nations households on reserve now have access to high-speed internet services. This is a growth of 2.6 percent from 2023/24 or an additional 1,792 households having access to high-speed internet.

Performance measure(s) and related discussion

Performance Measure	2022/23 Baseline	2023/24 Actual	2024/25 Target	2024/25 Actual
3a Percentage of households in B.C. with access to internet services at a minimum speed of 50/10 Mbps.[1]	95.2%	96.1%	97%	96%

Data source: Actuals are based on analysis of ISED's pseudo-household model and CITZ via Connectivity Division data. Target based on federal High-Speed Internet Access Dashboard, Innovation, Science and Economic Development Canada (October 2023) and ministry projections.
[1]PM 3a targets for 2025/26 and 2026/27 were stated in the 2024/25 service plan as 98% and 99%, respectively.

The figures above show the status of broadband connectivity and how the government is tracking towards 100 percent of households served with high-speed internet services. They are based on analysis of data from ISED and the ministry.

In 2024/25, the program funding continues to show progress connecting 19,000 homes. There have been significant changes in data reported to ISED by service providers which have impacted overall progress towards connecting 100 percent of all households, resulting in a negative variance from the 2024/25 target. This includes 13,000 households previously recorded as served on the National Broadband Map changed to underserved and requiring a new connectivity solution.

Most projects are in the permitting or building stage. When all currently approved projects are complete, 97.8 percent of households will have access to high-speed internet.

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

- The ministry supported the redesign of EmergencyInfoBC.gov.bc.ca, which went public in June 2024, to help people find current and official information about emergencies happening in British Columbia, how to stay safe during an emergency, and how to recover after an emergency.

- Released 25 new services on the BC Services Card App in 2024/25, which provides greater access to a wide range of provincial services, both in-person and online.

- Launched a comprehensive Artificial Intelligence (AI) website, providing awareness materials, responsible use principles, and implementation guidance in November 2024.

- In May 2024, partnered with the Ministry of Housing to launch the Building Permit Hub, a digital permitting tool to streamline processes and enhance efficiency and cross-sector collaboration between local government and the building industry.

- Service BC's Mobile Service Centre van attended 72 events completing over 2,688 transactions and representing 68 government services in communities across the province.

Summary of progress made in 2024/25

The Service BC Mobile Service Centre is a van that travels to different communities throughout the province. The van offers the majority of the 300 government services available in an office, including renewing drivers' licences and issuing BC Services Cards. It was designed to reach communities facing barriers or that require a different, scalable, and flexible public engagement model to access government services. In 2024/25, the Service BC Mobile Service Centre hosted 72 events, in addition to 67 Community Outreach events[4], bringing services to people at 139 events across the province.

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 Coordinated Operation Response in Emergencies Team (CORE) program.

Performance measure(s) and related discussion

Performance Measure	2012/13 Baseline	2023/24 Actual	2024/25 Target	2024/25 Actual
3b Citizen satisfaction with the Contact Centre.[1,2,3]	90%	Biennial survey; next survey in 2024/25	85%	90%
3b Citizen satisfaction with the Service BC Centres.[1,2]	90%	Biennial survey; next survey in 2024/25	90%	98%

Data source: BC Stats.
[1]PM 3b targets for 2025/26 and 2026/27 were stated in the 2024/25 service plan as "Biennial survey; next survey in 2026/27" and 85% and 90%, respectively.
[2] The margin of error is ± 1% at the 95% confidence level.
[3] 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 2024/25 targets were exceeded. In the 2024/25 survey, the results indicated satisfaction with the Provincial Contact Centre (by phone) reached 90 percent, and satisfaction through the Service BC Centres (in-person) stood at 98 percent, meeting contractual goals and documented with the service provider.

---

[4] The Community Outreach Program provides non-photo ID services and informational services to communities, whereas the Mobile Service Centre vans offer most services of an in-person Service BC Centre, including the ability to provide photo ID services.

Satisfaction levels are evaluated using an arms-length survey conducted by BC Stats. Survey data is used to inform continuous improvement efforts in service delivery and indicate satisfaction with overall quality people experience 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 percent 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[1] ($000)	Total Estimated ($000)	Actual ($000)	Variance ($000)
Operating Expenses					
Services to Citizens and Businesses	36,604	708	37,312	36,786	(526)
Office of the Chief Information Officer	2,288	109	2,397	6,122	3,725
BC Data Service	29,757	350	30,107	46,400	16,293
Connectivity	24,167	68	24,235	6,670	(17,565)
Procurement and Supply Services	11,648	564	12,212	11,837	(375)
Real Property	378,711	10,504	389,215	390,636	1,421
Enterprise Services	176,294	41,426	217,720	204,369	(13,351)
Corporate Information and Records Management Office	25,638	355	25,993	28,812	2,819
Government Digital Experience	9,755	1,480	11,235	13,717	2,482
Executive and Support Services	10,415	165	10,580	15,657	5,077
Sub-total	**705,277**	**55,729**	**761,006**	**761,006**	**0**
Adjustment of Prior Year Accrual[2]	0,000	0,000	0,000	(2,939)	(2,939)
Total	**705,277**	**55,729**	**761,006**	**758,067**	**(2,939)**
Ministry Capital Expenditures					
BC Data Service	110,600	0,000	110,600	112,633	2,033
Procurement and Supply Services	403	0,000	403	406	3
Real Property	233,595	(54,349)	179,246	111,465	(67,781)
Enterprise Services	46,904	0,000	46,904	42,527	(4,377)
Executive and Support Services	553	0,000	553	653	100
Total	**392,055**	**(54,349)**	**337,706**	**267,684**	**(70,022)**
Other Financing Transactions					
Real Property – **Strategic Real Estate Services**					
Receipts	(300)	(0,000)	(300)	(411)	(111)

	Estimated ($000)	Other Authoriz-ations[1] ($000)	Total Estimated ($000)	Actual ($000)	Variance ($000)
Disbursements	2,100	0,000	2,100	411	(1,689)
Net Cash Requirements (Source)	1,800	0,000	1,800	0,000	(1,800)
Summary					
Total Receipts	**(300)**	**(0,000)**	**(300)**	**(411)**	**(111)**
Total Disbursements	**2,100**	**0,000**	**2,100**	**411**	**1,689**
Total Net Cash Requirements (Source)	**1,800**	**0,000**	**1,800**	**0,000**	**1,800**

[1] "Other Authorizations" include Supplementary Estimates, Statutory Appropriations, Contingencies and Government Reorganization.

Operating - Access to Contingencies of $0.708 million for Services to Citizens and Businesses, $0.109 million for Office of the Chief Information Officer, $0.350 million for BC Data Service, $0.068 million for Connectivity, $0.564 million for Procurement and Supply Services, $10.504 million for Real Property, $41.426 million for Enterprise Services, $0.355 million for Corporate Information and Records Management Office, $1.480 million for Government Digital Experience and $0.165 million for Executive and Support Services.

Capital – Transfer of project budget to Ministry of Infrastructure due to change in responsibilities for a Plant and Animal Health Centre.

[2] The Adjustment of Prior Year Accrual of $2.939 million 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 Minister Lisa Beare's
[2022 Mandate Letter](#).

2022 Mandate Letter Priority	Status as of March 31, 2025
Cross-Government Data 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. Begin the work to address barriers to effective use of data in delivering services to British Columbians more efficiently and effectively. In progress	• Completed major projects to provide more evidence for decisions related to programs for homelessness, population growth, and post-secondary students and skilled labour. (complete) • Delivered projects on key drivers of change in B.C., including population growth, economic impacts of connectivity and rural economic resilience. (complete) • In April 2024, implemented the [Data Management Policy](#) to consistently manage data so it can be safely shared and reused, available to inform decisions, and accessible to improve digital services. (complete) • Increasing adoption of the common forms solution that standardizes data collection across B.C. government and enables seamless integration with other systems. This solution enhances data accessibility and security, improving transparency and user experience. (in progress)
Service Modernization 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. In progress	• The Freedom of Information (FOI) Modernization project is a multi-year initiative to improve response times and services for applicants and increase efficiencies and supports for ministries. (in progress) • A pilot of the new FOI system demonstrated improvements, including getting records to FOI applicants seven days faster. (substantially complete). • Since the pilot, all ministries have been onboarded onto the system, which has been further improved with the automatic removal of duplicate records, reducing the time to respond to FOI requests. (in progress)

2022 Mandate Letter Priority	Status as of March 31, 2025
	• In partnership with the Ministry of Housing and Municipal Affairs, built digital permitting tools to streamline the housing permitting process, enhancing efficiency and cross-sector collaboration between local government and the building industry. (substantially complete) • In partnership with the Ministry of Emergency Management and Climate Readiness, Ministry of Forests, the Public Service Agency and the Premier's Office, re-designed the Coordinated Operation Response in Emergencies Team (CORE) program to optimize resource mobilization for emergency responses. This initiative enhanced the user interface and engagement through digital tools, significantly improving accessibility and operational efficiency. (in progress) • In partnership with the Residential Tenancy Branch, developed frameworks and guidelines for generative Artificial Intelligence adoption for enhancing service delivery while ensuring responsible application. (substantially complete) • In partnership with Ministry of Housing and Municipal Affairs developed and implemented digital platforms for short-term rental enforcement. (substantially complete) • In summer 2024, the Digital Plan Progress Report was published and highlights the progress achieved in the first year of the Digital Plan and reflects the collective commitment to evolve as a digital government. It includes success stories from across ministries showing alignment to the missions and commitment to the strategic vision of the Digital Plan. (substantially complete) • Supported ministries' service modernization initiatives through investments in the Information Management/Information Technology (IM/IT) Minor Capital Envelope. (in progress)

2022 Mandate Letter Priority	Status as of March 31, 2025
	- In 2024/25, $112.634 million was invested, supporting 110 digital projects from across government. - Supported access to agile tools that increase collaboration and team efficiencies of over 8,600 public servants across government. (substantially complete) - In 2024/25, Service BC Mobile Services attended 139 events serving just over 744 people and representing 68 government services in communities underserved or facing barriers. There are two Mobile Service Centre vans that can travel to remote communities offering government services. (complete) - New cloud-based knowledge management and telephone systems were implemented, improving reliability and functionality to improve service delivery to the people of B.C. (substantially complete) - BC Registries and Online Services replaced three of five legacy mainframe applications with modern solutions. (substantially complete) - Working across government and with input from community partners and people new to B.C., launched web information for newcomers in plain language English, French, Punjabi, and Traditional and Simplified Chinese. (complete) - In partnership with the Ministry of Emergency Management and Climate Readiness, a new delivery model for Emergency Support Services was developed and implemented. This includes the creation of a virtual evacuee reception centre, a centralized emergency monitoring tool, structured deployment processes of Service BC staff to in-person evacuee reception centres, and the ability to deploy the Service BC mobile van to assist in responding to emergencies. (substantially complete)

2022 Mandate Letter Priority	Status as of March 31, 2025
Procurement Continue to improve how procurement processes deliver benefits for people and businesses in communities across the province. In progress	• Since December 2022, 87 procurements totalling $45.9 million in value have been supported through the Digital Marketplace. Adoption of Digital Marketplace services continued to grow. For more information see Objective 1.1 – "**Summary of progress made in 2024/25."** (substantially complete) • The External Advisory Committee (EAC), formed in November 2022, released a progress update in early 2024. The EAC continues to meet and will make recommendations and advise the Province on ways to increase Indigenous Peoples' participation in the province's procurement opportunities through the Indigenous Procurement Initiative (IPI). (in progress) • In 2024, B.C. government corporate solicitation templates were updated. For additional information go to Objective 1.1 – **"Summary of progress made in 2024/25**." (complete)
Anti-Racism Initiatives 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 Anti-Racism Data Act. In progress	• Co-developed 10 sector-based anti-racism research priorities with Indigenous Peoples and the Anti-Racism Data Committee. Indigenous Peoples also identified two additional priorities focused on how government supports Indigenous data sovereignty and conducts research. (complete) • In 2024, research reports were released in the priority areas of health, education and racial diversity in the BC Public Service. For more information go to Objective 2.2 - **"Summary of progress made in 2024/25**." (complete and ongoing) • Conducted the province-wide BC Demographic Survey, which collected information about race, Indigenous identity, and other identity factors to be used in anti-racism research projects. Over 200,000 people responded, providing B.C. the data needed to do equity-based research on its programs and services. (complete)

2022 Mandate Letter Priority	Status as of March 31, 2025
	• Published statistics and other information regarding systemic racism and racial equity in May 2023 and 2024. In May 2023, the 2023 Release of Statistics, the Anti-Racism Data Act Progress Report (first year), and the Guide on Using Categorical Race and Ethnicity Variables were published. For more information on the reports published in 2024 go to Objective 2.2 – "**Summary of progress made in 2024/25.**" (complete and ongoing)
	• Developed resources to support anti-racism research across ministries, including online training modules, webinars for government teams, workshops for senior executive, and guidance for researchers who want to do anti-racism research in the Data Innovation Program. (complete and ongoing)
	• Implemented the Indigenous Languages Technology Standard in May 2024. For more information see Objective 2.2 - "**Summary of progress made in 2024/25**." (complete)
	• Supported the design and delivery of public engagement on two pieces of legislation: Anti-Racism Act and Anti-Racism Data Act. (complete)