

Ministry of Citizens' Services

2025/26 Annual Service Plan Report

August 2026



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Minister's Accountability Statement



The Ministry of Citizens' Services 2025/26 Annual Service Plan Report compares the Ministry's actual results to the expected results identified in the 2025/26 – 2027/28 Service Plan published in 2025. I am accountable for those results as reported.

A handwritten signature in black ink, appearing to read 'D. Gibson', written over a light blue horizontal line.

Honourable Diana Gibson
Minister of Citizens' Services
July 31, 2026

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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 2025/26 Annual Service Plan Report provides a summary of our achievements and progress made over the past year.

With 65 in-person Service BC locations, as well as phone and online services, our ministry staff help ensure accessible, responsive service for all people in B.C. Since February 2024 we've added [Service BC's Mobile Service Centres](#) – vans or “offices on wheels” – that bring essential services directly to people in rural, remote and Indigenous communities across the province. The two Service BC Mobile Service Centres also play a critical role during emergencies, supporting evacuation centres during disasters such as wildfires and floods.

Delivering trusted, inclusive and connected services to people in B.C. was greatly enhanced with the creation of Connected Services BC in October 2025. Information management and information technology program areas across government were united within the Ministry of Citizens' Services with the goal of improving whole-of-government coordination and reducing delays and duplication. Connected Services BC was created because people and businesses experience government as one system, even when services are delivered by many programs and ministries, and this change is intended to make those experiences simpler, more connected, and easier to navigate.

Access to reliable high-speed internet is essential for people to use digital services, including 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 and cellular coverage for rural and remote communities, strengthening public safety during emergencies.

Aligned with the Look West strategy, government is reviewing procurement policy, programs, and practices to support sovereignty and security in public procurement, while leveraging purchasing power to foster innovation, strengthen local supply chains, and create jobs and economic opportunities for people in B.C. This work has been informed by engagement with B.C. businesses and industry partners on how procurement can support secure, sovereign, and innovative solutions, including two ministry procurement roundtables held in March 2026.

As we navigate the rapid advancement and growing adoption of artificial intelligence (AI) technologies, government is focused on ensuring these tools are used responsibly, safely and ethically, with a focus on supported human-based decision-making and reducing delays for government services. A new [Generative AI policy](#) was implemented in May 2025 that outlines how employees can use generative AI tools responsibly, safely and in alignment with six guiding principles. It provides clear direction on what information can be used within secure enterprise tools.

BC Stats provides statistics, economic research, information and analysis for government's use on behalf of the people in B.C. to ensure reliable data informs programs and policies. BC Stats supports the province's anti-racism initiatives by securely collecting, analyzing, and publishing

demographic and employment data. Operating under the [Anti-Racism Data Act](#), data they collect helps evaluate systemic disparities across the public sector and contributes to publicly released annual research findings to help eliminate barriers for Indigenous and racialized people. Earlier this year, under the Anti-Racism Data Act, the government developed and published two data standards, [Indigenous Identity Data Standard](#) and the [Racial Identity Data Standard](#) to help improve the quality, consistency and transparency of demographic data used to inform programs, services and policy decisions. These standards provide guidance to support the collection of Indigenous and racial identity information in a consistent and culturally safe way.

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, inclusive, multichannel government connected services that deliver results for people throughout B.C.

Honourable Diana Gibson
Minister of Citizens' Services
July 31, 2026

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 2024 and Minister Diana Gibson's [2025 Mandate Letter](#) shaped the goals, objectives, performance measures and financial plan outlined in the Ministry of Citizens' Services [2025/26 – 2027/28 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 the people in B.C. The ministry works with partners to create opportunities, find innovative solutions, and implement changes that enable government to achieve its priorities for people in B.C. The ministry is guided by [several pieces of provincial legislation](#).

Dedicated to improving the daily lives of people in B.C., the ministry delivers accessible, equitable and multi-channel services to individuals and businesses through a single point-of-contact approach. This includes in-person, phone, and digital services provided across urban and rural communities through Service BC, as well as maintaining the Government of B.C.'s digital presence at www.gov.bc.ca.

Connected Services BC was established in 2026 to unite people, technology and data to deliver trusted, inclusive and connected services to people in B.C. Connected Services BC has a mandate to make digital services seamless across ministries and programs, built around how people interact with government rather than how government is structured. This includes building a simpler, more sustainable technology ecosystem for long-term impact.

To help people connect to government supports and services, including virtual healthcare and online learning, the ministry supports the expansion of high-speed internet connectivity in rural and remote Indigenous and non-Indigenous communities throughout the province. Reliable internet connectivity drives job growth, strengthens the economy, supports healthcare delivery and builds resilient communities.

Strengthening information management and technology is a key part of the ministry's mandate, including improving transparency and access to information through services such as Freedom of Information (FOI) requests. The ministry also provides trusted data services, as well as statistical and economic research and analysis for businesses and people in B.C. This

work is supported by strong privacy and information management practices to ensure personal information is protected and handled in accordance with applicable legislation, policies, and security standards.

Responsible for leading procurement policy, the ministry contributed to the Government's review of current procurement practices to promote sovereignty, innovation and jobs in B.C. These commitments were furthered in Government's economic strategy, the [Look West: Jobs and Prosperity for a Stronger BC and Canada](#) plan. Leading several procurement programs, such as Code with Us, Team with Us and Sprint with Us, the ministry continues to modernize procurement of technology. This also includes leading procurement of high-value contracts that are critical to the delivery of digital services for people in B.C.

With the goal of creating more opportunities for businesses of all sizes to engage in government procurement, including increased participation by Indigenous businesses and communities, the ministry is working to support a resilient vendor marketplace and increased business opportunities to create rewarding jobs that benefit individuals, families and communities across the province.

The ministry also serves other ministries, and the broader public sector in full cost-recovery services including [King's Printer](#), [Asset Investment Recovery](#), [BC Mail Plus](#), and the [Product Distribution Centre](#).

Economic Statement

Economic activity in British Columbia advanced in 2025, after modest growth in 2024, despite facing notable headwinds. Last year, homebuilding activity in the province continued at a steady pace, and lower interest rates and easing inflation supported household spending. Meanwhile, high uncertainty around the impacts of U.S. tariffs and significantly lower population growth tempered economic activity in B.C., and across many provinces. Overall, B.C.'s real GDP rose by 2.0 per cent in 2025, up from 1.2 per cent growth in 2024. B.C. was one of only two provinces that saw an increase in the rate of real GDP growth from 2024 to 2025. On an industry basis, B.C.'s economic growth in 2025 was led by real estate, rental and leasing; health care and social assistance services; mining, quarrying, and oil and gas extraction; and construction.

B.C.'s labour market moderated in 2025, amid slower population growth and trade-related economic uncertainty. Total employment rose by 1.1 percent (+32,200 jobs), while wages and salaries rose by 3.1 percent. The unemployment rate averaged 6.2 percent in 2025, up from 5.6 percent in 2024, as labour force growth outpaced job creation. Despite rising last year, B.C.'s unemployment rate remained below the national average of 6.8 percent. B.C. housing starts totalled 44,193 units in 2025, down 3.6 percent from 2024, but remained above the 10-year historical average. Meanwhile, B.C. home sales activity declined by 5.7 percent compared to 2024, with muted demand contributing to a 2.9 percent decrease in the average home price. Inflationary pressures continued to moderate in 2025, reflecting slower price growth for services and subdued inflation for goods. Shelter inflation was the largest contributor to headline inflation last year but slowed substantially for both rented and owned accommodation compared to recent years. Lower gasoline prices, partly due to the removal of the B.C. consumer carbon tax, also helped ease headline inflation. Overall, B.C.'s consumer price inflation averaged 2.1 percent in 2025, down from 2.6 percent in 2024. Lower inflation and easing interest rates supported robust retail sales, which grew by 6.4 percent in 2025. On the trade front, B.C.'s merchandise exports remained relatively flat as markets adjusted to shifting global trade conditions. Overall, the value of B.C.'s goods exports edged down 0.1 percent compared to 2024 as increased exports to non-U.S. destinations were offset by a continued decline in goods exports to the U.S.

Report on Performance: Goals, Objectives, and Results

The following goals, objectives and performance measures have been restated from the 2025/26 – 2027/28 service plan. For forward-looking planning information, including current and future performance targets, 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.

Value for money is maximized when the contract types and procurement processes are scaled to meet business needs and align with the market, rather than a “one size fits all” approach. This enables a broad-based supplier community, including Indigenous businesses, and promotes supply resiliency for the timely delivery of government’s services and requirements.

Key results

- Posted over 9,100 opportunities on the [BC Bid Portal](#) for ministries and the Broader Public Sector.
- Ministries completed procurements for 10 opportunities valued at \$5.4 million using the province’s online market platform programs, [Code With Us](#)¹, [Sprint With Us](#)², and [Team With Us](#)³.
- Published [guidelines to support environmentally responsible procurement](#) in November 2025.
- Minister held two roundtable meetings with B.C. tech companies that provided an opportunity to engage with participants on Connected Services BC (CSBC), government direction, and opportunities to inform evolving procurement practices.

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.

Summary of progress made in 2025/26

In 2025/26, the ministry made significant progress in advancing procurement strategies, initiatives, and practices to better meet the needs of people in B.C., including buyers and suppliers. Specifically, CSBC is advancing procurement modernization actions based on feedback from IM/IT procurement roundtables, including agile sourcing, stronger vendor engagement, and increased opportunities for B.C. businesses. In February 2026, the [Solicitation and Contract Options](#) resource was published to bolster upfront planning and build procurement capacity for government buyers and suppliers.

In November 2025, the ministry updated its [Guidelines for Environmentally Responsible Procurement](#) to help buyers select goods and services that reduce waste, energy use, and emissions, supporting efforts to mitigate climate change. The guidelines embed environmental considerations throughout the procurement process, from assessing the need for a purchase to establishing environmental impact criteria. They also encouraged a life-cycle approach, considering the environmental impacts of goods and services from resource extraction through to end-of-life disposal.

The ministry continued to take meaningful steps towards reconciliation with Indigenous Peoples by co-developing an action plan to advance the [Indigenous Procurement Initiative](#) (IPI). The IPI helps address the gaps, barriers, and inequities that prevent Indigenous people from participating fully in B.C. government economic opportunities. This work is supported by an external advisory committee that includes representatives from Indigenous businesses and communities.

Aligned with the [Look West: Jobs and Prosperity for a Stronger BC and Canada](#) plan, government is reviewing current procurement policies, programs and practices to advance sovereignty and security, support innovation, strengthen local supply chains, and create jobs and economic opportunities in B.C.

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

Improving procurement and business registration services creates efficiencies for both government buyers and businesses seeking to work with government. Streamlining these processes makes it easier to participate in procurement opportunities, increasing engagement and expanding access to new business opportunities. In turn, this supports broader economic growth across B.C., including in rural and Indigenous communities.

Key results

- Expanded and stabilized [BC Registries and Online Services](#) core digital platform, making it easier for more people to access registry services through a single, secure, integrated system.
- In July 2025, a new [Product Fees](#) page was added to the BC Registry application to help people in B.C. quickly find pricing information.

- More than 10,000 companies are now using the modernized [BC Business Registry](#).
- Made progress towards enabling Indigenous language business names in the registries platform through modernization work aligned with the [Indigenous Languages Technology Standard](#).

Summary of progress made in 2025/26

[BC Registry Services](#) continued to make tangible progress on its multi-year modernization, with a clear focus on improving businesses' experience, strengthening the digital foundation, and positioning the registries to meet emerging requirements.

B.C. companies are being moved over from [Corporate Online](#) to the [BC Business Registry](#) in phases to ensure a smooth rollout and allow for ongoing improvements based on feedback. New functionality in the modern platform was aligned closely with capabilities previously only available in legacy systems, making it easier for businesses to complete filings without switching between platforms. These enhancements were delivered with minimal service disruption and supported by clear staff guidance.

Performance measure(s) and related discussion

Performance Measure	2011/12 Baseline	2024/25 Actual	2025/26 Target	2025/26 Actual
1a Satisfaction with services to businesses provided by Service BC. ^{1, 2, 3}	89%	76%	Biennial survey; next survey in 2026/27	Biennial survey; next survey in 2026/27

Data source: BC Stats.

¹PM 1a targets for 2026/27 and 2027/28 were stated in the 2025/26 service plan as 89% and "Biennial survey; next survey in 2028/29", respectively.

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

³ This performance measure, baseline and targets was revised and moved to goal 2, performance measure 2a in the [latest service plan \(page 8\)](#).

Business satisfaction scores are assessed through a survey conducted by BC Stats every two years. The biennial surveys provide insight into how business representatives experience their interactions with Service BC. The findings inform continuous efforts to enhance service delivery. There were no results in 2025/26 as the last survey occurred in 2024/25, and the next survey is scheduled for 2026/27.

In 2025/26, the ministry advanced its efforts to modernize registries and consolidated services onto a single digital platform, reducing reliance on legacy systems, expanding modernized services in phases, and providing alternative authentication options for those without mobile devices. These efforts are intended to simplify access, improve clarity and consistency, and enhance the overall experience as the transition progresses. The ministry will closely monitor the satisfaction score in the 2026/27 survey, to help us understand the impact of registry modernization on businesses' experience with Service BC.

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

Objective 2.1: Enhance public access to government records.

The ministry provides corporate leadership across government with respect to information management legislation, policies, practices, operations, and training. These efforts focus on improving the capacity of public servants to effectively manage government information, protect sensitive and personal information and provide timely responses to [Freedom of Information \(FOI\) requests](#) under the [Freedom of Information and Protection of Privacy Act \(FOIPPA\)](#).

Key results

- Published over 2,400 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 FOI request.
- Completed and deployed the first government-wide common information schedules in June 2025, to improve consistency in how ministries classify, retain, and dispose of government records, supporting obligations under the [Information Management Act](#).

Summary of progress made in 2025/26

In February 2026, the ministry introduced amendments to the FOIPPA to improve people's experience with FOI and improve digital service delivery for people in B.C.

The new modernized FOI system was completed on March 31, 2026, streamlining the management of FOI requests. This system helps provide timely responses to public applicants by introducing process efficiencies and AI-enabled innovations to assist with locating and protecting personal information in FOI requests. This system also allows for significant cost savings through reduced license and data handling costs. While the transition to new technology tools temporarily slowed proactive disclosure output in 2025/26, the modernization of these tools is intended to improve the efficiency and sustainability of proactive disclosure processes over the long term.

Collaboration between the ministry and the Ministry of Children and Family Development supports the prioritization and management of requests involving individuals' sensitive personal information, including those that are large and complex.

Performance measure(s) and related discussion

Performance Measure	2016/17 Baseline	2024/25 Actual	2025/26 Target	2025/26 Actual
2a Percent of on-time Freedom of Information requests. ^{1, 2}	80%	81%	85%	74%

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

¹PM 2a targets for 2026/27 and 2027/28 were stated in the 2025/26 service plan as 90% and 90%, respectively.

² This performance measure was removed and replaced with performance measure 3a under goal 3 in the [latest service plan \(page 9\)](#).

Due to staffing impacts resulting from the BC Public Service Job Action from September to October 2025, as well as the ongoing challenges regarding the growing volume of FOI requests, the 2025/26 target of 85 percent on-time FOI requests was not achieved. Despite this, government processed a high volume of pages associated with FOI requests – 2.3 million pages of records processed in 2025/26, over 100,000 pages more than 2024/25. Government maintains its ongoing commitment to respond to requests in a timely manner.

The percentage of on-time responses to FOI requests is a key indicator of how effectively government delivers its access to information programs. This measure reflects government's annual performance in meeting the FOI response timelines set out in the FOIPPA.

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

The province sets the laws and policies that ensure appropriate collection, management, and use of data within government. Reliable, timely, quality data is necessary to understand and identify real workable solutions to major issues in B.C., such as systemic racism, homelessness, the impact of climate change, and reconciliation with Indigenous Peoples. This work requires thorough consideration so that government protects people's privacy, collects only what is necessary, and analyzes data in such a way that ensures trust. Concurrently, strong cybersecurity practices are essential for the protection of sensitive information, enabling people to conduct their online transactions with confidence that the information entrusted to government is secure.

Key results

- Published two new Data Standards (February 2026), the [Indigenous Identity Data Standard](#) and the [Racial Identity Data Standard](#), which were developed under the [Anti-Racism Data Act](#).
- Published the [anti-racism research priorities for 2025-2027](#) (May 2025), which were established in collaboration with the [Anti-Racism Data Committee](#).
- Established a Cybersecurity Policy framework in October 2025.
- Invested \$27 million in our cybersecurity teams, tools and processes to adapt to the demands of this continuously changing environment.

Summary of progress made in 2025/26

The ministry co-developed and released the [Indigenous Identity Data Standard](#), which establishes a consistent and culturally safer approach to asking about Indigenous identity — and only in situations where it is necessary for program delivery or anti-racism work. Building on this foundation, the new [Racial Identity Data Standard](#) ensures that people with multiple racial identities (for example, individuals who are both Black and Indigenous) are accurately represented in Provincial data systems. Together, these standards advance a distinctions-based approach that supports Indigenous data sovereignty and self-determination, while also improving the overall quality, trustworthiness, and accountability of data collected across the Provincial government.

In May 2025, the government published three technical reports on findings for the 2025 to 2027 research priorities ([2024 Crown Agencies and Board Resourcing Office \(CABRO\) Diversity Survey Report](#), [Same Work, Different Pay – Which occupations in B.C. have earning gaps?](#) and [Racial Diversity in the BC Public Service](#)).

Modernizing legacy systems and strengthening cybersecurity across government remain key priorities for the ministry, including the establishment of a comprehensive cybersecurity policy framework. The ministry continues to work closely with other provinces, territories, and the federal government—including the [Canadian Centre for Cyber Security](#)—to share information and respond to emerging threats. Through [CyberBC](#), the government is expanding cybersecurity awareness, education and capacity across the B.C. public sector. CyberBC is committed to strengthening cybersecurity awareness, collaboration and protection across B.C. This includes delivering clear, audience-specific guidance, practical tools, and trusted information to support the public service, Indigenous communities, and future cyber professionals. In October 2025, the ministry established a Cybersecurity Policy Framework which sets clear expectations for cybersecurity areas including identity and access management, zero trust, data protection and artificial intelligence.

The ministry has initiated a project to modernize its existing network security infrastructure with new cloud and identity-based security technology. This will improve performance, resilience, and user experience while positioning the network for lower-touch operations and long-term cost efficiency. These efforts support government's digital transformation and cybersecurity priorities.

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.

People in B.C. depend on a reliable internet service to conduct business and to access fundamental needs such as healthcare and education. This, in turn, supports job growth, a strong and diversified economy, and stronger communities. Internet connectivity is the

foundation to many government priorities, including those for rural, remote, and Indigenous communities.

Key results

- 22,541 additional homes were connected to high-speed internet services through provincially-funded connectivity projects.
- 42 projects were approved for provincial and federal funding through the [Connecting Communities BC](#) program.
- 10 of 11 cell towers have been activated and are providing new cellular services along 200 kilometres of Highway 16.
- Received 18 applications from the Connecting Communities BC funding program.

Summary of progress made in 2025/26

As of March 2026, 97 percent of households in B.C. had access to high-speed internet, reflecting continued progress toward universal connectivity.

Throughout 2025/26, connectivity programming advanced projects through approval and construction phases. Completed projects moved more than 23,000 households from underserved to served status, improving access to reliable connectivity in rural, remote, and Indigenous communities.

Connectivity programs represent more than \$1 billion in combined provincial, federal, and partner investment in broadband infrastructure. This work continues to reduce service gaps and supports access to essential services across the province. The Connecting British Columbia program, administered by Northern Development Initiative Trust, and the Connecting Communities BC program, administered by the ministry, has funded a total of 226 projects since 2017, of which 138 are complete.

Eighty-seven percent of First Nations households on reserve now have access to high-speed internet services.

Performance measure(s) and related discussion

Performance Measure	2022/23 Baseline	2024/25 Actual	2025/26 Target	2025/26 Actual
3a Percentage of households in B.C. with access to internet services at a minimum speed of 50/10 Mbps. ^{1,2}	95.2%	96%	98%	97%

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

¹PM 3a targets for 2026/27 and 2027/28 were stated in the 2025/26 service plan as 99% and 100%, respectively.

² This performance measure has been moved to goal 4, performance measure 4a in the [latest service plan \(page 10\)](#).

The results reported are based on the net additional households considered served as per the [National Broadband Map](#). The reported increase of 23,259 connected households reflects the

combined effect of funded projects completing and reclassification of served status arising from data corrections from [Innovation, Science and Economic Development Canada](#). While connectivity continued to progress, these data corrections identified additional households as underserved during the year, offsetting overall program gains. As a result, the 2025/26 target of 98 percent household access was not achieved, with year-end results reaching 97 percent.

Households counted as served are only included in federal data reporting and program performance once projects are fully completed and the final number of households are formally reported. While the number of in-flight projects is extensive, homes connected through these projects will be reflected in results only upon project completion. Approved projects, once complete, are expected to increase household access to 98.9 percent.

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

The ministry strives to provide improved, easy-to-use, culturally relevant, and accessible services and information for all people, equitably, regardless of how or where they live in the province.

Key results

- Published the [Generative Artificial Intelligence \(AI\) policy](#) to support safe and responsible use of generative AI and enabled the broad use of Microsoft Copilot for the public service in May 2025.
- Service BC's Mobile Service Centre vans attended 75 events, completed over 2,000 transactions and represented over 50 government services in communities across the province.
- Consultations with Indigenous Peoples to define an approach to include Indigenous person names in government systems, services and records were completed in March 2026.

Summary of progress made in 2025/26

With the creation of Connected Services BC, our government developed a coordinated, enterprise approach to learning, building and implementing responsible AI solutions across the public service, focusing on intelligent automation, information retrieval and summary, and risk mitigation with technology. In 2025/26, the ministry defined the [Generative AI policy](#), enabled and supported safe and responsible AI tools and created a framework and process to appropriately test AI capabilities.

The [Service BC Mobile Service Centres](#) are two vans that travel 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 2025/26, the Service BC Mobile Service

Centres hosted 75 events, in addition to 10 Community Outreach events⁴, bringing services to people at 85 events across the province.

The ministry collaborated with Ministry of Emergency Management and Climate Readiness to improve intake and approval processes for extensions to Emergency Support Services to facilitate support for evacuees. This also includes services to people impacted by emergencies, including the Wesley Ridge, Kelowna and Peachland fires, the Fraser Valley floods and the Tumbler Ridge tragedy.

Consultations with Indigenous Peoples – including 15 Nations and the Métis Nation British Columbia – were completed to inform a path forward and identify actions to support the inclusion of Indigenous language personal names on B.C. government-issued identification. The ministry also developed a draft curriculum to help public servants understand the importance of incorporating Indigenous languages into systems, along with practical tools and techniques for entering these languages. Initial implementation is focused on identity documents, including B.C. birth certificates, legal name changes, B.C. driver's licences, BC Services Cards, and BCID.

Performance measure(s) and related discussion

Performance Measure	2012/13 Baseline	2024/25 Actual	2025/26 Target	2025/26 Actual
3b Citizen satisfaction with the Contact Centre. ^{1,2, 3, 4}	90%	90%	Biennial survey; next survey in 2026/27	Biennial survey; next survey in 2026/27
3b Citizen satisfaction with the Service BC Centres. ^{1,2, 4}	90%	98%	Biennial survey; next survey in 2026/27	Biennial survey; next survey in 2026/27

Data source: BC Stats.

¹PM 3b targets for 2026/27 and 2027/28 were stated in the 2025/26 service plan as 85% and 90% and "Biennial survey; next survey in 2028/29", respectively.

²The margin of error is ± 1% at the 95% confidence level.

³As 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.

⁴The baselines and targets for performance measure 3b was revised under goal 4, performance measure 4b and 4c in the [latest service plan \(page 10\)](#).

The citizen satisfaction targets and results are not shown for 2025/26 because the survey is done every two years. The most recent survey, completed in 2024/25, showed high satisfaction levels. In-person service satisfaction was 98 percent. Satisfaction with the Provincial Contact

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.

Centre was 90 percent, which exceeded the service provider's contractual performance targets.

Satisfaction levels are evaluated through an arms-length independent, survey conducted by BC Stats. The results help guide ongoing improvements to service delivery and reflect how satisfied people are with the overall quality of government programs and services—whether they visit one of the 65 Service BC Centres in person or contact the Service BC Provincial Contact Centre by phone. Service BC aims to achieve at least 90 percent combined citizen satisfaction across both service channels. This target underscores Service BC's commitment to high-quality service, comprehensive agent training, and its philosophy of delivering "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	47,223	265	47,488	40,688	(6,800)
Office of the Chief Information Officer	2,397	1,003	3,400	21,525	18,125
BC Data Services	30,107	0	30,107	46,134	16,027
Connectivity	24,235	25,766	50,001	51,697	1,696
Procurement and Supply Services	12,265	169	12,434	12,247	(187)
Real Property	375,705	14,002	389,707	391,502	1,795
Enterprise Services	176,838	57,177	234,015	197,058	(36,956)
Corporate Information and Records Management Office	25,993	0	25,993	27,852	1,859
Executive and Support Services	10,592	95	10,687	15,129	4,442
Executive and Support Services (Transferred from Ministry of Health) ²	0	8,102	8,102	7,459	(643)
Connected Services BC ²	0	474,294	474,294	474,202	(92)
Sub-total	705,355	580,873	1,286,228	1,285,493	(735)
Adjustment of Prior Year Accrual ³	0	0	0	(24,569)	(24,569)
Total	705,355	580,873	1,286,228	1,260,924	(25,304)
Ministry Capital Expenditures					
BC Data Services	110,000	0	110,000	67,339	(42,661)
Procurement and Supply Services	150	0	150	150	0
Real Property	166,609	9,159	175,768	123,411	(52,357)
Enterprise Services	52,318	0	52,318	39,331	(12,987)
Executive and Support Services	210	0	210	200	(10)
Connected Services BC ²	0	275	275	0	(275)
Total	329,287	9,434	338,721	230,431	(108,290)

	Estimated (\$000)	Other Authoriz- ations ¹ (\$000)	Total Estimated (\$000)	Actual (\$000)	Variance (\$000)
Other Financing Transactions					
Real Property – Strategic Real Estate Services ⁴					
Receipts	(600)	0	(600)	0	600
Disbursements	4,200	0	4,200	501	(3,699)
Net Cash Requirements (Source)	3,600	0	3,600	501	(3,099)
Summary					
Total Receipts	(600)	0	(600)	0	600
Total Disbursements	4,200	0	4,200	501	(3,699)
Total Net Cash Requirements (Source)	3,600	0	3,600	501	(3,099)

¹ “Other Authorizations” include Supplementary Estimates, Statutory Appropriations, Contingencies and Government Reorganizations. Supplementary Estimates and Government Reorganization amounts in this column are included in the “estimated amount” under sections 5(1) and 6(1) of the Balanced Budget and Ministerial Accountability Act for ministerial accountability for operating expenses under the Act.

Operating - Access to Contingencies of \$0.265 million for Services to Citizens and Businesses, \$1.003 million for Office of the Chief Information Officer, \$25.766 million for Connectivity, \$0.169 million for Procurement and Supply Services, \$14.002 million for Real Property, \$57.177 million for Enterprise Services, \$0.095 million for Executive and Support Services, \$8.102 million for Executive and Support Services (Transferred from Ministry from Health) and \$474.294 million for Connected Services BC.

Capital – Access to Contingencies of \$9.159 million for Real Property Division.

² Other Authorizations include:

Operating - \$8.102 million in transfers from Ministry of Health for Vital Statistics (Executive and Support Services as above), resulting from the government re-organization authorized under OIC 399/2025; and \$57.272 million in contingencies and \$417.022 million in transfers from multiple ministries, for a total of \$474.294 million, resulting from the government re-organization authorized under OIC 451/2025. Please see Public Accounts 2025/26: Consolidated Revenue Fund Supplementary Schedules for a detailed breakdown of this government re-organization.

Capital - \$0.275 million in transfer from the Ministry of Attorney General resulting from the government re-organization authorized under OIC 451/2025. Please see Public Accounts 2025/26: Consolidated Revenue Fund Supplementary Schedules for a detailed breakdown of this government re-organization.

³ The Adjustment of Prior Year Accrual of \$24.569 million is a reversal of accruals in the previous year.

⁴ For “Other Financing Transactions”, this represents Real Property, Strategic Real Estate Services (SRES).

Capital Expenditures

The Nanaimo Correctional Centre Project is reported by the Ministry of Public Safety and Solicitor General, as the project lead for reporting purposes. The capital budget for this project resides with the Ministry of Citizens' Services.

The Immunization BC Digital Platform Project is reported by the Ministry of Health, as the project lead for reporting purposes. The capital contingencies for this project were transferred to the Ministry of Citizens' Services as part of the Connected Services BC reorganization.

Appendix A: Progress on Mandate Letter Priorities

The following is a summary of progress made on priorities as stated in Minister Diana Gibson's [2025 Mandate Letter](#).

2025 Mandate Letter Priority	Status as of March 31, 2026
Government Efficiency Review The Ministry of Citizen's Services has reviewed spending and programs to ensure they remain efficient and make the best use of public dollars while delivering the core services and infrastructure that people rely on across the province. In order to protect key services that British Columbians rely on, work with the Minister of Finance to review all existing Citizens' Services programs and initiatives to ensure programs remain relevant, are efficient and improve the experience of British Columbians who engage with government for the delivery of services. This is important in the context of current Provincial budget constraints and overall efficiency in delivering cost effective and relevant services to British Columbians. In progress	- Consolidated the Bryn Road warehouse to the Glanford warehouse (substantially complete). - Amalgamation of BC Mail Plus and Mail, Payment and Document Processing (MPDP) scanning teams to improve services and increase efficiency (substantially complete). - Promotion of MPDP Scanning as a service for all of government to realize further government efficiencies (in progress). - Review and alignment of Procurement and Supply Division responsibilities and staffing to realize efficiencies (substantially complete). - Reduced service levels of in-house mail service in the Greater Victoria region to improve cost effectiveness (substantially complete). - Transition of the Vital Statistics Agency from the Ministry of Health to Connected Services BC, Ministry of Citizens' Services (the ministry) (substantially complete). - The Vital Statistics Agency transition provides opportunities for savings through shared technology investment and consolidated frontline service delivery (in progress). - In 2025/26, Service BC sharpened its strategic focus on operational efficiency by consolidating functions and reducing costs. Contact centre efficiencies are underway and will continue into 2026, further enabling scaled delivery without extra funding (in progress). - Real Property Division has been optimizing the province's office space portfolio and reducing its footprint to reflect a more hybrid work environment. In the capital region, 22 leases were dropped in 2025/26 (in progress).

2025 Mandate Letter Priority	Status as of March 31, 2026
	• Real Property Division optimized heating and cooling in buildings to reduce utility costs and conserve energy (substantially complete). • The ministry consolidated its information technology operations in May 2025 (substantially complete), and centralized Information Management/Information Technology (IM/IT) branches, staff and funding from across government into the ministry in October 2025. This IM/IT centralization provides opportunities for savings through the rationalization of IM/IT resources, economies of scale and shared procurements (in progress). • The ministry made significant progress transitioning from the Telecommunication Services Master Agreement to the Next Generation Telecommunications Agreement, which has improved service reliability for provincial cellular, data, and voice network services (in progress). • Implementing operational enhancements to improve efficiency of freedom of information requests are underway following the introduction of amendments to the Freedom of Information and Privacy Protection Act (in progress).
Digital Services Strengthen connected digital services for people everywhere in BC, so it's easier to access government services – using effective engagement with key partners and aggressive innovation in cost-effective technology and citizen-oriented processes. In progress	• The Office of the Chief Information Officer, ministry and sector Information Management Branches, and core Information Technology teams came together in October 2025 to form Connected Services BC within the ministry. This centralized organization will implement a new user-focused digital model over the coming months (in progress). • Service BC Contact Centre Service Capacity: Vital Statistics general inquiry phone numbers have been successfully transitioned to the Service BC internal contact centre, enabling faster response times and improved access to Tier 1 support for people in B.C. (completed).

2025 Mandate Letter Priority	Status as of March 31, 2026
	• Improvements to BC Services Card App are underway to better support connected services experience for the people in B.C. (in progress). • Continuous improvement to strengthening and sustaining cybersecurity measures for government systems and digital services so they remain trusted, secure and accessible while ensuring cybersecurity protections are not minimized (in progress). • February 2026: completed consultations with Indigenous Governing Entities and key dependent Federal service delivery partners to gain agreement on the implementation approach for including Indigenous language names on BC-issued ID (birth certificates, changes of name, drivers' licenses, BC Services Card, and BCID) (completed). • December 2025: delivery of a proof of concept for the secure data exchange platform for connected services (completed). • Set-up the structure, completed foundational research, and is actively developing a single digital gateway to enable the first connected services use case—disability assistance—to streamline government services, with integration and user testing activities (in progress). • Connecting rural, remote, and First Nations communities is foundational to strengthening digital services. By ensuring high-speed internet is available for every household in the province, we advance digital inclusion bringing people to the doorstep of connected services such as healthcare, education, and government programs, and enabling equitable participation in the digital economy (in progress). • The mandate to connect all homes to high-speed internet was set and reflected in the StrongerBC Economic Plan, and item 4.36 of the Declaration Act Action Plan (in progress).

2025 Mandate Letter Priority	Status as of March 31, 2026
	• High-speed internet coverage has grown from 96 percent of homes in January 2025 to 97 percent as of December 2025 (in progress). • Ongoing engagement with K-12 education sector partners, public school boards and independent schools to inform short-term enhancements to the current provincial student information system (MyEducation BC), aligned with Connected Services BC vision and goals, while also shaping the long-term strategy for delivering cost-effective, citizen-focused digital services for students, teachers, staff, and families (in progress). Artificial Intelligence (AI) • Work has been underway to develop policy on the use of AI in government. ○ November 2025, the ministry publicly released updated responsible use of AI principles as part of the new AI web content. This public version incorporates input received from the Human Rights Commissioner, Ombudsperson and Information Privacy Commissioner (substantially complete). ○ July 2025, Connected Services BC- Technology Design, Architecture and Cybersecurity Division developed an AI framework and strategy to guide experimentation, adoption and risk management holistically across our people and businesses with focus on two areas: ▪ Automating repetitive back-office functions to reduce errors and clear service backlogs. ▪ Using generative AI tools to augment staff knowledge and make it easier to deliver faster and better decisions (substantially complete).

2025 Mandate Letter Priority	Status as of March 31, 2026
	○ Further AI policy and more complete guidance on the use of generative AI for employees is under development (in progress). • By August 2025, the ministry analyzed over 500 use cases to understand fundamental AI patterns to drive back-office efficiency and service improvement and efficient scaling (substantially complete). • The ministry has begun pilot programs for use of Generative AI to support public servants, technical professionals, and ministry programs, including training 1,100 public servants on responsible and effective use of Generative AI tools (in progress), training over 120 software developers on use of AI coding assistants (complete) and stood up six pilots to explore business capabilities related to automation with human oversight, service access, and addressing cybersecurity risks (in progress). • Through the Cloud Hosting services, early adopter ministries have access and are exploring cloud-based AI tools including Retrieval Augmented Generation which supports use cases like navigating policy and procedures (in progress).
Government Real Estate Asset Review In light of hybrid work trends and modernization of government services, review the intended versus the actual use of government real estate assets, including assessment of anticipated capital cost expenditures for existing assets. If assets are surplus to requirements, work with the Ministries of Housing and Municipal Affairs, Transportation and Transit, Finance, and Infrastructure, to ensure the highest and best use of	• To modernize and align with hybrid work trends, Real Property Division ensures the highest and best use of all government real estate assets. This is achieved through targeted space optimization strategies. As defined in the Hybrid Work Strategy, space optimization is achieved through consolidation strategies (reducing our real estate footprint by bringing people and services into fewer, more efficient spaces) and flexibility strategies (making our buildings more adaptable so we can respond quickly to changing space needs) (complete). • In the 2025/26 fiscal year, 26 leases were dropped in the Capital region (complete). • There are four targeted regions where community visions have been developed: Victoria, Lower

2025 Mandate Letter Priority	Status as of March 31, 2026
all government real estate assets in a way that promotes the cost effectiveness of the administration of government services and the interests of British Columbians. In progress	Mainland, Prince George and Kelowna. The Victoria community vision is in implementation with the remaining three regions under development (in progress). - Supporting the flexibility strategy, ShareSpace usage has increased during 2025 with over 300 new users and increased usership from ministries whose space has been reduced as part of the consolidation strategy/project (complete). - Established the furniture lifecycle replacement program that prioritizes reducing or eliminating the need for new furniture purchases, with \$1.1 million in cost avoidance already realized this year (complete). - Leveraged information technology tools and systems to enable space optimization strategies by consolidating multiple platforms into a single desk booking tool to streamline workspace reservations, reduce licensing costs, and harmonize the user experience across ministries (complete). - Developed a space utilization analytics dashboard to enable data driven decision making when reviewing the intended versus actual use of government real estate assets. The dashboard confirms up to date utilization metrics and supports defensible consolidation strategies (complete). - If assets are deemed excess to space demand needs, the Surplus Properties Program is leveraged to assess properties for repurposing by other ministries or broader public service entities. If no opportunities are identified, a property may be a candidate for disposition. - Twenty-four surplus Crown properties were processed through the Enhanced Referral Process to seek repurposing opportunities within government (complete).

2025 Mandate Letter Priority	Status as of March 31, 2026
	○ The former Prince George Youth Custody Centre was identified as a candidate site for the Provincial Health Services Authority (in progress). • The Property Inventory Management System was updated to enhance automation and improve inventory management by cross-ministry clients to better support the Surplus Properties Program (complete).
Anti-Racism Initiatives Support the Attorney General in identifying trends that emerge from the Anti-Racism Data Act implementation. In progress	• Co-developed 12 sector-based anti-racism research priorities with Indigenous Peoples and the Anti-Racism Data Committee from 2025 to 2027. Indigenous Peoples also identified taking a distinctions-based approach as a priority for guiding research (substantially complete). • Published the 2025 Annual Release of Statistics and other information regarding systemic racism and racial equity. For more information see Objective 2.2 – <u>“Summary of progress made in 2025/26”</u> (substantially complete). • Developing the 2026 annual release of statistics and other information to be published in May 2026 (in progress). • Supporting the Ministry of Attorney General in using information released under the Anti-Racism Data Act (ARDA) to inform the inaugural Anti-Racism Action Plan (ongoing). • Developed two data standards in collaboration with the Anti-Racism Data Committee and in consultation with Indigenous Peoples, setting out the variables and values for Indigenous and racial identity data. For more information see Objective 2.2 – <u>“Summary of progress made in 2025/26”</u> (completed). • Held eight meetings with the Anti-Racism Data Committee in 2025/26, to collaborate on data initiatives and the implementation of ARDA (completed).

2025 Mandate Letter Priority	Status as of March 31, 2026
	Co-hosted the Data for Equity event on March 6, 2026 with the Anti-Racism Data Committee, bringing together over 100 in-person and virtual attendees from community organizations and ministries to increase awareness of ARDA initiatives (completed).
Community Safety Work with the Cabinet Committee on Community Safety to ensure that initiatives identified by the committee are prioritized and delivered by your ministry as required. In progress	- Supporting the Ministry of Public Safety and Solicitor General (PSSG), as lead reporting ministry in the development of priority actions on community safety. Committee progress includes: - December 2025: Completed PSSG Minister-led visits and meetings with Chief Administrative Officers (CAOs) in Kelowna, Prince George, Vancouver, and Victoria to discuss local priorities, using community profiles to guide planning (completed). - December 2025: Delivered Assistant Deputy Minister (ADM) and Deputy Minister (DM) prep workshop in Victoria to review insights from tours and set clear next steps for inter-ministry collaboration (completed). - November 2025 onwards: Began contacting ministry leads and CAOs to close outstanding commitments from earlier sessions, including land use plans, encampment strategies, and infrastructure readiness actions (in progress). - January 2026: Scheduled full-day workshop with ADMs, DMs and CAOs in Victoria to finalise priorities and agree on concrete actions for 2026 (complete). - In June 2025, the second funding intake to support communities with their Next Generation 911 migration approved 57 applications totaling \$18 million (substantially complete). - A third and final project intake was opened in October 2025 to support additional regional, municipal, and Indigenous requirements totally \$10 million (in progress).