

Ministry of Citizens' Services Fiscal 2022/23 Estimates Briefing

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November 26, 2020

Honourable Lisa Beare
Minister of Citizens' Services
Parliament Buildings
Victoria, British Columbia V8V 1X4

Dear Minister Beare:

Thank you for agreeing to serve British Columbians as Minister of Citizens' Services. You are taking on this responsibility at a time when people in our province face significant challenges as a result of the global COVID-19 pandemic.

COVID-19 has turned the lives of British Columbians upside down. None of us expected to face the challenges of the past number of months, yet British Columbians have demonstrated incredible resilience, time and time again. We will get through the pandemic and its aftereffects by building on this resilience and focusing on what matters most to people.

British Columbians voted for a government focused on their priorities: fighting the COVID-19 pandemic, providing better health care for people and families, delivering affordability and security in our communities, and investing in good jobs and livelihoods in a clean-energy future.

I expect you – and the work of your ministry – to focus on the commitments detailed in our platform, *Working for You*, along with the following foundational principles:

- **Putting people first:** Since 2017, our government has focused on making decisions to meet people's needs. That focus drove our work in our first term and will continue to be our priority. British Columbians are counting on the government to keep them safe and to build an economic recovery that works for everyone, not just those at the top. Keeping people at the centre of everything we do means protecting and enhancing the public services people rely on and working to make life more affordable for everyone.
- **Lasting and meaningful reconciliation:** Reconciliation is an ongoing process and a shared responsibility for us all. The unanimous passage of the *Declaration on the Rights of Indigenous Peoples Act* was a significant step forward in this journey. True

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reconciliation will take time and ongoing commitment to work with Indigenous peoples as they move toward self-determination. Our government – and every ministry – must remain focused on creating opportunities for Indigenous peoples to be full partners in our economy and providing a clear and sustainable path for everyone to work toward lasting reconciliation.

- **Equity and anti-racism:** Our province's history, identity and strength are rooted in its diverse population. Yet racialized and marginalized people face historic and present-day barriers that limit their full participation in their communities, workplaces, government and their lives. Our government has a moral and ethical responsibility to tackle systemic discrimination in all its forms – and every ministry has a role in this work. While our caucus elected a record number of women, more work remains to address gender equity. Delivering on our commitments to address racial discrimination will require a commitment by all of government to ensure increased IBPOC (Indigenous, Black and People of Colour) representation within the public service, including in government appointments. Our efforts to address systemic discrimination must also inform policy and budget decisions by reviewing all decisions through a Gender-Based Analysis Plus (GBA+) lens.
- **A better future through fighting climate change:** In 2018, our government launched our CleanBC climate action plan. CleanBC puts British Columbia on the path to a cleaner, better future by building a low-carbon economy with new clean-energy jobs and opportunities, protecting our air, land and water and supporting communities to prepare for climate impacts. It is every Minister's responsibility to ensure your ministry's work continues to achieve CleanBC's goals.
- **A strong, sustainable economy that works for everyone:** We will continue our work to support British Columbians through the pandemic and the economic recovery by investing in health care, getting people back to work, helping businesses and communities, and building the clean, innovative economy of the future. Our plan will train the workforce of tomorrow, help businesses hire and grow and invest in the infrastructure needed to build our province.

The pandemic has reminded us that we're strongest when we work together. Delivering on our commitments to people will require a coordinated effort with your cabinet and caucus colleagues, supported by the skilled professionals in the public service. You will also support your cabinet colleagues to do their work, particularly where commitments cross ministry lines.

British Columbians expect their elected representatives to work together to advance the broader public good despite their partisan perspectives. That means seeking out, fostering and championing good ideas, regardless of their origin. I expect you to reach out to elected members from all parties as you deliver on your mandate. Further, you will build thoughtful and sustained relationships through public and stakeholder engagement plans that connect with people to incorporate their perspectives early in the policy development process. These plans must include measurable outcomes and ensure active dialogue and ongoing outreach in your ministry's actions and priorities.

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Over the course of our mandate, I expect you will make progress on the following items:

- Work to ensure government services remain responsive through the COVID-19 pandemic and recovery.
- Lead work to deliver high-speed connectivity throughout the province until all regions are connected to the high-speed network.
- Continue to expand the use of cross-government data to increase evidence-based decision making and better inform public policy, and assume responsibility for BC Stats.
- Support innovation, including in the B.C. tech sector, through open data initiatives.
- Continue to improve government's public sector data security and privacy practices to ensure that British Columbians' personal information is safeguarded.
- Continue to improve how procurement processes deliver benefits for people and businesses in communities across the province.
- Continue to provide British Columbians with timely access to information and ensure the system provides public accountability.
- Improve access to information rules to provide greater public accountability.
- Support the Parliamentary Secretary responsible for Anti-Racism Initiatives in the collection, housing and analysis of race-based data which will be essential to modernizing sectors like policing, health care and education.

Our work as a government must continually evolve to meet the changing needs of people in this province. Issues not contemplated in this letter will come forward for government action and I ask you to bring such matters forward for consideration by the Planning and Priorities Committee of cabinet, with the expectation that any proposed initiatives will be subject to the usual cabinet and Treasury Board oversight. Your ministry's priorities must reflect our government's overall strategic plan as determined by cabinet.

All cabinet members are expected to review, understand, and act according to the *Members' Conflict of Interest Act* and conduct themselves with the highest level of integrity. As a minister of the Crown, your conduct will reflect not only on you but on cabinet and our government. You are responsible for providing strong, professional and ethical leadership within cabinet and your ministry. You will establish a collaborative working relationship with your deputy minister and the public servants under their direction who provide the professional, non-partisan advice that is fundamental to delivering on our government's priorities. You must ensure your minister's office meets the highest standards for integrity and provides a respectful and rewarding environment for all staff.

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My commitment to all British Columbians is to do my level best to make sure people's lives are better, safer and more affordable. I believe the challenges we face can and will be overcome by working together. By way of this letter, I am expressing my faith that people can expect the same commitment from you.

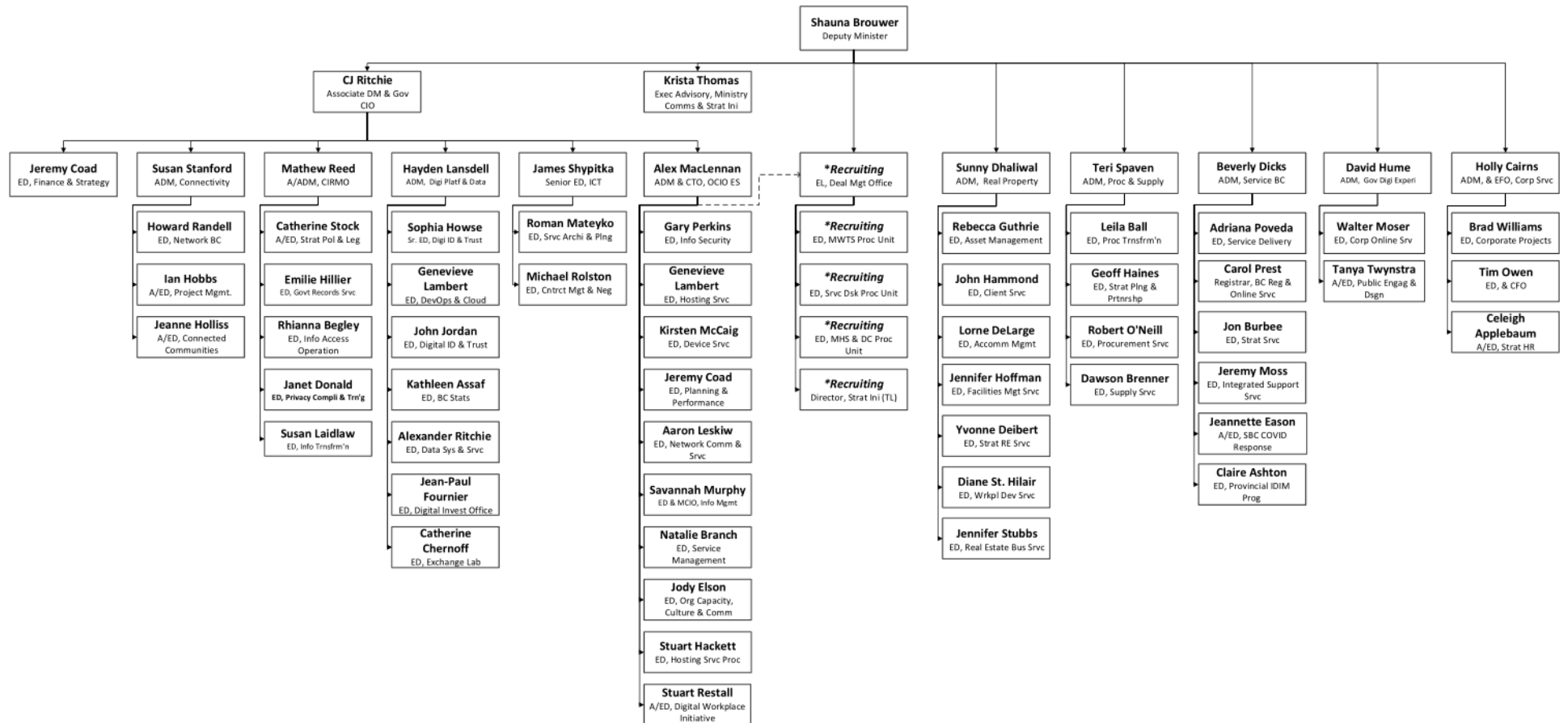
Sincerely,

A handwritten signature in dark ink, reading "John J. Horgan", followed by a long horizontal flourish.

John Horgan
Premier

Ministry of Citizens' Services

January 2022



MINISTRY OF CITIZENS' SERVICES

The mission of the Ministry of Citizens' Services is to enable cost-effective, accessible, and responsive service delivery to the public through multiple access points and provide efficient services to government.

MINISTRY SUMMARY

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	Estimates 2021/22 ¹	Estimates 2022/23
VOTED APPROPRIATION		
Vote 21 — Ministry Operations.....	604,304	656,645
OPERATING EXPENSES	<u>604,304</u>	<u>656,645</u>
CAPITAL EXPENDITURES ²	389,496	464,010
LOANS, INVESTMENTS AND OTHER REQUIREMENTS ³	1,400	1,500
REVENUE COLLECTED FOR, AND TRANSFERRED TO, OTHER ENTITIES ⁴	—	—

NOTES

¹ For comparative purposes, figures shown for the 2021/22 operating expenses; capital expenditures; loans, investments and other requirements; and revenue collected for, and transferred to, other entities are restated to be consistent with the presentation of the 2022/23 *Estimates*. A reconciliation of restated operating expenses and capital expenditures is presented in Schedule A.

² A listing of estimated capital expenditures by ministry is presented in Schedule C.

³ A summary of loans, investments and other requirements by ministry is presented in Schedule D.

⁴ A summary of revenue collected for, and transferred to, other entities by ministry is presented in Schedule E.

MINISTRY OF CITIZENS' SERVICES

SUMMARY BY CORE BUSINESS

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	2021/22	2022/23 ESTIMATES		
OPERATING EXPENSES	Net	Gross	External Recoveries	Net
Core Business				
Services to Citizens and Businesses.....	31,528	44,058	(12,530)	31,528
Office of the Chief Information Officer.....	2,695	2,695	—	2,695
Digital Platforms and Data.....	19,072	24,400	(478)	23,922
Connectivity.....	11,505	17,399	(3,694)	13,705
Procurement and Supply Services.....	8,053	59,944	(51,191)	8,753
Real Property.....	345,970	468,376	(105,862)	362,514
Enterprise Services.....	146,056	196,356	(22,963)	173,393
Corporate Information and Records Management Office.....	22,146	23,489	(1,343)	22,146
Government Digital Experience.....	8,136	8,563	(2)	8,561
Executive and Support Services.....	9,143	9,463	(35)	9,428
TOTAL OPERATING EXPENSES	604,304	854,743	(198,098)	656,645
CAPITAL EXPENDITURES	Capital Expenditures	Capital Expenditures	Receipts and P3 Liabilities	Net
Core Business				
Digital Platforms and Data.....	110,000	110,000	—	110,000
Procurement and Supply Services.....	150	480	—	480
Real Property.....	246,658	305,718	—	305,718
Enterprise Services.....	32,543	47,476	—	47,476
Executive and Support Services.....	145	336	—	336
TOTAL	389,496	464,010	—	464,010
LOANS, INVESTMENTS AND OTHER REQUIREMENTS	Net	Disbursements	Receipts	Net
Core Business				
Real Property.....	1,400	2,500	(1,000)	1,500
TOTAL LOANS, INVESTMENTS AND OTHER REQUIREMENTS	1,400	2,500	(1,000)	1,500

MINISTRY OF CITIZENS' SERVICES

VOTE DESCRIPTIONS

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Estimates
2021/22

Estimates
2022/23

VOTE 21 — MINISTRY OPERATIONS

This vote provides for the programs, operations, and other activities described in the voted appropriations under the following core businesses: Services to Citizens and Businesses, Office of the Chief Information Officer, Digital Platforms and Data, Connectivity, Procurement and Supply Services, Real Property, Enterprise Services, Corporate Information and Records Management Office, Government Digital Experience, and Executive and Support Services.

SERVICES TO CITIZENS AND BUSINESSES

Voted Appropriations

Service BC Operations.....	30,737	30,737
BC Online.....	790	790
BC Registry Services.....	1	1
	<u>31,528</u>	<u>31,528</u>

Voted Appropriations Description: This sub-vote provides for service delivery to the public through multiple access points, including in-person, telephone, and online; and implementation of cross-government service delivery initiatives to improve service delivery to citizens and businesses. In addition, this sub-vote provides for corporate, personal property, manufactured home, and business registry services for citizens and the business community, as well as identity and credential management. Costs may be recovered from ministries, Crown agencies, boards and commissions, the federal government, other public sector organizations, public and private organizations, and the public for products and activities described within this sub-vote.

OFFICE OF THE CHIEF INFORMATION OFFICER

Voted Appropriation

Office of the Chief Information Officer.....	<u>2,695</u>	<u>2,695</u>
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Voted Appropriation Description: This sub-vote provides for strategic planning and technology governance and direction for government. This includes the development of strategy, standards, policies, and programs to support government information management and information technology initiatives.

DIGITAL PLATFORMS AND DATA

Voted Appropriation

Digital Platforms and Data.....	<u>19,072</u>	<u>23,922</u>
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Voted Appropriation Description: This sub-vote provides for strategic planning, governance and leadership for digital initiatives across government, including both technology and data. This scope includes the development of strategy, standards, enterprise architecture, policies, and programs to support government information management and information technology initiatives; review, prioritization, and support for government information management and information technology initiatives and investments; and the promotion and integration of information management and information technology to improve citizen-centred service delivery and public sector modernization. This sub-vote also includes services, advice, and support to government in relation to digital services, infrastructure and the transformation of information management, information technology and business processes. Funding may be provided to organizations to support initiatives described in this sub-vote, as well as other related activities. This sub-vote includes the province's suite of corporate data services, including advice, technology, support, planning, and capacity building for data-driven policy, initiatives, and programming across government and among key external partners. This sub-vote also provides for the production of economic, social, business, and demographic statistical information along with data dissemination, survey, and analytic services for government under the *Statistics Act*. Costs may be recovered from ministries, Crown agencies, boards and commissions, and other parties both internal and external to government for activities described within this sub-vote.

MINISTRY OF CITIZENS' SERVICES

VOTE DESCRIPTIONS

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	Estimates 2021/22	Estimates 2022/23
CONNECTIVITY		
Voted Appropriation		
Connectivity.....	11,505	13,705
<p>Voted Appropriation Description: This sub-vote provides leadership and expertise for the planning, sourcing, policies, and strategies for telecommunications infrastructure across all levels of government, agencies, organizations, private sector partners, and other jurisdictions on behalf of the province. This includes the planning, development, funding, and coordination of programs, initiatives, and investments related to the access to, and expansion of, internet connectivity, cellular services, and other telecommunication services throughout British Columbia, including rural, remote, and Indigenous communities. In addition, the sub-vote provides for the development of the province's position on telecommunications policy and regulations, and cross-ministry sponsorship for response actions in a catastrophic emergency event. Project funding may be supplemented by other levels of government, the private sector, and other parties. Costs may be recovered from ministries, Crown agencies, boards and commissions, and other parties both internal and external to government for activities described within this sub-vote.</p>		
PROCUREMENT AND SUPPLY SERVICES		
Voted Appropriation		
Procurement and Supply Services.....	8,053	8,753
<p>Voted Appropriation Description: This sub-vote provides for procurement and supply services as outlined under the <i>Procurement Services Act</i>, including warehousing, product distribution, asset disposition services, mail distribution and financial payment processing, print and publications, and intellectual property services to ministries and certain external customers. This sub-vote also provides for procurement transformation and advisory services to government ministries as well as support to a portfolio of strategic contracts and other complex, high-value service contracts across government and, as applicable, broader public sector entities. Costs may be recovered from ministries, Crown agencies, boards and commissions, other public sector organizations, public and private organizations, and the public for products and activities described within this sub-vote.</p>		
REAL PROPERTY		
Voted Appropriation		
Real Property.....	345,970	362,514
<p>Voted Appropriation Description: This sub-vote provides for the delivery of property and real estate services, accommodation, client services, strategic infrastructure planning, supply management, and project coordination services related to facilities, including property management, construction, development, environmental, and technical services. Activities may include the acquisition of land on behalf of government, disposal of or making available land, and provision of services to public agencies in relation to land, as set out in the <i>Public Agency Accommodation Act</i>. This sub-vote also provides for directly-related accommodation to Indigenous Peoples resulting from the rental, lease, or disposal of Crown land or other related property. Costs associated with the successful disposal of property are recovered from the proceeds of disposal. Costs may be recovered from revenues from the rental, lease, or disposal of Crown land or other related property. Costs may also be recovered from ministries, public agencies, and other public or private sector organizations or other parties for activities described within this sub-vote.</p>		
ENTERPRISE SERVICES		
Voted Appropriation		
Enterprise Services.....	146,056	173,393
<p>Voted Appropriation Description: This sub-vote provides for strategic infrastructure planning, supply management, operational support and governance; programs in support of digital government and project coordination services related to information management and information technology; corporate business application management; and information technology infrastructure, including network services, device services, security policy and operations, voice and data communications, application hosting, data services, and technical stewardship and standards. Costs may be recovered from ministries, Crown agencies, boards and commissions, and other parties both internal and external to government for products and activities described within this sub-vote.</p>		

MINISTRY OF CITIZENS' SERVICES

VOTE DESCRIPTIONS

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	Estimates 2021/22	Estimates 2022/23
CORPORATE INFORMATION AND RECORDS MANAGEMENT OFFICE		
Voted Appropriation		
Corporate Information and Records Management Office.....	22,146	22,146
Voted Appropriation Description: This sub-vote provides for strategic corporate information management governance, including access to information, records management, privacy protection, and the development of information management policy. This sub-vote also provides for the general operations of the Corporate Information and Records Management Office, including the administration of the <i>Freedom of Information and Protection of Privacy Act</i> , the <i>Personal Information Protection Act</i> , the <i>Information Management Act</i> , and related standards, policies, and operational tools. This sub-vote also provides for the development of new legislation and administrative tools to support government's strategic initiatives in information management. This sub-vote also provides for records management services, privacy protection, and information access services to government and government organizations; as well as activities to assure compliance with legislation, standards, policies, programs, and practices. Costs may be recovered from ministries, Crown agencies, boards and commissions, other levels of government, and other parties both internal and external to government for activities described within this sub-vote.		
GOVERNMENT DIGITAL EXPERIENCE		
Voted Appropriation		
Government Digital Experience.....	8,136	8,561
Voted Appropriation Description: This sub-vote provides for corporate leadership, cross-government planning, policy development, and innovation in the delivery of common web services for government; service and content design; and citizen engagement activities. Costs may be recovered from ministries, organizations within the government reporting entity, and parties external to government for activities described within this sub-vote.		
EXECUTIVE AND SUPPORT SERVICES		
Voted Appropriations		
Minister's Office.....	582	591
Corporate Services.....	8,561	8,837
	9,143	9,428
Voted Appropriations Description: This sub-vote provides for the office of the Minister of Citizens' Services and for executive direction of the ministry and administrative support services, including legislative and policy support, corporate planning, performance management, corporate human resource strategies, including employee engagement and employee communications; and other administrative services, including financial, facility, and security management. Costs may be recovered from ministries, Crown agencies, boards and commissions, and other parties both internal and external to government for activities described within this sub-vote.		
VOTE 21 — MINISTRY OPERATIONS	604,304	656,645

MINISTRY GROUP ACCOUNT CLASSIFICATION SUMMARY

GROUP ACCOUNT CLASSIFICATION

Salaries and Benefits	179,055	181,631
Operating Costs	676,682	725,829
Government Transfers	9,250	10,000
Other Expenses	123,227	123,796
Internal Recoveries	(186,142)	(186,513)
External Recoveries	(197,768)	(198,098)
TOTAL OPERATING EXPENSES.....	604,304	656,645

MINISTRY OF CITIZENS' SERVICES

LOANS, INVESTMENTS AND OTHER REQUIREMENTS BY CORE BUSINESS

(\$000)

	Estimates 2021/22	Estimates 2022/23
REAL PROPERTY		
STRATEGIC REAL ESTATE SERVICES — Disbursements represent expenditures associated with the development and sale of surplus properties and/or buildings on behalf of the province. Receipts represent a portion of the proceeds of the sale of the properties and/or buildings applied to costs. Administration costs are funded through the ministry's voted appropriations.		
Disbursements.....	2,500	2,500
Receipts.....	<u>(1,100)</u>	<u>(1,000)</u>
Net Cash Requirement (Source).....	<u>1,400</u>	<u>1,500</u>

MINISTRY OF CITIZENS' SERVICES

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VOTE 21 Ministry Operations

Description	Total 2021/22 Operating Expenses	50	51	52	54	Total Salaries and Benefits	55	57	59	60	63	65	67	68	69
Services to Citizens and Businesses	31,528	25,220	207	6,487	—	31,914	—	390	183	961	11,423	1,036	—	20	45
Service BC Operations	30,737	20,720	173	5,344	—	26,237	—	347	87	529	7,622	545	—	—	22
BC Online	790	2,286	2	581	—	2,869	—	10	85	432	2,999	109	—	—	—
BC Registry Services	1	2,214	32	562	—	2,808	—	33	11	—	802	382	—	20	23
Office of the Chief Information Officer	2,695	1,601	6	407	—	2,014	—	52	11	492	48	74	—	—	—
Digital Platforms and Data	19,072	12,515	89	3,179	—	15,783	—	98	271	2,257	7,624	274	—	—	—
Connectivity	11,505	3,116	—	791	—	3,907	—	46	397	1,064	3,354	58	—	—	—
Procurement and Supply Services	8,053	23,741	597	6,030	—	30,368	—	129	934	3,503	7,451	1,107	—	—	2,542
Real Property	345,970	15,746	34	3,999	—	19,779	—	234	286	334	177	363	—	—	24,199
Enterprise Services	146,056	31,731	163	8,493	—	40,387	—	80	916	3,183	194,983	759	—	—	—
Corporate Information and Records Management Office	22,146	17,390	44	4,417	—	21,851	—	39	768	4,425	1,594	337	—	—	—
Government Digital Experience	8,136	6,272	55	1,594	—	7,921	—	43	18	182	1,046	62	—	—	—
Executive and Support Services	9,143	6,073	6	1,572	56	7,707	—	78	299	264	49	174	—	—	—
Minister's Office	582	357	—	113	56	526	—	38	—	—	10	15	—	—	—
Corporate Services	8,561	5,716	6	1,459	—	7,181	—	40	299	264	39	159	—	—	—
Total	604,304	143,405	1,201	36,969	56	181,631	—	1,189	4,083	16,665	227,749	4,244	—	20	26,786

70	72	73	75	Total Operating Costs	77	79	80	Total Govt Transfers	81	83	85	Total Other Expenses	86	88	Total Internal Recoveries	89	90	Total External Recoveries	Total 2022/23 Operating Expenses
—	—	3,023	242	17,323	—	—	—	—	—	—	892	892	—	(6,071)	(6,071)	(400)	(12,130)	(12,530)	31,528
—	—	1,818	—	10,970	—	—	—	—	—	—	801	801	—	(6,071)	(6,071)	(400)	(800)	(1,200)	30,737
—	—	5	237	3,877	—	—	—	—	—	—	9	9	—	—	—	—	(5,965)	(5,965)	790
—	—	1,200	5	2,476	—	—	—	—	—	—	82	82	—	—	—	—	(5,365)	(5,365)	1
—	—	—	—	677	—	—	—	—	—	—	4	4	—	—	—	—	—	—	2,695
—	—	4,250	43	14,817	—	—	—	—	—	—	12	12	—	(6,212)	(6,212)	(1)	(477)	(478)	23,922
—	—	—	—	4,919	—	—	10,000	10,000	—	—	—	—	—	(1,427)	(1,427)	(665)	(3,029)	(3,694)	13,705
6,416	—	343	4,349	26,774	—	—	—	—	—	—	75,514	75,514	—	(72,712)	(72,712)	(17,092)	(34,099)	(51,191)	8,753
30	—	85,001	316,177	426,801	—	—	—	—	—	—	46,146	46,146	—	(24,350)	(24,350)	(66,932)	(38,930)	(105,862)	362,514
—	—	24,740	—	224,661	—	—	—	—	—	—	304	304	—	(68,996)	(68,996)	(13,871)	(9,092)	(22,963)	173,393
—	—	155	—	7,318	—	—	—	—	—	—	45	45	—	(5,725)	(5,725)	(913)	(430)	(1,343)	22,146
—	—	264	9	1,624	—	—	—	—	—	—	15	15	—	(997)	(997)	(1)	(1)	(2)	8,561
7	—	44	—	915	—	—	—	—	—	—	864	864	—	(23)	(23)	(4)	(31)	(35)	9,428
—	—	2	—	65	—	—	—	—	—	—	—	—	—	—	—	—	—	—	591
7	—	42	—	850	—	—	—	—	—	—	864	864	—	(23)	(23)	(4)	(31)	(35)	8,837
6,453	—	117,820	320,820	725,829	—	—	10,000	10,000	—	—	123,796	123,796	—	(186,513)	(186,513)	(99,879)	(98,219)	(198,098)	656,645

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Budget Overview

Revised: Date of last revision, Feb 1, 2022

Key Messages:

- The Ministry of Citizens' Services 2022/23 operating budget has been tabled at \$656.645 million (net), which represents an increase of \$52.341 million, or 9%, compared to the 2021/22 restated budget of \$604.304 million (net).
- The Ministry's capital budget for 2022/23 is \$464.010 million, which is a net increase of 19%, or \$74.514 million, compared to the 2021/22 budget.

Questions and Answers:

OPERATING FUNDING

1) Question: How much did your Ministry's operating budget change this year and why?

- **Answer:** My Ministry's operating budget increased \$52.341 million (or 9%) this year, primarily due to:
 - Increase of \$16.519 million to enhance IM/IT data security, license upgrades and supporting resources.
 - Increase of \$13.937 million to support facilities management operating cost obligations and amortization.
 - Increase of \$11.803 million for IT operating costs required to support cross-government FTE growth and network infrastructure.
 - Net increase of \$4.996 million as part of Budget 2021 decisions (\$4 million increase for Private Cloud, \$1.877 million increase for operating costs and amortization related to prior capital budget

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

approvals, \$0.259 million increase for miscellaneous adjustments and \$1.140 million reduction for tenant improvements (TI's) for prior acquisitions of strategic buildings).

- Increase of \$2.250 million to support province-wide Connectivity enhancements.
- Increase of \$1.860 million to support Clean BC Government Fleet Program and for education and awareness.
- Increase of \$0.700 million to support government procurements through the Strategic Partnerships Office.
- Increase of \$0.276 million to legal chargeback rates.

CAPITAL FUNDING

2) Question: How much did your Ministry's capital budget change this year and why?

- **Answer:** The Ministry's capital budget increased by \$74.514 million (or 19%) this year, primarily due to:
 - Nanaimo Correctional Centre (\$36.40 million)
 - Port Coquitlam Law Courts Renovation (\$25 million)
 - Government-wide Workstation Refresh (i.e., laptops) (\$14.4 million)
 - Legislative Precinct District Energy System (\$5 million)
 - Various project reprofiling, many due to delays resulting from global supply chain challenges (\$16.7 million)
- Main decreases in the plan include:
 - TIs for strategic buildings previously acquired (\$13.6 million)
 - BC Corrections Segregation Strategy Renovations (\$9.4 million)

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

3) What are the strategically acquired buildings (on behalf of Social Development and Poverty Reduction)?

- **Answer:**

- 13545 64th Avenue, Surrey;
- 490 Brunswick Street, Prince George; and
- 405 Highway 33, Kelowna.

4) What are the Community Corrections buildings (on behalf of Public Safety and Solicitor General)?

- **Answer:**

- 2810 Grandview Highway, Vancouver
- 2448 Main Street in West Kelowna community corrections

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2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Budget Details

Revised: Date of last revision, February 15, 2022

1) Question: What are the Budget 2022 operating budget changes per core business area for your ministry?

- See table on next page for all key changes by core business (division)

Ministry of Citizens' Services
2022/23 Explanation of Changes in Estimates (Core Business)
(\$ in Millions)

Core Business	Estimates 21/22 Restated	Estimates 22/23	Variance	Explanation of Changes
Services to Citizens and Businesses	\$31.528	\$31.528	-	
Office of the Chief Information Officer	2.695	2.695	-	
Digital Platforms and Data	19.072	23,922	4.850	Budget increase of \$4.0m is primarily for Private Cloud and \$0.850m for Cloud IT security.
Connectivity	11.505	13.705	2.200	Budget increase of \$2.2m is for province-wide Connectivity enhancements.
Procurement and Supply Services	8.053	8.753	0.700	Budget increase of \$0.7m is to support large procurements through the Strategic Partnerships Office (SPO).
Real Property	345.970	362.514	16.544	Budget increases primarily due to \$13.9m for facilities management cost obligations and amortisation, \$1.4m for CleanBC, \$2.0m for operating costs and amortization for prior approved capital projects, reduction of \$1.1m for TI's for prior strategic building acquisitions.
Enterprise Services	146.056	173.393	27.337	Budget increases of \$13.3m for IMIT access security, \$11.7m for Gov't wide FTE growth related IT support costs, \$2.4m for Cloud IT Security.
Corporate Information Records Management Office	22.146	22.146	-	
Government Digital Experience	8.136	8.561	0.425	Budget increase for CleanBC education and awareness
Minister's Office	0.582	0.591	0.009	Increase of \$0.009m for Salaries & Benefits
Corporate Services	8.561	8.837	0.276	Budget increase for Legal services funding.
CITZ Total	\$604.304	\$656.645	\$52.341	

2) Question: What are the Budget 2022 operating budget changes per expenditure category for your ministry?

- See table on next page for all key changes by expenditure category (Group Account Classification - GAC)

Ministry of Citizens' Services

2022/23 Explanation of Changes in Estimates (Group Account Classification (GAC) Level)

(\$ in Millions)

Expenditure Category	STOB	Estimates 21/22 Restated	Estimates 22/23	Variance	Explanation of Changes
Base Pay & Overtime	50	\$141.349	\$143.405	\$2.056	Budget increases are primarily due to \$0.7m for Cloud IT security, \$0.5m for Connectivity, \$0.5m for SPO mandate and \$0.4m IMIT access security.
Supplemental Salaries	51	1.201	1.201	-	
Employee Benefits	52	36.449	36.969	0.520	Budget increases are primarily due to \$0.2m for Cloud IT security support, \$0.1m for Connectivity, \$0.1m for SPO mandate and \$0.1m for IMIT access security.
Legislative Salaries	54	0.056	0.056	-	
Salary & Benefits Sub-Total		\$179.055	\$181.631	\$2.576	
Operating Costs	55 - 75	676.682	725.829	49.147	Budget increases primarily due to \$13.9m for facilities management cost obligations and amortisation, \$15.2 for IMIT access and Cloud security, \$11.8m for FTE grown and related IT costs, \$3.9m for Private Cloud, \$1.9m for Clean BC, \$1.3m for Operating & Amort for prior Capital Budget lifts, \$1m for Connectivity enhancements
Government Transfers	77 - 80	9.250	10.000	0.750	Increase in Connectivity Grant
Other Expenses	84 - 85	123.229	123.798	0.569	Budget increases primarily due to additional operating costs associated with capital budget.
Gross Expenditure Total		\$988.216	\$1,041.258	\$53.042	
Internal Recoveries	88	(186.142)	(186.513)	(0.371)	Minor recovery budget increases primarily due to Connectivity program
External Recoveries	89 - 90	(197.770)	(198.100)	(0.330)	Minor recovery budget increases primarily due to Connectivity program
Recoveries Total		(383.912)	(384.613)	(0.701)	
CITZ Net Expenditure Total		\$604.304	\$656.645	\$52.341	

Question:

3) What are the Budget 2022 capital budget changes for your ministry?

- See table below and next page for all key changes by core business (division) and by project

CITZ 10-YEAR CAPITAL PLAN - BUDGET 2022 (ESTIMATES)				
	(\$ millions)	21/22 Budget	22/23 Budget	Change
Real Property				
Abbotsford Courthouse Project		\$0.10		-\$0.10
Nanaimo Correctional Centre		\$43.63	\$80.03	\$36.40
Legislative Precinct District Energy System		\$2.00	\$7.00	\$5.00
Strategic Acquisition of Buildings		\$7.90	\$8.01	\$0.11
TIs for Buildings Previously Acquired under Strategic Acquisitions		\$21.59	\$8.00	-\$13.59
Energy Smart Program		\$13.70	\$16.53	\$2.83
EV Charging Stations		\$0.79	\$0.99	\$0.21
Courthouse Improvements		\$6.92	\$7.56	\$0.64
Vancouver Law Courts Inn Renovation		\$11.66	\$12.66	\$1.00
Port Coquitlam Law Courts Renovation			\$25.00	\$25.00
BC Corrections Segregation Strategy Renovations		\$26.04	\$16.60	-\$9.43
BC Corrections Accommodation Strategy		\$5.34	\$8.08	\$2.73
MCFD Multi-Year Action Plan (MYAP) - Duncan - 15 Craig St		\$3.25	\$2.20	-\$1.05
MCFD Multi-Year Action Plan (MYAP) - Port Moody - 220 Brew St		\$0.98		-\$0.98
SDPR Risk Review related TI's		\$8.55	\$7.82	-\$0.73
Camosun Lab Relocation		\$3.56	\$5.34	\$1.78
PSSG Land Acquisition		\$0.75	\$1.46	\$0.71
Kamloops Option to Purchase		\$11.50	\$11.50	\$0.00
Office Furniture		\$1.67	\$1.67	\$0.00
Routine Capital Envelope		\$76.08	\$85.27	\$9.19
Subtotal		\$246.01	\$305.72	\$59.71
Digital Platforms and Data				
Transformation & Technology Funding		\$110.00	\$110.00	\$0.00
Subtotal		\$110.00	\$110.00	\$0.00

	(\$ millions)	21/22 Budget	22/23 Budget	Change
OCIO ENTERPRISE SERVICES				
	Workstation Refresh	\$10.09	\$24.47	\$14.38
	Strategic Transformation & Mainframe Services	\$12.19	\$13.25	\$1.06
	Maintenance and Rehabilitation	\$10.26	\$9.75	-\$0.51
	Subtotal	\$32.54	\$47.48	\$14.93
PROCUREMENT AND SUPPLY SERVICES				
	Special Equipment	\$0.80	\$0.48	-\$0.32
	Subtotal	\$0.80	\$0.48	-\$0.32
MINISTRY OPERATIONS				
	Office Equipment	\$0.01	\$0.01	\$0.00
	Vehicles	\$0.14	\$0.33	\$0.19
	Subtotal	\$0.15	\$0.34	\$0.19
CITZ TOTAL ESTIMATES CAPITAL BUDGET		\$389.50	\$464.01	\$74.51

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2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Minister's Office Budget

Revised: Date of last revision, March 18, 2022

Key Messages:

- The operating budget for my office is \$0.591 million for 2022/23, which is an increase of \$9,000 from last year's budget of \$0.582 million.
- The budget for my office operations increased by \$9,000 to allow for minor increases to salaries and benefits.

Questions and Answers:

1. What are the types of costs paid for out of the Minister's Office, and are there any costs funded from other sources?

- Salaries and benefits for my staff, travel, IT costs, and general office and business expenses are all funded from my office budget.
- My annual basic compensation as a Member of the Legislative Assembly under the Member's Remuneration and Pensions Act is paid for through the Legislative Assembly (\$111,024 annually), while my additional compensation as a Cabinet Minister is funded from my Office budget (\$55,512).
- Pursuant to the *Balanced Budget and Ministerial Accountability Act* (BBMAA) 20% of my additional compensation ($\$55,512 \times 20\% = \$11,102$) as a Cabinet Minister is held back until **collective** (10%) and **individual** (10%) responsibilities are met.
- Budget 2022 includes a proposed amendment to the BBMAA, to repeal the **collective** 10% salary holdback provision applicable to a minister in respect of Cabinet's collective responsibilities to avoid annual deficits or achieve a surplus. This change would result in \$5,551 of my additional compensation not being subject to the holdback provision.

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

- Additionally, Capital City Allowance for meals, travel, and certain eligible living expenses, is funded by the Ministry of Finance.

2. What is the largest cost annually within your office budget?

- Salaries and benefits of my staff is the single largest annual cost, in 2022/23 the budget is \$0.470 million.
- Travel, general office expenses, IT related costs and tech support for my staff and I are the other types of costs covered within my budget. (see table below for budget detail)

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Ministry of Citizens' Services

	Fiscal 2021/22 Estimates	Fiscal 2022/23 Estimates	Change from FY22 to FY23
Base Salaries & OT	350,000	357,000	7,000
Supplemental Salaries	0	0	0
Employee Benefits	111,000	113,000	2,000
Legislative Salaries	56,000	56,000	0
Salaries & Benefits Sub Total	517,000	526,000	9,000
Public Servant Travel	38,000	38,000	0
Information Systems	10,000	10,000	0
Office & Business Expenses	15,000	15,000	0
Amortization Expense	2,000	2,000	0
Operating Expenses Sub Total	65,000	65,000	0
Other Expenses	0	0	0
Other Expenses Sub Total	0	0	0
NET TOTAL	\$582,000	\$591,000	\$9,000

Average FTEs

5.0

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2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Budget Tracking (\$ millions)

Revised: Date of last revision, February 1, 2022

Question: How did the Ministry's Estimates Budget change year over year?

Answer: Please see the details below.

	(\$millions)
2021/22 Estimates	\$604.304
Adjustments:	
• Increase to enhance IM/IT data security, license upgrades and supporting resources.	\$16.519
• Increase for facilities management contract escalations and amortization	\$13.937
• Increase for IM/IT costs associated with government wide FTE increases	\$8.203
• Increased costs to support network Infrastructure	\$3.600
• Increased costs to support Provincial connectivity enhancements	\$2.250
• Increase to support CleanBC government vehicle fleet and education	\$1.860
• Increase to support government procurement through the Strategic Partnerships Office (SPO)	\$0.700
• Increase to legal chargeback rates.	\$0.276
TOTAL Budget 2022 Lifts	\$47.345
Budget 2021 Decisions (impacting Budget 2022)	
• Increase to support Private Cloud applications	\$4.000
• Increase to operating and amortization for prior capital budget lifts	\$1.877
• Decrease related to tenant improvements (TIs) for previous strategic building acquisitions	(\$1.140)
• Miscellaneous minor adjustments	\$0.259
Total Net Adjustments	\$52.341
2022/23 Estimates	\$656.645

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This material will be proactively released

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: CITZ Response to COVID-19

Revised: Date of last revision, March 17, 2022

Questions and Answers:

1) How has the Ministry of Citizens' Services supported British Columbians during the COVID-19 pandemic?

Services to Residents of British Columbia (CONN, DPD, SBC)

- The Ministry responded quickly to the public health emergency by launching an Emergency Response intake of the Connecting British Columbia program. This intake saw 47 projects funded to improve high-speed internet reliability and performance for people throughout B.C. by September 2020.
- Service BC's 65 Service BC Centres, the Provincial Contact Centre and BC Registries remained open throughout the pandemic, supporting people and businesses in B.C. to connect to government programs and services.
- Service BC launched the Book an Appointment app during the pandemic. Residents can navigate the online application to find the nearest Service BC location, select from the services and time slots available to book an appointment and authenticate their identity using the BC Services Card.
- This has enabled Service BC to manage the number of people visiting the Service Centres at any given time, which assisted in implementing the physical distancing guidelines in our waiting rooms.
- British Columbians have been able to access Federal emergency relief benefits using their BC Services Card to access the Canada Revenue Agency website to apply for the federal Canada Emergency Response Benefit, and for Employment and Social Development Canada to access such programs as Employment Insurance, Old Age Security and Canada Pension Plan. This online identity authentication significantly reduced the time frame for B.C. residents to receive their benefit.

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

- The integration of the BC Services Card with the Health Gateway service has been critical to B.C.'s COVID-19 response allowing individuals to access their COVID-19 test results and their proof of vaccination.
- A number of other onboardings launched this year either directly supported CITZ's COVID-19 response, such as the Ministry of Health Post-COVID Immunization Response Tracking service, or indirectly supported British Columbians impacted by COVID-19, such as the WorkBC Portal and Health Career Access Program services, which assist individuals as they seek to transition to new employment in British Columbia.
- CITZ has delivered several COVID response programs through Service BC's in-person or contact centre supports, including COVID-19 Information Line (640,000 calls as of December 31, 2021), Translation Services and Vaccine support.
- BC Registries supported businesses by enabling electronic meeting attendance, temporarily pausing companies' dissolution status for failure to file annual reports and supporting filing of electronic affidavits.
- The COVID-19 pandemic has reinforced the importance of providing simple, reliable digital services to the people of British Columbia.
- With support and leadership from the Ministry of Citizen Services (CITZ), the Government of B.C. is adopting digital tools and practices.
- Government provided a suite of digital services in response to COVID-19.
 - For example, the Ministry of Health launched an online vaccine booking service that allowed 5.4 million people book their COVID-19 vaccine at the most convenient time and place.

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
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- Another example is from the Ministry of Mental Health and Addictions and the Ministry of Health, which helped create the Foundry BC App.
- When COVID-19 hit in 2020, many in-person counselling services ended to avoid spreading the virus. The Foundry BC app created new channels to help deliver these services by allowing young people to access drop-in counselling services via chat, voice or video calls.

COVID-19 Response on gov.bc.ca (GDX)

- CITZ has maintained the online information that British Columbians have counted on to understand provincial restrictions, access benefits and get the support they need. This information has been accessed over 122 million times since March 2020.
- The Government Digital Experience Division (GDX) developed and manages the main web presence for non-health-related COVID-19 information and supports gov.bc.ca/COVID19, gov.bc.ca/getvaccinated and the gov.bc.ca/vaccinecard.
- The website organizes dozens of programs and information campaigns that help people manage through the pandemic.
- Information includes federal and provincial supports, provincial restrictions, our immunization plan and schedules, information about local vaccine campaigns and the BC Vaccine Card.
- The GDX web team works closely with the Ministry of Health communications office to assist in the posting of new or updated PHO orders. The team takes direction from Health on the timing and urgency of these document updates. The process has been in place since March 2020.
- GDX's efforts complement the health information provided by the BC Centre for Disease Control (BCCDC) (www.bccdc.ca/covid-19) and Healthlink (www.healthlinkbc.ca), the workplace health and safety information provided by WorksafeBC (www.worksafebc.ca),

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Ministry: Ministry of Citizens' Services
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and federal information on travel, proof of vaccination and financial benefits found at www.canada/covid19.

- In June 2020, in partnership with the Ministry of Health, GDX launched the COVID-19 Chatbot.
- In 2020, the chatbot answered 368,000 questions.
- In 2021, the chatbot answered 1.7 million questions.

Support of the Vaccine Passport (SBC, GDX, ES)

- The Ministry is playing a key role in supporting B.C.'s vaccination program with a number of vaccination related web pages including translations in 12 languages. As of January 2022, there have been 52.9 million page views and 1,280,000 phone calls.
- Service BC plays a key role in B.C.'s COVID-19 Emergency response by supporting the Ministry of Health in the delivery of COVID-19 related services to British Columbians.
- British Columbians can reach out to Service BC's Provincial Contact Centre or Service BC's 65 in-person Service Centres to obtain a copy of their B.C. and Federal Proof of Vaccine (Vaccine Passport).
- Service BC offers specialized assistance to British Columbians who require enhanced support to obtain their Vaccine Passport.
- Enhanced services include:
 - providing translation services in 140 languages;
 - supporting callers who have not applied for, have lost, or are not eligible for a Personal Health Number (PHN) with lookup and new PHN creation services; the PHN is required to access medical records;
 - follow up for people who need extra phone or in-person support to access their Vaccine Passport digitally; and

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
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- complex case resolution for British Columbians with complex vaccine history.
- Service BC also provides British Columbians with easy, secure access to their immunization records using the BC Services Card app to access the Health Gateway.
- To further support of the Ministry of Health with their COVID-19 vaccine program, Service BC also enabled access to the BC Vaccine Card, and Federal Vaccine Card, using Health Gateway through authentication with the BC Services Card app.
- This option allows British Columbians to access their Vaccine Passport online and to save a copy to their mobile device, to show as required according to public health requirements.
- CITZ Office of the Chief Information Officer, IT, ensured all systems had capacity and were tested to handle requests. This included security review of the QR code solution working alongside Ministry of Health and partners.

Returning Travellers Program and Temporary Foreign Workers (SBC)

- CITZ continues to support the Returning Travellers and Temporary Foreign Workers programs. Service BC team members welcome returning travellers and foreign workers into B.C., provide information around their obligations during their isolation, and ensure they have plans in place and the supports they need to be successful.
- Staff have completed more than 773,000 calls to Returning Travellers, and 33,000 calls to Temporary Foreign Workers as of March 15, 2022.

Stronger BC - Community Planning Tools (CONN)

- People now have access to two new online community planning tools, offering easy access to data-driven insights and investment opportunities for communities across B.C.

2022/23 Estimates Note Advice to the Minister

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- The Community Information Tool and Community Investment Opportunities Tool will provide a central access point for community data and connect interested investors with available investment opportunities in communities.

2) How has Citizens' Services supported the BC Public Service during the COVID-19 Pandemic?

Personal Protective Equipment (PPE) Distribution for COVID Response (PSD)

- The Ministry supported the Province's COVID-19 Supply Hub until its wind-down in September 2021, with technology support, procurement, warehousing, and supply delivery for personal protective equipment and other vital supplies.
- Based off our work on the COVID-19 Supply Hub, the Ministry of Health approached us to provide technical and logistical expertise to ensure health-care providers have the PPE they require to maintain operations.
- The Health PPE Portal allows general practitioners, nurse practitioners and physician specialists in community clinics to order PPE and critical supplies through a centralized ordering system, at no cost, for the duration of the COVID-19 pandemic emergency response.

Workplace Technologies (ES)

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

2022/23 Estimates Note Advice to the Minister

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- Since March 2020, the Ministry has been instrumental in supporting the BC Public Service to work from home and deliver services remotely.

Government Facilities (CSD, RPD)

- The Ministry is helping keep employees safe and healthy during the COVID-19 pandemic by providing clean and safe facilities.

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: CITZ Support for Response to Provincial Flooding

Revised: Date of last revision, March 17, 2022

Key Messages:

- In November 2021, B.C. experienced catastrophic flooding caused by heavy rains, resulting in severe floods and mudslides, which blocked every major highway connecting the Lower Mainland with the rest of the Province.
- My ministry, in partnership with our service providers, has a sophisticated framework and process to effectively respond to and recover from emergencies.
- First, immediately following an emergency, we assess potential impacts to continuity of services by gathering situational awareness details from many different stakeholders, including Emergency Management BC, federal partners, and local governments.
- Second, we activate our Emergency Operations Centre to coordinate the emergency response and to support our client's business continuity plan requirements.
- Finally, we transition from mitigation to recovery by implementing the necessary project(s) required to restore services to our clients.
- In addition, we work with the ministries to ensure that appropriate Emergency Response Plans are in place, including conducting preventive maintenance to emergency equipment, to be ready for different scenarios.

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Questions and Answers:

1) How many people accessed information through web products and call centres?

- Between mid-November and January 26, 2022, flood web content from GDX was viewed 421,000 times.
- Between mid-November and January 26, 2022, the Service BC flood support line had received 4,787 calls.

2) What was the scope of translated web materials? How did translation services play a role in supporting British Columbians?

- The travel restrictions page was translated into 4 languages and additional materials on disaster financial aid were translated by request of EMBC. These translated pages were viewed 2,900 times between mid-November and January 26, 2022.
- The flood support line is handled by Service BC call centers which offer support in 140 languages, daily from 7:30 a.m. to 5:00 p.m. GDX continues to write and monitor call centre script updates daily.

3) Are there plans to expand the temporary disaster (flood response) web presence and call centre supports in future?

- The current phone line and web content will continue to be there for those who need it with a shift to resources and supports on recovery.
- We will continue to look at uptake of our services and supports available to determine whether and when to increase or decrease the phone line and the web presence supports.

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
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4) Are there lessons learned or post-mortem planning around bringing ministries and stakeholders together on this?

- An after-action review process is part of the emergency management cycle and is always led by EMBC. The Ministry will work closely with EMBC to identify lessons learned.

5) What was *Asset Investment Recovery's* (AIR) role in response to the flooding in Merritt?

- At the request of the Ministry of Education, to provide 500 refurbished laptops to the Merritt School District in a timely manner.
- One of the issues in the Merritt area was that some students may not have been able to access distance learning materials because they do not have personal computers.

6) Why did AIR provide refurbished laptops to the Merritt School District?

- The Ministry of Education was unable to secure 500 new laptops in a timely manner, therefore contacted AIR to inquire about the availability of used/end of life laptops.
- AIR did have the 500 used laptops on hand, and in partnership with an external qualified vendor (Tecnet), was able to refurbish the laptops with new hard drives and a Windows 10 OS.

7) What was the timeframe to refurbish and ship 500 used laptops to the Merritt School District office?

- As there was urgency to get these in students' hands, Tecnet and AIR were able to process and ship 50 laptops per day from Victoria to Merritt over a 2-week period.

8) What was the benefit of utilizing refurbished laptops?

- While investing in end-of-life product isn't AIR's typical path, with minimal investment AIR was able to repurpose existing assets and provide a quick and cost-effective solution for the Merritt School District and in turn the citizens of BC.

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
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9) Were there any provincially owned or leased buildings damaged in the atmospheric river events of November 2021?

- Aside from usual minor water infiltration, with minor operational impact due to heavy rainfall, two buildings required significant repairs and remediation due to the atmospheric river events – the Agriculture Centre in Abbotsford and the Victoria Law Courts. Both locations are owned assets.
- No leased buildings were damaged by flooding.
- There was a small number of other locations where there could have been significant impact; however due to timely responses, usage of sump pumps and pump trucks, we were able to avoid substantial damage.
 - Merritt: Potable water and water treatment plant issues.
 - Princeton: Potable water and natural gas availability.

10) What action was taken to mitigate damage at the Agriculture Centre?

- Once the flooding started, Real Property Division's service provider enacted their emergency response procedures, and the building was secured physically to prevent looting and theft. To prevent further damage, controlled shutdowns of the building systems were initiated. Generators were used to restore critical power (laboratory, coolers, and freezers) and pumps were brought in to maintain and prevent extended flooding.

11) What remediation was required at the Agriculture Centre? What were the costs?

- Site cleanup and disinfection, electrical repairs (transfer switch and generator), Heating, Ventilation and Air Conditioning (HVAC) repairs and additional security were required with an estimated cost of \$300,000. This also included additional overtime response by the service provider to ensure the delivery of the required work.

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
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- There is currently a project underway to complete the restoration of the site and the budget for the work is still being established.
- A climate resiliency audit is also underway.

12) How much was the damage to the Agricultural Lab?

- The Agriculture Lab suffered significant damage to the building systems, laboratories, lab equipment, and staff areas due to the flooding. A comprehensive damage assessment of the facility is underway and will provide an estimate of the damage costs, once completed.

13) How did the Flood Response Info line support B.C. residents?

- Service BC supported callers by connecting them with vital information on financial support, road updates, and essential travel orders.
- In addition to answering these Flood Response Info line calls, Service BC also supported B.C. residents by helping them to reschedule their COVID-19 vaccine appointments that were impacted by the floods.

14) How many inquiries to the B.C. Flood Response Line were supported by Service BC?

- Service BC answered 4,600 inquiries between November 24th and December 31st, 2021, supporting B.C. residents to connect with vital information about financial aid, road updates and essential travel orders.

15) What is the cost of the Flood Response Info Line?

- Service BC supported this Emergency Management BC initiative by setting up this line and connecting British Columbians to vital information.
- As EMBC is responsible for this program and its budget, I will defer these questions to the ministry responsible.

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Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

16) In 2021, how did the Ministry assist in the Province's response to mass forest fires and flooding?

- The Office of the Chief Information Officer activated the Information Technology Operations Centre (ITOC), which co-ordinates and tracks all IT requests relating to wildfire or flooding and addresses requests from ministries 24/7.
- Divisions with emergency response responsibilities were well integrated into the ITOC and ensured that any solutions and workarounds for impacted services were addressed at the highest priority.
- Notably, the Ministry's IT responses in 2021 have been:
 - Assisting EMBC in standing up new Provincial Regional Emergency Operations Centres closer to the impacted flood areas.
 - Rerouting telephony lines due to landslides/floods or fire.
 - Assisting wildfire response with connectivity to emergency fire camps in the Okanagan, 100 Mile house, and near Castlegar.
 - Providing expedited 24/7 IT support to the Ministry of Transportation, accelerating setup for onboarding net new teams and assisting with obtaining network equipment to replace flood damaged equipment.

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: CITZ July 2017 Mandate Letter Achievements

Revised: Date of last revision, March 17, 2022

Questions and Answers:

1) What actions have been taken by your ministry in response to your July 2017 mandate letter?

Procurement

Institute a cap on the value and the length of government IT contracts to save money, increase innovation, improve competition, and help our technology sector grow.

- Released the BC Procurement Strategy. The strategy sets strategic goals and identifies specific actions to modernize BC's procurement system. These include removing barriers for small- and medium-sized businesses and making it easier for companies of all sizes to work with government, with a focus on providing best value, while also creating social, environmental, and economic benefits that are returned to British Columbians.
- Started the Sprint With Us program, which makes it easier for tech companies of all sizes to work with government by reducing the time and effort required to bid on a project. Once selected for a project, tech companies then work closely with a government product manager to solve specific business challenges and create products that government will own and use.
- Launched the Code With Us program, offering developers a fixed price for developing software code that meets specific criteria. Small firms acquire the experience of working with government, and government gets cost-effective solutions that improve programs and services.

Ensure government IT and software development procurement work better for companies that hire locally and have a local supply chain.

- Introduced new Social and Environmental Procurement Guidelines, which provide instruction to buyers on how to evaluate social and environmental impact within government procurements.

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- Awarded a contract to replace the BC Bid application in December 2017 and launched the first public pilot to test the new system.

Freedom of Information

Improve access to information rules to provide greater public accountability.

- CITZ met with a wide variety of stakeholder groups, including media, academics and school officials, legal experts, health authorities and many others. CITZ held a six-week public engagement in 2018 and contacted Indigenous communities across the province to get their feedback on how to improve access to information to better serve the needs of Indigenous people.
- Made progress on establishing digital archives by completing a Request for Information on digital archiving solutions, and a jurisdictional scan of policy, systems, and best practices.
- Revised the mandatory information management training, which provides public service employees with essential learning and resources. Revisions include refreshed information management content, an updated look and feel, and a more interactive user experience.

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Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: CITZ February 2020 Mandate Letter Achievements

Revised: Date of last revision, February 7, 2022

Questions and Answers:

1) What actions have been taken by your ministry in response to your February 2020 mandate letter?

Connectivity

Continue to expand connectivity to communities throughout the province to support new economic opportunities and improved access to government services.

- We expanded high-speed internet services to rural, remote, and Indigenous communities throughout B.C. to increase opportunities to learn, do business, access services, respond to emergencies and stay connected as part of the Connecting British Columbia program.
- We provided communities with planning capacity supports. We also developed a range of learning resources and tools to enable local governments and Indigenous communities to achieve greater benefits through connectivity, through the Community Insights and Outreach branch.
- These resources included a self-assessment/digital readiness tool, educational videos showcasing the difference connectivity makes in communities, and a community information tool that integrates civic information, government assets, maps, and other digital-infrastructure data to support digital-investment decisions.
- My Ministry launched the new Connectivity in B.C. webpages to provide provincial internet information. This includes a new interactive map which shows details on projects funded by the Connecting British Program by community.
- The Ministry also partnered with the Union of BC Municipalities and Northern Development Initiative Trust on an independent study to understand potential discrepancies in internet speeds experienced in communities and those reported on the federal National

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Broadband Internet Service Availability Map. This report provides an objective analysis and a factual foundation to inform dialogue on matters related to internet speeds in rural B.C. communities with local governments, internet service providers, the Province, and the Federal Government.

- We established cross-sector partnerships and joint working groups to identify and realize the social well-being benefits of connectivity.
- In addition, the Ministry participated in community-planning forums and facilitated connectivity workshops and panels.

Procurement

Build on the success of government's new procurement processes to ensure that more local, small and medium-sized companies can do business with government more efficiently while ensuring public funds are spent wisely.

- We published the B.C. Procurement Strategy Update 2020, outlining the work government has been doing in collaboration with businesses and communities, as well as Indigenous peoples, to modernize its procurement system. The update provides an overview of accomplishments for the past year and future initiatives.
- We launched the Procurement Concierge Program to create a new, collaborative way for vendors to engage with the B.C. Government. Since its launch, four Discovery Day sessions have been hosted to bring together buyers and vendors for in-person meetings to explain government issues or problems and present requests for information, so vendors can submit potential solutions to address government challenges.
- In partnership with the Ministry of Indigenous Relations and Reconciliation, the Indigenous Procurement Initiative published a Report presenting the results of engagement with more than 300 Indigenous partners and businesses on how to better support Indigenous businesses and communities to participate in B.C. government procurement opportunities.
- And we hosted engagement sessions with over 1,000 touchpoints in

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the vendor and buyer communities to understand the challenges and opportunities that exist for small and medium businesses and inform next steps to transform government procurement processes.

Ensure that the process of vetting and awarding government IT contracts is conducted in a manner that saves money, increases innovation, improves competition and helps our technology sector grow and ensure that government IT and software development procurement work better for companies that hire locally, operate sustainably and have a local supply chain.

- We issued over 85 contracts to dozens of small to medium-sized tech companies through the new Sprint With Us and Code With Us programs, which are faster, easier and more transparent than traditional procurement processes.
- CITZ began supporting the Province's COVID-19 Supply Hub with technology, procurement, and supply delivery to triage vendor offers related to personal protective equipment (PPE) and other vital supplies.

Freedom of Information

Improve access to information rules to provide greater public accountability.

- The Ministry amended FOI disclosure guidelines, after introducing a secure file transfer delivery system and implementing a BC Services Card verification process, to enable individuals seeking their own information from government to do so in a more secure and efficient manner.

Work to maintain government's successful record of providing British Columbians with timely access to information and ensure the system provides public accountability.

- The Ministry facilitated efficient request processing through standardized practices, streamlined business processes and continuous-improvement methods.
- Between 2016/17 and 2019/20, the timeliness of FOI responses

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improved by 3% despite a 40% increase in request volume.

Data Security and Privacy

Continue to improve government's public sector data security and privacy practices to ensure that British Columbians personal information is safeguarded.

- We amended the Information Management Act to formalize the obligation for all government employees to document their decisions.
- We revised the mandatory information management training, which provides public service employees with essential learning and resources. Revisions include refreshed information management content, an updated look and feel, and a more interactive user experience.
- We completed an Information Management practice review to assess Ministry practices in relation to legislation and policy requirements.
- We updated the existing mandatory course on information management, featuring security and privacy practices, and ensured that was completed by all government employees.

Work with your cabinet colleagues to ensure that public agencies gathering personal information or working with private service providers who gather public information on behalf of government employ the best possible security and privacy practices.

- We consulted with ministry privacy officers and privacy stakeholders across government on the Privacy Impact Assessment process and identified areas for improvement. The Ministry is now working to make the process more streamlined and transparent.

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Declaration Act

Ensure that your ministry makes timely progress on the implementation of the Declaration of the Rights of Indigenous Peoples Act, both in identifying priority legislative areas for inclusion in the action plan, and in ensuring that future ministry actions are consistent with the principles set out in the Act.

- The Ministry is working to implement the Declaration on the Rights of Indigenous Peoples Act (November 2019), in all aspects of Ministry business.

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Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Mandate Letter Achievements – November 2020

Revised: Date of last revision, March 17, 2022

Questions and Answers:

1) What actions have been taken by your ministry in response to your November 2020 mandate letter?

COVID-19 Response

Work to ensure government services remain responsive through the COVID-19 pandemic and recovery.

- Service BC's 65 Service BC Centres, the Provincial Contact Centre and BC Registries remained open throughout the pandemic, supporting people and businesses in B.C. to connect to government programs and services.
- Service BC is helping people access digital proof of vaccinations through the Health Gateway service that is accessible through the mobile BC Services Card. In addition, over 58,000 federal and provincial vaccination cards were printed in Service BC Centres.
- Government continued to work on expanding online access to programs and services that people can access using their BC Services Card and mobile card.
- CITZ continues to support the Returning Travellers and Temporary Foreign Workers programs. Service BC team members welcome returning travellers and foreign workers into B.C., provide information around their obligations during their isolation, and ensure they have plans in place and the supports they need to be successful.
- Staff have completed more than 773,000 calls to Returning Travellers, and 33,000 calls to Temporary Foreign Workers as of March 15, 2022.

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- CITZ has maintained the online information that British Columbians have counted on to understand provincial restrictions, access benefits and get the support they need. This information has been accessed over 122 million times since March 2020.
- CITZ has delivered several COVID response programs through Service BC's in-person or contact centre supports, including:
 - COVID-19 Information Line (640,000 calls as of December 31, 2021)
 - Translation Services
 - Vaccine support
- The Ministry is playing a key role in supporting B.C.'s vaccination program with a number of vaccination related web pages including translations in 12 languages. As of January 2022, there have been 52.9 million page views and 1,280,000 phone calls.
- BC Registries supported businesses by enabling electronic meeting attendance, temporarily pausing companies' dissolution status for failure to file annual reports and supporting filing of electronic affidavits.
- The Ministry supported the Province's COVID-19 Supply Hub until its wind-down in September 2021, with technology support, procurement, warehousing, and supply delivery for personal protective equipment and other vital supplies.
- Citizens' Services IT experts upgraded government networks to meet the unprecedented needs of a remote workforce.
- The November 2021 amendments to the Freedom of Information and Protection of Privacy Act updated the Act's data-residency provisions so public bodies, such as universities or health authorities, can continue to use modern tools to deliver the services people have come to expect during the COVID-19 pandemic while continuing to protect the personal information people trust us with.

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- CITZ provides support to partners across the Government of B.C. in delivering modern, digital services. The COVID-19 pandemic accelerated demand for remote service delivery across government. Teams within the Office of the Chief Information Officer play a critical and growing role in supporting ministries in using modern tools to address their business needs. This support included guidance and tools on appropriately managing data, resourcing and guidance for delivering solutions relating to information management and technology, and access to tools to deliver technical solutions online.
- The Ministry responded quickly to the public health emergency by launching an Emergency Response intake of the Connecting British Columbia program. This intake saw 47 projects funded to improve high-speed internet reliability and performance for people throughout B.C. by September 2020.
- The Ministry is helping keep employees safe and healthy during the COVID-19 pandemic by providing clean and safe facilities.
- CITZ is also providing technical support for remote access, so government employees can work safely and securely from home.

Digital Connectivity

Lead work to deliver high-speed connectivity throughout the province until all regions are connected to the high-speed network.

- The Stronger BC plan included record investments in connectivity infrastructure for rural and Indigenous communities. Budget 2021 builds on this commitment by providing stable base funding to the Connecting British Columbia program for the first time. Since July 2017, we have approved high-speed internet projects that will benefit 527 communities, including 218 Indigenous communities. In addition, \$14.9 million has been allocated to support cellular expansion along highways, connecting 429 highway kilometers and 30 rest areas. This included 252 kilometers and three rest areas along Highway 16 (Highway of Tears).

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Cross-Government Data

Continue to expand the use of cross-government data to increase evidence-based decision making and better inform public policy and assume responsibility for BC Stats.

- We've assumed responsibility for BC Stats.
- We've created a Provincial Data Plan to support evidence-based decision making across Government.
- We've provided data science expertise on more than 10 different research projects or initiatives, including:
- integrated data projects on Preventing and Reducing Homelessness, Impacts of Climate Change Events and BC Wildfire; COVID chatbot, Statistics Canada income data procurement, and labour market program evaluation project.
- We've supported 18 separate project teams to access and use the Data Innovation (DI) Program.
- We've expanded the DI Program to academic researchers.

Open Data

Support innovation, including in the B.C. tech sector, through open data initiatives.

- We've created a Provincial Data Plan that will drive innovation to support economic recovery.
- Making non-sensitive data available helps BC tech firms create new products that help people in B.C.
- In 2022-23, CITZ will release an updated open data policy to ensure that high-value government datasets are made available in the data catalogue.

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- In 2022-23, CITZ will co-ordinate engagement between ministries and the B.C. tech sector to identify high-value data and delivery approaches that could best enable innovation in B.C.
- We are modernizing procurement:
 - We're using innovative procurement programs such as Code With Us and Sprint With Us to make it easier for small to medium size tech companies to work with government. We've awarded 127 contracts under these programs, which has invested just over \$20 Million into the BC tech sector.
 - Through these programs, we're supporting the vibrant and growing B.C. tech start-up community.
- CITZ worked with local tech companies on a community information tool that integrates civic information, government assets, maps, and other digital-infrastructure data to support digital-investment decisions. This launched on Jan. 28, 2022.

Data Security and Privacy

Continue to improve government's public sector data security and privacy practices to ensure that British Columbians' personal information is safeguarded.

- We brought clients onto our next-generation big data security analytics platform to detect and respond to security incidents.
- We continue to onboard users to our complimentary external security services, including more than 110 public sector organizations as of December 2020.
- We remediated the findings from the 2019 Internal Directory Audit by December 2020, as committed, improving our processes and tools to make sure only authorized users have access.
- We completed the findings from the 2020 IT Asset Management Audit by December 2021, to make sure that assets are commissioned and decommissioned properly.

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- Amendments we made to the Freedom of Information and Protection of Privacy Act in November 2021 strengthened public-sector privacy protections by implementing mandatory privacy breach reporting, increasing penalties for offences, and establishing new requirements for public bodies to conduct privacy impact assessments when disclosing sensitive information.
- Revised the mandatory information management training, which provides public service employees with essential learning and resources. Revisions include refreshed information management content, an updated look and feel, and a more interactive user experience.
- Consulted with ministry privacy officers and privacy stakeholders across government on the Privacy Impact Assessment process and identified areas for improvement. The Ministry is now working to make the process and tools more streamlined and transparent, with a focus on human-centred design and accessibility.
- Updated privacy resources have been made available to ministries and the broader public sector, including guidance, templates and training to support privacy awareness following amendments to FOIPPA.

Procurement

Continue to improve how procurement processes deliver benefits for people and businesses in communities across the province.

- B.C.'s first-ever procurement strategy is removing barriers for small and medium-sized businesses and making it easier for companies of all sizes to work with government.
- Progress on key projects, over the last year, include:
 - Development of the new BC Bid system, offering a secure, reliable, and modern experience for government buyers and suppliers, is complete. Validation and training for the initial release of the system are underway.

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- Procurement Concierge Program, a collaborative way for vendors to engage with government and suggest innovative solutions to government's business challenges, was launched.
- Through Sprint with US and Code With Us programs we've issued more than 100 contracts to dozens of small to medium sized tech companies.
- In support of the Indigenous Procurement Initiative, work is underway to establish the External Advisory Committee, with representatives from Indigenous partners, to inform the development and implementation of actions.
- Engaged with staff across the public service to build greater capacity for procurement.

Freedom of Information

Continue to provide British Columbians with timely access to information and ensure the system provides public accountability.

- Maintained high on-time compliance rates despite request volumes increasing more than 40% over a two-year period and reaching an all time high of 13,000 requests in 2019/20.
- Modernizing the FOI legislation and system to improve how the Province of BC receives and manages Freedom of Information requests.
- We've begun a multi-year project to improve and modernize Freedom of Information services, focusing on improving timeliness, reducing processing times and making access to information services easier for citizens. Improvements to date are estimated to save 400 hours annually.

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Improve access to information rules to provide greater public accountability.

- More government information is available to the public by default without the need of a Freedom of Information request.
- Enhanced access to information by making five more types of government records available to people without a freedom of information request.
- Overall, government has now established 13 proactive disclosure categories, resulting in over 5,000 information releases per year that no longer require an FOI request.
- Amendments we made to the Freedom of Information and Protection of Privacy Act in November 2021 included a suite of measures to improve government transparency and accountability including:
 - Adding a ministerial power to add subsidiary entities as new public bodies.
 - Implementing mandatory privacy breach reporting to require notification of the affected person and the Office of the Information and Privacy Commissioner.
 - Adding a requirement for public body privacy management programs.
 - Adding a new offence for wilfully evading FOI
 - Increased public bodies' ability to disclose to Indigenous governing entities.
 - Adding a requirement for public bodies to seek consent from Indigenous governing entities to disclose information that is culturally sensitive through FOI.

Anti-Racism Initiatives

Support the Parliamentary Secretary responsible for Anti-Racism Initiatives in the collection, housing and analysis of race-based data which will be essential to modernizing sectors like policing, health care and education.

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- CITZ continues to work with the AG and Parliamentary Secretary Rachna Singh to support ongoing Indigenous and community-led engagement sessions on the approach government should take on implementing anti-racism data legislation, which includes:
 - 70 community partner organizations conducting 175+ community events, with over 1,800 people attending
 - More than 2,900 people responding to an anonymous online public survey
 - A distinction-based process enabling recommendations from 200+ First Nations, Métis Nation BC and BC Association of Aboriginal Friendship Centres
- Work is underway to create an Indigenous advisory working group with representatives from Indigenous partners to develop specific short, medium, and long-term actions to support data sovereignty and self determination.
- CITZ is supporting the Ministry of Attorney General in bringing forward anti-racism data legislation to be tabled in Spring 2022. This legislative proposal is developed in consultation and cooperation with First Nations Leadership Council and Metis Nation BC and in response to feedback sought through the community-led engagement sessions.

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Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Reconciliation Summary

Revised: Date of last revision, March 30, 2022

The Ministry is working to implement the Declaration on the Rights of Indigenous Peoples Act (November 2019), in all aspects of Ministry business.

Declaration Act Action Plan

- The first Declaration Act Action Plan is the next step in delivering transformative change in government's relationship with Indigenous Peoples in B.C.
- Our goal is implementing the human rights of Indigenous peoples into the very foundations of our province, through every ministry and in every aspect of society - from schools to the legal system, to children and families, to land stewardship and everything in between.
- Through this work we are building a province where Indigenous excellence, leadership, governance, and self-determination can be recognized and respected.
- British Columbia is the first province to release an action plan dedicated to implementing the United Nations Declaration on the Rights of Indigenous People (UN Declaration) in Canada.
- The plan was developed with Indigenous Peoples, First Nations, and organizations through intensive consultation. This significant engagement ensures the plan aligns and reflects the priorities of Indigenous Peoples – First Nations, Métis, and Inuit – living in B.C.
- Together, we're working to make this province a place where First Nations, Métis and Inuit people have full enjoyment of their inherent rights and can pursue their dreams and raise their families without experiencing racism or discrimination
- To build a better future, we must make the province a place where the human rights of Indigenous Peoples are respected, celebrated, and finally implemented.

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- The work ahead of us won't be easy – but together, we can change the trajectory of history, and address the harms done by more than 150 years of colonialism.
- The plan outlines work each ministry in government will do to implement the UN Declaration between 2022 and 2027.
- Citizens' Services is the lead ministry on three of the actions:
 - o 3.14 Advance the collection and use of disaggregated demographic data, guided by a distinctions-based approach to Indigenous data sovereignty and self-determination, including supporting the establishment of a First Nations-governed and mandated regional data governance centre in alignment with the First Nations Data Governance Strategy.
 - CITZ will be:
 - supporting the establishment of a First Nations-governed and mandated regional data governance centre in alignment with the First Nations Data Governance Strategy
 - working collaboratively with Indigenous partners by establishing an Indigenous data advisory group
 - o 3.15 Adopt an inclusive digital font that allows for Indigenous languages to be included in communication, signage, services and official records.
 - BC Sans is a new typeface for government. It was developed to create an Open Font License set of fonts for improved readability and delivery of our digital services, and also contain support for multiple languages including Indigenous languages in B.C.
 - Supporting inclusion and reconciliation, this will remove technical barriers and make it easier for program areas across government to include Indigenous languages in communications, signage, services and official records.
 - The font is available for download and has been deployed to all BC Public Service workstations and is the standard for provincial government websites and online public engagements.

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- Planning has focused on increasing awareness of the inclusive font within government and understanding the dependencies and challenges for program areas in its adoption.
- o 4.36 Ensure every First Nations community in B.C. has high-speed internet services.
 - Connectivity is essential to addressing the fundamental rights and needs of First Nations and communities.
 - Quality, reliable and equitable high-speed internet and telecommunications services are critical to advancing meaningful reconciliation, supporting Indigenous self-determination, and enabling sustainable, inclusive and innovative Indigenous economies.
 - Connecting all First Nations reserves with high-speed internet is vital to reconciliation efforts and is a commitment in the Declaration Act Draft Action Plan.
 - A new recently-announced funding partnership with the federal government will support expansion of internet services to the remaining underserved First Nations reserves by 2027.
- The action plan does not include all initiatives to advance reconciliation in B.C. Actions proposed do not replace, limit, change or stop existing initiatives or related commitments. These efforts will continue alongside the development and implementation of the action plan.
- Our Ministry has a table that will be overseeing implementation of the commitments and supporting the broader changes in culture and skills of our employees needed to make reconciliation efforts successful.

Indigenous Community Connectivity

- Bridging the digital divide is a critical part of British Columbia's Declaration on the Rights of Indigenous Peoples and our commitment to reconciliation and the UN Declaration on the Rights of Indigenous Peoples (UNDRIP).

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- Connectivity is represented directly in the Declaration Act Action Plan and indirectly supports many actions in the plan, including Indigenous language revitalization, education and training, healthcare, and economic development.
- Working together with Indigenous communities, service providers and other organizations, we're seeing steady progress.
- As of the end of 2021, funding has been conditionally approved for projects to improve internet access in 101 Indigenous communities as part of StrongerBC funding.
- We expanded high-speed internet services to rural, remote, and Indigenous communities throughout B.C. to increase opportunities to learn, do business, access services, respond to emergencies and stay connected as part of the Connecting British Columbia program.

Connected Coast

- Connected Coast is an innovative project that is bringing high-speed internet and improved connectivity to many B.C. rural and remote communities.
- This project will connect 139 rural and remote communities (159 landing sites), including 48 Indigenous communities. Communities with existing infrastructure to the home will benefit from increased capacity to their community.

New Connectivity Program

- We are launching the next generation of our connectivity program – Connecting Communities BC. This is part of StrongerBC and the Economic Plan.
- The purpose of Connecting Communities BC is to connect even more underserved rural and Indigenous households to high-speed internet.
- The program will fund applicants to build connectivity infrastructure, using multiple technologies – for example, fibre, cable, satellite.

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Connectivity Expansion in BC

- Connectivity projects funded as part of the StrongerBC recovery plan will improve the speed and reliability of internet access for people in 222 communities, 101 of which are Indigenous.

Data Plan

- Reliable, timely, quality data is needed to understand and identify real workable solutions to big issues in B.C., like homelessness, systemic violence against women and girls, the impact of climate change and reconciliation.
- Government has and collects lots of data in all interactions with citizens and through service delivery. The challenge is not the quantity of data, but how we use that data and make the most of it to help people.
- We need a coordinated approach to indigenous data, and guided by the Declaration Act and working with Indigenous peoples, we will develop an Indigenous data plan.
- The substance of that plan is still to be determined, but among other things, we intend to support data sovereignty and enable new data management arrangements.

Anti-racism Initiatives - Policy and Guidance on Data Use for Race-Based Analysis

- We know policy gaps exist that disproportionately impact Indigenous and racialized people.
- We are putting forward legislation which will allow for the collection and use of race-based data and other identity information in a safe and appropriate way, including fully engaging and consulting with Indigenous leaders and those most impacted by racial discrimination and inequities.
- Through a new anti-racism data act, we will be able to collect, use and disclose demographic data to identify where systemic racism is taking place and improve government services for racialized communities.
- Through B.C.'s Declaration on the Rights of Indigenous Peoples Act, we are committed to ensuring that Indigenous Peoples are partners in our approach to collecting and using race-based data.

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- We have been consulting with both Indigenous leaders and Indigenous communities on appropriate ways to ensure we have agreement on how government can collect and use this data.
- Ministry staff (AG and CITZ) have engaged staff appointed by the First Nations Leadership Council, Métis Nation British Columbia and the BC Association of Aboriginal Friendship Centres to co-develop the legislation.
- These organizations commented positively on how government engaged individual First Nations by an Indigenous consultant lead and community granting process.
- The legislation prioritizes CITZ ongoing alignment with UNDRIP and the Declaration Act by:
 - establishing a government-to-government approach for Indigenous data governance,
 - requiring the Director of Statistics to consult Indigenous peoples, and
 - ensuring Indigenous involvement on the anti-racism provincial data committee.

Procurement Strategy

- Together with Indigenous partners, government is working to develop an approach that will support more Indigenous businesses in B.C. to participate in government procurement opportunities;
- Rolled out cultural competency training to B.C. Government employees who deliver procurement and contract management;
- Social impact procurement guidelines:
 - The social impact guidelines provide clarity on how government ministries can consider social value when purchasing services.
 - Social impact elements that may be considered, on a case-by-case basis in a procurement and measured through a contract, include supplier diversity and workforce development.

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- This means creating opportunities for Indigenous Peoples, employment equity seeking groups, people with disabilities and offering apprenticeships, skills training and other developmental support to employees, contractors or volunteers, including diverse supplier groups.

Indigenous Procurement Initiative

- Together with Indigenous partners, we're working to develop an approach that will support more Indigenous businesses in B.C. to participate in government procurement opportunities.
- Our BC Procurement Strategy Update 2020 also outlines actions to improve Indigenous procurement, such as:
 - Setting a foundation of collaboration between the Province and Indigenous peoples.
 - Laying the groundwork for the development of a coordinated government approach to Indigenous procurement in collaboration with Indigenous partners.
- We've made good progress delivering key projects outlined in the update, such as:
 - Creating a new project office to support the Indigenous Procurement Initiative.
 - Work is underway to create an external advisory committee with representatives from Indigenous partners to inform the development and implementation of recommendations on specific short, medium and long-term actions.
 - Rolling out cultural competency training to B.C. government employees who deliver procurement and contract management.
 - Work is underway to establish or build upon existing Indigenous business directories.
- Our ministry has also Established an Indigenous facilitation services multi-use list through which all Ministries may contract the services of qualified Indigenous facilitators.

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

- As of January 26, 2022, 10 suppliers offering 12 Indigenous facilitators have been qualified and additional suppliers and facilitators are being added on a continuous basis.

Freedom of Information and Protection of Privacy Act Amendments

- We are demonstrating the Province's commitment to diversity, inclusion, reconciliation and equity by increasing information sharing with Indigenous Peoples, adding Indigenous cultural protections and removing non-inclusive language.
- These amendments to FOIPPA included a suite of measures to increase transparency and accountability including:
 - Increased public bodies' ability to disclose to Indigenous governing entities.
 - Adding a requirement for public bodies to seek consent from Indigenous governing entities to disclose information that is culturally sensitive through FOI.

Indigenous Names in BC Registries and ID Documents

- Ensuring business and society names reflect people's language and culture is an important part of reconciliation and supporting the diversity of our province.
- We are committed to working with Indigenous peoples to understand how best to collect and manage data in a culturally appropriate way.
- This starts with having data standards that are built with Indigenous people, as well as technologies that work with Indigenous characters.
- BC Registries is exploring changes that can be made to be more inclusive of Indigenous languages in business name registration.
- We are committed to being more inclusive of Indigenous languages and have introduced a font for government website content, forms and services that supports Indigenous languages in B.C.

2022/23 Estimates Note Advice to the Minister

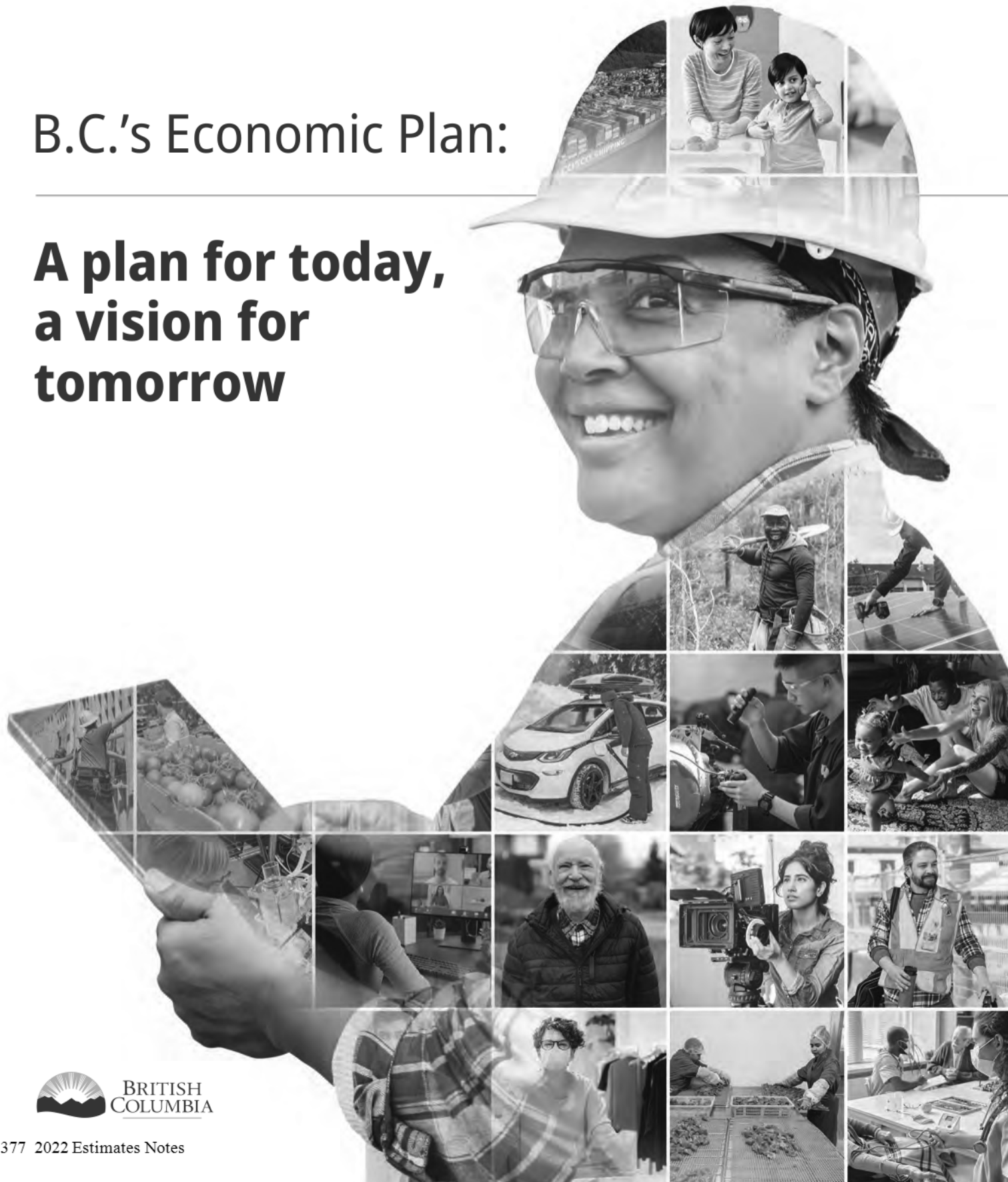
Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

- BC Sans is available for download and has been deployed to all BC Public Service workstations.
- Service BC is working with Indigenous communities that have existing, community issued identity documents, the goal is that these documents can be recognized as primary and secondary ID documents in the Province.
- Service BC supports the BC Services Card, which British Columbians use to access government services in-person and online. We are collaborating with program partners on supporting the reclamation of traditional names on the BC Services Card.

Provincial Properties

- Nanaimo Correctional Centre Project:
 - o The project team consulted with the City of Nanaimo and the Snuneymuxw [Snah-nay-mo] and Snaw-Naw-As First Nations, as well as a host of others with interest in the facility.
 - o Stakeholder engagement will continue throughout the redevelopment of the Nanaimo Correctional Centre.
 - o Through collaboration with the Snuneymuxw [Snah-nay-mo] and Snaw-Naw-As First Nations on related programming and design elements, the new facility also provides a more therapeutic and normalized living environment along with culturally responsive programming and spaces.
- The Real Property Division (RPD) has developed the Social Stewardship Policy and Barrier Free Program in cooperation with the Rick Hansen Foundation to remove government buildings barriers and increase inclusivity. RPD plans to continue to grow Social Stewardship work in government buildings with the development of two new programs focusing on Indigenous Reconciliation and Diversity & Inclusion.

A plan for today, a vision for tomorrow





Joint letter from the Premier and Minister

From the start, our government has worked to make life better for people.

We've expanded post-secondary education and made child care more available and affordable. We've cut ICBC rates, eliminated bridge tolls and cracked down on housing speculators to keep life affordable for families.

We're working with First Nations and Indigenous Peoples towards reconciliation and leading on climate action. We're modernizing our forest sector to ensure it remains both economically and ecologically sustainable for future generations.

When the pandemic hit, we responded by providing more support per capita to people and businesses than any other province.

These actions have helped B.C. through the pandemic and into a strong economic recovery. Today, B.C. is a national economic leader, just as we were when the pandemic began. More British Columbians are working now than before the pandemic with 100,000 jobs added in 2021. Last year saw the largest interprovincial migration in 28 years with more families making B.C. their home.

Our immediate focus remains getting British Columbians through COVID-19 together. The pandemic was not a one-off event. It has fundamentally changed our outlook and priorities in ways that have profound implications for all of us.



John J. Horgan

Honourable John Horgan,
Premier of British Columbia

Our core values haven't changed. But the pandemic and toxic-drug crisis, together with floods, fires and extreme temperatures, has underlined the need for a renewed approach to economic policy – a long-term approach that looks 10 to 15 years ahead and results in a more sustainable and inclusive province for all British Columbians.

Because we can't go back to the way things were before. That's why we developed this plan.

Following months of consultation with British Columbians, the StrongerBC Economic Plan calls on British Columbia to achieve two big goals: *inclusive growth* and *clean growth*.

The plan lays out specific "missions" to meet these goals, guiding policy decisions in the years ahead. More immediate actions will close the digital divide; get goods to market faster; increase domestic manufacturing; add value to our natural resources; support our booming innovation sector; and help position B.C. as a world-leading supplier of high-demand, low-carbon goods and services.

The StrongerBC Economic Plan also includes a generational commitment to develop the talent B.C. needs to grow and innovate across our economy.

This is a plan for today, and a vision for tomorrow. Our ambition is to build the province we all want for ourselves and future generations. One that fosters innovation and ensures a strong future for resource workers. A high-care, low-carbon economy that works for all of us.



Ravi Kahlon

Ravi Kahlon,
Minister of Jobs, Economic
Recovery and Innovation



An Inclusive, Sustainable and Innovative Economy that Works for People

British Columbia has a small, open economy with many advantages, including being home to two of the country's largest ports, abundant resources, incredible natural beauty, a competitive business climate, strong public services, and a shared commitment to community.

Of all British Columbia's many advantages, our most important asset is people.

And it's people – everyday British Columbians – who are at the heart of this plan. Because if an economy is not working for people, then it's simply not working.

Over the last four years, supporting people has helped B.C.'s economy grow.

Partnering with First Nations, Indigenous Peoples and organizations as respected leaders in our economy to work towards reconciliation, is creating new economic

opportunities throughout our province.

Modernizing our forest sector will ensure forestry remains a source of good jobs and economic security for communities across B.C.

Tackling the climate emergency is driving economic innovation and new clean jobs.

Creating thousands of new spaces at B.C.'s colleges and universities is helping businesses secure talent, increase productivity and improve competitiveness.

Expanding affordable child care makes it easier for businesses to hire by helping families to balance the needs of home and work.

Accelerating capital investments to the highest level ever is upgrading our schools and hospitals; modernizing critical transportation networks and creating tens of thousands of good jobs.

Through the Community Benefit Agreements and new training opportunities for people historically excluded from economic opportunity, key investments in infrastructure are both producing robust growth, and ensuring more people share in the benefits.

At a time of global upheaval, B.C.'s economy is providing certainty and attracting investment from around the world. Last year's \$4.3-billion investment by world-class Newcrest Mining in B.C. is just one example of strong investor confidence.

B.C. also experienced a surge last year in private-technology-startups valued at more than \$1-billion.

Overall, 2021 was one of the best years ever for raising capital by B.C. companies.

These facts point to the enormous potential for B.C. to thrive in a carbon-constrained world. Our plan will help B.C. companies grow from this demand, establishing sustainability as a foundation for future jobs and growth.

Because a strong economy and a healthy society go hand in hand.

The pandemic and all that we have been through over the last two years has brought this truth into sharp focus. And it has reminded us how much more work lies ahead to build an inclusive, sustainable and innovative economy that works for everyone.

The [StrongerBC Economic Plan](#) sets out a clear vision for tomorrow, and building off previous plans, charts a path to get us there by making your life better today.

THE PURPOSE OF OUR ECONOMY

Economic growth is not an end in itself.

British Columbia's gross domestic product could outpace the world, but if people aren't feeling the benefits of the economy in their lives and in their communities, then the economy may be growing, but it's not working.

The [StrongerBC Economic Plan](#) says the well-being of the more than five million people who call B.C. home is our most important economic advantage. Healthy, inclusive societies where wealth and opportunity are broadly shared are more productive, competitive, and innovative

than societies where inequality is high. They are also more resilient.

This core idea grounds the goals, missions, and actions outlined in this plan. It brings them together in a renewed vision for a more innovative and sustainable economy where each of us can realize our true potential in empowered and inclusive communities. At a time of great global uncertainty, the [StrongerBC Economic Plan](#) asserts that an economy built for all is an economy built to succeed.



What was important to participants in the virtual engagement sessions:



**AFFORDABLE
HOUSING**



**CLIMATE
EMERGENCY**



HEALTH CARE



**CLOSING THE
DIGITAL DIVIDE**



IMMIGRATION



**RECONCILIATION WITH
INDIGENOUS PEOPLES**



CHILD CARE



SKILLED WORKFORCE



**ENVIRONMENTAL
& SOCIAL STANDARDS**



**MODERNIZED VALUE-ADDED
NATURAL RESOURCES**

Built by British Columbians

The [StrongerBC Economic Plan](#) is the result of extensive engagement with British Columbians from every region of the province and from all walks of life – business, labour, First Nations and Indigenous leaders, municipalities, not-for-profits, universities and colleges, entrepreneurs, environmentalists, and many others.

At a time of increased polarization around the world, the strong consensus expressed by such a diverse range of British Columbians through our engagements was remarkable.

British Columbians agree that the central aim for B.C.'s long-term plan needs to be economic growth shared by all.

To that end, we agree that diversity is a critical and enduring strength; that rights reconciliation and lasting partnerships with First Nations and Indigenous Peoples is a fundamental condition of long-term economic progress; that developing and attracting talent is the primary source of economic innovation; that increased immigration is good for our economy; and that Environmental, Social and Governance values (ESG) offer a tremendous opportunity for B.C. companies to showcase their advantages.

British Columbians agree natural resources are an enormous economic advantage. We also share a deep commitment to bold and immediate action to tackle the climate crisis.

British Columbians told us they believe governments have a central role in providing services and addressing social problems, as well as in fostering innovation, tackling fundamental challenges like climate change, and helping set the direction for economic growth.

Of course, British Columbians look at our economy and these issues from different perspectives. Views vary on the combination of policies and incentives to achieve lasting economic prosperity.

What has been clear through the pandemic was expressed again in our engagement with British Columbians. We share a common ambition for communities and our province – an ambition on which this plan – its long-term vision, immediate measures, and the metrics by which we will track our progress – was built.

Who We Heard From

Engagement sessions were held over a nine-week period during the summer of 2021. Thirty-three virtual sessions were held with more than 330 stakeholders representing business, industry, labour, and social organizations across B.C. Forty-four written submissions were received from participants and other interested stakeholders. In the fall of 2021, a series of focused virtual engagement sessions were held with First Nations and Indigenous organizations.

Inclusive Growth and Clean Growth

The pandemic has taught us we have a collective capacity to confront big challenges. The extraordinary events of the past two years – flood, fires, heat domes, a global pandemic and the toxic drug crisis – have brought two of these challenges into sharp focus.

First, COVID-19's disproportionate impact on lower-income and marginalized British Columbians has highlighted the tremendous health and economic costs of inequality.

Too many British Columbians lack access to the economic opportunities that are a pillar of a strong and resilient society. In a world where the skills, talents and ambitions of people are one of B.C.'s most important assets, expanding economic opportunity through inclusive growth is both a moral and economic imperative.

Second, the climate emergency is here. Floods, heat domes and fires have brought home the devastating impact of climate change on our economy and society. If we didn't fully appreciate it before, we must now: the world is turning quickly toward an emphasis on sustainable growth. B.C. must continue to be a leader in the fight against climate change.

These twin challenges are also opportunities for British Columbia to lead in shaping tomorrow's high-skill, competitive, low-carbon economy. Tackling inequality and meeting our climate commitments doesn't come at the cost of economic growth, but rather are an accelerant for good jobs, innovation, and economic security across B.C.

In this important way, the StrongerBC Economic Plan represents a fundamental re-orientation of economic policy making in B.C.

For these reasons, the StrongerBC Economic Plan sets forth ***inclusive growth and clean growth*** as the overarching goals towards which everything in the plan is aimed.

The six missions and new priorities forming the heart of this plan are all strategically chosen to meet these two fundamental economic imperatives.

Organizing the StrongerBC Economic Plan in this way gives it the focus required to drive change, prioritize decisions, and track progress in the disciplined execution of specific policies across government.

Some of these policies are new and some are underway. But they are all pointed in the same direction: towards a stronger B.C.

"An economy built for all is an economy built to succeed."

- Premier John Horgan



INCREASING B.C.'S COMPETITIVE ADVANTAGE

Effective competitiveness is dependent upon a wide range of factors that drive economic productivity. For a small open economy like British Columbia's, factors such as access to talent and capital, competitive tax rates, high quality physical and social infrastructure, strong public healthcare and a business climate that supports innovation are key to gaining advantage in the global marketplace.

The [StrongerBC Economic Plan](#) improves B.C.'s long-term competitiveness through a range of measures aimed at nurturing talent, promoting investment, strengthening infrastructure, and fostering innovation in both traditional and new industries.

The Future Ready: Skills for the Jobs of Tomorrow plan will help equip British Columbians with the knowledge and skills they require for the jobs of the future. Expanded child care will make it easier for parents to participate in the workforce. The InBC Investment Corp will provide capital to companies that seek to grow in the province. Closing the digital divide will enable every British Columbian and business to access high-speed internet. Reducing carbon emissions while adding value to our resources will create new opportunities for economic innovation. And B.C. will continue to lead the effort to improve trade among the provinces.

Together, these and other actions in the [StrongerBC Economic Plan](#) will help B.C. to compete and thrive in an ever-changing global economy.

B.C.'s Economic Plan: A plan for today, a vision for tomorrow

INCLUSIVE GROWTH



Supporting People & Families

- Investing in people and families to make life more affordable
- Delivering the services - like health care and child care - you can count on
- Expanding opportunities for education and training



Building Resilient Communities

- Helping communities thrive with modern infrastructure resilient to changes in the climate and the economy
- Building affordable housing, new schools and hospitals
- Making sure every community in B.C. has access to high-speed internet



Advancing True, Lasting & Meaningful Reconciliation with Indigenous Peoples

- Working to advance our commitments to reconciliation with Indigenous Peoples
- Partnering with First Nations and Indigenous communities to support new economic initiatives
- Acknowledging, respecting and upholding Indigenous rights, First Nations title and Indigenous control of their land and resources

New actions

- Launching the Future Ready: Skills for the Jobs of Tomorrow plan
- Accelerating the timeline to connect all B.C. communities to high-speed internet
- Creating a Small Business Diversity and Inclusion Action Plan
- Collaborating on an Indigenous economic development agency
- Building a new Trades and Technology Complex at the British Columbia Institute of Technology

B.C.'s Economic Plan features two key goals
and six missions that will shape our economy to work for everyone

CLEAN GROWTH



Meeting B.C.'s Climate Commitments

- Delivering on B.C.'s commitment to reduce climate pollution and build a cleaner B.C.
- Helping people and business transition to clean energy solutions
- Supporting industries to become low-carbon



Leading on Environmental & Social Responsibility

- Helping develop, promote, and market environmentally and socially responsible goods and services
- Positioning B.C. to compete and win in a global economy that puts a premium on ESG
- Investing in the development of low carbon goods and technology



Fostering Innovation Across Our Economy

- Helping B.C.'s high-tech sector find talent and scale-up
- Creating new manufacturing opportunities in an innovative economy
- Adding value to natural resources

New actions

- Developing a Mass Timber Action Plan
- Creating a Life Sciences and Biomanufacturing Strategy
- Engaging on a Trade Diversification Strategy
- Establishing Integrated Marketplaces to amplify innovation and connect local businesses with customers
- Creating an Industrial and Manufacturing Action Plan
- Establishing an ESG Centre of Excellence to promote Environmental, Social and Governance principles for products and services
- Creating an Agritech Centre of Excellence
- Initiating a Goods Movement Strategy

Inclusive Growth



MISSION 1: SUPPORTING PEOPLE AND FAMILIES

The well-being of people and families across B.C. is the point of a growing economy. No matter how much wealth is created, if people and families aren't benefiting, then the economy is failing.

Through the StrongerBC Economic Plan, our government is supporting people and families across a range of initiatives to make life better and more secure. We're taking action to reward hard work, make life more affordable, help parents balance the needs of work and home, expand opportunities for education and training, and support the most vulnerable.

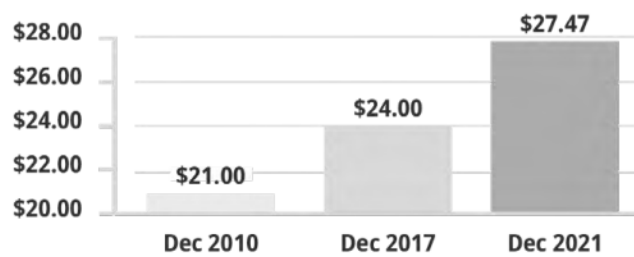
This mission will result in more cohesive communities where opportunities and wealth are shared more broadly. British Columbians will have the skills they need to drive productivity in an innovative and growing economy; household incomes will go further and those traditionally under-represented will have the supports needed to be able to engage more fully in our economic and civic life.

KEY ACTIONS

- Keeping people safe as we navigate through and recover from the COVID-19 pandemic.
- Cutting ICBC rates, eliminating MSP premiums, free bus travel for children, eliminating interest on student loans, and taxing housing speculators.
- Expanding quality affordable child care.
- Creating thousands of new spaces at our universities, colleges and institutes, expanding co-op programs and graduate student scholarships.
- Supporting workers and rural communities transition into new industries.
- Increasing income and disability assistance, doubling of the senior's supplement and supporting vulnerable families.
- Implementing five days of paid sick leave to help keep businesses safe, open and thriving.
- Increasing the minimum wage and closing the gender pay gap.
- Delivering on a Pathway to Hope, a roadmap for making mental health and addictions care better for people.
- Introducing new anti-racism data legislation that will pave the way for fair and better services.



Median Hourly Wage Rate



Courtesy: Statistics Canada. Table 14-10-0063-01 Employee wages by industry, monthly, unadjusted for seasonality.



Inclusive Growth



MISSION 2: BUILDING RESILIENT COMMUNITIES

Jobs and economic opportunity flourish in communities that have the tools they need to adapt and grow in a world where challenges posed by the pace of technological innovation, the climate emergency, and global economic integration is accelerating change at a dizzying rate.

Through the [StrongerBC Economic Plan](#), our government is providing communities with those tools. We're building modern economic and social infrastructure, including good schools, hospitals and affordable housing. We're making substantial investments in fire, flood and emergency event preparedness and mitigation. We're ensuring access to local food. And through CleanBC we are supporting people and businesses to transition to a carbon-neutral economy. Because resilient communities must be climate resilient.

This mission will strengthen the social and economic fabric tying communities and people together. British Columbians will be better connected to each other, the province and the world. We will continue to learn in good public schools, get treated in good public hospitals and health care facilities and enjoy more affordable living options as owners and renters. We will also lower carbon emissions and be better prepared for future climate events and natural disasters.

KEY ACTIONS

- Building 9,000 more family homes through our Housing Hub.
- Expanding transit and building modern, low-carbon economic infrastructure.
- Connecting communities to each other and the digital economy by expanding high-speed internet connectivity.
- Supporting B.C.'s next generation of construction workers with Community Benefit Agreements.
- Improving accessibility and working to remove barriers for everyone in B.C.
- Implementing the recommendations of the Tourism Task Force.
- Building health facilities like the new urgent and primary care centres, and new cancer centres in Surrey and Kamloops.
- Upgrading and building new schools across the province.
- Helping food entrepreneurs grow their businesses through shared-use equipment at Food Hubs.
- Ongoing support for B.C.'s thriving television and film industry — the greenest in the world.
- Strengthening community resilience through a new climate preparedness and adaptation strategy.



A THRIVING TOURISM INDUSTRY

People from all over the world want to visit B.C. And we are proud and welcoming hosts.

Tourism is one of B.C.'s iconic industries. It is an engine for jobs, opportunity and entrepreneurship.

Tourism employs more than 160,000 British Columbians, adds billions of dollars to GDP, and contributes to the well-being of people and communities throughout the province.

Although the last two years have been extremely challenging for tourism businesses and workers, the future for tourism is bright. Few places on earth offer the variety and richness of experiences for visitors to enjoy.

A flourishing tourism industry is a key pillar of the [StrongerBC Economic Plan](#). Through Destination BC, our government is partnering with industry to meet ambitious goals for growth, sustainability and stewardship.

We are giving more visitors more reasons to travel to B.C. – from hosting world-class events to investing in B.C.'s iconic destinations and supporting Indigenous tourism opportunities. And we are ensuring that the social, cultural, environmental and economic benefits that come with a thriving tourism industry are enjoyed by all British Columbians.



BUILDING B.C.: SCHOOLS, HOSPITALS, ROADS AND TRANSIT

Building, restoring and expanding infrastructure helps meet the needs of our growing population, while creating jobs and economic growth in both the short-term and the long-term.

Last year we committed to making historic levels of infrastructure investment in B.C. It will allow us to build the infrastructure B.C. needs to keep moving forward — housing, schools, hospitals, and highways. And it will create an estimated 85,000 jobs.

In addition to direct work like planning, engineering and construction jobs, infrastructure projects also provide indirect jobs and provide opportunities to develop marketable made-in-B.C. green innovation and technology.

Expanded transit infrastructure helps us meet our CleanBC targets while opening up new, cleaner, and faster modes of transportation. Integrated development around new SkyTrain stations offers opportunities to create affordable housing and local economic development. We have invested in the Broadway Subway Project and have committed to building the Surrey Langley SkyTrain Project all the way to Langley City Centre.

Finally, the disastrous flooding in 2021 reminded us that our transportation infrastructure is vital to our supply chains. We are working with all of our partners to build back climate-resilient infrastructure, designed to withstand the effects of climate change and extreme weather.





BUILDING THE HOMES WE NEED

Housing is essential infrastructure for a thriving economy that works for everyone. Living close to work, school, services and transit lowers costs for families, while reducing traffic, pollution and commute times. Good affordable housing makes life better for families and it helps employers to recruit and retain the workers they need.

For decades, federal and provincial governments stepped back from this important responsibility.

The pressure on housing is growing, as record numbers of people choose to move to B.C. for a better life. They join thousands of British Columbians looking for homes to pursue their dreams, whether starting a family, taking a job, or enrolling in a training or education program.

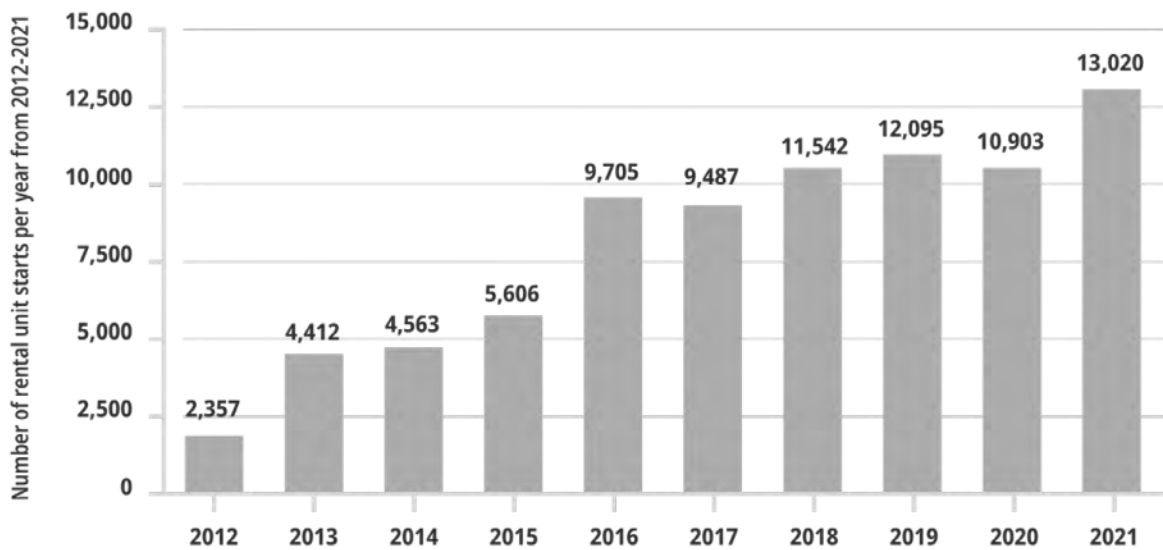
Our government is making better choices to support people. We are making the largest investment in housing in the province's history – \$7 billion to build 114,000 new affordable homes. Since 2017, nearly 32,000 of these new affordable homes have been built or are underway. Because of this investment and other initiatives more than 52,000 new homes were registered for construction last year in B.C., the highest level in

a single year since BC Housing started tracking this two decades ago. In the past five years, we have built or have in development 5,680 new on-campus student housing beds, compared to just 160 student housing units built between 2002 and 2017.

But the work isn't done. We need to build tens of thousands of new rental units and homes across the province to meet the urgent demand. We're helping municipalities streamline rezoning processes, especially near transit hubs, so badly needed housing can be built more quickly. We're also working to speed up provincial approvals to make sure they don't hold up new housing either. Local governments are also now getting funding to develop regular reports on housing needs. This ensures municipalities are planning for the future.

Affordable homes so people can work and live in their community are key to inclusive growth. Our government's programs and policies are encouraging construction of all types of homes people need. This work is helping to expand opportunities to build our growing economy in a sustainable way that supports all families and communities.

Progress on rental homes for B.C.



Courtesy: CMHC's Housing Market Information Portal



Inclusive Growth



MISSION 3: ADVANCING TRUE, LASTING AND MEANINGFUL RECONCILIATION WITH INDIGENOUS PEOPLES

Through the [StrongerBC Economic Plan](#), our government is working to advance our shared commitments to reconciliation with Indigenous Peoples through economic development.

We are working with Indigenous Peoples to address barriers to their full participation and leadership in all aspects of B.C.'s economy; supporting First Nations control over their own land and resources; acknowledging, respecting and upholding Indigenous rights and First Nations title; and building enduring and productive forums for Indigenous Peoples to lead and contribute to economic development initiatives.

This mission will advance lasting and meaningful reconciliation through economic development that recognizes Indigenous Peoples are leaders and partners in all aspects of the economy.

KEY ACTIONS

- Collaborating with Indigenous partners to deliver the action plan required under the *Declaration on the Rights of Indigenous Peoples Act*.
- Moving to long-term agreements, treaties and other constructive arrangements that recognize rights and advance self-determination, economic independence and prosperity.
- Partnering with First Nations for decisions on land and resource use through shared decision making.
- Engaging with First Nations in setting the long-term direction of the economy.
- Working towards an economy that respects, acknowledges and upholds Indigenous rights and First Nations title, is co-led with Indigenous Peoples, and ensures that all Indigenous Peoples have access to economic opportunities and benefit from the lands and resources in their territories.
- Partnering with Indigenous Peoples to lead the development of an economy, workforce and business climate that supports greater leadership, inclusion and participation of Indigenous Peoples and advances Indigenous rights, values, interests and goals.
- Collaborating and participating in ongoing, meaningful, and enduring dialogue to create a more inclusive, innovative, and sustainable economy for the benefit of present and future generations that reflects Indigenous values, interests, goals and worldviews.
- Work with Indigenous Peoples to transform the economy by supporting the rebuilding of Indigenous economies, respecting and reflecting Indigenous economic knowledge, wisdom and practice, and facilitating holistic economic sustainability that improves the well-being of all British Columbians.



PARTNERING IN ECONOMIC DEVELOPMENT WITH INDIGENOUS PEOPLES

Working towards lasting and meaningful reconciliation with Indigenous Peoples is an economic advantage for the province.

Government's commitments to reconciliation with Indigenous Peoples, and respect for Indigenous rights and First Nations title and traditional territories, are fundamental to B.C.'s economic future, and central to this plan.

By engaging Indigenous Peoples as respected partners in the economy, B.C. supports certainty and clarity for projects and investment decisions, leading to increased economic confidence.

Many leading companies investing in B.C. have introduced successful models based on collaborative relationships with First Nations governments.

In our engagement sessions with First Nations and Indigenous Peoples, a number of key issues and themes emerged, including persistent and systemic barriers to Indigenous participation

in the economy, ranging from cultural discrimination and racism to regulatory burdens and limited access to capital.

Indigenous participants in the consultation expressed not only a willingness, but an urgency to become full partners in the renewed B.C. economy.

The unanimous passage of the Declaration Act by all parties in the Legislature enshrined into law the fundamental rights of Indigenous Peoples in B.C. Care has been taken in designing the [StrongerBC Economic Plan](#) to ensure consistency between it and the Declaration Act Action Plan.

Negotiating and respecting treaties has significant implications for the provincial economy by supporting meaningful partnerships and generating economic benefits for Indigenous Peoples while also addressing rights and title.

Inclusive Growth, New Actions

Future Ready: Skills for the Jobs of Tomorrow

A skills and talent shortage looms over the B.C. economy.

Business leaders across sectors have told us very clearly that developing, attracting and retaining talent is critical for productivity, innovation and competitiveness.

The B.C. Labour Market Outlook released in early February 2022 tells the story.

Of the more than *one million job openings* in B.C. over the next 10 years:

- Almost 80 percent will require post-secondary training and education
- The highest demand jobs will be in the caring economy and scientific and technical services sector

- The demand will not be met without meaningful steps to reduce barriers keeping people out of the labour market

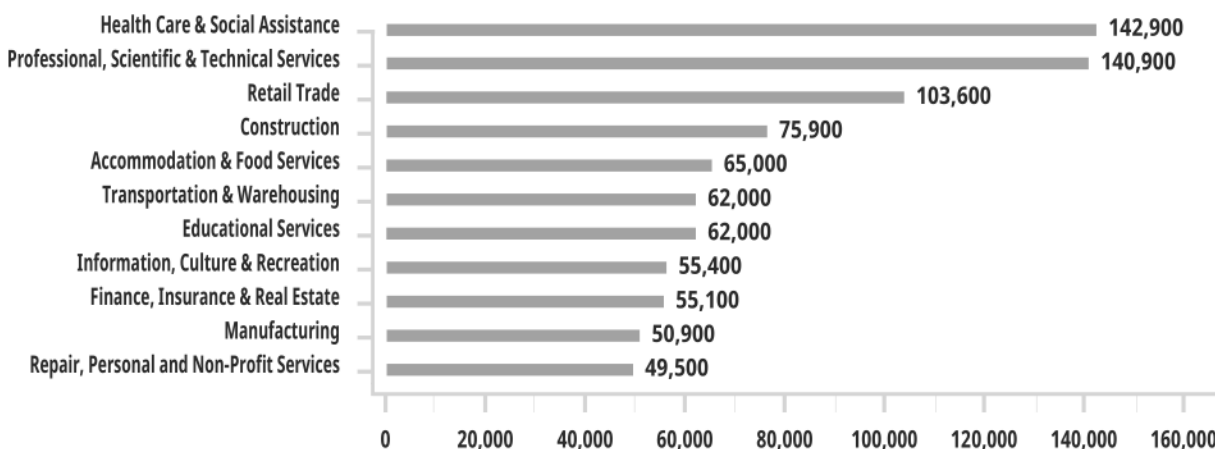
Our government is taking concrete steps to address this challenge.

We're helping today's workers upgrade their skills and train for new jobs

We've created thousands of new post-secondary tech spaces, reduced barriers to education by keeping tuition affordable, waived tuition for children in care, expanded grants, built 8,000 new student housing units, and restored compulsory apprenticeship and trades.

More needs to be done.

Job openings by Major Industry over the next decade



Courtesy: Labour Market Outlook 2021



The StrongerBC Economic Plan takes immediate action to close B.C.'s skills and talent gap with a generational commitment to accelerate talent development and skills training across the province.

The StrongerBC Economic Plan advances:

1. **The StrongerBC Training Initiatives** to support economic recovery
2. **The creation of 2,000 new tech-relevant spaces** in public post-secondary institutions on top of the 2,900 tech seats already created
3. **The expansion of student seats** in high opportunity sectors such as health care, high-tech, life sciences and agritech
4. **Support programs** to help workers, First Nations and communities through economic transition
5. **Support for Indigenous Post-Secondary Institutes** and skills training
6. **More graduate scholarships** and internships for innovation
7. **A digital services hub** so British

Columbians can more easily access education and training for in-demand jobs

8. **Expanding training** for health care workers

The plan also invests in infrastructure that helps build tomorrow's workforce, including \$136.6-million towards a new world-class ***Trades and Technology Complex on the BCIT campus.***

The new Trades and Technology Complex will give British Columbians access to resources and equipment they need to train for the tens of thousands of new, highly-skilled trade jobs that will open up in B.C. over the next 10 years.



Inclusive Growth, New Actions *continued*

The BCIT Trades and Technology Complex is one key initiative to give British Columbians the talents and skills they need for the jobs that are coming in high-tech, agrifood, transportation, health care, and sectors throughout our economy.

Over the coming months, these and other forward-looking initiatives designed to close the skills gap will be announced in coordination with Indigenous leaders, industry, labour and B.C.'s world-class post-secondary system.

Closing the Digital Divide

COVID-19 proved beyond any doubt the importance of connectivity for social inclusion and economic growth in our province.

We know high-speed internet is essential to everyone, especially in rural and Indigenous communities. Without it, many British Columbians struggle to access the same information, services and economic opportunities as those who live in urban centres.

Our government committed to closing the digital divide with record investments.

The [StrongerBC Economic Plan](#) aggressively accelerates the timeline to connect all B.C. communities to high-speed internet and successfully close B.C.'s digital divide.

This will mean that businesses of all types will have the same digital economic opportunities

in rural B.C. as in larger communities. It will also see many First Nations communities get connected for the first time, advancing reconciliation and self-determination.

Supporting Small Business Diversity and Inclusion

In British Columbia, small business is big business. There are more small businesses per capita in B.C. than anywhere else in Canada.

Ninety-eight percent of B.C. businesses are small businesses. They employ more than a million British Columbians, account for 36 percent of B.C. exports and 34 percent of B.C.'s GDP. Beyond the numbers, small businesses are part of the fabric of local communities. Many of us got our first jobs at a small business, or play on a softball team sponsored by one, or just rely on expert advice from the owner when shopping.

Through the pandemic, our government has worked closely with small businesses across the province to reopen, adapt, hire and grow. We've provided hundreds of millions of dollars to small businesses so they can stay open and keep people on the payroll. We've tailored direct support for some of our hardest hit sectors, like tourism, hospitality, and the arts. And we provided additional support across a range of initiatives including help for small businesses to sell products online, scale-up their operations, and streamline regulations.



Of the many small business people affected by the pandemic, Indigenous, Black and People of Colour (IBPOC), women, persons with disabilities, 2SLGBTQ+, immigrants and young small business owners were disproportionately impacted. The [StrongerBC Economic Plan](#) will provide comprehensive support, like new entrepreneur training, to these small business people through the development of the ***Small Business Diversity and Inclusion Action Plan***.

Indigenous Economic Development Organization

Self-determination of Indigenous Peoples is essential for an economy that works for

everyone. To help ensure our investments in economic growth are grounded in reconciliation, the [StrongerBC Economic Plan](#) will support the co-development of an external, **Indigenous-led agency focused on Indigenous economic development**.

The intent of this Indigenous-led institution will be to support opportunities for economic development and investment for Indigenous Peoples, and guide the expansion of provincial initiatives to support First Nation communities to secure new economic opportunities. This would be undertaken in a manner that advances the implementation of the *Declaration Act*, the Action Plan and other existing agreements and constructive arrangements.

Clean Growth



MISSION 1: MEETING B.C.'S CLIMATE COMMITMENTS

The impacts of climate change are all around us. And British Columbians know that delaying is not an option.

This plan delivers on *CleanBC: Roadmap to 2030* to meet B.C.'s emissions reduction targets for 2030 and reach net-zero by 2050. In doing so, more industries and communities will be powered with clean, renewable energy.

This mission will strengthen B.C.'s ability to attract investment and build economic opportunity for British Columbians by accelerating the transition to clean energy solutions.

KEY ACTIONS

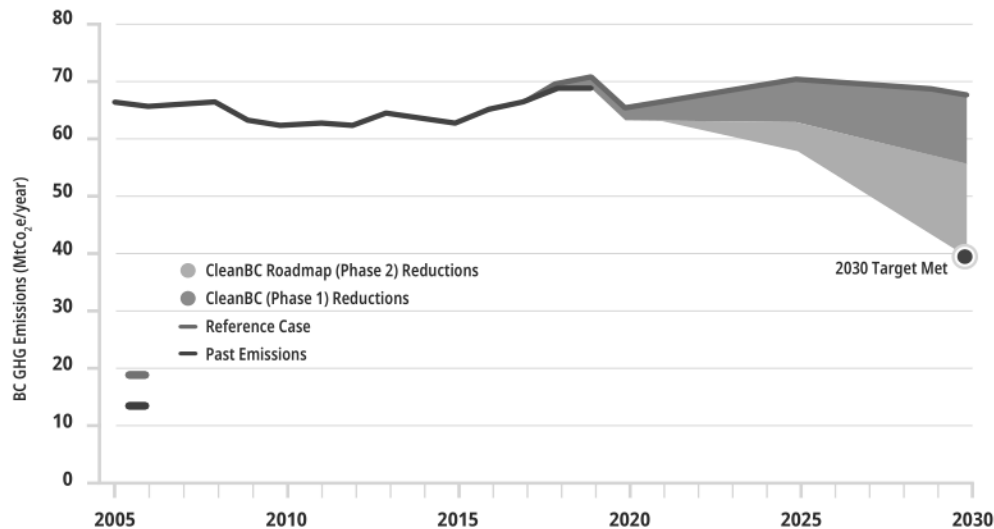
CleanBC supports innovation, growth and jobs by:

- Driving innovation in areas like clean hydrogen, the forest-based bio-economy and negative emissions technology.
- Making all new buildings zero-carbon by 2030.
- Adopting nation-leading targets for zero-emission vehicles (ZEVs) by 2030 and 100% ZEVs by 2035.
- Supporting research, development, and commercialization of new clean energy technologies.
- Creating the new Centre for Innovation and Clean Energy to accelerate and scale-up B.C.-based energy technologies, including carbon capture and low carbon hydrogen.
- Developing new construction methods and building materials through the CleanBC Innovation Fund.
- Supporting industries to become cleaner and ready for opportunities in the global clean economy through the CleanBC Industry Fund and the Industrial Incentive Program.

cleanBC
our nature. our power. our future.



CleanBC Emissions Reductions



Courtesy: CleanBC: Roadmap 2030 2021 p. 18

A NEW VISION FOR OUR FORESTS

Forestry is a foundation of the B.C. economy that provides good, family-supporting jobs. Our iconic old-growth forests are a cherished part of who we are as British Columbians.

Yet, for too long, short-sighted policies meant that control of B.C.'s forests was consolidated in the hands of too few and ecosystem health was not prioritized. This approach left workers and communities behind – and completely passed over First Nations.

That's why our government has a new vision for B.C.'s forests – one where our oldest and most ancient forests are protected, Indigenous Peoples are full partners in sustainable forest management, and workers and communities benefit from secure, innovative forestry jobs for generations to come.

This new approach to forests:

- Increases local control to ensure we better share all the benefits provided by B.C.'s forests
- Supports sustainable economies by transforming the sector from volume to value – with more made-in-B.C. manufacturing and fewer raw logs shipped overseas
- Advances reconciliation by creating more tenure opportunities for Indigenous Peoples and shared decision-making of forestry management



Clean Growth

MISSION 2: LEADING ON ENVIRONMENTAL AND SOCIAL RESPONSIBILITY

Of B.C.'s many economic advantages, the province's commitment to and reputation for environmental and social responsibility is increasingly important to improve our competitiveness and open up new markets for trade.

Through the StrongerBC Economic Plan, our government is securing B.C. as a world leader for championing corporate environmental, social and governance standards (ESG), helping British Columbians to develop, promote, and market environmentally and socially responsible goods and services. Our clean energy advantage is creating new opportunities in our electricity and natural gas sector that fit within CleanBC.

This mission will help position B.C. to compete and win in a global economy that puts a premium on ESG.

KEY ACTIONS

- Strengthening B.C.'s mining sector through the B.C. Mining Jobs Task Force to ensure environmental and regulatory excellence in mining, and the sustainable exploration for minerals needed in the new economy.
- Investing in the development of clean energy and clean technology with new initiatives such as the Centre for Innovation and Clean Energy.
- Launching a new ministry which will help ensure land-based permitting processes are transparent, timely and fair.
- Supporting low-carbon innovation and the low-carbon economy across sectors through the new InBC Investment Corp (InBC).
- Encouraging cleaner industrial operations through the CleanBC Industrial Incentive Program.





B.C.'S HYDROGEN STRATEGY

For British Columbia to meet its CleanBC goals, we must change how we produce and consume energy. When burned or used in a fuel cell, hydrogen produces no carbon emissions. It is one of the only solutions for decarbonizing sectors of the economy where direct electrification is not practical.

Therefore, renewable and low-carbon hydrogen will play an essential role in our sustainable energy future.

With our clean hydroelectricity, abundant natural resources and innovative companies, B.C. can be a world leader in the growing hydrogen economy – creating new cleantech jobs and opportunities for people across the province.

B.C. has already implemented robust policies to encourage hydrogen use in the transportation sector. The B.C. Hydrogen Strategy lays out 63 actions we will take together to speed up the

production and use of renewable and low-carbon hydrogen, and make B.C. a world leader in the growing hydrogen economy.

These actions include:

- Incentivizing the production of renewable and low-carbon hydrogen
- Developing regional hydrogen hubs where production and demand are co-located
- Financial supports for deploying fuel cell electric vehicles and infrastructure
- Expanding the use of hydrogen across different industrial sectors and applications
- Promoting the adoption of hydrogen in areas where it is most cost-effective in terms of emission reductions
- Creating the B.C. Centre for Innovation and Clean Energy to drive the commercialization of new hydrogen technology



Clean Growth

MISSION 3: FOSTERING INNOVATION ACROSS OUR ECONOMY

Businesses, industry, and government are harnessing the power of innovation to add value to products and services in new and traditional industries.

In B.C., the high-tech sector is growing quickly. In 2019, more than 130,000 British Columbians were employed in high-tech earning \$12 billion in income – the highest ever recorded.

Through the [StrongerBC Economic Plan](#), our government is fostering innovation across the economy by supporting talent development, tech adoption, scale-up of small businesses, and collaboration between the innovation ecosystem and other sectors of the economy.

This mission will position B.C. as a global innovation leader so that British Columbians benefit from new jobs and opportunities across an innovation-driven economy.

KEY ACTIONS

- Helping high-potential businesses grow in B.C. through InBC, a \$500-million strategic investment fund that will deliver economic, environmental and social returns.
- Creating the new B.C. Centre for Innovation and Clean Energy.
- Positioning B.C. to be a world leader on quantum computing by creating the Quantum Algorithms Institute at Simon Fraser University.
- Developing a Coastal Marine Strategy, Wild Salmon Strategy and Watershed Security Strategy.
- Creating 2,000 new tech-relevant spaces in public post-secondary institutions on top of the 2,900 new tech spaces already created.
- Working with government and business leaders from both sides of the border, through the Cascadia Innovation Corridor, to create a global model for sustainable growth.
- Investing in B.C.-based carbon capture and storage and other low carbon technologies.
- Developing a long-term provincial shipbuilding strategy to ensure continued growth and jobs.
- Developing an intellectual property strategy to support the growth and innovation of B.C. companies.





THE ROLE OF INNOVATION

Innovation is the process of generating and applying fresh ideas to develop new or improved products and services.

Driving the expansion of B.C.'s tech, clean energy and life sciences sectors, while adding value to traditional industries like mining and forestry, innovation is a key contributor to new jobs and growth throughout B.C.'s economy. Innovation improves our productivity, increases wages, boosts investments, and increases exports.

The [StrongerBC Economic Plan](#) fosters B.C.'s innovation eco-system through a *Future Ready: Skills for the Jobs of Tomorrow plan* to

develop and attract new talent, the *CleanBC: Roadmap 2030* to counter climate change, and new social and physical infrastructure to strengthen communities and promote economic development across the province.

Through Innovate BC, our government is also providing support to businesses, entrepreneurs, and non-profits across B.C. to bring new products and ideas to market, adopt leading-edge technologies, and secure talent, while opening doors of economic opportunity for Indigenous Peoples and traditionally under-represented groups.

Clean Growth, New Actions

Mass Timber Action Plan

For generations, British Columbia's resource workers built this province, generating the wealth we all depend on for our standard of living and quality of life. Almost three quarters of B.C. exports are from our natural resource sector. Natural resources account for 50 percent of B.C.'s economic base – the money brought into our economy through exports. Natural resource industries are, and will continue to be, key to B.C.'s long-term economic success.

Already, B.C. is a world-leader in the development of mass timber, a new value added low carbon technology that promises to revolutionize the way we build here at home and in emerging markets around the world. Compared to milling logs for lumber, mass timber can deliver up to seven times the economic value for an in-demand forest product that helps us meet our climate goals.

The **Mass Timber Action Plan** seizes on this opportunity for future growth by partnering with First Nations and Indigenous communities to support new business opportunities, modernizing regulations, training the mass timber workforce, and profiling mass timber to markets in Canada and the world. B.C. has the highest number of mass timber buildings per capita of any province or state in North America.

ESG Centre of Excellence

In an increasingly competitive global economy, British Columbia's high standards for environmental protection, social support, and democratic governance are an important and growing economic advantage. Around the world, interest in responsible investment is booming as concerns about the climate emergency, corruption, cyber security, and systemic discrimination have grown.

To support B.C. businesses and entrepreneurs to promote, develop, and market environmentally friendly and socially responsible goods, resources and services, our government is coordinating the development of an Environmental, Social and Governance (ESG) strategy.

As part of that strategy, we will establish an **ESG Centre of Excellence**.

The new Centre will facilitate ESG investments in B.C., attract socially and environmentally conscious investors, and diversify markets for B.C.'s world-class goods and services under a respected and trustworthy ESG brand.

Position B.C. as a worldwide hub for Life Sciences and Biomanufacturing

B.C. is home to the fastest growing life sciences sector in Canada with more than 2,000 companies employing approximately 17,000 British Columbians.



Through the pandemic, B.C.'s life sciences companies have earned international recognition for new technologies and treatments that are being used around the world. Virtually every COVID-19 vaccine candidate that reached late-stage development in 2020 used components that were consulted, initiated, developed, or manufactured by a B.C. company or scientist.

To support the growth and diversification of B.C.'s life sciences sector, the [StrongerBC Economic Plan](#) accelerates investments in health research. Through the ***Life Sciences and Biomanufacturing Strategy***, the [StrongerBC Economic Plan](#) positions B.C. as a worldwide life sciences hub by nurturing new talent, developing new lab space, leveraging the research capacities of B.C.'s post-secondary sector, and supporting employment across the sector.

A Growing and Innovative Ecosystem for B.C. Manufacturers

COVID-19 has shown us all that we need to secure, shorten and make our supply chains more resilient.

That means we have to manufacture more of what we and the world need here at home.

Manufacturing is already British Columbia's second-largest contributor to GDP for goods-producing industries in B.C.'s economy.

The scope of manufacturing in B.C. is vast, from wood and paper manufacturing to specialty aerospace parts. An estimated 11,000 small and medium-sized manufacturing companies contribute almost \$16 billion for B.C.'s GDP and employ more than 167,000 British Columbians.

Guided by an ***Industrial and Manufacturing Action Plan***, we will create more domestic manufacturing capability, increase cross-sector collaboration, and create new jobs and high-value, sustainable goods across sectors.



Clean Growth, New Actions *continued*

The Action Plan will focus on ways to:

- **Increase investments** in capital upgrades, R&D and advanced technologies to drive growth and promote supply-chain resiliency
- **Increase diversity and volume** for exports of value-added B.C. goods and new products through innovation
- **Accelerate and adopt green and net-zero initiatives**, and champion B.C. products as having an ESG advantage

Establish Integrated Marketplaces

British Columbia's small, domestic market can make it challenging for B.C. clean technology companies.

Without sufficient domestic demand, small companies can have difficulty growing to compete in the global market.

To help overcome this challenge, through the StrongerBC Economic Plan, our government will work with identified sectors to establish **Integrated Marketplaces**.

Integrated marketplaces help connect local clean tech companies with B.C. businesses looking for clean tech solutions.

Think of them as matchmakers.

B.C. businesses that share clean tech needs will join forces to buy a product from a B.C. clean tech company. In doing so, they give the local clean tech company the opportunity to fill large

orders which reduces costs, helps them grow, and opens up doors for export. In this way, integrated marketplaces support the growth of B.C.'s clean tech economy and will help us meet our climate change goals.

Getting our Goods To Market

Transportation and logistics make up a major economic sector in B.C.: over 14 percent of our economic base. And they also enable growth in other sectors, by helping businesses get the materials they need and get goods to market.

B.C. businesses export goods all over the world. And the StrongerBC plan positions our province to continue to move to the forefront of meeting a growing global demand for products that reduce emissions. Doing all of this requires a competitive transportation and logistics network here at home.

The StrongerBC Economic Plan will develop a **Goods Movement Strategy**, to provide leadership and coordination among transportation industries and achieve greater coordination between roads, railways, and ports. The goal is to ensure inputs and final goods move as efficiently as possible and businesses are able to scale-up. The result will be economic growth throughout the province, including partnerships with Indigenous Peoples.

Projects like the Highway 99 Tunnel program and the Highway 1 - Kamloops to Alberta - Four Lane project are securing B.C.'s reputation as a global export leader.

Clean Growth, New Actions *continued*

Feeding B.C. and Beyond

When the pandemic disrupted supply chains, it made many of us pay attention to something we often take for granted — the food we eat. In B.C. we are lucky to have such incredible bounty right in our own backyard, and we help feed the world with it. Food is also a huge part of our provincial economy: our agriculture, seafood and processing sectors employ more than 64,000 British Columbians and contribute \$5.4 billion to B.C.'s GDP.

Food Hubs, already found in twelve communities around the province, help food entrepreneurs overcome barriers to growth by providing access to shared equipment.

British Columbia is also home to more than 150 innovative companies that are developing and using leading-edge technologies to enhance productivity, increase sustainability and improve food security. These companies are filled with workers who want to be farmers — just different types of farmers. The B.C. Food Security Task Force issued its final report to the government in 2020, highlighting key findings to remove barriers to help establish British Columbia as a leader in the next agricultural revolution. We now have an opportunity to position this vibrant and clean industry to provide socio-economic benefits while contributing significantly to GHG

reductions by using fewer resources all while feeding the province and beyond.

We are committed to making B.C. a global player in the agritech marketplace. A new **Agritech Centre of Excellence** will make B.C. a world-leader in creating an ecosystem that brings together government, industry, academia, and Indigenous partners to share innovation, best practices and knowledge all in the pursuit of enhanced food security and clean growth.

The Centre will help companies grow and scale-up including research and development, piloting, commercialization, incubation and mentorship and will help to create high-paying, high-quality, high-tech jobs in B.C. Our universities will demonstrate their world-class leadership and expertise by working directly with B.C. industry and companies and by sharing research and skills training. Through the centre, the province will also be positioned to capitalize on federal funding in support of agritech and agrifood.

Partnership opportunities with First Nations and Indigenous organizations, including direct training for more than 50 highly qualified personnel and piloting vertical indoor growing systems to grow traditional herbs, will be facilitated through the Agritech Centre of Excellence.





Helping Businesses Access New Global Markets

A distinct shift is underway in the world affected by geopolitical circumstances, the COVID-19 pandemic, and new international trade agreements. These events emphasize the increasing importance of a robust, resilient, and diversified trading base for British Columbia.

This is B.C.'s opportunity to form new relationships, explore markets in new geographic locations, and to identify fresh trading opportunities to help set the course for our future. The development of British Columbia's **Trade Diversification Strategy** will focus on promoting trade that pivots away from over-reliance on a single market, making B.C. more resilient to market volatility and

geographically specific trends and changes. This strategy will set the direction for increased opportunities to export our products and services, as well as for attracting foreign investment to support B.C. businesses.

We will continue to take full advantage of our competitive edge as a trade and investment jurisdiction renowned for our Environmental, Social, and Governance (ESG) values.

Opportunities to cultivate the participation of more diverse and under-represented groups in international trade will be a priority. One of the strengths of B.C.'s Trade Diversification Strategy will be our collaborative approach to exploring new opportunities by working with partners and stakeholders, in this province and across Canada.



TRACKING OUR PROGRESS

The StrongerBC Economic Plan focuses on the direction of growth as well as the rate of growth. The plan will help generate a strong, expanding economy, while also ensuring the benefits are shared more equally, and that environmental sustainability is a foundation for future growth. In short, the plan starts from the assumption that, while economic growth is essential, such growth on its own is not enough.

To ensure that the plan's inclusive and clean growth goals produce tangible results for British Columbians, it includes tools that allow government to measure progress toward achieving those goals and adjust course as necessary. Such tools are important — not only to demonstrate a serious commitment to meaningful progress, but because we can't achieve what we can't measure.

We have to take a new approach to measuring economic progress.

The most common measurement of economic growth and prosperity is gross domestic product (GDP). GDP calculates the total output of an economy over a period of time. This

measurement has been criticized both for what it does not measure (it misses anything not bought or sold through the market) and for what it does (wars and environmental catastrophes both generate new spending, raising GDP).

Governments and policy makers around the world have come to the same conclusion about needing a new approach. They have developed their own measurements. **Because what gets measured gets done.** The United Nations tracks progress towards its Sustainable Development Goals using a broad range of social, environmental and economic metrics. The Organization for Economic Co-operation and Development's (OECD) Better Life Initiative is based on 11 key indicators. New Zealand's national budgets now include indicators to measure "well-being."

The B.C. government will continue to measure and report on GDP and starting with this plan, will also consider a broader set of indicators. For more information on the indicators used to track B.C.'s economic progress, please visit: StrongerBC.ca/plan



WWW.STRONGERBC.CA/PLAN

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Supporting Government Priorities: COVID-19 Response on gov.bc.ca

Revised: January 25, 2022

Key Messages:

- Clear and easily accessible public information is fundamental to a strong public health emergency response.
- The Government Digital Experience Division (GDX) developed and manages the main web presence for non-health-related COVID-19 information and supports gov.bc.ca/COVID19, gov.bc.ca/getvaccinated and the gov.bc.ca/vaccinecard.
- The website organizes dozens of programs and information campaigns that help people manage through the pandemic.
- Information includes federal and provincial supports, provincial restrictions, our immunization plan and schedules, information about local vaccine campaigns and the BC Vaccine Card.
- This information has been accessed 122 million times since March 2020 (as of January 25, 2022).
- GDX's efforts complement the health information provided by the BC Centre for Disease Control (BCCDC) (www.bccdc.ca/covid-19) and Healthlink (www.healthlinkbc.ca), the workplace health and safety information provided by WorksafeBC (www.worksafebc.ca), and federal information on travel, proof of vaccination and financial benefits found at www.canada/covid19.

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Questions and Answers:

1) Recently the Provincial Health Officer (PHO) has made updates to orders and guidance documents that were posted online with no formal communication to the public. How are you fixing this process?

- The GDX web team works closely with the Ministry of Health communications office to assist in the posting of new or updated PHO orders. The team takes direction from Health on the timing and urgency of these document updates. The process has been in place since March 2020.
- Based on the updates or changes to PHO orders, the team then develops plain language web content for gov.bc.ca. For example, clarifying new restrictions for gatherings and events or fitness activities and youth sports tournaments.
- These web updates are published on an on-going basis, with approvals from the Ministry of Health and Government Communications & Public Engagement (GCPE) when required. Most often, updates happen on the same day as Dr. Henry addresses the public and the media.
- The GDX web team does not have ownership or access to web content, documents or guidance posted to the BC Centre for Disease Control (BCCDC) or WorkSafeBC websites. The team collaborates with both organizations on an ongoing basis, and as appropriate, shares best practices.

2) What are you doing to support British Columbians whose first language isn't English to ensure everyone is able to access the information and services they need?

- Initially, COVID-19 web content was translated into nine languages: French, Chinese (Traditional and Simplified), Punjabi, Farsi, Tagalog, Spanish, Korean and Arabic. The

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

translations were available on gov.bc.ca, often as PDF files.

- All COVID-19 information at gov.bc.ca/covid-19 is now translated into 12 languages: Arabic, Farsi, French, Hindi, Japanese, Korean, Punjabi, Simplified Chinese, Spanish, Tagalog, Traditional Chinese, and Vietnamese. The expansion to 12 languages started in January 2021.
- To make all 12 languages accessible to everyone, translated information is now published as HTML web content, not as PDFs. This ensures a seamless experience for all people, no matter the language they read.
- As well, the web content directs people to Service BC who offers multilingual assistance in 140 languages by phone.

3) What kind of information are you providing on the website?

- The available information includes:
 - Vaccination information, including dedicated content for children, youth and booster eligibility
 - Proof of vaccination information for British Columbians and business owners
 - Travel information and current federal requirements
 - Current PHO restrictions (events, restaurants, gym/fitness, long term care)
 - Violation tickets
 - Federal and provincial supports
 - Provincial economic recovery initiatives and grants
- GDX's efforts compliment the health information provided by the BC Centre for Disease Control (BCCDC) and HealthLink, the workplace health and safety information provided by WorksafeBC, and Canadian federal benefits.

2022/23 Estimates Note

Advice to the Minister

Ministry: Ministry of Citizens' Services
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- GDX's main focus is the Get Vaccinated campaign, proof of vaccination and province-wide restrictions.

4) How do you ensure the information is easily accessible and understandable?

- Our role is to help people find and understand the information and services they need. The key strategies to manage this work include:
 - Applying web standards, like plain language writing, to ensure people can easily find, understand and access information and supports at a reading level that works for all people.
 - Establishing a high-performing centralized web team that works with the ministry program, GCPE communication staff, and health officials to deliver the established standards.
 - Continuous research and testing. GDX has a small research group that tests information and services directly with people to understand their needs and challenges as they try to navigate government. The research findings are used to make improvements to services, forms, web content and social media communications.
 - For example, the research group has focused on the vaccination experience and hesitancy for 5- to 11-year-olds. Findings have been used by the GDX web team to improve content, the GCPE digital communications team to make better social media posts, and BCCDC to develop and distribute printed materials to parents.
 - Ongoing collaboration to ensure alignment with multiple agencies involved in communicating with the public, including BCCDC, HealthLink, Ministry of Health, GCPE

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Digital Communications and Service BC.

- Implementing new technologies like a virtual assistant/chatbot. The chatbot is another way to make it easier for people to find information they are looking for. This work includes providing a common chatbot experience that is used by gov.bc.ca, BCCDC, HealthLink BC, BC Cancer and Interior Health websites.

Contact:

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2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Supporting Remote Work for the Public Service

Revised: Date of last revision, January 30, 2022

Key Messages:

- Since March 2020, the Ministry has been instrumental in supporting the BC Public Service to work from home and deliver services remotely.
- Prior to the pandemic, working remotely had not been a standard practice across the BC Public Service. Most employees worked from a permanent office location.
- Prior to the pandemic, an average work week had fewer than 4,000 people using VPN, and, anecdotally, fewer than 1,000 people worked from home daily.
- After the BC Government declared a state of emergency on March 18, 2020, VPN was expanded to support secure connections for up to 35,000 employees daily.
- The Office of the Chief Information Officer (OCIO) continues to work with ministries to ensure that employees have the tools they need to safely serve the citizens of the Province.
- Among others, this includes:
 - Ministry of Justice: The virtualization of courts so citizens have safe access to courts during the pandemic.
 - Ministry of Health: Deployment of the Service BC Card validation process to manage citizens' secure access to COVID-19 test results.
 - Ministry of Children and Family Development: The replacement of old equipment so child protection workers can work virtually with kids at risk.

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Questions and Answers:

1) How much did government spend on enabling public servants to work remotely?

- As result of the upgrade to the Virtual Private Network and other technology requirements, the Province incurred an estimate of \$1.77 million in additional costs.
- Existing infrastructure supported the Province's ability to quickly react to the evolving needs of an expanded remote workforce.
- The Province has, however, seen an estimate of \$2.5 million in cost savings due to employees working remotely due to a significant decrease in printing.

2) How is government ensuring that public servants are accessing citizens' information securely while working remotely?

- The protection of government data and networks is a top priority for this government, especially where it concerns British Columbians' personal information.
- Government has a dedicated team of professionals to combat cyber-attacks and additional staff in ministries.
- Government employees receive mandatory training on their responsibilities to protect government information and have access to secure remote access tools.
- Government has implemented technical controls around strong authentication practices and enhanced email protection, to further increase security and protect information.

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

3) What is this government doing to ensure public servants can work remotely during the pandemic?

- Systems have the capacity to handle thousands of remote workers at any given time.
- In May 2020, this service reached its peak of 24,000 connections in one week by employees.
- Employees use communication programs such as Microsoft Teams, Skype, and teleconferencing for meetings.
- Government offices are being upgraded with video-conferencing equipment so employees can better collaborate with those working in the office and remotely.

Contact:

Natalie Branch	Executive Director	Service Management Branch	250 818-5763
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2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Personal Protective Equipment (PPE) Distribution for COVID Response – Health PPE Portal & COVID-19 Supply Hub

Revised: Date of last revision, January 28, 2022

Key Messages:

- All through the pandemic, keeping people safe has been our highest priority.
- To this end, we stabilized personal protective equipment (PPE) and cleaning supplies for frontline health-care workers.
- We supported the Province's COVID-19 Supply Hub with technology, procurement and logistics to help ensure non-health sectors and social service organizations had the PPE needed to keep our communities safe during the early months of the pandemic.
- Based off our work on the COVID-19 Supply Hub, which closed down as of September 30, 2021, the Ministry of Health approached us to provide technical and logistical expertise to ensure health-care providers have the PPE they require to maintain operations.
- The Health PPE Portal allows general practitioners, nurse practitioners and physician specialists in community clinics to order PPE and critical supplies through a centralized ordering system, at no cost, for the duration of the COVID-19 pandemic emergency response.
- This ensures reliable and equitable access to PPE and critical supplies to safeguard the health of health-care providers and their patients.
- The Ministry of Health's distribution of PPE supports 10,000 general practitioners, nurse practitioners and specialist physicians in community clinics.
- This is a testament to the strength and innovation of B.C.'s manufacturing and supply community.

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

- The progress continuing within B.C.'s procurement strategy is shaping future opportunities to grow this tremendous resource to deliver the goods and services British Columbians need and rely on.

Questions and Answers:

1) How much supply is government holding in the warehouse for the Health PPE Project?

- As of January 24th, 2022, the Distribution Centre Victoria is holding 87 pallets of PPE for the Health PPE Portal project.
- Any questions on the following should be re-directed to Health:
 - Value of PPE.
 - Warehousing charges.
 - Length of program.
 - Allocation of PPE.

2) When did the EMBC COVID-19 Supply Hub shut down?

- The Supply Hub shut down on September 30, 2021.
- Any questions related to the EMBC COVID-19 Supply Hub should be redirected to Emergency Management BC.

3) How many orders have gone through the Health PPE Portal?

- As of January 24, 2022, there have been 20,846 orders from 5,774 practitioners.

Contact:

Geoff Haines Executive Director Strategic Partnerships 250-507-8739
Office

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Stronger BC - Community Information Tool

Revised: Date of last revision, January 12, 2022

Key Messages:

- The Province's \$10-billion COVID-19 response is protecting people's health and livelihoods and investing in stronger communities and a bright future.
- From the beginning of the pandemic, our government has been there to support the people most in need and has taken action to help hard-hit industries while we build a strong economic recovery.
- We will continue to be responsive to the needs of people, businesses, and communities to see them through the pandemic and into a strong economic recovery that supports all British Columbians.

Community Information Tool and Community Investment Opportunities Tool

- As more services are offered online, communities need to integrate digital capabilities and capacity into their plans – especially if they are rural.
- We recognize the need for communities to have the information to do this planning at their fingertips.
- People now have access to two new online community planning tools, offering easy access to data-driven insights and investment opportunities for communities across B.C.
- The Community Information Tool and Community Investment Opportunities Tool will provide a central access point for community data and connect interested investors with available investment opportunities in communities.

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- The tools will help community planners and investment organizations thrive in the digital economy and encourage economic development in our communities.
- Both tools are part of a suite of data-driven planning tools, being developed to provide communities with accessible resources for economic and community growth.
- The tools will assist economic planners to promote investment and plan infrastructure; helping level the economic development playing field between larger, well-resourced communities and smaller communities that might not have similar market access.
- We've heard from communities that are trying to take advantage of economic opportunities, whether resource-based or through tourism or the growth of technology companies.
- The tools bring data together that allows users to search information by community or filtered to understand deeper socio-economic trends.
- What makes it unique is that it brings together rich data sources that will provide helpful information in a visual or map format that can inform investment and policy decisions.

Questions and Answers:

1) How will the Community Information Tool support communities?

- The Community Information Tool combines over 40 public datasets, including Census information, Data BC, the B.C. Data Catalogue, and industrial lands information, into one visual resource.
- The tool allows people to collect location-based data that they would typically need to search for on several websites. Categories include population, median household income, labour force, key sectors, and connectivity.

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- Community and regional profiles in the Community Information Tool include socio-economic data, infrastructure, and community assets to provide a sense of a community.
- Users can also discover insights and patterns among B.C. communities using search filters for specific characteristics – such as economic health, access to education and health care, connectivity, infrastructure, or emergency management.

2) What is the Community Investment Opportunities Tool?

- The Community Investment Opportunities Tool connects investors with industrial, commercial, and agricultural properties available for investment throughout the Province.
- Community representatives can post properties available for sale or lease to investors. Interested investors can search for available opportunities by filtering based on various criteria.

3) Who are these resources intended for?

- These tools are available to the public and local governments (municipalities, regional districts, provincial).
- Local governments and their economic development and community planning staff, as well as emergency management, health, and social planners, will be able to use the Community Information Tool to access data-driven insights to assist with better community and economic development.
- Commercial and industrial land developers, realtors, industry, and business owners can explore economic and investment opportunities in communities.
- Students and people curious about data in municipalities can explore community data insights and opportunities using the tools.

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4) Why was the Community Investment Opportunities Tool developed?

- We heard from communities and local government planners that they wanted a mechanism where they could post their investment opportunities.
- The Community Investment Opportunities Tool is powered by the same database as the Community Information Tool. Using this platform, we were able to develop the two tools.

5) How much did it cost to develop the tools?

- The Community Information Tool was created by Ministry staff in 2019 as a comprehensive visual tool designed to support connectivity investment decisions by incorporating community asset information with digital and other infrastructure data.
- Under Stronger BC, the Ministry was provided \$700,000 to expand the Community Information Tool to support investment decisions by incorporating industrial land (and other land use) data to support investment decisions throughout the Province.

6) How will the tool support investments in the Province?

- The tools will assist economic planners to promote investment and plan infrastructure; helping level the economic development playing field between larger, well-resourced communities and smaller communities that might not have similar market access.
- Integration of BC Assessment industrial lands data brings a more enhanced dataset that supports investment activities.
- With the use of this tool, we can better target, align and leverage connectivity, investments and community well-being needs with a more comprehensive view of the landscape.

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- In addition, the data brought together within the tool allows users, including local governments and investors, to access information through an advanced query function to inform decisions and provide insights to socio-economic trends.

7) When will the Community Information Tool be released?

- The Community Information Tool was launched on January 28, 2022.

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2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: CITZ Support of Vaccine Passport (SBC, ES, DPD, CIRMO)

Revised: Date of last revision, January 12, 2022

Key Messages:

- The Ministry of Health is responsible for policy on domestic proof-of-vaccination requirements and is best to speak to any questions about the B.C. Vaccine Card.
- Proof of vaccination is not required to access essential public services, and supports provided by the government of B.C.
- As of September 13, 2021, and until the Public Health Officer lifts this requirement, proof of vaccination is required in B.C. for people attending certain discretionary social and recreational settings and events, such as restaurants or concerts.
- People can access the B.C. Vaccine Card online, where they may save a copy of their proof of vaccination to their phone to show it when using designated businesses and events.
- People needing assistance or who cannot access their proof of vaccination online can get help or request a printed copy by calling the B.C. Vaccination Line (1 833 838-2323), or by going to one of the many Service BC centres located throughout the Province.
- We will continue to brief B.C.'s privacy commissioner and seek feedback from his office on any solutions proposed from ongoing work with federal, provincial and territorial partners on a proof-of-vaccination certificate for international travel.

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Questions and Answers:

1) How does Service BC support Vaccine Passport delivery?

- Service BC plays a key role in B.C.'s COVID-19 Emergency response by supporting the Ministry of Health in the delivery of COVID-19 related services to British Columbians.
- British Columbians can reach out to Service BC's Provincial Contact Centre or Service BC's 65 in-person Service Centres to obtain a copy of their BC and Federal Proof of Vaccine (Vaccine Passport).
- Service BC offers specialized assistance to British Columbians who require enhanced support to obtain their Vaccine Passport.
- Enhanced services include:
 - providing translation services in 140 languages;
 - supporting callers who have not applied for, have lost, or are not eligible for a Personal Health Number (PHN) with lookup and new PHN creation services; the PHN is required to access medical records;
 - follow up for people who need extra phone or in-person support to access their Vaccine Passport digitally; and
 - complex case resolution for British Columbians with complex vaccine history.
- Service BC also provides British Columbians with easy, secure access to their immunization records using the BC Services Card app to access the Health Gateway.

2) How did the BC Services Card support the Vaccine Passport?

- The BC Services Card app is our most advanced online identity authentication service, which allows easy and secure access to multiple online government services, when and where people want to use them.

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- Health Gateway is an existing online service, launched in December 2019, that uses the BC Services Card app for identity authentication. It is a secure gateway that provides British Columbians a single view of their personal health information, such as laboratory test results, medication history and immunization records.
- In September 2020, as part of the Ministry of Health's response to the pandemic, COVID-19 test results were made available within the Health Gateway application. The Health Gateway application is the Ministry of Health's application, and any further questions about Health Gateway will be referred to the Ministry of Health.
- To further support of the Ministry of Health with their COVID-19 vaccine program, Service BC also enabled access to the BC Vaccine Card, and Federal Vaccine Card, using Health Gateway through authentication with the BC Services Card app.
- This option allows British Columbians to access their Vaccine Passport online and to save a copy to their mobile device, to show as required according to public health requirements.
- As an alternative to using their BC Services Card app, individuals could also access their Vaccine Passport directly through a non-authenticated version of the Health Gateway (website), by providing additional pieces of personal information.

3) How is personal privacy protected when using the digital B.C. Vaccine Card?

- When businesses or organizations scan a person's B.C. Vaccine Card QR Code using the B.C. Vaccine Card Verifier app, they see only the person's name and vaccination status (i.e., fully vaccinated, partially vaccinated, or no record found).
- Individuals can further protect their own privacy by ensuring the mobile device on which they store their B.C. Vaccine Card QR Code is secure (for example by ensuring they use a passcode or biometric recognition, like Touch or Face ID, etc).

This material will be proactively released

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- The B.C. Vaccine Card initiative was assessed through a privacy impact assessment (PIA) under the Province's rigorous information privacy protection requirements. Part of the PIA process included briefing the Office of the Information and Privacy Commissioner.

4) What personal information is contained within the B.C. Vaccine Card QR code?

- The B.C. Vaccine Card uses the SMART Health Card QR code format, in accordance with federal government requirements.
- The QR code is not linked to other health records.
- While the code contains a person's full name, date of birth, dates and locations of vaccine dose, and type and lot number of each vaccine, businesses or organizations scanning a person's B.C. Vaccine Card QR Code using the B.C. Vaccine Card Verifier app, see only the person's name and vaccination status.

5) Are businesses or organizations allowed to retain a copy of an individual's vaccination status?

- Businesses or organizations can retain a record of a person's vaccination status only if the person provides written consent. Individuals may opt to provide consent to businesses to record their vaccination status if they visit the business regularly.
- Businesses and organizations are prohibited from taking a picture or a screenshot of an individual's vaccination status.

6) Is the Province using the digital B.C. Vaccine Card to "track" individuals?

- No, the Province cannot see the dates and locations at which individuals use their B.C. Vaccine Card.
- The B.C. Vaccine Card Verifier App confirms the authenticity of the B.C. Vaccine Card QR code by checking an embedded digital signature against a public key.

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7) What mitigations are in place to protect the B.C. Vaccine Card from fraudulent access?

- If accessing the card online via Health Gateway, individuals can login using either their BC Services Card (which is securely issued) or three points of identity validation (Personal Health Number, date of birth, and date of one vaccine dose).
- If accessing the card through Service BC (for mailout or in-person delivery), five points of identity validation are required.
- Individuals are reminded, through public messaging and advertisements, to keep their QR code private.

8) Is the information stored in B.C. Vaccine Cards safe?

- The B.C. Vaccine Card puts vaccine information into the hands of British Columbians so that they can decide when to share it.
- This information is sensitive and needs to be kept safe in the same way as other health information ought to be kept safe. It shouldn't be shared on social media or outside the scope of the public health orders in B.C.
- When individuals do decide to use their B.C. Vaccine Card in line with the provincial health orders, they can be confident that only the minimum data required is being shared and their privacy is being protected and respected by both their government and the services they are presenting information to.

9) Why can't British Columbians use their B.C. Vaccine Card when they travel?

- While the B.C. Vaccine Card is accepted and trusted throughout B.C., businesses and services outside B.C. have to be able to recognize proofs of vaccination when they are presented.

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- For this reason, Canada has decided to mandate one federal proof of vaccination certificate for federally regulated travel and promote that federal certificate with foreign countries to ensure that Canadians can travel with the least amount of disruption.
- 10) Can the government track where British Columbians use their proofs of vaccines held on their mobile devices?**
- There is no tracking of where a person presents their digital B.C. proof of vaccinations.
- 11) There is a heavy emphasis on self-serve online transactions and mobile devices. What about people without access to the internet or without mobile phones? Will they be left behind as B.C. continues to move in this direction?**
- We understand the importance of ensuring access to services for all those who need them.
 - With proofs of vaccination, there is a non-digital path available for those without internet access, mobile phones, iPads or laptops. We will continue to meet this requirement as more digital proofs and certificates are issued.
- 12) Who did government work with in provisioning the Vaccination Passport?**
- Ministry of Health had several partners engaged to assist in delivery of the Vaccination Passport. CITZ assisted with front facing web content for the public, systems, and infrastructure that house and traverse government technology to authenticate requests – including:
 - Government web pages – including links and information
 - BC Services Card

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- Confirmation with Provincial Health Services Authority and other health authorities on status
- Hosted Servers, security protection policy and systems
- CITZ Office of the Chief Information Officer, IT, ensured all systems had capacity and were tested to handle requests. This included security review of the QR code solution working alongside Ministry of Health and partners.

13) What is the ongoing Security involvement with the Vaccination Passport and how is government keeping citizen data safe?

- The proof-of-vaccination solution benefits from engagement with privacy and security professionals.
- A Privacy Impact Assessment and Security Threat and Risk Assessment have both been completed to address any issues.
- Infrastructure leverages encryption and undergoes scans to identify and address vulnerabilities.

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**BROADBAND
ACCESS
50/10 Mbps**

February 2022

Legend

First Nation Reserves (287)

Access to 50/10 Mbps Internet

- Underserved (90)
- Pending Served (48)
- Pending Transport (35)
- Served (114)

Rural Communities (875)

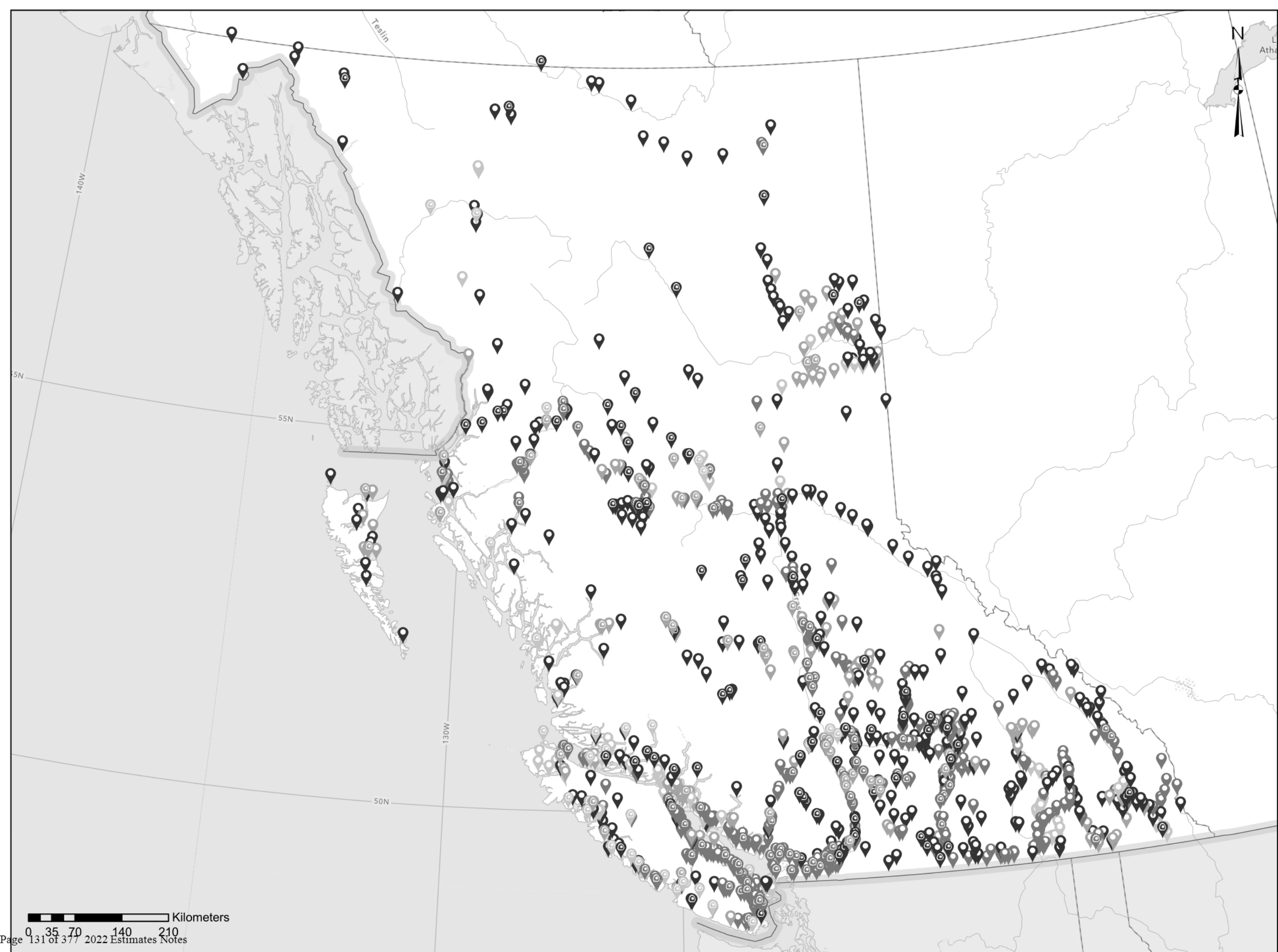
Access to 50/10 Mbps Internet

- Underserved (336)
- Pending Served (121)
- Pending Transport (67)
- Served (351)



Ministry of
Citizens' Services

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2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Facts and Figures (Connectivity)

Revised: Date of last revision, March 3, 2022

- There are 2,211,694 households in B.C. per the 2021 National Census.
- There are 1,242 “named” communities in B.C. per the Federal Government.
 - Definition of community: Refers to rural and remote communities, including named places such as districts, Indigenous communities, municipalities, towns, villages as well as incorporated areas and strategic landing sites required for a network to operate.

Status of Connectivity in B.C.

By Household: CRTC 2020 Communications Monitoring Report

- 94% of all households in British Columbia have access (are able to subscribe to services of) at least 50/10 megabits per second internet service.
- 62.5% of rural households in B.C. have access to 50/10.
- 68.3% of households on First Nations reserves have access to 50/10.

By Community: Province of B.C. analysis

- 100% of 84 urban communities are connected where all households have access to 50/10.
- 40% of 875 rural communities are fully connected.
- 40% of 283 rural First Nation reserves are fully connected.

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Highways: Province of B.C. analysis

- 15,000 kms of primary and secondary highways.
 - 4,600 kms with no cellular coverage.
 - 3,200 kms or 70% do not have access to electricity needed to operate cell towers.
- 100% of 84 urban communities are connected where all households have access to 50/10.
- 40% of 875 rural communities are fully connected.
- 40% of 283 rural First Nation primary and secondary reserves are fully connected.

Program Performance Since 2017 (as of Dec 31, 2021)

- \$190 million in funding since 2017.
 - More than \$340 million leveraged from other sources (federal/private sector); Achieving an almost 2:1 ratio over the life of the program.
 - Less than \$2 million remaining as of March 1, 2022.
 - Included \$15 million to highway cellular.
- Approved and funding 170 projects.
 - 83 complete.
 - 87 and progress.
 - 35 projects to be completed by March 31, 2023.
- 68,823 households benefiting from improved internet access.

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- The Ministry has met its Service Plan target benefiting 527 communities and anticipates meeting its next target to benefit 570 communities next year.
 - Transport projects provide benefits to communities but do not have household counts (e.g., Connected Coast)
 - 222 communities including 101 Indigenous communities will benefit from the StrongerBC funding.
- 429 highway kilometres of cellular coverage.
- 30 rest areas connected with WiFi or cellular services.

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Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Connectivity Expansion in B.C.

Revised: Date of last revision, March 1, 2022

Key Messages:

- People need high-speed internet to work, learn and stay in touch with friends and loved ones.
- The high cost of connectivity infrastructure in rural and remote areas is one of the key barriers to expanding internet services in B.C.
- Our StrongerBC plan includes record investments in connectivity infrastructure for rural and Indigenous communities.
- And Budget 2021 brought stable funding to connectivity for the first time, ensuring these important investments will continue.
- When current provincial, federal and privately funded projects are complete, 60% of rural and Indigenous communities throughout B.C. will have access to high-speed internet.
- Almost \$90 million has been committed to new connectivity projects throughout B.C. since October 2020 as part of the Connecting British Columbia program's economic recovery intake.
- These investments will ensure that communities and businesses have the connectivity they need to succeed in a post-pandemic economy.

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Questions and Answers:

1) How many projects have been approved since 2017 and how many under StrongerBC funding?

- The \$190 million in provincial funding put in place since 2017 has 170 projects in progress (in-flight) and 83 projects completed that will bring additional network capacity to new parts of the Province last mile projects and expansion of highway cellular.
- This includes the \$90-million expansion of the Connecting British Columbia program as part of StrongerBC.

2) How many households will benefit when projects are complete?

- This benefits 68,823 total households: 50,656 households (in progress) and 18,167 households completed.

3) How much money is remaining?

- As of December 31, 2021, the program administrator, Northern Development Initiative Trust, has approved 170 projects, allocating \$173 million or 96% of available funds.

4) Why has the program extended the completion date for some projects?

- Some projects funded under StrongerBC had timelines extended from October 31, 2021, to October 31, 2022, to leverage funding from the federal Universal Broadband Fund:
 - Example: Completing cellular coverage along Highway 16 between Smithers and Prince Rupert.
- Many recently approved projects have also been impacted by supply chain issues affecting availability of network equipment and labour shortages.

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5) How is the Economic Recovery Intake performing against its targets?

- Connectivity projects funded as part of the StrongerBC recovery plan will improve the speed and reliability of internet access for people in 222 communities, 101 of which are Indigenous.
- This exceeds our original target for 200 communities.
- These grants have also helped fund projects to expand the availability of cellular service along 429 km of B.C. highways, which is more than triple our original target.

6) Why is the Province taking so long to announce projects funded by the program?

- Projects funded by the Connecting British Columbia program are ongoing and more to come.
- Many projects requested co-funding with the Connecting British Columbia program and the federal Universal Broadband Fund. Announcements for co-funded projects under the Universal Broadband Fund will be led by the federal government after federal due diligence is complete.

7) What is the federal government contribution to B.C. projects?

- Connectivity is a national challenge. We have been working closely with the federal government to expand broadband throughout British Columbia.
- The federal government has been matching contributions for B.C. projects through the \$750-million Canadian Radio-telecommunication Commission Broadband fund, the \$2.75-billion Universal Broadband fund and the Connect to Innovate Program.

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- Other examples of support from our federal partners include:
 - \$34 million federal contribution to the \$45.4-million Connected Coast Network project.
 - \$11.4 million federal contribution for Shaw's work building transport fibre between Whistler and Cache Creek, and from Prince George to Dawson Creek. (Total value: \$24.9 million).
 - \$3.1 million federal contribution (CRTC) for Columbia Basin Broadband Corporation's work building transport fibre along Highways 3B/3 and 6 between Trail and Nelson. (Total value: \$4.9 million).
 - \$1.7 million federal contribution (CRTC) for Columbia Basin Broadband Corporation work building transport fibre along Highway 95/95A between Kimberley and Wasa. (Total value: \$2.6 million).
 - \$4.5 million towards the \$11.6-million cost of installing cellular infrastructure in the remaining are 252 kms of weak signal strength between Prince Rupert and Smithers on Highway 16 (the Highway of Tears).

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2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Connected Communities Program

Revised: Date of last revision, March 3, 2022

Key Messages:

- It is important to note the distinction between the branch of Citizens' Services and the newly launched program Connecting Communities B.C., which was announced in March 2022.
- Communities across the Province need access to reliable, high-speed internet and cellular connectivity to work remotely, grow their businesses, and access health care and education.
- The Connected Communities team helps rural, remote communities and Indigenous communities plan for connectivity projects.
- The program staff helps communities navigate the various funding programs, technologies and service providers needed to increase internet speeds for their residents, visitors, and businesses.
- To ensure community readiness, the Province, Union of BC Municipalities (UBCM) and Northern Development Initiative Trust (NDIT) launched a study in summer 2021 to understand possible differences between internet speeds reported on the federal broadband map and the performance people are experiencing in some communities in their homes and businesses.
- The study helped understand the possible magnitude of speed discrepancies experienced in some communities and some factors that may be causing slower speeds.
- We also launched the Community Information Tool in January 2022 that helps businesses and local governments access important community data for planning and investment purposes.

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- **We will continue to work with other ministries and our local government partners to support community planning and readiness for increased connectivity.**

Questions and Answers:

1) How does the Ministry support communities and local governments expand their connectivity?

- The Connected Communities team helps rural, remote, and Indigenous communities plan for connectivity projects.
- Staff help communities navigate the various funding programs, technologies and service providers needed to increase internet speeds for their residents, visitors, and businesses.
- Connected Communities works to provide education, resources, and tools to assist in connectivity planning focused on community benefits and well-being outcomes.

2) What about issues that have been raised with the broadband speed map that defines communities' eligibility for connectivity funding?

- Following an update to the federal government's National Broadband Internet Speed Availability Map (the map) in January 2021, communities across British Columbia voiced concerns that federal data on broadband internet speeds, which is used to determine eligibility for connectivity funding programs, may not accurately reflect the speeds experienced in homes, businesses, and other locations at the community level.
- Connected Communities, UBCM, and Northern Development Initiative Trust are responding collaboratively to these concerns with an independent study of potential differences between the internet speeds experienced in some B.C. communities, and the 50/10 megabits per second (Mbps) speed identified on the map.

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- The study found that in some areas there may be discrepancies and that there are multiple reasons for why a discrepancy might be experienced by community residents.
- The report will be released in early 2022 and insights from the report will inform next steps to mitigate issues identified.

3) How is the Province helping First Nations with connectivity planning and investments?

- Bridging the digital divide is a critical part of British Columbia's Declaration on the Rights of Indigenous Peoples and our commitment to reconciliation and the UN Declaration on the Rights of Indigenous Peoples.
- Connectivity is represented directly in the Declaration Act Action Plan and indirectly supports many actions in the plan, including Indigenous language revitalization, education and training, healthcare, and economic development.
- The Ministry supports First Nations communities through hands-on support for connectivity planning so they can build capacity to benefit from digital infrastructure investments.
- Connected Communities works with communities to advance digital priorities through efforts such as the Coastal First Nations BC/CFN MoU, 7 Generations Partnership Gathering, Ministries of Indigenous Relations and Reconciliation and Jobs, Economic Recovery and Innovation's Joint Office priorities related to the DRIPA Action Plan.
- The Ministry, through Connected Communities, provides ongoing support to regional district-led connectivity collaboration through the Regional Connectivity Knowledge Network (RCKN). This network enables capacity building through peer-to-peer knowledge-sharing, training, mentoring, and relationship building and collaboration, with an emphasis on inclusive relationships with Indigenous connectivity leads.

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2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Internet Speed Test Study

Revised: Date of last revision, February 25, 2022

Key Messages:

- **Communities across British Columbia have voiced concerns that broadband internet speeds used to determine eligibility for connectivity funding may not accurately reflect speeds experienced at the community level.**
- **The Broadband Internet Service Speed Initiative is a data study that aims to understand the differences in actual versus perceived available broadband internet speeds in selected B.C. rural communities with speeds reported on the National Broadband Internet Service Availability Map.**
- **The Province and the Union of BC Municipalities (UBCM) and Northern Development Initiative Trust have collaborated on this independent study to understand the nature of this concern, including magnitude, scope and factors contributing to the differences.**
- **Communities and regional districts participated in the report, which highlighted areas of B.C. that may be experiencing internet speeds that are inconsistent with the national map, and possible reasons for the difference.**
- **This report provides an objective analysis and a factual foundation to inform dialogue on matters related to internet speeds in rural B.C. communities with local governments, internet service providers, the Province, and the Federal Government.**

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Minister Responsible: Hon. Lisa Beare

Questions and Answers:

1) Why did the Province undertake a study into internet speeds?

- Following an update to the National Broadband Internet Service Availability Map (the map) in January 2021, communities across British Columbia voiced concerns that federal data on broadband internet speeds, which is used as one criteria to determine eligibility for connectivity funding programs, may not accurately reflect the speeds being experienced in homes, businesses, and other locations at the community level.
- Connected Communities, UBCM, and Northern Development Initiative Trust responded collaboratively to these concerns with an independent study of potential differences between the broadband internet speeds experienced in some B.C. communities, and the 50/10 Mbps speeds identified on the map.

2) What did the study find?

- The study looked at 940 rural locales — communities and/or clusters of homes — that were marked on the map as having 50/10-Megabit per second (Mbps) service. These locales represent different community types such as incorporated municipalities, non-incorporated, rural locales, and Indigenous communities.
- The study found that potential discrepancies between service speeds reflected on the map and speeds experienced at the local level may exist in some locales.

3) Why are some locales experiencing slower internet speeds?

- The factors that contribute to slower internet speeds can be complex and multifaceted, but fall into three general categories:
 - Technical or network challenges, including the quality of the network;

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- Consumer preference and/or whether internet service in their home or business is optimized; and
- Inconsistent ways of measuring internet speeds.

4) What is the Province doing in response to the findings in the study?

- The study found the reasons for any discrepancies are complex, multifaceted and likely differ from place to place. In some locations, further analysis will be required to confirm the causes and determine an effective solution or remediation path for the community or locale.
- In general, to address the findings of the study and help communities better understand the results, several initiatives have been undertaken:
 - The Ministry has reached out to service providers with the findings from the report to advise on any technical, network or other issues that would impact speeds to communities experiencing discrepancies.
 - A partnership with Canadian Internet Registration Authority (CIRA) has begun to look at the speed testing done in locales with a possible discrepancy. It also includes working with CIRA on educational resources and webinars to help consumers optimize available speeds.
 - The Ministry has produced a summary document to accompany the TANEx report to explain the report findings in plain language.
 - Work is ongoing with the federal government to discuss the ways speeds are reported.

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2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Indigenous Community Connectivity

Revised: Date of last revision, March 2, 2022

Key Messages:

- Bridging the digital divide is a critical part of British Columbia's Declaration on the Rights of Indigenous Peoples and our commitment to reconciliation and the UN Declaration on the Rights of Indigenous Peoples (UNDRIP).
- Working together with Indigenous communities, service providers and other organizations, we're seeing steady progress.
- As of the end of 2021, funding has been conditionally approved for projects to improve internet access in 101 Indigenous communities as part of StrongerBC funding.
- With record investments we are making in connectivity, this number will continue to grow.
- Internet connectivity improves access to education, health care services, economic development and training opportunities.
- The Connecting British Columbia program is working with the Government of Canada to install cellular infrastructure between Prince Rupert and Smithers on Highway 16.
- This fulfils a critical recommendation from the Highway of Tears Symposium Report's 33 recommendations aimed at enhancing safety for Indigenous women and girls.
- Construction started on the cellular build at the end of 2021.

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Questions and Answers:

1) How many First Nations communities are without connectivity?

- We estimate that 40% of rural and remote Indigenous communities will not have access to high-speed internet when approved projects are complete. This illustrates the disparity between communities in rural regions and those in urban areas and prevents Indigenous people from accessing services they need and economic opportunities to thrive.

2) What has been the progress to date?

- Connecting British Columbia funding since July 2017 has supported more Indigenous communities achieving their connectivity goals.
- In 2017, we estimated 25% of rural Indigenous communities were fully connected with access to 50 megabits per second. Today, thanks in part to funding through the Connecting British Columbia program, that percentage is nearing 40%. When current projects that are inflight are complete, that number will grow to 60%.

3) How does connectivity support reconciliation?

- Supporting connectivity for all First Nations is a key government strategy for reconciliation and self-determination.
- Connectivity is represented directly in action 4.27 in the DRIPA Draft Action Plan 'to ensure every First Nations community in B.C. has high-speed internet services,' and indirectly supports many actions in the Plan, including Indigenous language revitalization, education and training, healthcare, and economic development.

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4) How is the Province supporting the town of Lytton to rebuild after the devastating wildfires in 2021?

- Funding from the provincial Connecting British Columbia program 151 households in Lytton and the First Nation communities of Klahkamich 17 and Klickkumcheen 18 (approximately 329 residents) will see their fibre optic network rebuilt underground, making the infrastructure less susceptible to fire damage or weather events in the future.
- The total cost of the project is anticipated to be \$1.6 million, with the Province providing 100% of the funding through the Connecting British Columbia program.
- Work is expected to begin in the summer of 2022, once other necessary underground infrastructure is placed.

Contact:

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2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Connected Coast

Revised: Date of last revision, February 25, 2022

Key Messages:

- **Connected Coast is an innovative project that is bringing high-speed internet and improved connectivity to many B.C. rural and remote communities.**
- **A subsea fibre optic cable will be loaded onto a ship and laid along the ocean floor and at key landing sites.**
- **The Connected Coast Network will serve communities like the North Coast, Northern and Central Vancouver Island and Central Coast.**
- **We're excited that hundreds of communities will benefit from Connected Coast, including 48 Indigenous communities.**

Questions and Answers:

1) How many people and businesses are getting connected?

- This project will connect 139 rural and remote communities (159 landing sites), including 48 Indigenous communities. Communities with existing infrastructure to the home will benefit from increased capacity to their community.
- Connected Coast will also bring the needed transport connection to communities waiting for their last mile projects to connect their homes to the Connected Coast network. Many of these projects have been recently approved through the Connecting British Columbia program StrongerBC funding.
- There are approximately 90,000 homes that are anticipated to benefit from the Connected Coast network.

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2) Internet access is important but so is cellular coverage, which many parts of the Province currently lack. Why are we prioritizing getting these communities internet access before they can use a cellphone?

- Cellular services are increasingly important for communities to access mobile services and stay safe.
- For the first time, the Provincial Connecting British Columbia program expanded cellular services along B.C. highways by 429 kms.
- Cellular networks are dependent on broadband infrastructure.
- Investment in the Connected Coast network lays the foundation for our coastal communities to expand digital services.
- By investing in a fibre optic line that communities can connect to for fast and reliable network access, we are creating the opportunity for service providers to connect B.C.'s coastal regions with modern internet access that also enables future cellular coverage.
- The network's existence is also expected to make it easier for local internet service providers to connect homes and achieve internet speeds available today in large cities.

3) So you're not actually connecting these communities – they still have to build their own networks?

- In some cases, yes. Some communities have last mile infrastructure in place and will benefit as soon as it's connected to the Connected Coast Network. Other communities will need upgraded or new last mile infrastructure that will connect the Connected Coast Network to the homes and businesses in the community.
- We will work with each community to identify local connectivity solutions that work for them.

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- But this is an essential first step in helping communities connect their own networks.
- For example, Haida Gwaii last mile projects will complete bringing Connected Coast capacity to all homes in multiple communities.

4) What is the status of the Connected Coast Network project since it was announced in 2018?

- The Federal Government and Northern Development Initiative Trust agreed to extend the project timeline for completion from March 31, 2021, to March 31, 2023.
- A significant amount of time was spent by the two project leads, Strathcona Regional District and CityWest, in negotiating and finalizing a Joint Venture Agreement between them.
- Project governance has been finalized and the project is currently in various parallel stages of construction, permitting, and consultations.

5) When will construction start?

- Construction started in January.
- A cable laying vessel called the CanPac Valour arrived from the Gulf of Mexico and left Campbell River in January 2022 to begin laying cable in the Haida Gwaii area. It was accompanied by the Gitga'at Transporter, a smaller 55-foot vessel that was deployed in the Prince Rupert area.
- Construction of vaults and conduits on landing sites in northern coastal communities of British Columbia where the undersea cable comes ashore has been underway since the fall of 2021.
- Landing sites in communities of Oona River, Kitkatla, Bonilla Island, and Prince Rupert have been completed.

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- The first major network segment consisting of laying 50 kilometers of undersea cable was completed in January 2022 connecting communities of Lax Kw'alaams, Metlakatla, and Prince Rupert.
- The project is divided into segments with construction activities, permitting and consultations progressing at different speeds.

6) Will communities have access to high-speed internet once the project is completed?

- The project is an important first step in bringing capacity to support high-speed connectivity to many coastal communities of British Columbia.
- The project will enable service providers to connect to high-speed transport that this project will deliver and alleviate capacity bottlenecks that currently exist on their networks.
- In some cases, where there is inadequate last-mile broadband infrastructure, service providers can and have applied for funding support to build these last-mile networks to connect homes.
- Northern Development Initiative Trust has approved funding for a number of last-mile projects in communities that will leverage the Connected Coast Network. Some of these projects are waiting for a funding decision from the federal Universal Broadband Fund.

7) In light of the recent natural disasters in the Province, are there any safeguards in the project that will prevent network disruptions?

- The festoon network design of the Connected Coast Network project offers high reliability and redundancy.
- The closed loop network provides redundant paths which can carry data traffic in case a segment of the network experiences failure.

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- The project will also provide a redundant coastal connection for certain communities that are currently serviced by a single terrestrial-based transport network.
- The additional network capacity will also support cellular technology in the future that can be used for tsunami alerting.

Contact:

Howard Randell Executive Director Network BC 250 415-6867

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: New Connectivity Program

Revised: Date of last revision, March 17, 2022

Key Messages:

- **Everyone in British Columbia deserves to have reliable high-speed internet access.**
- **This increases connections to employment and school, to staying connected with family and friends, and allowing people to access important health and wellness services such as telehealth.**
- **That's why we're making significant strides toward our overarching goal of connecting rural and Indigenous communities right across B.C.**
- **We are launching the next generation of our connectivity program – Connecting Communities BC. This is part of StrongerBC and the Economic Plan.**
- **The purpose of Connecting Communities BC is to connect even more underserved rural and Indigenous households to high-speed internet.**
- **The program will fund applicants to build connectivity infrastructure, using multiple technologies – for example, fibre, cable, satellite.**
- **By launching Connecting Communities BC, we will be able to ensure that 100% of all homes in the Province are connected to high-speed internet by 2027.**
- **This is an exciting time for bringing connectivity to people and communities in B.C., and I am eager to get started.**

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Questions and Answers:

1) What are the goals of Connecting Communities BC?

- When current provincially funded connectivity projects are complete, rural and indigenous connectivity will have increased from 25% to 60%; yet 40% of rural communities in B.C. will still experience a lack of connectivity.
- The Connecting Communities BC funding program will aim to connect remaining underserved rural and indigenous households in B.C.
- This goal aligns with Canada's federal connectivity strategy, as well as B.C.'s commitment to connecting all households by 2027.
- Program design is currently underway.

2) Will this program replace existing connectivity funding programs?

- This program will not replace existing funding projects that are currently in progress with Northern Development Initiatives Trust.

3) Why is the Province bringing this program in-house?

- The Province is bringing this program in-house in order to take a holistic approach to connecting all remaining underserved rural and indigenous households in B.C.
- The new program structure will allow B.C. to partner with the Federal government to provide over \$600 million of joint funding to connect all households in B.C.
- Administering this program within the government will also allow B.C. to track outcomes more closely, including more granular program reporting and financial updates.

4) What will the application criteria be for this program?

- Design of this program is currently in progress.

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- The Province will partner with Innovation, Science, and Economic Development Canada (ISED) to fund this program. As such, application criteria are expected to build on existing requirements for the federal government's Universal Broadband Fund (UBF).
- The Connecting Communities BC program anticipates that it may require multiple intakes to connect all remaining indigenous and rural households in B.C.

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2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Facts and Figures

Revised: Date of last revision, March 17, 2022

Overall web analytics on the main government website gov.bc.ca

In 2020:

- Content on gov.bc.ca was viewed 146 million times.
- Traffic peaked in December, with 20.7 million views as traffic on COVID-19 related content increased significantly.
- Despite launching in March 2020, pages in the COVID-19 theme were viewed more often compared to all other themes that year.
- Non-mobile (desktop) devices accounted for the most government page views every month.

In 2021

- Traffic on the main government site increased to 222.9 million views.
- Traffic was highest in April with 27.7 million views, driven by the third COVID-19 wave.
- COVID-19 related content was the busiest throughout the year, except during wildfire season in July and August, when Public Safety and Emergency Services content was viewed more.
- In July, August, September, and December, pages were viewed more on mobile devices than on non-mobile devices. September 2021 saw the month with the largest share of pages viewed on mobile devices.

Top on-site search terms

- In 2020 there were 5.2 million searches made on gov.bc.ca.

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- The 2020 Top 5 Search Terms made on government pages, by term and search count:
 - "special needs": 19,000
 - "behaviour consultant": 17,000
 - "FOI": 14,000
 - "current job postings": 13,000
 - "covid": 9,000
- In 2021 there were 5.9 million searches made on Government sites.
- The 2021 Top 5 Search Terms made on Government pages, by term and search count:
 - "behaviour consultant": 21,000
 - "special needs": 21,000
 - "FOI": 14,000
 - "current job postings": 12,000
 - "covid": 9,000

COVID-19 related content

- In 2020 COVID-19 related content was viewed 34 million times.
 - The busiest month was December 2020 with 12.2 million views.
- In 2021 COVID-19 related content was viewed 84.5 million times.
 - The busiest month was April 2021 with 16.5 million views.

Translated COVID-19 content

- The project to translate COVID-19 content began in February 2021.

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- In 2021, there were 2.6 million page views on COVID-19 translated content, peaking in September 2021 with 404,000 page views that month.
- In 2021, the top 5 languages by page views in that language were:
 - Simplified Chinese: 610,000
 - Traditional Chinese: 512,000
 - Hindi: 510,000
 - Korean: 224,000
 - French: 171,000

Flood response related content

A new section of the site was created for the response to the floods in November 2021:

- Page views for flood response pages totaled 407,000 page views in 2021.
 - November 2021: 147,000
 - December 2021: 260,000
- Translated content for the flood response pages totaled 2,800 page views in 2021.
 - November 2021: 1,700
 - December 2021: 1,100

Google Search results on www2.gov.bc.ca

We track click-throughs from Google searches to the main government website.

In 2020:

- Google searches resulted in 15.4 million click-throughs to government pages.

This material will be proactively released

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- The section of the site that received the most Google searches was "Employment, business and economic development" theme, with 2.4 million click-throughs.
- In 2020, the top 5 search terms from Google by clicks were:
 - "bc government jobs": 156,000
 - "bc government": 148,000
 - "bc emergency benefit for workers": 148,000
 - "gov.bc.ca/spectax": 139,000
 - "msp": 137,000

In 2021:

- Clicks from Google Searches rose to 36 million in 2021.
- In 2021, COVID-19 content received by far the most Google search traffic through most of the year, totaling 14.9 million clicks.
- July and August were the only months when COVID-19 content was not the most searched. In the summer, public safety searches related to wildfires were highest.
- In 2021, the top 5 search terms from Google by clicks were:
 - "bc wildfire map": 528,000
 - "bc vaccine card": 502,000
 - "bc vaccine passport": 479,000
 - "bc covid restrictions": 428,000
 - "vaccine passport bc": 339,000

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Overall web analytics for Engage.gov.bc.ca

In 2020:

- Content on the site was viewed 648,000 times
- Traffic was highest in December with 106,000 page views.

In 2021:

- Content on the site was viewed 625,000 times
- Traffic was highest in September with 120,000 views and October with 116,000 views.

Chatbot

- In June 2020, in partnership with the Ministry of Health, GDX launched the COVID-19 Chatbot.
- In 2020, the chatbot answered 368,000 questions.
- In 2021, the chatbot answered 1.7 million questions.
- Overall, the top categories of COVID-19 answers given were:
 - Vaccines: 883,000 answers
 - Travel: 147,000 answers
 - Government Services: 119,000 answers
 - Health and Care: 95,000 answers
 - About COVID-19: 69,000 answers

Cyber Security

Security Awareness

- In 2021, OCIO Information Security refreshed the Corporate Supply Arrangement for Security Services to help all 2,400 public sector organizations access skilled security resources.

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- OCIO Security continues to onboard public sector organizations to our external security services, including more than 110 public sector organizations as of December 2020.
- Over \$25 million annually is spent directly on IT security across government every year and OCIO enhances security posture with updated technical controls each year.
- The B.C. government faced a near tenfold increase in unauthorized access attempts in 2020 over 2015, with 372 million per day or 4,300 per second

Modernization of digital and data services for people in BC

BC Data Catalogue expands

- A newly designed version of the BC Data Catalogue was launched in fall 2021 with 3,000 datasets discoverable to public and government users.
- New gender and race standards for how data is collected and published are now included in the BC Data Catalogue.
- The BC Data Catalogue provides access to open data from 20 ministries and more than 27 public bodies.

Data-informed decision making to support better service delivery

- A recent study found an increase in mental health and substance abuse services use by individuals affected by flooding and wildfires in post-disaster communities. This research will inform the Province's preparedness response during future climate change events.
- 18 integrated data projects were initiated in the Data Innovation Program (DIP) seeking insights and trends into complex issues such as homelessness, climate change, public safety, mental and physical health outcomes for children and youth and COVID-19.

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Driving innovation and economic recovery

Better access to data and digital business opportunities

- 22 opportunities through Code and Sprint with Us programs fed almost \$5 million to small businesses across B.C.

Increasing digital and data knowledge, skills, and capacity

- 540 people from 18 organizations participated in the Data Science Community of Practice and Training.
- 127 leaders and executives were provided with the knowledge and skills required to lead a modern digital and data driven government.
- Three Data Science Fellows provided ministries with advanced integrated data analytics capacity.
- 41 datasets from eight ministries and four public bodies are integrated and made available to support research across government and academia.
- Nine workshops for 300 employees focused on human-centered agile approaches.
- 11 teams across government were supported to deliver and sustain faster, adaptive, user-centred, and inclusive digital service.

Digital Transformation and Pandemic Response

- Public Cloud technology, including platforms provided by commercial cloud providers, represents the next great shift in supporting government to deliver better services to people in British Columbia.
- 12 applications that are using commercial cloud platforms through the federal government's Cloud Brokering Service, including the redesigned day pass system for BC Parks.

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- Business areas can develop new digital services in seven days using cloud-native technology in the Kamloops and Calgary data centers.
- Government's critical cloud applications for Emergency and Pandemic response include the BC Health Gateway and Proof of Vaccination, Wildfire Predictive Services, and Emergency Support Services.

Attracting and retaining digital talent

Improving hiring services and practices and investing in retention strategies

- MOU#40 of the BCGEU agreement is being used for the first time in a Cross-Ministry recruitment pilot program enabling eligibility lists to be shared across ministries.
- Competitions have yielded resources for multiple ministries and have been successful in recruiting hard to attract external talent.

Managing government's technology investments

Digital Investment Portfolio

- This portfolio has grown from \$30 million in 2012/13 to \$110 million today and has funded 240 projects.
- These investments help support many of government's essential services, especially during the COVID-19 pandemic. For example, investments in the Mental Health and Substance Use Virtual Care project are helping youth across the province access mental health services digitally during the pandemic.

Creating safe, secure, and reliable digital and data services

Public and Private Cloud services

- The Ministry's Cloud platforms leverage industry leading security toolsets, frameworks and best practices that enable the Province to protect data and applications.

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- Business areas are supported to build and launch applications using commercial cloud services with the necessary due diligence.
- Commercial cloud services ordered through the federal government have been vetted for compliance with British Columbia's legislation and policy.

Service Plan Measurement

- Objective 2.2: Improve the use, management, sharing and protection of data for all British Columbians.
- Performance Measure 2.2: Number of datasets in B.C. Data Catalogue.

Fiscal	Forecast or Target	Actual
2021/2022	3,000	3,161
2022/2023	3,050	TBD
2023/2024	3,100	TBD

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Hayden Lansdell	Assistant Deputy Minister	Digital Platforms and Data Division	250-415-0118
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2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Anti-Racism Initiatives - Policy and Guidance on Data Use for Race-Based Analysis

Revised: Date of last revision, March 28, 2022

Key Messages:

- Government has a moral and ethical responsibility to tackle systemic racism in all its forms in the province.
- We know policy gaps exist that disproportionately impact Indigenous and racialized people.
- Currently, most ministries don't collect information on race or other related identity factors, so systemic racism and inequalities are impossible to measure.
- We know we need to collect, manage and use the data in a way that protects Indigenous and racialized people from further discrimination, respects B.C.'s privacy laws and embodies world-leading best practices for privacy and security.
- This work requires careful consideration so that we protect peoples' privacy, collect only what is necessary and ensure analysis is done in a way that communities trust.
- We are putting forward legislation which will allow for the collection and use of race-based data and other identity information in a safe and appropriate way, including fully engaging and consulting with Indigenous leaders and those most impacted by racial discrimination and inequities.
- Through a new anti-racism data act, we will be able to collect, use and disclose demographic data to identify where systemic racism is taking place and improve government services for racialized communities.

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If asked about the urgent need to collect data now:

- The nature of this data means there are widely differing viewpoints on what is necessary, helpful, and even categories of race.
- This range of views is reflected the responses that we are seeing in public consultation and community engagement.
- Indigenous people and racialized communities don't trust government to collect and use data in a safe way.
- We are working quickly but cautiously in partnership with Indigenous leaders and community groups to co-develop solutions.
- This is just one of the ways government is taking action against racism.

If asked about how we are consulting Indigenous communities:

- Through B.C.'s Declaration on the Rights of Indigenous Peoples Act, we are committed to ensuring that Indigenous Peoples are partners in our approach to collecting and using race-based data.
- We have been consulting with both Indigenous leaders and Indigenous communities on appropriate ways to ensure we have agreement on how government can collect and use this data.

Questions and Answers:

1) What is race-based data?

- This is information about an individual's racial identity. The categories of racial identity tend to shift and change over time.

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Is government already collecting any race-based data?

- A ministry may be collecting demographic data that directly relates to delivering a program or service to an individual.
- For example, the Ministry of Health collects and reports on Indigenous health.
- However, the B.C. government does not collect race-based and other demographic data on the population as a whole, deferring primarily to Statistics Canada.

2) Why is government planning to collect race-based data?

- The demand for race-based data has been recently heightened by the pandemic. Government has been challenged to identify how different racialized groups have fared in terms of both health and employment. Government must ensure these inequities are addressed as B.C. moves towards economic recovery.
- B.C.'s Multicultural Advisory Council, the BC Human Rights Commissioner and the BC Representative for Children and Youth have all called for disaggregated demographic data to better understand racism and inequity in B.C.

3) Why has government not yet started collecting race-based data, as recommended by the Office of the Human Rights Commissioner?

- Collecting this data isn't straightforward. The nature of this data means there are differing perspectives on what identity markers should be collected and differing levels of comfort across communities in providing this data.
- Work is underway to introduce new anti-racism data legislation for British Columbia, that will allow collection of race-based and other demographic data to identify inequity.

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- The Human Rights Commissioner has called for the meaningful involvement of marginalized communities and inclusive, equitable consultation on anti-racism data legislation and province-wide engagement has been underway since early fall 2021.
- Under the Declaration on the Rights of Indigenous Peoples Act, the Province is drafting new laws in consultation and cooperation with the Indigenous Peoples of British Columbia.
- We need a comprehensive framework to ensure that when new personal data is collected from British Columbians, we have agreement on how the data will be used, how it will be kept safe and secure, how we will protect people's privacy and who will be able to access the data, under what circumstances.
- We are developing this framework in consultation with Indigenous leaders and racialized communities, with the Information and Privacy Commissioner and the Human Rights Commissioner, and more broadly with the public.

4) The BC Human Rights Commissioner recommended aligning with principles from the Data Innovation Program. What is this program?

- The Data Innovation Program is managed by the Ministry of Citizens' Services. It is a data integration and analytics program, meaning it can link data from different ministries across government, de-identify this data and make it available in a secure environment for population-level research projects.
- The program is based on the Five Safes, world-leading best practices for managing safe access to confidential or sensitive data.

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LEGISLATION

5) Is new legislation necessary to collect race-based data?

- New legislation would set a government-wide expectation for consistent collection of race-based data for the purpose of measuring and reducing systemic racism.
- Currently, government's collection, management and use of personal information is guided by statutes like the *Freedom of Information and Protection of Privacy Act* and the *Statistics Act*.
- Ministries and other public bodies are asking for clarity and guidance on how to collect and use data to identify and address systemic racism.

6) Will government collect any race-based data BEFORE introducing legislation [as recommended by the OHRC]?

- Before government can collect new race-based data, there are several important questions that must be answered regarding the intended use, collection, housing and storage of data.
- New legislation on race-based data in 2022 will be the first step of many, and government will not collect new race-based data before it is introduced.
- There is ongoing work within government to determine whether programs perpetuate inequality, and we will be working to incorporate race into these analyses.

RACE-BASED DATA USE

7) Who will have access to race-based data?

- First and foremost, we need to consult with Indigenous leaders and racialized communities, and more broadly with the public, to hear their perspectives and priorities and to achieve agreement on this question.

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8) How will racialized communities be protected from harm?

- We know that collecting race-based data must be done with great care to avoid further discrimination and bias, while maximizing the power of data to drive much-needed systemic change.
- That's why we are consulting with Indigenous leaders and racialized communities, as well as the BC Human Rights Commissioner and Information and Privacy Commissioner, to identify and address any potential for harm at every stage of research, including collection.

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2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Cyber Security

Revised: Date of last revision, March 17, 2022

Key Messages:

- Protection of government data and networks is a top priority for this government, especially where it concerns British Columbians' personal information.
- Governments must take steps to protect themselves from online attacks no matter the source or the strategy.
- Effective cyber security requires ongoing vigilance and maintaining up-to-date technology.
- In 2020, we completed a significant modernization project that improved the protection and reliability of our security systems and we continue to invest in improving security controls.
- In British Columbia, we have the Office of the Chief Information Officer, which provides government with strategy and leadership in IT security and 24/7 network protection.
- It is important for us to be vigilant, as government records hold sensitive information, including people's personal information.
- While this ministry works hard to protect this information, all British Columbians should be just as careful and aware of cyber threats and protect their online information.
- We continue to work on awareness and training in the area of cyber security and information protection for all employees.
- By working together, we can help reduce cyber crime throughout the province.

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Questions and Answers:

1) How long has it been since the province experienced a cyber-attack?

- Government has people, processes, and technology in place to prevent, detect, and respond to cyberattacks.
- No organization globally is immune to attack.
- For example, on April 20, 2021, the OCIO Security team responded to alerts that employee's accounts were compromised.
- The attacker used these accounts to send malicious emails to a large number of external recipients.
- The OCIO Security team identified and protected the affected accounts.
- OCIO Security contained the issue and notified all recipients that they received email that is illegitimate and should be ignored.
- Government continues to invest and upgrade our cybersecurity tools to prevent, detect, and respond to cyber attacks.

2) Public and private sector bodies are targeted with increasing scams and cyber-attacks. What is government doing to prevent cyber-attacks?

- Government has a dedicated team of professionals to combat cyberattacks.
- Each year the government invests and upgrades our cybersecurity tools to prevent, detect, and respond to cyberattacks.

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Ministry: Ministry of Citizens' Services
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3) What support is government providing to assist the public sector and protect British Columbian's data?

- Government shares significant tools and resources to assist other organizations and individuals, so they know what to do to prevent cybercrime.
- Government published the "Defensible Security" framework in 2017 to help organizations know what to do and how to do it.
- In addition, government holds conferences, publishes information and videos on the government website.
- Over \$25 million is spent directly on IT security across government every year.

4) We have heard of other organizations in the province being subject to cybersecurity attacks. Is the Province at risk?

- Government has a dedicated team of professionals to combat cyberattacks.
- Each year the government invests and upgrades our cybersecurity tools to prevent, detect, and respond to cyberattacks.
- Government has people, processes, and technology in place to prevent, detect, and respond to cyberattacks.

Contact:

Gary Perkins Executive Director Information Security 250 387-7590

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Digital Framework and Government Modernization

Revised: Date of last revision: January 12, 2022

Key Messages:

- Governments around the world are embracing digital tools to better serve citizens.
- Technology has created new opportunities, as well as new expectations, for how governments provide services.
- The COVID-19 pandemic has reinforced the importance of providing simple, reliable digital services to the people of British Columbia.
- A digital government uses modern technology to provide excellent services to people.
- It also uses the culture and practices of the modern age to deliver services that are deserving of people's trust.
- The Government of British Columbia is investing in digital government to improve the services that people count on.

Questions and Answers:

1) What is the Government of B.C. doing to embrace digital government?

- With support and leadership from the Ministry of Citizen Services (CITZ), the Government of B.C. is adopting digital tools and practices.
- We're making good progress. For example, we are providing many services online and investing in digital identity.
- Government launched its Digital Framework in 2019.

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- It guides our work to transition towards digital government.
- Although it continues to evolve, the framework is based on the priorities of delivering excellent digital services, providing sound stewardship of data and information, becoming digital inside, and being connected outside.
- Government is delivering on the commitments made in the initial Digital Framework.
- That said, we are working to continuously improve digital services.
- CITZ has worked with partners across government and the broader technology ecosystem to develop principles for digital change.
- These principles guide government's priorities in improving and delivering digital services.

2) Why is government interested in modernizing its digital services?

- Digital approaches are critical to the success of every government initiative.
- These initiatives include, for example, applications that make sure child protection workers have the right information, or that allow mine inspectors to upload compliance data.
- Government priorities also include digital services that allow people to access their BC Vaccine Card or apply for the B.C. Recovery Benefit.
- There are many benefits associated with investing in digital government.
- They include improving people's experiences, reducing costs, supporting an active technology ecosystem within the B.C.

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economy, and managing the risks that can be associated with major technology projects.

3) How has digital government helped respond to COVID-19?

- Government provided a suite of digital services in response to COVID-19.
- For example, the Ministry of Health launched an online vaccine booking service that allowed 5.4 million people book their COVID-19 vaccine at the most convenient time and place.
- Another example is from the Ministry of Mental Health and Addictions and the Ministry of Health, which helped create the Foundry BC App.
- When COVID-19 hit in 2020, many in-person counselling services ended to avoid spreading the virus. The Foundry BC app created new channels to help deliver these services by allows young people to access drop-in counselling services via chat, voice or video calls.

Contact:

J-P Fournier

Executive Director

Digital Investment
Office

250-896-4702

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Data Innovation Program and Data Science Partnerships Program

Revised: Date of last revision, March 17, 2022

Key Messages:

- Data is a critical part of finding solutions to pressing challenges.
- Data analysis from programs across government tells us whether our programs are helping people.
- In the past, data was shared on an ad-hoc basis between ministries, and it was often analyzed with personal information included.
- The Data Innovation Program (DI Program) puts public sector data to work for people by providing a trusted approach for safe analysis.
- The DI Program improves privacy protection and empowers data-driven decision making and policy innovation.
- This includes applying privacy and security protections, such as:
 - Applying transparent, consistent rules about who can access data and for what research purposes;
 - Removing sensitive information like names, birthdates and street addresses;
 - Ensuring all analysis takes place inside a secure environment that has strong technology, process and legal controls.
- The program is being delivered in partnership with UBC's Population Data BC.

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Minister Responsible: Hon. Lisa Beare

- **The Data Science Partnerships Program (DSP) helps ministries analyze data to better understand complex challenges.**
- **The program can evaluate whether or not government programs have an impact, such as those supporting people with mental health or substance use challenges, and services for children with special needs.**
- **This program adds data science capacity to government and supports data projects on challenges facing British Columbians.**
- **The Province has also launched a Data Science Fellowship program to recruit new talent with high-demand skills.**

Questions and Answers:

1) What data is the program using?

- The DI Program uses data provided voluntarily by B.C. ministries and agencies.
- This includes: labour market program and work data; social development data; children and families data; health data; justice data; and education data.

2) How is government using this integrated data?

- Government and academic researchers can apply to the DI Program to begin a population-level research project.
- To be approved, projects must have a clear benefit to the public, a valid statistical purpose, sound study design and methodology.
- Integrated data projects typically explore complex issues such as child and youth mental health service use, or whether patients with primary care physicians have different health outcomes than those who don't have a family doctor.

3) Who can access data through the DIP?

- Only approved government analysts and academic researchers can access the data.

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4) How does government decide what projects to undertake?

- Data projects must be in the public interest, meaning there is some opportunity to reduce harm or improve wellbeing for people.
- BC Stats' Director of Statistics decides what projects are in the public interest.
- To be approved, projects must have a clear benefit to the public, a valid statistical purpose, sound study design and methodology.

5) How does this program actually benefit British Columbians?

- Through both the DI Program and Data Science Partnerships program, government researchers can access the data they need to develop better policies and programs for British Columbians.
- To be approved, their projects must demonstrate clear public benefit and have executive-level ministry support.
- This ensures all projects are based on government priorities.

6) How are vulnerable populations of British Columbians protected from harms at the individual or community level?

- Protection of privacy for all populations is considered at each step.
- The criteria for data access and other controls and protections reduce any risk of data misuse, while promoting access to data to maximize benefits for British Columbians.

7) Are you using cloud services? How much of this data is stored online?

- No. The data is stored in a secure facility located in B.C. It is only accessible through a secure platform.

Contact:

Hayden Lansdell ADM Digital Platforms and Data Division 250 415-0118

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: BC Cloud Initiative

Revised: Date of last revision, January 12, 2022

Key Messages:

- Cloud technology represents the next great shift in supporting government to deliver better services to people in British Columbia.
- Adopting the cloud allows government to use modern tools and systems to improve how we deliver the supports and services British Columbians count on.
- The COVID-19 pandemic has resulted in an increase in the use of cloud services due to the urgent need for online services.
- Many of the most common tools we use for communicating with people and for improving and streamlining government processes have already moved to cloud, or soon will.
- The Province is taking a coordinated approach to cloud, empowering ministries and organizations to work together.
- This will help us explore cloud solutions, when appropriate, with the necessary due diligence, and always with the needs of people at the core.

Questions and Answers:

1) How is the BC government enabling the use of cloud?

- The B.C. government is implementing a service model that enables ministries to build and launch applications using cloud services.
- The B.C. government worked with the federal government to order cloud services that comply with British Columbia's legislation and policy.

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2) Why is the B.C. government working with the federal government?

- The B.C. government is using the federal government's existing compliance and contract work and learning from their experience of developing a Cloud Brokerage.
- Joining the federal Cloud Brokerage enables the Province to benefit from the procurement process and technical, privacy and security protections provided by the Government of Canada.

3) What cloud vendors are being used in the B.C. government?

- The B.C. government is implementing a service model to enable access to cloud services.
- The first service order to support this was with Amazon Web Services (AWS), and further service orders with other cloud vendors are anticipated to be completed in the coming months.
- Ministries continue to access cloud on a case-by-case basis and are engaging with a variety of cloud vendors.

4) How is the B.C. government ensuring the security and privacy protection of information when using cloud?

- Protecting people's personal information is a top priority.
- The Province has rigorous privacy and security assessment processes and policies to ensure data is protected.
- This includes the processes to adopt cloud services.

5) When is cloud going to be available for all ministries?

- Ministries can access cloud on a case-by-case basis as long as their use is compliant with B.C.'s legislation and policy.
- The Province worked with the federal government to order cloud services using a service model that complies with British Columbia's legislation and policy.

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- Through learnings from early adopters, the Province aims to increase corporate access to cloud services in the coming months.

6) How do the recent FOIPPA amendments protect British Columbians' personal information in the cloud?

- The amendment to FOIPPA's data residency provisions enable public bodies to keep pace with new technology and provide services people expect in a modern age.
- The amendment also brings B.C. in line with other jurisdictions by removing restrictions that could present barriers to using some digital tools and technologies.
- To ensure personal information that people entrust to government continues to be protected, public bodies must complete an additional assessment when sensitive personal information is disclosed to be stored outside Canada.
- The rigorous privacy management in ministries support keeping the personal information of British Columbians secure.

Contact:

Genevieve Lambert	Executive Director, DevOps and Cloud Services	Digital Platforms and Data Division	250 217-6296
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2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Digital Investment Portfolio

Revised: Date of last revision, March 17, 2022

Key Messages:

- People and businesses expect government to deliver services digitally.
- Whether it's childcare benefits or responding to the COVID-19 pandemic, we use digital channels to deliver many of our services.
- Each year, government makes significant investments in information management and information technology (IM/IT).
- These investments support the services and programs that British Columbians count on.
- The IM/IT capital budget for government is managed by our Digital Investment Board.
- It's a committee of Deputy Ministers, chaired by the Deputy Minister of Citizens' Services. It has representation from across government.
- Digital investments enable government to replace aging systems with improved technology.
- These systems help ministries deliver the services people need.
- The IM/IT capital investment budget is roughly \$110 million per year.

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- **This budget continues to fund parts of government's essential services during the ongoing COVID-19 pandemic, such as:**
 - **The BC Employment Standards and Temporary Foreign Worker Registry Transformation Initiative. To reduce the need for in-person visits, the Ministry of Labour and Employment Standards Branch have enabled an online payment option for licensing and registration charges.**
 - **And, the Mental Health and Substance Use Virtual Care project, which supports emergency responders and youth; two particular groups impacted by COVID-19. This year the project extended the application features to integrate with Foundry BC Care Centres. The improved hybrid model of in-person and virtual services offers increased privacy and ensures that youth across the Province have access to critical Foundry services.**
- **Beyond COVID-19, this budget funds diverse digital solutions to address government priorities. Examples include:**
 - **The BC Emergency Support Services Modernization project, providing automated services to evacuees and vendors during an evacuation event;**
 - **The Passenger Transportation Modernization Initiative, an information solution capable of supporting a modernized commercial vehicle sector; and**
 - **The Health Gateway project, enabling online patient access to a single coordinated view of health information and services.**

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Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Questions and Answers:

1) How does government decide on the right value for the envelope?

- The size of the envelope is established through an annual intake process.
- This process identifies demand for IM/IT capital from across government.
- Based on this demand, the ministry provides a recommendation on the size of the envelope that is then set by Treasury Board.

2) Are all IT investments funded through this envelope?

- All IT investments under \$10M in a single year and under \$20M total are required to be reviewed by the the Digital Investment Board.
- Large IT investments require the approval of Treasury Board.

3) How has the size of the IM/IT Capital envelope evolved over time?

- The IM/IT Capital envelope has increased over the years. The largest recent increase was in 2019/20 when an additional \$20 million per year was approved.
- That increase reflected the growing number of new digital priorities across government.
- The ministry expects demand for IM/IT capital to remain at roughly \$110 million per year, reflecting the ongoing importance of digital services across government.

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Ministry: Ministry of Citizens' Services
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4) What is the status of the 2022/23 IM/IT Capital envelope?

- As of January 20, 2022, the OCIO has 55 projects slated for funding.
- Government is working to refine and potentially approve over 25 more projects that were submitted during this year's capital intake.

5) How are you supporting government's emerging priorities with an envelope that is already mostly allocated?

- Every year, the OCIO holds an annual capital intake, where ministries are invited to propose new digital projects that meet strategic objectives and mandate commitments.
- The OCIO leads a comprehensive, annual process to identify digital projects that align with priorities and ensure that the highest priority projects are funded first.
- Teams sometimes find efficiencies as they work to deliver projects. Based on historical spending patterns, the ministry allocates any funds that become available to top priority projects.
- The ministry closely monitors approved projects funded through the envelope.

6) How does the COVID-19 pandemic continue to impact projects in the IT capital envelope?

- The COVID-19 pandemic has highlighted the need for the Government of British Columbia to continue to focus on digital service delivery. This new reality increased the need for digital solutions to support new ways of serving people and businesses. The pandemic made our commitment to transforming and modernizing government in B.C. more critical than ever.

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- The digital response to COVID-19 includes funding new work to enhance existing digital products as well as new products that provide services such as:
 - Easy access to COVID-19 information and resources;
 - Online access to COVID-19 lab results for people and health providers;
 - Simplified systems for providers to consult and provide care to patients by phone and online;
 - Home health monitoring for COVID-19 cases and contacts; and,
 - Digital tools to support agencies working on COVID-19 response programs.
- The pandemic certainly impacted delivery of some initiatives – the reality is we had to shift some of our teams to building applications that supported COVID response.
- The reality is; however, IT projects are getting smaller and smaller and are delivered in less time – that means that there was an impact but not in a way that led to project risk or project failure.
- Despite the pandemic, we believe all projects in the envelope are on track.

Contact:

JP Fournier	Executive Director	Digital Investment Office, OCIO	250-896-4702
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2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Sprint With Us

Revised: Date of last revision, January 28, 2022

Key Messages:

- **Sprint With Us is an innovative procurement tool developed and operated by the Ministry.**
- **It has received international awards for making it easier for B.C.'s innovative technology start-ups to partner with government to solve public challenges.**
- **Through Sprint with Us, government can procure an entire delivery team for terms up to two years and \$2 million.**
- **These procurements take vastly less time than typical approaches and are often completed in two to four weeks.**
- **To date, the program has issued over 120 procurements supporting more than \$20 million of government business for B.C. tech companies with another over \$3 million in flight.**
- **Sprint with Us allows government to quickly address priority digital challenges.**
- **Some examples include Cannabis Licensing, CleanBC implementation, Health information access, BC Services Card improvements, and Education systems modernization.**

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Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Questions and Answers:

1) Government spends close to \$700 million on information technology (IT) – \$20 million seems like small potatoes. Why has Sprint With Us not been more broadly adopted?

- As with other shifts in how we manage IT in government, we wanted to make sure this program worked for companies.
- We are at the stage now of scaling to support more opportunities for B.C. tech companies and will be working with representatives from the tech sector to identify more opportunities.
- Additionally, we are exploring expanding the service of Sprint With Us to still meet the goals of the program, but in a more flexible way to better support blended staff/vendor teams.

2) Do you anticipate expanding the scope of Sprint With Us?

- Yes.
- Throughout the coming year, we foresee extending the suite of tools to support more teams across government and to provide greater opportunities for B.C. tech companies.
- Additionally, we are exploring expanding the service of Sprint With Us to still meet the goals of the program, but in a more flexible way. This will allow for more opportunities to meet government B.C. needs and support more B.C. tech companies.

3) Sprint With Us is open to the market beyond B.C. – what are you doing to specifically support the B.C. tech sector?

- Given the closely-knit way in which we require these teams to work with public service counterparts, the vast majority of successful companies come from B.C.
- Sprint With Us has proven to be an attraction for companies looking to grow their presence in B.C.

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- The founders of Button, the team that worked with us to support Clean BC outcomes, came to us from Toronto.
- After a few months seeing how we work in the Province, they relocated and pivoted their entire company model to working with government here in B.C.

4) Most of these contracts are being won by Victoria-based companies – what are you doing to support companies in regions outside the Capital?

- Even before COVID, we were already working to support teams in different regions of the Province.
- The COVID experience has meant that the B.C. has improved its ability to collaborate and co-develop with companies virtually, therefore we are better able to work with resources from across the Province. Victoria-based companies now employ staff across the Province, Canada and the world.
- What's more, the company that worked with us to design and develop our own Digital Marketplace, Real Folk, is a team with members in various Vancouver Island communities outside Victoria.

Contact:

Jordan Samis

Director

Exchange Lab

250-480-8255

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: B.C. Data Catalogue

Revised: Date of last revision, January 12, 2022

Key Messages:

- **Accessing government data is critical in helping find solutions to pressing challenges.**
- **The B.C. Data Catalogue is where people can go to find and access government data to inform decision-making and improve policy, services and programs.**
- **Making sure data is available to people and companies in B.C. increases transparency on government services and helps increase B.C. tech sector innovation.**
- **The B.C. Data Catalogue makes more than 3,000 datasets available to government and public users.**
- **The catalogue provides access to data from all 20 ministries and more than 27 public agencies.**
- **Users can find data on themes such as COVID-19 in the province and data that helps people understand the state of the environment.**
- **Government programs use the B.C. Data Catalogue to proactively release data to improve transparency and reduce the administrative burden of responding to FOI requests.**
- **In 2022/23, the Ministry of Citizens' Services will coordinate engagement between ministries and the B.C. tech sector to identify government data that can help increase innovation.**

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Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Questions and Answers:

1) What data is available in the B.C. Data Catalogue?

- The B.C. Data Catalogue makes data available from all ministries and more than 27 public agencies. This includes data on: natural resources, finance, the economy, health, justice, education, transportation, and social services.
- The catalogue has data licensed under the Open Government License – British Columbia that enables free and open use of the data with a few conditions to protect government and users.
- There are also datasets licensed under similar open licenses from Crown agencies.

2) How will government meet the target increases of the number of datasets available in the catalogue to: 3,050 in 2022/23; 3,100 in 2023/24; and 3,150 in 2024/25?

- The ministry is investing in new tools to make it easier for program areas to share data.
- The ministry will be prioritizing an update to the existing Open Data Policy to ensure that high value government datasets are made available in the data catalogue.
- The ministry is developing new tools and services and working with ministries and public bodies to help program areas share datasets that are not yet available in the catalogue.

3) How does privacy and data security get managed?

- The B.C. Data Catalogue only hosts datasets that have been de-identified, where data is stripped of any information that could potentially identify individuals.
- Datasets are reviewed by Ministry privacy and security officers before being loaded into the catalogue for access.

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Ministry: Ministry of Citizens' Services
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- Reviews take place to ensure that data doesn't have personal information and that appropriate security controls are in place.

Contact: ADM, ED or Director

Alex Ritchie

Executive
Director

Data Systems and
Services

250-882-2227

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Multi-Language Program

Revised: Date of last revision, March 17, 2022

Key Messages:

- In May 2020, government began translating information about COVID-19 into nine languages: French, Chinese (Traditional and Simplified), Punjabi, Farsi, Tagalog, Spanish, Korean and Arabic.
- In November 2020, the Ministry of Health requested an enhanced approach for reaching British Columbians. In January 2021, translated information online was expanded to 12 languages to prepare for the provincial vaccine roll out.
- COVID information on gov.bc.ca is now posted in English and 12 additional languages: Arabic, Farsi, French, Hindi, Japanese, Korean, Punjabi, Simplified Chinese, Spanish, Tagalog, Traditional Chinese, and Vietnamese.
- More than 258 daily statements from Dr. Henry and Minister Dix have been translated into French, Traditional Chinese, and Punjabi.
- Since January 2021, about 100 COVID-19 related news releases have been translated into multiple languages, using third-party vendors.
- 124 pages of multi-language web content have been created.
- 74 social media posts translated into four languages (a total of 296 posts)
- Translated COVID-19 online information has been viewed 2,820,000 times between being posted on March 1, 2021, and January 25, 2022.

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Minister Responsible: Hon. Lisa Beare

- The most common languages accessed are Hindi, Simplified Chinese, Traditional Chinese, Korean and Japanese. However, the majority of the Hindi traffic is coming from India, whereas the others are primarily domestic.
- The Ministry of Citizens' Services (CITZ) COVID Content team works in collaboration with Government Communications & Public Engagement (GCPE) to run the Multi-Language Program. CITZ writes and designs accessible content in English. GCPE then manages translation.
- 5 languages are translated in-house by full-time staff. The 7 additional languages are translated by external vendors.
- In 2021, the CITZ Service Design Team conducted research on the translated web content with people in B.C. who spoke languages other than English. The findings of the research influenced improvements to the website and translation process.
- For example, research showed that people trusted translated government information online more when it mirrored the exact design and layout of English information. Translated web pages have been updated to meet this requirement.
- The Multi-Language Program continues to reach more British Columbians as awareness within communities grows. It has also influenced other government services like the Get Vaccinated call centre to add phone lines in Punjabi and Hindi.

Questions and Answers:

1) How did you decide on 12 languages?

- Languages were selected based on Statistics Canada data and research completed by CITZ in 2019.

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Minister Responsible: Hon. Lisa Beare

- Languages were chosen based on population size, as well as the high needs of specific language communities.
- The 12 translated languages represent 98% of all Service BC requests for verbal translation and are among the top languages for translation support on 8-1-1 (HealthlinkBC).
- For example, Traditional and Simplified Chinese is read by a large percentage of the multi-language community.
- Arabic-speaking refugees were identified as a high-need population during interviews with community organizations and settlement agencies.
- During B.C.'s vaccine rollout, Japanese was identified as a priority language in light of community needs as well as limited capacity of media outlets to translate large volumes of health information.

2) How is the program influencing other government products?

- GCPE has started creating social media posts in 4 additional languages: French, Punjabi, Simplified Chinese, and Traditional Chinese.
- The CITZ Citizen Engagement team now receives more requests to provide opportunities for citizens to give feedback on government programs and policies in multiple languages.
- The Multi-Language Program also supported numerous non-COVID translations when capacity allowed, for example during flooding and the paid sick leave engagement.

3) How is this work funded and how much does it cost?

- Responsibility for delivery of multi-lingual information is split between GCPE and CITZ. GCPE is responsible for managing translations. CITZ is responsible for ensuring the information is well organized on gov.bc.ca, and that the technology for publishing the information can support multiple languages.

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- Funding for the CITZ and GCPE Multi-Language Program is being covered by Ministry of Health pandemic contingencies, estimated at \$1.6 million for FY21/22 (CITZ: \$763,000; GCPE: \$870,000).

Contact:

David Hume

ADM

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250-589-9043

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Provincial Data Plan

Revised: Date of last revision, January 12, 2022

Key Messages:

- **Reliable, timely, quality data is needed to understand and identify real workable solutions to big issues in B.C., like homelessness, systemic violence against women and girls, the impact of climate change and reconciliation.**
- **Government has and collects lots of data in all interactions with citizens and through service delivery. The challenge is not the quantity of data, but how we use that data and make the most of it to help people.**
- **We need a coordinated approach to indigenous data, and guided by the Declaration Act and working with Indigenous peoples, we will develop an Indigenous data plan.**
- **Right now, government collects data in a way that fails to represent B.C.'s population. For example, we collect gender data as male/female – we are just now introducing a gender data standard that recognizes gender diversity.**
- **Better data-sharing practices help us understand when to get services to people in need.**
- **Making sure data is available to people and companies in B.C. increases transparency on government services and helps increase B.C. tech sector innovation.**

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Questions and Answers:

1) What will be in the Indigenous data plan?

- The substance of that plan is still to be determined, but among other things, we intend to support data sovereignty and enable new data management arrangements.
- This includes working with groups like the Ktunaxa (k-too-nah-ha) First Nation to increase Indigenous peoples' access to data through the Data Innovation Program.
- We also intend to co-develop a new Indigenous data standard to be used across the B.C. public service.
- Beyond that, we will be working with Indigenous peoples to prioritize data actions most important to them and going from there.

2) Are we going to allow the private sector to access sensitive data?

- No; Citizens' Services delivers programs internally to government and academics that support analysis on de-identified data; it does not permit access by the private sector.
- Citizens' Services also delivers government's open data website – this data is not sensitive in nature (e.g., natural resources, statistics on government programs).

3) How is the plan addressing the issue of data sharing across ministries while still respecting privacy?

- Privacy considerations are always critical when sharing data. New approaches implemented in the data plan will support program areas integrated de-identified data.

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- The data plan has priorities to address governance and technical barriers that currently exist for sharing data. Addressing these barriers while ensuring privacy and security considerations will be built into the governance, access controls, and technology the plan delivers.

Contact:

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2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Genuine Progress Indicators

Revised: Date of last revision, January 12, 2022

Key Messages:

- We need to do more to understand how British Columbians are doing by establishing effective measures of well-being and economic progress.
- It is clear that GDP does not tell us how people in British Columbia are doing.
- The pandemic has shown that people and communities throughout the province feel changes in the economy differently and we need to be able to show those differences.
- Ensuring we have an approach that properly measures how British Columbians are doing is the right thing to do and we need to make sure it is done the right way.
- Right now, we're working on a data plan that will include measures of progress about the things British Columbians care about.
- Our focus right now is on the critical but complex questions around the safe collection and use of race-based data and demographic.
- This data will inform how we measure, and compare, progress for all people in British Columbia.
- This data will also support our government making informed, data-driven decisions on issues that impact people in different ways – such as housing affordability, income inequality, connectivity and underemployment.
- We will make sure there is opportunity for others to contribute to these measures.

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Questions and Answers:

1) Is there a lack of progress on creating genuine process indicators?

- In 2019, my ministry began work to develop genuine progress indicators for British Columbia covering a range of topics.
- We spoke with several experts and reviewed best practices from other jurisdictions – what we heard over and over again is that this work can't be rushed.
- In the context of COVID-19, and the challenges the pandemic brought, what we've heard is that this work is important and needs to ensure Indigenous, racialized, non-binary people are represented.
- With this in mind, my ministry is working with the Parliamentary Secretary for Anti-Racism on the safe collection and use of race-based data as well other related data collection that will be critical to measuring progress for all people in British Columbia.

Contact:

Kathleen Assaf Executive Director BC Stats 250-208-1979

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Facts and Figures – Procurement (PSD and ES)

Revised: Date of last revision, March 31, 2022

BC Bid

- The number of suppliers who are registered with BC Bid provides a measure for the breadth of small, medium, and large suppliers who do business with government in communities across British Columbia.

Fiscal	Forecast or Target	Actual
2019/20	4,800	6,816
2020/21	5,575	6,890
2021/22	5,800	6,108*
2022/23	6,000	-
2023/24	6,200	-
2024/24	6,400	-

* Note: There is a strong correlation between unique supplier subscriptions and the number of opportunities that are posted to BC Bid annually. Since 2020/21 there has been a 22% reduction in the number of opportunities. This is likely related to COVID-19.

BC Bid Replacement – Contract with CGI

- Province awarded CGI contract to implement the new BC Bid.
 - \$8.9 million over three years at the time of the award – expired December 2021.
 - A two year extension totaling \$7.4 million has been signed which includes \$2.8 million for Ivalua licensing costs (expires 2023).
 - Total value of the contract over five years is \$16.3 million
 - Total forecasted spend over five years is \$16.3 million

The Procurement Concierge Program

- 10 Discovery Day Sessions have been held since January 2019.

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

- 174 vendors have registered to participate in Discovery Day sessions, with 324 registrants in total.
- 22 Requests for Information (RFI) have been posted through this program and 11 have moved to procurement.

Sprint With Us and Code With Us

- The program offers companies opportunities to bid on contracts of up to \$2 million. These procurements take as little as 17 days from start to finish.
- Issued more than 125 contracts to dozens of small- to medium-sized tech companies through the Sprint With Us and Code With Us programs.
- 23 contracts valued at \$17.6 million have been issued through Sprint With Us alone.
- The programs reduce the cost for businesses submitting a contract proposal to government from about \$15,000-\$25,000 to \$1,000-\$2,000.

Indigenous Procurement Initiative

- Established an Indigenous facilitation services multi-use list through which all Ministries may contract the services of qualified Indigenous facilitators.
 - As of January 26, 2022, 10 suppliers offering 12 Indigenous facilitators have been qualified and additional suppliers and facilitators are being added on a continuous basis.

Supporting Government's Response to COVID-19

Health PPE Portal

- As of January 24, 2022, 20,846 orders from 5,774 physicians have gone through the Health PPE Portal.

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Education Health Checker

- Since February 4, 2021, the K-12 Health Checker has been used 350,033 times.

Supporting Vaccine Mandate

- BC Mail+ printed out 275,000 vaccination passports.

Government Laws and Acts

- In 2021, 455 regulations and 387 statutes processed and posted to BC Laws.
- In March, an order-in-council replaced more than 600 instances of gendered language in 70 B.C. laws and regulations, including the Family Law Act and Employment Standards. This work was completed by JERI utilizing the BC Laws Regulatory Analysis tool created by Queens Printer.

Support for Emergency Flood Response

- In collaboration with the Ministry of Education, the Ministry of Citizen Services secured 500 laptops for students affected by the unprecedented flooding in B.C. to access distance learning materials that they otherwise could not access.

Support to Citizens

- In 2021, the Product Distribution Centre supported 10,428 medically fragile citizens with direct at home care supply of medical devices and products.

Contact:

Teri Spaven	ADM	Procurement and Supply Division	250-516-6812
Stuart Restall	Executive Lead	Deal Management Office	250-812-5171

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Procurement Strategy

Revised: Date of last revision, February 1, 2022

Key Messages:

- **B.C.'s first-ever procurement strategy focuses on providing best value, while also creating social, environmental and economic benefits for people.**
- **Work continues to build on initial successes of the strategy to improve how government purchases goods and services.**
- **The strategy continues to ensure that all ministries conduct open, fair, and transparent processes when purchasing goods and services.**
- **Each ministry does their own purchasing and determines social criteria on a case-by-case basis.**
- **My ministry's procurement staff had training on how to put social procurement principles into practice.**
- **We have rolled out cultural competency training to B.C. government employees who deliver procurement and contract management.**
- **Achieving the goals of the BC Procurement Strategy is even more important as the Province takes steps to create a resilient economy and a strong recovery during the global COVID-19 pandemic.**

If asked how new contracts align with the strategy:

- **Ministries are encouraged to include social, economic and environmental benefits where they make sense in their procurement processes for new contracts.**

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

- My ministry is involved in the planning processes for several large re-procurements and advising how to apply the principles under the new strategy.
- We continue to talk with internal stakeholders to ensure B.C.'s new procurement approach works for businesses and organizations.

Social Impact Procurement Guidelines

- Government purchasing can have a range of impacts beyond generating revenue for government suppliers and getting the Province what it needs to provide services for people.
- Social impact purchasing allows government to do more for people and communities when it spends public dollars.
- Social impact purchasing is about re-evaluating how government thinks about value for money – that is, basing purchasing decisions on more than just cost.
- The Province's social-impact guidelines provide clarity on how government ministries can consider social value when purchasing services with a total value under \$75,000.
- For example, up to 10% of the score can be awarded to proponents that propose social-impact enhancements like skills training or new job opportunities for people who are underrepresented in the workforce.
- We are working to provide additional supports to increase opportunities for social procurement and for staff to implement social purchasing goals.

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Questions and Answers:

1) What is procurement?

- Procurement is the process by which government acquires goods, services and construction from the vendor marketplace. It is a critical tool for the delivery of government services and fulfilling ministry mandate objectives.

2) How is procurement conducted in the BC Government?

- Canadian public-sector procurement must be fair, open and transparent. These requirements are created by a legal framework that includes federal and provincial legislation, national and international trade agreements, and Canadian contract law and jurisprudence.
- All procurement opportunities are posted publicly on BC Bid, the government's online sourcing platform; vendors may submit tenders in response to posted procurement solicitations.

3) What are the goals of the procurement strategy?

- To realize **best value** and **increased benefit** to British Columbians by using procurement strategically and promoting innovation.
- To make it **easier to do business** with government with simpler, more intuitive processes.
- To create **more opportunity for businesses of all sizes**, adapting practices towards supporting, growing and sustaining a community of suppliers.
- To build **greater capacity** for procurement in the BC public service through enhanced training and support for practitioners.

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Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

4) What progress have you made on the strategy so far?

Progress to date:

- Together with Indigenous partners, government is working to develop an approach that will support more Indigenous businesses in B.C. to participate in government procurement opportunities;
 - *Refer to IPI Estimates Note for details*
- Launched the Procurement Concierge Program, a collaborative way for vendors to engage with government and suggest innovative solutions to government's business challenges;
 - *Refer to Concierge Estimates Note for details*
- The work on a new, modernized BC Bid application is progressing with application development and training material well underway, along with testing by key stakeholders;
 - *Refer to BCBid Estimates Note for details*
- Trained procurement staff in Citizen Services on how to put social impact principles into practice;
- Rolled out cultural competency training to BC Government employees who deliver procurement and contract management;
- Issued more than 125 contracts to dozens of small- to medium-sized tech companies through the Sprint With Us and Code With Us programs, 23 contracts valued at \$17.6 million have been issued through Sprint With Us alone;
- Helped the Ministry of Agriculture expand the scope, scale and reach of the Feed BC program; and,
- Working with Ministry of Children and Family Development to improve social services procurement processes

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

5) You say that the Province spends \$7 billion on goods and services – what do you buy?

- Each year, the Province spends an estimated \$7 billion dollars on goods and services.
- Procurement is an integral part of public sector service delivery, supporting the provision of public services by all B.C. Government ministries.
- These purchases occur in every sector, and every ministry, and range from telecommunications to office products, to complex IT systems, to goods and services essential for wildfire and flood relief efforts.

6) What are the social impact procurement guidelines?

- Purchasing has a range of impacts beyond generating revenue for government suppliers and getting the Province what it needs to provide services for people.
- Social impact purchasing allows us to do more for people and communities when we spend public dollars.
- The social impact guidelines provide clarity on how government ministries can consider social value when purchasing services.
- Social impact elements that may be considered, on a case-by-case basis in a procurement and measured through a contract, include supplier diversity and workforce development.
- This means creating opportunities for Indigenous Peoples, employment equity seeking groups, people with disabilities and offering apprenticeships, skills training and other developmental support to employees, contractors or volunteers, including diverse supplier groups.

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

7) The BC Procurement Strategy talks about using procurement strategically to improve social and environmental outcomes. What does this mean and how are you measuring it?

- This is about making sure the money we are already spending on the goods, services and IT that government needs are being spent in ways that meet our business needs, provide value, but also improves social and environmental outcomes.
- My ministry developed social and environmental guidelines to support ministries embed these concepts into their procurements.
- Last year, just as COVID was sweeping the globe, we trained our procurement specialists in social procurement.
- I continue to meet with the vendor community to learn how we are doing. We are not there yet – there is more we can do. Changing the system is broad and complex and with all the changes that businesses are experiencing right now, we are being thoughtful about how we make changes.

Contact:

Geoff Haines	Executive Director	Strategic Partnerships Office	250-507-8739
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2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: BC Bid Replacement

Revised: Date of last revision, April 1, 2022

Key Messages:

- As part of our strategy to transform procurement we are creating a new BC Bid system.
- Replacing a 25-year-old system has been a large, complex task that involves many partners and stakeholders.
- It's critical that we get this right. We've needed to take time to test it with those who use it and adjust it to meet their needs.
- I'm happy to say the work is progressing well.
 - With a great deal of work behind us, we have entered an exciting phase of preparing the production environment
 - We have trained government buyers on using the new tool
 - We are hosting information sessions for suppliers and the broader public sector
 - We are preparing for buyer and supplier registration and onboarding
- In a few weeks time we will be conducting an assessment to ensure that we are ready to start onboarding users.
- The new BC Bid will make it much easier for people and businesses to work with government on a variety of projects.
 - A new public portal will improve navigation and make it easier to find and keep track of opportunities.
 - It will also be more secure, reliable, and will provide more transparency on opportunities.

2022/23 Estimates Note Advice to the Minister

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- **The BC Government spends nearly \$7 billion a year on a wide range of goods and services, supporting the delivery of high-quality programs that people count on.**
- **More people will have the opportunity to share in the economic benefits from over 420 BC public sector organizations posting opportunities through BC Bid each year.**

Questions and Answers

1. When will the new BC Bid application go live?

- Our top priority has been to ensure our users are ready for the new system. As the project team continued to work through numerous complexities, and made improvements to our training program, our go-live date was adjusted.
- BC Bid is used by hundreds of publicly funded organizations, such as Crown corporations, health authorities and municipalities – it is important that we get this right.
- We have approximately 9,000 directly impacted users of BC Bid to consider in our approach to go-live, as well as a variety of policy and decision-makers throughout government, broader public sector and supplier communities.
- We chose to pace the project to ensure that those users will be ready when the system goes live and that all the supports are in place to make go-live a success.
- I'm happy to say that work is progressing well, and we have entered an exciting phase of preparing our production environment and, after thorough testing, we will determine when we can start onboarding users.
- Once the project team has advised that user onboarding can commence then I would be happy to provide a precise go-live date.

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- Ultimately, we will be launching a new product that is reliable and better supports procurement in B.C.

2. It was announced last year that the system would go live by the end of the year, why did that not happen?

- At this time last year all indications were that we would go-live in November 2021.
- However, in Summer 2021, through a greater level of governance and executive oversight on this project, which was implemented based on the recommendations from the project review in 2020, it was determined that there would be a significant amount of risk with delivering the product by that date.
- Improved reporting and risk mitigation discussions indicated that:
 - Project resources were at maximum capacity;
 - Contingency built into the timeline had been fully utilized;
 - Clients were signalling that they were not at the level of readiness they needed to be; and,
 - COVID-19 continued to impact the project due to competing priorities.
- In Fall 2021, we made a thoughtful shift to move forward with an iterative release approach that allows users to become familiar with the new system, as we introduce new features.
- This is a substantial change for all users, and this revised approach provides opportunity for feedback and ongoing improvements.
- As well, this shift provides time for our ministry partners to ensure they get the training they need and understand the impact on their business operations and processes, while they deal with their own critical priorities and business cycles.
- Our next steps are progressing well.

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Ministry: Ministry of Citizens' Services
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- We've successfully tested the initial release of the application for user satisfaction, prepared buyers and suppliers for registration and onboarding, and trained 700 government buyers to use the new tool.
- We recently moved the application into the production environment and the team is currently doing a thorough test to determine when we will start onboarding users.
- On March 28th and 29th we hosted information sessions for suppliers to ensure they are familiar with the new system before we go live. Suppliers have shown great interest and we had over 1,100 suppliers in attendance.
- In April we will be hosting similar sessions for broader public sector clients and we currently have 550 clients registered.
- We are doing the hard work and ultimately, we will be launching the new application when we have a product that is reliable and better supports procurement in B.C.

3. What is the value of the contract with CGI?

- The value of the contract awarded to CGI in 2018 was \$8.9 million for three years.
- We have recently concluded negotiations with CGI for a two-year extension (ending December 2023) at a value of \$7.4 million.
- The total contract value over the five-year term is \$16.3 million

4. What are some of the benefits with the new BC Bid?

- People are now going to be able to access an open, transparent system and share in those economic benefits from hundreds of public sector organizations posting opportunities through BC Bid each year.
- The new application will improve the user experience for both buyers and suppliers. At go-live, we are getting a product that delivers the key benefits we targeted including:

This material will be proactively released

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Advice to the Minister

Ministry: Ministry of Citizens' Services
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- A reliable, modern experience for public, buyers and suppliers.
- Updated security.
- New dashboards for suppliers to better manage and track opportunities.
- Improved navigation and search features helping the public to find opportunities.
- Discussion forums for procurement teams and suppliers to communicate within the application.
- Consistency in the way opportunities from government and broader public sector are posted.
- Although the initial scope of delivery for go-live does not include all the components identified in the contract, we made a thoughtful decision to release functions over a period of time to allow users to gain experience with this significant change and provide opportunity for feedback and ongoing improvements.

5. How does the new system support the Service Plan goal of increasing the number of suppliers registered with BC Bid?

- The new system will include many features that will make it easier for suppliers to do business with government, including:
 - Easier navigation and improved search functionality to find opportunities that fit their business.
 - Online, self-serve access to subscribe to and renew eBidding accounts and opportunity subscriptions.
 - The ability to submit eBids for certain opportunities, directly within the system.
 - A dashboard to manage contracting opportunities and communicate with government buyers.

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- Prior to the go-live, all current registered suppliers are going to get an invitation and instructions to on-board to the new application, so that work will be done.
- As we approach the go-live, we're going to work to ensure that vendors, industry and business associations across B.C. are aware of the benefits and are encouraged to use the system.

Contact:

Leila Ball	Executive Director	Procurement Transformation Office	250-217-0849
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2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Indigenous Procurement Initiative

Revised: Date of last revision, March 10, 2022

Key Messages:

- Together with Indigenous partners, we're working to develop an approach that will support more Indigenous businesses in B.C. to participate in government procurement opportunities.
- In 2019, the ministries of Indigenous Relations and Reconciliation and Citizens' Services met with Indigenous partners, businesses, communities and organizations to:
 - Talk about the challenges they face.
 - And ask for their insights into how government can improve access to procurement opportunities.
- The Province reviewed and compiled all the information gathered and publicly released a report on what we heard on March 6, 2020.
- The report will guide our work to develop recommended short, medium, and long-term actions to help the Province develop a coordinated approach to procurement with Indigenous businesses and to increase Indigenous business participation in government's procurement opportunities.
- Our BC Procurement Strategy Update 2020 also outlines actions to improve Indigenous procurement, such as:
 - Setting a foundation of collaboration between the Province and Indigenous Peoples.
 - Laying the groundwork for the development of a coordinated government approach to Indigenous procurement in collaboration with Indigenous partners.

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

- **We've made good progress delivering key projects outlined in the update, such as:**
 - **Creating a new project office to support the Indigenous Procurement Initiative.**
 - **Work is underway to create an external advisory committee with representatives from Indigenous partners to inform the development and implementation of recommendations on specific short, medium and long-term actions.**
 - **Rolling out cultural competency training to B.C. government employees who deliver procurement and contract management.**
 - **Work is underway to establish or build upon existing Indigenous business directories.**

Additionally, a streamlined process for ministries to contract with qualified Indigenous facilitators has been established to help ensure government's engagements with Indigenous Peoples are culturally safe.

Questions and Answers:

- 1) How many Indigenous businesses does the Province currently contract with?**
 - There is no comprehensive list of Indigenous businesses in B.C. and no commonly agreed upon definition of what an Indigenous business is.
 - As a result, it is not currently possible to know how many Indigenous businesses currently have contracts with the Province.
 - The Province will work with the external advisory committee to determine if the Province should have a definition of "Indigenous business", and, if so, what that definition should be and how it should be used.

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- The Province's work to improve and build upon existing Indigenous business listings will help address this gap in data and will be guided by the external advisory committee.

2) When will Indigenous businesses start seeing visible changes?

- It is imperative that Indigenous voices and perspectives are heard and involved in determining what changes the Province should make and how to make those changes in an appropriate way.
- The formation of the external advisory committee, which will help provide those Indigenous voices and perspectives, was delayed to allow the Province and our Indigenous partners to respond to and work towards recovering from the impacts of COVID-19.
- During that delay we continued to gather information and materials that will help the external advisory committee consider and guide changes once it is formed.
- We are actively engaging key Indigenous partners to form the committee now that it is safe and appropriate to do so.
- We anticipate the committee will be formed in late spring or early summer of 2022.

Contact:

Tracy Harris

A/Executive Director

Procurement
Transformation Branch

250 213-9506

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Procurement Concierge Program

Revised: Date of last revision, February 28, 2022

Key Messages:

- The BC Procurement Strategy maximizes government's buying power to drive economic growth in communities throughout the Province, create good jobs and take advantage of made-in-B.C. innovation.
- We are removing barriers for small and medium-sized businesses and making it easier for companies of all sizes to work with government.
- The Procurement Concierge Program is one of the key ways we are improving the way government buyers and vendors work together.
- The program will allow industry experts to propose potential solutions to government business challenges before starting a formal bidding process.
- It will give vendors a clear path to engage with government about innovative solutions that ministries may not be aware of.
- We are also engaging vendors directly to learn about new products and services that may meet government's needs.
- Since its launch in January 2019, the program has held 12 Discovery Day Sessions, eight of which were virtual, to learn from vendors what is available in the marketplace to solve specific government business problems. These numbers are accurate as of February 24, 2022.

2022/23 Estimates Note Advice to the Minister

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Minister Responsible: Hon. Lisa Beare

Questions and Answers:

1) How many vendors have registered to participate in these events?

- There have been 220 vendors who registered to participate in these events.
- Some of these companies have participated several times.
- Total number of registrations for all events was 353.

2) How many Requests for Information (RFI) have been posted?

- There have been 24 RFIs posted.

3) How many RFIs have moved to procurement?

- Of the posted RFI's, 11 RFIs have already moved to procurement, 4 procurements are currently in development, and 5 are in analysis.
- It's important to note that those who did not move to procurement still received value out of the process.
- That's because the RFI either identified that the business did not understand the marketplace or the marketplace provided information that made the business rethink its strategy, which includes cancelling, postponing or doing more research before posting for procurement.

4) How does the Concierge program allow industry experts to propose potential solutions to government business challenges before starting a formal bidding process?

- The Concierge program is in the process of developing an unsolicited proposals approach.

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Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

- This would allow vendors to submit ideas or solutions for issues or concerns that government has not previously procured for, and Concierge would match the vendor with the ministry who would benefit from the solution.

Contact:

Robert O'Neill Executive Director PSB 250-217-8470

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Supply Services Overview

Revised: Date of last revision, January 26, 2022

Key Messages:

- **Supply Services provides full-service inventory management and product distribution to and on behalf of ministries, Crown corporations and other government-funded organizations.**
- **Supply Services consists of five cost-recovery business lines:**
 - **The Queen's Printer**
 - **BC Mail Plus**
 - **Distribution Centre Victoria**
 - **Asset Investment Recovery**
 - **Product Distribution Centre**
- **These business lines serve the Provincial Government, the broader public sector and the public.**
- **Services include: supply chain/logistics, mail, scanning, office products, branded items, printing, digital publishing, and surplus asset disposal.**
- **Products and services are provided while maintaining government standards for procurement, privacy, and security.**
- **Supply Services is seen as a trusted partner by ministries and other government sectors.**

Questions and Answers:

- 1) **Did Supply Services have to shut down any services due to the pandemic?**
 - **Approximately 75% of the staff in Supply Services continued to come to work at their normal location ensuring that the services they provide their customers continued without interruption.**

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Minister Responsible: Hon. Lisa Beare

- The only change in service was to close the Cash and Carry sales at Asset Investment Recovery operations due to pandemic restrictions. Items that would typically be sold via Cash and Carry were listed and sold online via BCAuction.

2) Why don't you let the private sector do the work Supply Services does?

- Over the years, all the lines of business within Supply Services have gone under review to ensure they provide best overall value to government.
- As these lines of business are fully cost re-coverable, they are motivated to be innovative and provide best value, often in partnership with the private sector.
- A simple example would be how the Queen's Printer uses its expertise to coordinate the purchase of printing on behalf of government from the private sector.

3) What is Supply Services budget and how many staff does it have?

- Supply Services is a full cost-recovery operation except for a budget allocation (\$702,000) to cover the publication of legislative material on the BC Laws website.
- Operating on a cost-recovery basis, Supply Services had total recoveries of \$140.4 million (fiscal 2020/21) and a staff count of 328 employees.

Contact:

Dawson
Brenner

Executive Director

Supply Services

250-217-3396

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Workplace Support Services Contract

Revised: Date of last revision, March 17, 2022

Key Messages:

- On June 17, 2020, we issued a Notice of Intent (NOI) to extend our current Workplace Technology Services agreement with IBM until September 30, 2022, with the option of two six-month extensions (September 30, 2023). These extensions have been exercised.
- These extensions ensure there are no disruptions in services for British Columbians.
- The Ministry has since issued two Requests for Qualification (RFQ) on April 30, 2021. Vendors who successfully qualified through the RFQ process were invited to participate in a Negotiated Request for Proposal (NRFP) on January 7, 2022.
- The current contract has been separated into two procurements:
 - Service Desk services; and
 - Managed Workplace Technology Services (MWTS).

Alignment with BC's Procurement Strategy

- Our approach to procurement, including the division of the current contract into two bundles, aims to attract companies of all sizes to work with government.
- This approach will also help us better respond to the everyday Information Technology (IT) needs of the Public Service, providing them the services they need to assist the citizens of B.C.
- We're focused on providing the best value, while also creating inclusive, social, environmental and economic benefits for people and communities.

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

- **We will also vet and award government IT contracts in a way that achieves value for investment, increases innovation, and improves competition.**

Questions and Answers:

1) Why did the Province split this procurement into two procurements?

- Dividing the contract into two bundles promotes many benefits, including:
 - providing an opportunity for vendors who specialize in the particular bundles to compete.
 - increasing competition (could attract businesses of all sizes) in terms of price, delivery models and approaches.
- Service providers may participate in one or both opportunities.

2) When will the new contracts be in place?

- Qualified vendors were invited to participate in a Negotiated Request for Proposal (NRFP) on January 7, 2022. The procurement is scheduled for contract finalization on or before the expiration of the current contract September 30, 2023.

3) What is the impact to Information Systems Management Corporation (ISM) employee workforce?

- All participating respondents have been provided the BCGEU schedule as well Memorandum of Understanding 5.
- Participants in the NRFP will be responding in March 2022, and then the responses will be evaluated until mid-July 2022. Vendor's responses will include proposed staffing plans.
- Throughout the process of the NRFP drafting, the BC Public Service Agency and BCGEU have been and will be kept informed.

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

- Ministry of Citizen Services' and the current contract provider are very much aware of their obligations to the BCGEU members and are ensuring that all agreements are adhered to.
- Due to being in an active procurement for these services, we are unable to further comment.
- The BC Public Service Agency is engaging the BCGEU regarding these procurements and will apply policies outlined in the collective agreement.

4) Who is the current provider of Workplace Support Services?

- The current service provider is Kyndryl Canada Ltd. (formerly IBM Canada Ltd). In 2021 IBM Canada Ltd. restructured their organization and novated their contract to Kyndryl Canada on November 4, 2021, without disruption to services.
 - The contract started December 2004 and is set to expire on September 30, 2022, with the option of two six-month extensions. These extensions have been exercised to accommodate the procurement timeline.
 - As a result of these extensions, the contract will now end in September 2023.

5) What is the current value of the contract?

- The cost of the current contract is an estimate of \$40 million annually.
- The total value of the contract from 2004 to March 31, 2022, is \$759 million.

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- In Fiscal 2021/22, the cost increased to \$54 million as a result of an additional \$18 million purchased for hardware to support the Province's response to the COVID-19 pandemic and natural disasters, as well as to continue the current workstation refresh project.
- Kyndryl uses a subsidiary workforce, Information Systems Management (ISM), with partners such as Microserve and Tecnet. In total, there are 44 B.C. companies engaged in providing the services.

6) Is the cost of Hardware also included in the future MWTS contract?

- In the future Managed Workplace Technology Service's contract hardware may be purchased from the service provider.
- Being able to purchase hardware through this future contract provides the flexibility required to meet government's business and financial needs.

Contact:

Natalie Branch	Executive Director	Service Management Branch	250 818-5763
Kirsten McCaig	Executive Director	Device Services Branch	250 415-5165

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Microsoft Enterprise Agreement Negotiations

Revised: Date of last revision, January 27, 2022

Key Messages:

- The Office of the Chief Information Officer (OCIO) currently has an Enterprise Agreement with Microsoft for software and services.
- Microsoft software and services form the foundation for many of the services provided by the OCIO to core government including:
 - email (MS Exchange),
 - collaboration (MS Teams),
 - office productivity (e.g. MS Word, Excel, PowerPoint),
 - security (e.g. cyber-security), and
 - hosting (MS Windows Server).
- Microsoft software and services are the de-facto standard for governments across Canada.
- The current contract with Microsoft ends on March 31st, 2022, and the OCIO has initiated negotiations with MS to renew the contract.
- The renewal will ensure that the OCIO has the licenses and services to continue to support public servants and a digital government.
- The renewal will also ensure that the Province has additional protection against new and evolving cybersecurity threats.

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Questions and Answers:

1) What is the length of the contract being negotiated?

- For this renewal, the Province has requested a 5-year term. This will provide price certainty for the length of the term and allow the OCIO time to complete some significant projects to enhance the digital tools and services available to public servants.
- Past contracts with Microsoft have typically been for a 4-year term.

2) What steps are being taken to ensure that we are negotiating the best deal for the Province?

- The OCIO has:
 - Engaged with a third-party vendor to model options and provide advice regarding market value.
 - Engaged with Gartner to provide industry research to confirm suitability of the software being procured.
 - Been in discussions with other Provinces regarding their contracts and negotiations with MS.

3) Are there other vendors that can provide similar software and services?

- Other vendors do not provide the same comprehensive software and services that Microsoft provides. This is one reason why Microsoft software and services are the de-facto standard for governments across Canada.
- There is significant integration between Microsoft software and services and with Province line of business applications. Moving some of the Microsoft software or services to another vendor would create significant risk to the delivery of critical services to

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core government and to the public and require substantial investment.

- The OCIO continues to investigate software and services from other vendors that comply with legislation, would meet business needs, and enhance the move to a more digital government.

4) What does the OCIO currently spend on the Microsoft Enterprise Agreement?

- The OCIO forecast for Microsoft software and services through the Enterprise Agreement, is \$17.6 million dollars for fiscal 2021/22.
- The OCIO forecast for Microsoft support through the Enterprise Agreement, is \$2.4 million dollars for fiscal 2021/22. This support is required to engage Microsoft experts to advise the Province and assist with Province projects.

5) Is the Province satisfied with the software, services, and support from Microsoft?

- Yes, the Province is satisfied with the Microsoft software, services, and support.

Contact:

Stuart Restall

Executive Director

Digital Workplace
Initiative

250-812-5171

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Hosting Services Procurements (MPS, MHS, DCS and SN)

Revised: January 20, 2022

Key Messages:

- The Province signed the Strategic Transformation and Mainframe Services (STMS) Master Service Agreement (MSA) with ESIT Advanced Solutions (ESIT) in March 2009.
- The initial services delivered under this contract were Data Centre Services (DCS) and Managed Hosting Services (MHS).
- Two services were added to the MSA at a later date, Managed Print Services (MPS) (2012) and ServiceNow (SN) licenses (2015).
- The MSA is coming to end of term on March 31, 2024, with the ability to either procure, renew, or insource all or a subset of the services.
- This agreement provides the technological infrastructure that government operations rely upon, from Front Counter BC helping citizens access government services, the accounting system government uses each day, to wildfire response through the Wildfire mobile application and regional command centres.
 - These services enable citizen and business services to be delivered by the Province.
- The fiscal 2021/22 forecasted spend for core government for all services in the STMS is approximately \$81 million, and recoveries are generally equal.
- The Province is currently evaluating its end-of-term options.

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Questions and Answers:

1) Will the Province split up this contract into smaller service offerings to allow more companies a chance at this business?

- The Province is currently evaluating its end-of-term options.

2) This contract has been in place since 2009. Will it be renewed with the current vendor, or will it be competitively procured?

- At this point, no decisions have been made. The Province is currently evaluating its end-of-term options.

3) When will the Province tell the vendor community what it plans to do with this suite of services?

- The terms of our current contract require us to inform ESIT of our intention to renew all, or some, of the services by September 30, 2022.
- We expect broader notification to the vendor community will not occur until sometime after this date. However, at this point, no decisions have been made. The Province is currently evaluating its end of term options.

Contact:

Stu Hackett	Executive Director	Hosting Services Procurement Branch	250-514-2779
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2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Freedom of Information Facts and Figures

Revised: Date of last revision, March 18, 2022

Access to Information

FOI Volumes

- In a typical year, the Province receives approximately 10,000 - 12,000 Freedom of Information (FOI) requests.
- Definition of “general request”: A request that is for general government information such as briefing notes, contracts, or meeting notes have continued to be the highest level of request types being received by government.
- Definition of “personal request”: A request related to an individual’s own personal information. Personal requests include information such as RoadSafetyBC records, child protection records and income assistance records.

Number of FOI Request Received			
Fiscal	General Requests	Personal Requests	Total
2016/17	4,905	4,405	9,310
2017/18	5,501	4,970	10,471
2018/19	7,622	4,633	12,255
2019/20	8,147	4,908	13,055
2020/21	6,467	3,798	10,265

- B.C. has an active and informed stakeholder community that makes more requests per capita than in the three western Canadian provinces (AB, SK, MB) combined.

Service Plan: Provide greater public accountability by improving access to government information, while ensuring the protection of privacy

- Objective to enhance public access to government records.

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- Measured through the percentage of on-time responses to Freedom of Information (FOI) requests.
- Definition of “on time”: A request is considered on time if the applicant receives a response within the legislated time limit for responding. All requests must be responded to within 30 days unless a time extension is permitted. For more information, see *Freedom of Information and Protection of Privacy Act* s.7 and s.10.

Percent of on-time Freedom of Information Requests		
Fiscal	Forecast	Actual
2016/17 Baseline	80%	80%
2019/20	85%	83%
2020/21	85%	85%
2021/22	85%	TBD

Privacy Protection

Privacy Breach Reporting

- A privacy breach is an information incident involving personal information about people, such as names, birthdates, social insurance numbers or client information. Information incidents occur when unwanted or unexpected events threaten privacy or information security. They can be accidental or deliberate and include the theft, loss, alteration or destruction of information.

Actual or Suspected Privacy Breaches and Complaints Reported to Investigators	
Fiscal	Incidents Reported
2016/17	1,671
2017/18	1,803
2018/19	2,013
2019/20	2,234
2020/21	1,977

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Privacy Impact Assessments

- Privacy impact assessments are used by public bodies to review the level of privacy risk to a system, project, program or activity. This step-by-step review process ensures government protects the personal information collected or used in accordance with the privacy requirements outlined in FOIPPA.
- Conducting a PIA helps protect privacy and builds public trust by being clear about what information government is collecting, who has access to it, and where and how it's stored.

Privacy Impact Assessments (PIAs) Conducted	
Fiscal	PIAs Conducted
2016/17	654
2017/18	648
2018/19	896
2019/20	1,171
2020/21	972

Budget Summary

- Administration of access to information and privacy protection are centralized through the Corporate Information and Records Management Office (CIRMO).
- CIRMO is the central agency responsible for developing corporate information management (IM) strategies, legislation, policies, and standards; and for delivering IM operations, training and compliance reviews.

Fiscal	CIRMO Budget
2016/17	\$15.307M
2017/18	\$18.951M
2018/19	\$21.451M
2019/20	\$22.268M
2020/21	\$21.862M
2021/22	\$22.146M
2022/23	\$22.146M

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- In January of 2021, the Ministry of Citizens' Services committed \$5.3M to modernize the freedom of information process.

Contacts:

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Rhianna Begley	ED	Information Access Operations	778-698-5851
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2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Improving Access to Information Rules

Revised: Date of last revision, March 23, 2022

Key Messages:

- One of the Ministry of Citizens' Services' top priorities is to make the FOI system work better for British Columbians.
- British Columbians need to know that the information they require from government – often their own personal records – can be obtained in a timely manner.
- In addition to the legislative amendments, many other improvements have been made to FOI rules to make government more accountable.
- For example, we brought the *Information Management Act* into force, enshrining in law the duty public servants have to document their key business decisions.
- We recently refreshed information management training for all government employees that includes materials to ensure staff understand their 'duty to assist' applicants and emphasizes our commitment to transparency and openness.
- We proactively disclose over 5,000 information releases per year and this government has increased proactive release directives by 75%.
- To further demonstrate our commitment to transparency, we recently added monthly summaries of ministerial briefing notes to the growing list of records our government makes available proactively.
- The Estimates Binders prepared for each Minister would be one example of the type of high-value information disclosed without the need for an FOI request.

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- People throughout B.C. depend on the FOI system to do their jobs – from media and political parties, to researchers, lawyers, businesses, and private citizens.
- We also must consider that the legislation impacts the operations of more than 2,900 public bodies in B.C.
- The *Freedom of Information and Protection of Privacy Act* (FOIPPA) impacts thousands of public-sector entities around the Province, including health authorities, Crown corporations, school boards and local governments.
- We need to take a whole-of-government approach to ensure that citizens can access information in a timely, consistent manner.

Questions and Answers:

1) What is government doing to improve the access to information rules?

- Improving access to information rules is a priority for this government. This includes not just recent amendments to FOIPPA but also improvements in both policy and process changes that drive greater transparency and accountability. Several process changes have been made that make it easier for people to access important records from government.
- For example, we've created a new online form, so people have a more streamlined process for submitting personal or general FOI requests.
- The BC Services card was integrated with the online request form so people could use their mobile BC Services Card to file an FOI request.

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- This year, government began a multi-year project to modernize services, with the goal of simplifying processes and improving response times.
- Government continues to consider ways to improve its access to information rules.

2) What is government doing to make it easier for people to obtain government information?

- Government's Open Information program was expanded to more data sets, including the corporate transition binder, ministry transition binders and ministry estimates notes.
- This means these records will now be public by default without the need for an FOI request.
- Overall, government has now established 14 proactive disclosure categories, resulting in over 5,000 information releases per year.
- These 14 categories include:
 - Minister's travel expenses
 - Ministers' and deputy ministers' calendars
 - Summaries of information about directly-awarded contracts
 - Summaries of open and closed FOI requests
 - Records released in response to FOI requests
 - Summaries of information about contracts with values over \$10,000
 - Summaries of information about alternative service delivery contracts
 - Gaming grants paid to community organizations
 - Purchasing card and business transaction account expenditures
 - Deputy ministers' travel expense summaries

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- Ministers' transition binders
- Corporate transition binder
- Estimates notes
- Summaries of ministerial briefing notes
- These are disclosures that would normally be routed through the FOI process.
- Despite that, demand for services continues to increase and we will continue to explore other categories of records that provide public value.

Contact:

Matt Reed	A/ADM	Corporate Information and Records Management Office	778 698-5855
Rhianna Begley	ED	Information Access Operations	778 698-5851

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Improving Response and Processing Time for Freedom of Information Requests

Revised: Date of last revision, March 18, 2022

Key Messages:

- This government is committed to improving response and processing times for Freedom of Information (FOI) requests.
- People need to know that they can receive information from government – often their own personal records – in a timely manner.
- Government has been hard at work to improve the system and help people get their records faster.
- However, there are some challenges:
 - British Columbia receives a high volume of FOI requests – more than Alberta, Saskatchewan and Manitoba combined.
 - These requests continue to grow in number, size and complexity.
 - Request volumes have increased by more than 40% over a two-year period and reached an all-time high of over 13,000 requests in 2019/20.
- Citizens' Services is working to improve service delivery by:
 - Conducting a 2021 refresh for all government employees to take FOI training that includes materials to ensure staff understand their 'duty to assist' applicants and that emphasizes transparency and openness;
 - Working with ministries to consider ways to make more records available to the public without an FOI request;

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- For example, examining the use of new technologies to make responding to FOI requests more efficient and secure and to help with large-volume requests, including developing a new, streamlined request management system to reduce administrative processes and increase response timeliness;
- Implementing new technologies to make responding to FOI requests more efficient and secure, including introducing BC Services Card verification to improve security; Secure File Transfer to more efficiently deliver records; automated removal of duplicate records within FOI packages; automation to support records organization and file conversion.

Questions and Answers:

1) What steps have you taken to improve timeliness of FOI responses?

- Government has been hard at work to improve the system and help people get their records faster.
- The Province saw a more than 40% increase in request volumes over a two-year period and reached an all time high of over 13,000 requests received in 2019/20 alone.
- Despite these increases, government has been able to maintain high rates of compliance.
- Processing times this fiscal year have been impacted as these requests continue to grow in size and complexity.
- Despite challenges with the COVID-19 pandemic, we have been able to provide excellent service to citizens.
- Information Access Operations is exploring new technologies to make responding to FOI requests more efficient and secure.

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2) What were the processing fees last year?

- Our government is committed to transparency and openness with regards to government records.
- Processing fees are collected on less than 2% of FOI requests.
- Some of the FOI requests government receives can be large, complex, and time-consuming for staff to process.
- FOIPPA allows for fees to be charged for the time it takes to prepare records for disclosure and when there is more than three hours of search time. These fees are distinct from the new application fee.

Contact:

Matt Reed

A/Assistant Deputy CIRMO
Minister

778 698-5855

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Digital Archives

Revised: Date of last revision, March 18, 2022

Key Messages:

- The *Information Management Act* (IMA) establishes a digital archive to preserve and make available government's digital records of permanent value.
- The digital archives will complement and coordinate with the Royal BC Museum's archives, which will continue to hold and make available the permanent physical archival records of the Government of British Columbia.
- Digital archives holdings will be available to people and researchers across B.C. and around the world over the Internet.
- The digital archives are a key component of our work to digitize government services, making them more efficient and accessible.
- A digital archive will also help prevent electronic degradation, hardware and software obsolescence and the risk of natural and human-caused disaster.
- It will ensure that our heritage is preserved and made available to the public, in an accessible format, far into the future.
- Once created, this project will make British Columbia a leading jurisdiction in preserving and providing access to its digital heritage.
- We have developed expertise and gathered information on the requirements for a successful digital archive.

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- Starting in 2017 through to 2021, Ministry employees consulted with digital archives experts in other leading jurisdictions, including the United Kingdom, the Netherlands, Australia, the United States, and other Canadian provinces.
- Additional consultations have occurred with internal stakeholders, including the Royal BC Museum.
- A Request for Information was posted in January 2022 to explore the current technology market for digital archives.

Questions and Answers:

1) When will the Digital Archives be operational?

- CIRMO has done considerable research on modern approaches, standards and technology for creating a successful “trusted digital repository,” and has completed key planning and requirements documentation.

2) What is happening to these historically important records now?

- Digital records of permanent historical value remain in the custody of ministries at this time.
- Government's records management policies and practices direct that these records be fully retained (not destroyed).
- Physical records of permanent historical value continue to be transferred to BC Archives (part of Royal BC Museum).

Contact:

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2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Personal Information Protection Act

Revised: Date of last revision, March 17, 2022

Key Messages:

- Protecting the privacy rights of British Columbians is a top priority.
- It is important that people know there are rules and guidelines that protect their personal information.
- The *Personal Information Protection Act* (PIPA) governs the way businesses, non-profits, political parties and other organizations operating in B.C. use personal information.
- If someone has a complaint about how an organization has handled their personal information, they can contact the Office of the Information and Privacy Commissioner.

If asked about legislative updates:

- We are always working to stay apprised of how new technology and changing social expectations align with PIPA's privacy protections.
- The Special Committee to review PIPA completed its review and published its report on December 6, 2021.
- Government will carefully review their recommendations as we consider improvements and modernization of the legislation.

If asked about federal changes:

- While the previous Bill C-11 did not pass, the Federal Minister's most recent mandate letter commits to introduce legislation that strengthens privacy protections for consumers.
- B.C. will be keenly watching how this develops at the federal level and how this may impact B.C.

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Questions and Answers:

1) What is the purpose of the Personal Information Protection Act?

- It recognizes and aims to balance the right of individuals to protect their personal information, and the need of organizations to collect, use, or disclose personal information for appropriate purposes.

2) When was the Personal Information Protection Act last updated?

- Government has not made substantial changes to the Act since it was first implemented in 2004.

3) Does PIPA need to remain substantially similar to the federal act?

- The federal Personal Information Protection and Electronic Documents Act (PIPEDA) sets national requirements for privacy in the private sector.
- The federal government has deemed PIPA to be substantially similar to PIPEDA, meaning that PIPEDA does not apply to personal information collected, used, and disclosed entirely within British Columbia.

4) Recent and previous Special Committees of the Legislative Assembly reviewing PIPA have made a number of recommendations. What have you done to address these recommendations?

- Previous Special Committees reviewed PIPA in 2008, 2015 and most recently in 2021.
- The 2021 Special Committee made 34 recommendations.
- Government is currently conducting an in-depth review of these recommendations.

Contact:

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2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Facts and Figures

Revised: Date of last revision, February 2, 2022

All stats as of December 31, 2021

Service BC Centres

- 65 Centres throughout the Province.
- Citizen Satisfaction Rate 2021: 93%.
- Provides 300 services on behalf of 40 partner ministries and agencies.
- Average of 3.5 million transactions for 2021.
- Programs onboarded to Service Centres: 11.

BC Services Card

- Almost 4.9 million physical cards issued (4,875,000).
- 1.47 million BC Services Card app activations.
- BC Services Card Apple App Store rating of 4.5 out of 5.
- Number of programs onboarded as of December 31, 2021: 33.
- The BC Services Card is the one of the most trusted forms of digital identity in Canada, achieving level 3 assurance designation from the Treasury Board Secretariat of Canada.

Contact Centre

- Inquiries answered by Provincial Contact Centre: 3.5 million.
- Citizen Satisfaction Rate 2021: 80%+.
- Translation services: Over 140 languages.
- Service channel offerings: telephone, email and text channel services and online and website.
- Calls per month: 300,000.

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- Contact Centre program expansions to date: 29.
- Of the 29 program expansions, 4 were COVID-19 related programs.

BC Registries

- Business Satisfaction 2021 rating: 87%.
- Corporate Registry transactions processed for 2021: 5,099,172.
- Calls answered in 2021: 154,719 total.
 - Registries: 79,165.
 - BC Online: 75,554.
- Registered corporations, businesses, and other entities: 103,190.
 - Corporations: 63,282.
 - Societies: 1,603.
 - Cooperatives: 32.
 - Sole Proprietorships: 38,273.
- BC Online Accounts: 25,860.
 - Accounts set up in new registry: 7,594.
- Personal Property Registry Transactions for 2021: 770,268 (registration of liens only).
- Manufactured Home requests in 2021: 11,711.
- Modernization initiative programs launched:
 - Cooperative Associations can now complete all filings online making for a more seamless and secure service.
 - Businesses can request a business name using a modern program that improves the service experience and assists businesses in understanding business naming rules.
 - In January 2022, a new Personal Property Registry was launched that provides an improved user experience and ensures greater security for our users.

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Service Plan

Objective 3.2 – Government services are accessible, effective and efficient

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

- The Citizen Satisfaction rate 2020/21 for Service BC Centres is 93%.
- The combined results, including the Service BC Provincial Contact Centre are 85%.
- Service BC offers access to government services through multiple channels – in-person, telephone, email and text channel services and online and website.
- Connecting British Columbians to 300 services on behalf of 40 partner ministries and agencies.

Objective 1.2 - Enhance the experience for businesses when interacting with government

Performance Measure	2011/12 Baseline	2019/20 Actuals	2020/21 Target	2020/21 Actuals	2021/22 Target	2022/23 Target
1.2 Satisfaction with services to businesses provided by Service BC. ¹	89%	Biennial survey; next survey in 2020/21	At least 90%	87%	Biennial survey; next survey in 2022/23	At least 90%

- The 2020/21 Business Satisfaction rate was 87%
- Specific services were assessed:
 - Corporate Online (Results 90%)
 - Name Requests Online (Results 83%)
 - OneStop Business Registry (Results 83%)

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Citizen/Business Satisfaction Rates - SPEAKING POINTS

- Services provided to British Columbians and businesses is a priority for our Ministry and is especially important during these past two years.
- A biennial survey is conducted to help Service BC assess the quality of their existing services as well as to focus future service delivery improvements.
- The citizen satisfaction measure is the percent positive result for the statement – “I was satisfied with the overall quality of the service delivery”.
- The most recent series of Service BC surveys conducted between January and March 2021, focused on the satisfaction of when people access government programs and information.

Service Improvements Introduced Since Last Satisfaction Survey

- Service Centres, our in-person channel for British Columbians, developed four alternate channels to make it easier for British Columbians to access government services:
 - Developed Appointment Online for booking appointments in advance, over 120,000 used the application.
 - Started a digital channel for providing feedback. Over 2,000 feedbacks received through this channel.
 - Increased the use of telephone service, from 20,000 calls in 2019 increased to 480,000 calls in 2021.
 - Increased use of Google My Business to communicate service impacts due to staffing levels and severe weather.

Contact:

Jon Burbee Executive Director Strategic Services 250-213-7439

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: BC Services Card

Revised: Date of last revision, January 28, 2022

Key Messages:

- The BC Services Card ensures British Columbians can access in-person and online services from government in a secure, timely way.
- People can combine the BC Services Card with their B.C. driver's licence to reduce the number of cards in their wallet.
- There are approximately 4.9 million active cardholders, and more than 1.47 million people have activated their BC Services App as of October 2021.
- People can use the BC Services App to access a variety of online government services, including Health Gateway for their BC Vaccine Card, COVID test results and vaccination records, Student Aid and federal services such as the Canada Revenue Agency's My Account portal.
- We are continually expanding the use of the BC Services Card and App, so people can conveniently access a wider range of government services in-person and online – all with one secure card.

If asked about security and privacy:

- The BC Services Card has robust security features to protect the data and personal information of British Columbians.
- The BC Services Card and App have achieved level 3 assurance, which means they are among the most trusted forms of identity in Canada.
- Each service provider only has access to the information needed to deliver their specific service.

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Minister Responsible: Hon. Lisa Beare

Questions and Answers:

1) People can use the Service BC mobile app to access a variety of online government services – what are some of the new services that British Columbians can access through this app?

- Ministry of Finance – PayBC: An efficient, scalable, and convenient self-serve platform to make financial inquiries, review amounts owed to/from government and manage online payments.
- Ministry of Health – Post COVID-19 Immunization Response Tracking: HealthLink BC professionals (such as Pharmacists) can record post-immunization symptoms for patients who call 811.
- Ministry of Justice / Public Safety & Solicitor General – Special Event Permit: Individuals and businesses can apply for a Special Event liquor permit through the online Cannabis and Liquor Licensing Application.
- BC Public Service Agency – Time and Pay: Individuals who require access to the government Time & Pay Portal can use their BC Services Card to securely access the service.
- Ministry of Transportation – Vehicle Safety BC: Vehicle Inspectors can submit inspection reports to the Vehicle Inspection Program, renew their Inspector Certificate and update their Inspection Certificate profile.
- Ministry of Health – Diagnostic Services Secure Upload Tool: Authorized health service representatives can submit forms (such as Assignment of Payment) directly to Health Insurance BC for verification and processing.
- Ministry of Social Development and Poverty Reduction – WorkBC Portal & WorkBC App: People seeking employment in B.C. can securely and conveniently find information, apply for WorkBC services, access job postings, send messages and receive reminders all online in the Online Employment Services Portal or with a convenient, easy to use mobile application.

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
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- Ministry of Citizens' Services – BC Registries (Partners): The BC Registries online service, which launched in 2019, is supporting existing partners (such as those who use BC Online) to migrate to the new platform including using BC Services Card for login. First partner service launching is the e-Wills Registry.
- Ministry of Health – Health Career Access Program: Individuals can submit an expression of interest to participate in the Health Career Access Program, reconfirm their interest, update records, withdraw from the program and self-manage their information.

2) What specific onboardings supported CITZ's COVID-19 response?

- Service BC prioritized making it easier for people to access government services online to help keep them safe during the pandemic.
- Service BC launched the Book an Appointment app during the pandemic. Residents can navigate the online application to find the nearest Service BC location, select from the services and time slots available to book an appointment and authenticate their identity using the BC Services Card.
- This has enabled Service BC to manage the number of people visiting the Service Centres at any given time, which assisted in implementing the physical distancing guidelines in our waiting rooms.
- British Columbians have been able to access Federal emergency relief benefits using their BC Services Card to access the Canada Revenue Agency website to apply for the federal Canada Emergency Response Benefit, and for Employment and Social Development Canada to access such programs as Employment Insurance, Old Age Security and Canada Pension Plan. This online identity authentication significantly reduced the time frame for B.C. residents to receive their benefit.
- The integration of the BC Services Card with the Health Gateway service has been critical to B.C.'s COVID-19 response allowing individuals to access their COVID-19 test results and their proof of vaccination.

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- A number of other onboardings launched this year either directly supported CITZ's COVID-19 response, such as the Ministry of Health Post-COVID Immunization Response Tracking service, or indirectly supported British Columbians impacted by COVID-19, such as the WorkBC Portal and Health Career Access Program services, which assist individuals as they seek to transition to new employment in British Columbia.

3) How secure is the BC Services Card?

- The BC Services Card has robust security features to protect data and personal information.
- The BC Services Card is one of the most trusted forms of digital identity in Canada, achieving level 3 assurance designation from the Treasury Board Secretariat of Canada.
- Other than the information printed on the card, there is no additional personal information about the cardholder embedded within it.
- The mobile BC Services Card app requires a user to unlock their mobile device using TouchID, PIN, FaceID or other standard processes. This is known as two-factor authentication and provides stronger security than common user ids and passwords.

4) How do British Columbians activate their mobile BC Services Card to access online services?

- Verify by Video, launched in June 2019, allows residents using the BC Services Card mobile app to verify their identity without making an in-person visit.
- British Columbians can securely use the app on their iOS or Android mobile device and interact with a call centre agent in real time or send a video.
- With the launch of the mobile BC Services card and remote verification options, the number of in-person authentications has decreased significantly in recent months to less than 1% of verifications. This has been an especially important service during the pandemic, as it has reduced the need for in-person office visits.

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- Approximately 1,475,000 residents have activated their mobile BC Services Card.

5) Why do you need to have a smart device to use the mobile BC Services Card?

- Service BC is committed to ensuring all British Columbians have equal access to government services both in-person and online.
- People have growing expectations of being able to conduct their personal business using mobile services. Government meets that expectation with the mobile BC Services Card.
- The nature of a mobile service implies the ability to use a mobile device, such as a smart phone or tablet.
- Most online government services that use the mobile BC Services Card for identity authentication, also have other options for accessing the services, both online and in-person.
- Individuals that do not have access to a mobile device, smartphone or tablet can contact the government service provider directly.
- There remains an in-person verification option available at Service BC Centres and agents can further support by providing contact information from the list of alternate ways a person can access online services.
- We have Service BC Centres in 65 communities across our province, both rural and urban, where people can access over 300 government services.
- Recognizing the need for a solution for the population demographic that does not have a smart phone or tablet device, a token-based laptop authentication option is being developed to access government services online. An initial rollout with two partner ministries is planned for March 2022.

Contact:

Claire Ashton

Executive Director IDIM

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2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Channel Shift to Online

Revised: Date of last revision, January 17, 2022

Key Messages:

- The Province is committed to providing people in B.C. with improved access to the supports and services they count on.
- This includes looking at the various ways people interact with us – by telephone, online and in-person – and seeing where we can improve the quality of the overall service experience.
- For example, Service BC has implemented new communication channels, including video chat and text at the Provincial Contact Centre.
- Service BC has also launched a convenient and easy-to-use service for booking online appointments at any of our 65 Service BC Centres throughout the Province. The Book an Appointment App is designed to improve the service experience and to support physical distancing requirements.
- With increased demand for online self-service, our government is committed to building greater trust in online interactions. We are doing this through online verification of individual identity. The mobile BC Services Card, our most advanced identity service, enables easy access to multiple online services.
- A year ago, we expanded our identity verification channel – Verify by Video mobile card activation service – with the launch of Send Video to meet the increased demand of digital users due to the COVID-19 pandemic.
- Send Video allows you to submit a short video and photo to Service BC at a time and place of your convenience.

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- In support of businesses in our communities, BC Registries and Online Services is undertaking a phased, multi-year, modernization initiative to replace and improve the service experience for businesses including moving away from paper filings to online services.
- Registries is leveraging the investment already made in the BC Services Card to verify and authenticate those accessing our new online services.
- These continuous improvements and initiatives mean we are well positioned to meet the expectations of the people and businesses we serve well into the future.

Questions and Answers:

1) How has Service BC, through Corporate Registries, supported the business community with self-service?

- The Province is committed to providing people in B.C. with improved access to the supports and services they count on.
- This includes looking at the various ways people interact with us – by telephone, online and in-person – and seeing where we can improve the quality of the overall service experience.
- Corporate Registries has supported the shift online through a number of initiatives, including:
 - Enabling businesses with electronic meeting attendance, temporarily pausing companies' dissolution status for failure to file annual reports and supporting filing of electronic affidavits.
 - Undertaking a phased, multi-year modernization initiative to replace and improve the service experience for businesses, including moving away from paper filings to online self- service filings.

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- Cooperatives can now complete all filings quickly and easily online, replacing paper-based and other manual processes to manage their cooperative associations.
- In January 2022, BC Registries also launched a new Personal Property Registry. This service improves the user experience for customers and provides a much easier process for registering and searching on the registry thereby creating greater transparency.

2) What about people who cannot access services online?

- The Province is committed to providing people in B.C. with improved access to the supports and services they count on.
- Service BC offers access to government services through multiple channels. Our primary channel is in-person, through our 65 Service BC Centres located in rural and urban communities across our Province. We also provide telephone, email and text channel services through our Service BC Provincial Contact Centre, and online and website channels.
- Over 300 government services can be accessed in-person at our 65 Service BC Centres.
- The Service BC Provincial Contact Centre handled close to 3.5 million enquiries over the last year, providing information and navigation support for more than 300 government services.
- Most government programs offering online services also have other options for accessing the service in-person and through contact centre channels.

Contact:

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Carol Prest	Executive Director	BC Registries	250-216-6739

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Indigenous Names in BC Registries and ID Documents

Revised: Date of last revision, January 17, 2022

Key Messages:

- Ensuring business and society names reflect people's language and culture is an important part of reconciliation and supporting the diversity of our province.
- Corporate business registries are integrated with other provinces' registries and private systems across Canada. This integration limits our ability to expand on standard naming.
- BC Registry's system is currently limited in the kind of text characters it can process.
- Any changes require in-depth discussion with other levels of government and agencies across Canada, and with private sector organizations like banks and legal firms.
- We are committed to working with Indigenous peoples to understand how best to collect and manage data in a culturally appropriate way.
- This starts with having data standards that are built with Indigenous people, as well as technologies that work with Indigenous characters.
- BC Registries is exploring changes that can be made to be more inclusive of Indigenous languages in business name registration.

If asked why new BC Sans font isn't applied for all government systems:

- We are committed to being more inclusive of Indigenous languages and have introduced a font for government website

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content, forms and services that supports Indigenous languages in B.C.

- **The font is available for download and has been deployed to all BC Public Service workstations.**

Questions and Answers:

1) What is BC Registries doing to support Indigenous names for companies?

- BC Registries is modernizing its applications to accept Indigenous character names.
- A complicating factor that limits our ability to expand on standard naming, is business registries are integrated with other provinces' registries, national registries, and private systems across Canada.
- Further conversations are required to support businesses that need to engage with other programs/services as not all programs recognize Indigenous characters, such as Canada Revenue, and Provincial Sales Tax.

2) What is Service BC doing to support Indigenous names in ID documents?

- Service BC is working with Indigenous communities that have existing, community issued identity documents, the goal is to assess whether these documents can be recognized as primary and/or secondary ID documents in the Province.
- Service BC supports the BC Services Card, which British Columbians use to access government services in-person and online. We are collaborating with program partners on supporting the reclamation of traditional names on the BC Services Card.

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Minister Responsible: Hon. Lisa Beare

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2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: SBC Supporting Equity of Access

Revised: Date of last revision, January 20, 2022

Key Messages:

- Service BC is committed to ensuring government services remain accessible to all people of British Columbia, understanding the diverse accessibility needs of British Columbians is a vital component of ensuring service excellence.
- Our focus is to maximize satisfaction through modernization, offering people choice and convenience, increasing accessibility, and reducing efforts required to access government services while keeping personal information protected.
- Service BC employees receive diversity and inclusion training to provide better services for all people of British Columbia.
- All 65 Service BC Centres are equipped with hearing loop technology to serve the hard of hearing and hearing impaired.
- As well, the Service BC Provincial Contact Centre utilizes a relay service for people who are deaf, hard of hearing or have trouble with speech, and also offers translation services in 140 languages to better serve the people of our province and respond to the diverse communities we serve.
- Service BC is supporting people in British Columbia to access digital government services through online channels such as Verify by Video and Send Video, eliminating the need for an in-person office visit.

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- These modern channels of service enable Service BC to promote and inform the adoption of digital programs by supporting and serving British Columbians through the channel they choose or need.
- In circumstances where an individual does not have a mobile device there remains an in-person verification option available at Service BC centres.
- Most online government services that use the mobile BC Services Card for identity authentication also have other options for accessing the service, both online and in-person. Options can be provided by visiting the service provider's website or contacting the service provider directly.

Questions and Answers:

1) What is Service BC doing to ensure all British Columbians can access services?

- Service BC is committed to providing all people with access to excellent service by working to offer choice and convenience; reducing the effort required to access government services; and keeping personal information protected.
- Service BC offers access to government services through multiple channels. Our primary channel is in-person, through our 65 Service BC Centres located in rural and urban communities across our province. We also provide telephone, email, and text channel services through our Service BC Provincial Contact Centre, and online and website channels.
- Over 300 government services can be accessed in-person at our 65 Service BC Centres.

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- The Service BC Provincial Contact Centre handled close to 3.5 million enquiries over the last year, providing information and navigation support for more than 300 government services.
- A growing number of services can be accessed online using the BC Services Card app, such as MyHealth patient portal where people can access their medical information.
- An important part of improving access is removing barriers and addressing challenges to accessing services. For example, Service BC is making it possible for people to get what they need without visiting a government office in-person by supporting access to digital services with the mobile BC Services Card app.
- Understanding the diverse and changing needs of the people who look to us for assistance is key to Service BC's commitment to providing service excellence.

2) With the increased drive to online services, if residents don't have Internet, how do they access Service BC?

- People who cannot access services online, can visit one of our 65 Service BC Centres located in communities around our province or call the Service BC Provincial Contact Centre for assistance.

3) How can people who don't have a smart phone or tablet set up their mobile BC Services Card?

- If someone does not have a mobile device there is an in-person verification option available at Service BC Centres.
- If a person is not able to get to a Service BC Centre, most government programs offering online services that use the mobile BC Services Card for identity authentication, also have other options for accessing the service, both online and in-person.

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- A token-based laptop authentication option is being developed for the population demographic that do not have a smart phone or tablet device, to access government services online. An initial rollout with two partner ministries is planned for March 2022.

4) How does Service BC support people who are deaf or hard of hearing to access government services?

- All 65 Service BC Centres are equipped with hearing loop technology to serve people who are hard of hearing or hearing impaired.
- The Service BC Provincial Contact Centre offers both Telephone Device for the Deaf and Video Relay Service for people who are deaf, hard of hearing or have difficulties with speech.
- The BC Services Card identity verification process has improved accessibility by accommodating the use of an individual's handwritten communication, American Sign Language, and the use of communication tools such as text to voice devices, and supports minimal third party (advocate) assistance.

5) How does Service BC support people who do not speak English who are trying to access government services?

- The Service BC Provincial Contact Centre offers translation services in 140 different languages.
- Service BC also makes every effort possible to assist British Columbians who need a translator to help them during an in-person visit to a Service Centre. This includes leveraging the skills of employees who are fluent in other languages or by facilitating a connection to the Contact Centre for translation services to support the in-person service request.

2022/23 Estimates Note Advice to the Minister

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6) How is Service BC responding to the new *Accessible BC Act* passed in June 2021?

- Service BC is drafting accessibility policy and standards to guide the continuous improvement of service through all service channels.
- Service BC continues to consult with the Accessibility Directorate for the Government of B.C. as it strives to meet key objectives of the *Accessible BC Act*.
- We have a formal complaints and issues escalation process in place. To ensure that digital and print public feedback forms are accessible we had an independent review completed to confirm we're meeting accessibility standards (e.g., screen reader compatible, and use of plain language).

Contact:

Adriana Poveda Executive Director Service Delivery (250) 216-4617

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: BC Registries Modernization

Revised: Date of last revision, January 17, 2022

Key Messages:

- We are updating our business registry services to keep pace with technology and an increasing demand for online programs and services.
- The modernization of these services will provide a more seamless service experience, while improving the security and privacy of our users.
- Moving more government services online safely and securely provides people with improved response times, more service selection and greater, more convenient access when needed.
- Users can leverage the BC Services Mobile App – one of the most trusted forms of online identification. Users can also provide a notarized affidavit with a BCeID login and a one-time passcode.
- Our identification requirements help other businesses and agencies, such as banks and other government programs, trust the BC Registry's information and the identities of those representing a business.

Questions and Answers:

1) What work has BC Registries completed to date in their modernization journey?

- BC Registries has completed the following:
 - Cooperative Associations can now complete all filings online making for a more seamless and secure service.

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Ministry: Ministry of Citizens' Services
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- Businesses can request a business name using a modern program that improves the service experience and assists businesses in understanding business naming rules.
- In January 2022, a new Personal Property Registry was launched that provides an improved user experience and ensures greater security for our users.

2) Why is verifying identity necessary?

- Online transactions can be used to fraudulently undermine a person's identity.
- Our government is committed to ensuring the integrity of online filings.
- For the corporate registry, verifying the identity of the person improves corporate transparency and provides greater assurances to the business community as to who the directors of an organization are.
- The people of this Province have a right to know who owns a business operating in this Province.
- That's why many businesses are required annually to file any changes to the directors who have a controlling interest in a company.

3) How can people who are not eligible for a BC Services Card, get access to BC Registries online services?

- The Province's Identity Information Management program is responsible for providing identity and authentication services to support British Columbia resident's transactions with government services.
- BC Registries, in collaboration with Identity Information Management program, has developed a solution for non-BC residents.

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- This solution includes having a notary provide a notarized affidavit of the person. This solution continues to build and support identity verification while meeting privacy and security requirement.

Contact:

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2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Government Facilities Facts and Figures

Revised: Date of last revision, February 1, 2022

Real Property Division Portfolio

- Real Property Division (RPD) provides everything needed to design, set up and manage a government workplace.
- RPD's client base, as defined under the *Public Agency Accommodations Act*, includes ministries (mandated) as well as voluntary customers (broader public sector).
- RPD's portfolio of facilities includes government occupied office space, Service BC front counters, and special purpose buildings such as courthouses, laboratories, and correctional centres.
- School, post-secondary, municipal and hospital facilities are not included within the RPD portfolio.
- As of November 30, 2021 RPD's real estate portfolio was comprised of:

	Buildings (#)	Area (m²)	Proportion of Space (%)
Owned	459	746,934	47.5
Leased	587	587,636	37
Maintained	501	241,106	15
Total	1,548	1,575,676	

- Additionally, RPD manages 228 land parcels, totaling 615 hectares.
- 93 percent of total space with RPD's real estate portfolio is serviced by CBRE Ltd.

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Budget Summary

- RPD's capital plan directly supports government's Budget 2021 priorities, as follows:
 - capital investments that support the Province's pandemic response
 - maintaining infrastructure that supports delivery of critical Government services
 - investments that provide a foundation for the economy, jobs, and communities.
- Operating costs have been managed within budget to an extremely small difference (under one percent) between the allocated budget and total spend.
- Total capital budget changes are outlined in the table below, on the next page:

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(\$ millions)	21/22 Budget	22/23 Budget	Change
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Real Property

Abbotsford Courthouse Project	\$0.10		(\$0.10)
Nanaimo Correctional Centre	\$43.63	\$80.03	\$36.40
Legislative Precinct District Energy System	\$2.00	\$7.00	\$5.00
Strategic Acquisition of Buildings	\$7.90	\$8.01	\$0.11
TIs for Buildings Previously Acquired under Strategic Acquisitions	\$21.59	\$8.00	(\$13.59)
Energy Smart Program	\$13.70	\$16.53	\$2.83
EV Charging Stations	\$0.79	\$0.99	\$0.21
Courthouse Improvements	\$6.92	\$7.56	\$0.64
Vancouver Law Courts Inn Renovation	\$11.66	\$12.66	\$1.00
Port Coquitlam Law Courts Renovation		\$25.00	\$25.00
BC Corrections Segregation Strategy Renovations	\$26.04	\$16.60	(\$9.43)
BC Corrections Accommodation Strategy	\$5.34	\$8.08	\$2.73
MCFD Multi-Year Action Plan (MYAP) - Duncan - 15 Craig St	\$3.25	\$2.20	(\$1.05)
MCFD Multi-Year Action Plan (MYAP) - Port Moody - 220 Brew St	\$0.98		(\$0.98)
SDPR Risk Review related TI's	\$8.55	\$7.82	(\$0.73)
Camosun Lab Relocation	\$3.56	\$5.34	\$1.78
PSSG Land Acquisition	\$0.75	\$1.46	\$0.71
Kamloops Option to Purchase	\$11.50	\$11.50	\$0.00
Office Furniture	\$1.67	\$1.67	\$0.00
Routine Capital Envelope	\$76.08	\$85.27	\$9.19
	\$246.01	\$305.72	\$59.71

Priority Capital Projects

- Two significant priority capital projects have recently been constructed/under construction:
 - *Abbotsford Law Courts (\$152.3 million)*
 - Public Private Partnership model used to garner best value and leverage industry expertise.
 - Consolidates multiple justice program areas into one location, and provides easier access to a broad range of services to the community.
 - Emphasis placed on technological innovation and the robust information management and technology infrastructure.

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- *Nanaimo Correctional Centre (\$167.0 million)*
 - Design build model to leverage design innovation with cost and construction delivery effectiveness.
 - New facility will provide enhanced safety and security services to accommodate remanded residents from Central and northern Vancouver Island.
 - Set in a campus-style environment, the replacement facility will support a more therapeutic and normalized living environment within a culturally responsive design.

Strategic Acquisitions

- Properties acquired in the last three years are outlined in the table below:

2018/2019	Accepted Offer Price - \$M's	Closing Date
Williams Lake - 280A North Third Ave	1.89	March 26, 2019
North Vancouver - 902 W 16th Street	3.79	March 14, 2018
2019/2020		
Surrey - 13545 64th Ave	4.33	February 3, 2020
Vancouver - 2810 Grandview Hwy	10.03	February 18, 2020
Prince George - 490 Brunswick Street	1.50	March 5, 2020
2020/2021		
Kelowna	2.05	November 30, 2020
West Kelowna	1.45	March 15, 2021
GRAND TOTAL	25.03	

2022/23 Estimates Note Advice to the Minister

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Enabling Public Service Renewal - Workplaces

- ShareSpace is a new public service accommodation model launched in February 2021 that provides on-demand access to convenient, alternative work locations.
- The Lakepoint ShareSpace pilot location at Lakepoint in Langford was implemented at a cost of approximately \$3 million and had 722 users from across all 20 government ministries in its first 10 months.
- Fourteen ministries have more than 20 users, five ministries have more than 50 users; four have more than 60 users; two ministries have more than 70 users; and one has more than 100 users.
- Usership includes a range of positions across the public service up to the Deputy Minister level (86.2 percent are below Director; 13.8 percent are Director and higher, 3.0 percent are Executive).
- Lakepoint ShareSpace has seen a utilization range of 10-60 percent in its first 10 months, with an average of 25 percent daily utilization (during pandemic).
- The peak daily usage high was 67 percent on November 17, 2021 (58 of 86 workpoints booked).
- The site, post-COVID-19, will support 100 public service employees at once.
- Building occupancy costs are estimated at \$420,000 a year (lease payments, taxes and operating costs).
- In October 2021, the Lakepoint ShareSpace was published as a hybrid workplace case study in the International Facilities Management Association's (IFMA) new book titled *Work on the Move 3*.

Facilities Management Services

- In 2019, the Province entered into a five-year Agreement with CBRE Ltd.

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Ministry: Ministry of Citizens' Services
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- Service commencement under the Agreement started in April 2020.
- The Agreement is valued at \$1.069 billion over five years, including management and technician fees; project fees and costs; operations and maintenance; and utilities.

Stewarding Government Building Assets (including Accessibility)

- A Facility Condition Assessment (FCA) is used to gauge the integrity of the government real estate portfolio, primarily owned buildings.
- The FCA generates a Facility Condition Index (FCI), a metric which highlights the ratio of building needs to a building's total replacement cost that is used to inform short, medium, and long-term investments.
- Investments are prioritized under a Pairwise methodology that considers multiple criteria to evaluate competing investment requirements objectively and equitably.
- In 2021, the aggregate FCI for the building portfolio was 0.53, relative to 0.51 in 2020.
- Barrier-free accessibility is a key consideration when considering investments
 - In Phase 1 of the Barrier Free Program, more than 80 government buildings were modified to remove basic barriers to physical access.
 - Under Phase 2, the ministry has partnered with the Rick Hansen Foundation to improve access for mobility to a standard beyond the BC Building Code, including efforts to ensure universal/gender-inclusive access to washrooms in government facilities.
 - To-date, the Rick Hansen Foundation has assessed 73 owned and leased government buildings to identify opportunities to make the spaces barrier-free.
 - The 2022/23 investment plan includes \$16.9 million for barrier-free improvements.

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- Most of the funding is allocated to Emergency System upgrades (\$8.6 million), washrooms (\$2.4 million), and signage and wayfinding (\$1 million).
- Fifty-five percent of the improvements will be made in courthouses and correctional centres.

Property Dispositions

- Real estate that is surplus to government needs is sold at best value to generate revenue for the Province.
- Gains from the previous five years include:

Year	Gains
2020/21	\$39.4 million
2019/20	\$42.3 million
2018/19	\$26.7 million
2017/18	\$45.8 million
2016/17	\$61.7 million

- Forecasted net proceeds for the next three years are:

Year	Proceeds
2022/23	Government Financial Information
2023/24	
2024/25	

Contact:

Sunny Dhaliwal Assistant Deputy Minister Real Property Division 250 380-8311

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Nanaimo Correctional Centre Project

Revised: Date of last revision, January 26, 2022

Key Messages:

- I'm happy to see the Nanaimo Correctional Centre replacement project move forward.
- The new correctional centre will have modern spaces for education and vocational training, rehabilitative programs, and specialized areas for food services, health care and working with those with complex mental health and other needs.
- This project also brings major economic benefits to the region, including 1,000 direct and indirect jobs.
- Construction is underway and project completion is anticipated for 2024.

If asked about the procurement process:

- Stuart Olson Construction Ltd. was awarded the contract following a competitive process where the company met all the requirements of our Request for Proposals.
- All phases of the procurement were competitive, open and fair, including the Requests for Qualifications and Request for Proposals.

If asked about community consultation:

- The project team consulted with the City of Nanaimo and the Snuneymuxw [Snah-nay-mo] and Snaw-Naw-As First Nations, as well as a host of others with interest in the facility.

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- **Stakeholder engagement will continue throughout the redevelopment of the Nanaimo Correctional Centre.**

Questions and Answers:

1) What is the total project cost and how much of that is related to construction?

- Construction makes up \$155 million of the total project cost of \$167 million.

2) What are some of the major improvements of the new facility compared to the old one?

- The new facility maintains the capacity of the current centre, and adds a new, 12-room unit for short-term custody for women from Vancouver Island.
- The new facility also includes a wider range of security levels to accommodate individuals from central and northern Vancouver Island who are being held on remand while awaiting a court appearance.
- Safety and security are enhanced through purpose-built and modernized spaces for educational, vocational, certified trades and rehabilitative programming. In addition, specialized areas are provided for food services and health care, and for working with those with complex mental health and other needs.
- Through collaboration with the Snuneymuxw [Snah-nay-mo] and Snaw-Naw-As First Nations on related programming and design elements, the new facility also provides a more therapeutic and normalized living environment along with culturally responsive programming and spaces.

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3) What are the benefits of a correctional centre looking more like a college campus, than a traditional prison facility?

- A campus-style facility allows each space to be purpose-built to offer unique and tailored programming to individuals with various security clearances (open, medium and secure/remanded).
- The design of the centre will also support a more therapeutic and normalized living environment.

Contact:

Del de Medeiros

Director, Capital
Projects

Workplace
Development Services

250-920-8635

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Modernization of Government Offices – Hybrid Work Model

Revised: Date of last revision, March 17, 2022

Key Messages:

- As a result of the global pandemic, the way office employees work has changed, including the widescale adoption of remote work.
- The use of remote work will continue for many BC Public Service (BCPS) employees post pandemic and will likely have a long-term impact on the way the Ministry of Citizens' Services (CITZ) manages its office space portfolio.
- Ministries have been delegated the authority to manage staff in relation to where they work. As such, any future workplace strategy developed needs to be flexible to meet the needs of all 20 ministries.
- The strategy needs to deliver on citizens' high expectations of the public service while maintaining or improving productivity and engagement and will take into consideration the best interest of employees and BC taxpayers, ensuring a continued focus on delivery of services to our citizens.
- Over 80 percent of our office space is in leased locations. Over the past decade, my Ministry has actively worked to reduce the leased portfolio through better utilization of owned and leased properties.
- Government employees will begin returning to the workplace in March, 2022 and a full return, based on approved Telework Agreements, will occur by April 4th. All staff have management approved Telework Agreements that outlines the arrangement for working from home or the office. In the vast majority of

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cases, employees will work some portion of the week from the office.

- Following receipt and approval of the future workplace strategy based on data that my ministry will be collecting in the next few months, we will put a model in place that both supports employee attraction and retention and assures prudent fiscal management of government's real estate portfolio.
- Benefits to moving to a future, hybrid workplace model include reduced real estate costs, greenhouse gas reductions, upgraded workplaces to support hybrid work, introduction of technology to support new ways of working, with a focus on accessibility, inclusiveness, and wellness.

Questions and Answers:

1) Question. Why are you not actively reducing your lease portfolio?

- Effective April 4th, 2022, employees will be expected to return to the workplace and follow the management approved Telework Agreement which details on an employee-by-employee basis, the schedule for working from the home and the office.
- As employees return to the workplace, data will determine what spaces we need to consolidate or if we drop leases.
- We are taking this time to understand how remote work will impact the way we work going forward. We need to ensure that the workplace is available to staff when it is safe to return to the workplace in large numbers.
- The full implementation of the future workplace model and its maximum benefits will take time to develop and will generally need to align with existing lease expiries which are typically on a five-year cycle.
- Where possible, we are actively working with our clients to consolidate space.

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2) Question. Will there be savings to government with this change?

- It is too early to estimate what financial impact the shift towards a hybrid work model will have.
- The full implementation of the future workplace model and its maximum benefits will take time to develop and will need to align with existing lease expiries which are typically on a five-year cycle.
- While long-term lease savings will result, an initial investment may be required to change office layouts to support the future workplace model to ensure that the workplace supports employees when they are working from the office.

3) Question. How is your ministry facilitating remote work with supportive technologies?

- With widespread adoption of mobile devices and technology, we have demonstrated government's ability to adapt to remote work with minimal impact. With these tools and secure Virtual Private Network (VPN) connections ministry staff can access government's network and conduct their business.
- With the successful adoption of MS Teams to keep government connected, further IT tools will need to be developed or procured to support future work methods including additional collaborative tools that support teams with a distributed model.

4) Question. What are you doing with vacant space?

- A very low vacancy rate is typically maintained within the real estate portfolio.
- While we take the time to understand how remote work will impact the BCPS going forward, we need to ensure that government's real estate portfolio is ready and available to support BCPS employees and the work they do delivering services to Citizens.

Contact:

Sunny Dhaliwal Assistant Deputy Minister Real Property Division 250-380-8311

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: CleanBC Government Buildings Program

Revised: Date of last revision, January 28, 2022

Key Messages:

- The Province is working hard to build a low-carbon economy by changing how we live, work and commute, via the CleanBC Plan.
- To support this important work, Ministry of Citizens' Services launched the CleanBC Government Buildings Program in 2019.
- Under the program, we're working to make government buildings more energy efficient, and we're reducing greenhouse gas emissions through retrofits, innovative building design, and by switching to clean energy sources.
- The CleanBC Government Buildings program has been a catalyst for energy and greenhouse gas (GHG) reduction projects across CITZ's building portfolio.
- Under the guidance of this program, we have achieved a 40% reduction in greenhouse gas emissions, on track to achieve the 2030 reduction targets.
- Some of our work to date includes:
 - Completing the first net-zero energy building of the government portfolio in Williams Lake – an office space for Ministry of Children and Family Development.
 - Installing 152 electric vehicle charging stations at government buildings throughout the Province, with many more planned for coming years.
 - Implementing energy upgrades at 36 government buildings throughout the province, including lighting, improved heating systems, and better insulation.

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- **Modernizing the building controls in more than 90 buildings, which allows for optimal energy consumption and reduced energy waste.**
- **Completing climate risk assessments at various buildings throughout the Province, which will be used to inform future investments.**
- **Opening the new Westhills ShareSpace in Langford – the Province's first fully mobile workspace for government employees.**

Questions and Answers:

1) Is Citizens' Services on track to achieve the legislated greenhouse gas emissions targets?

- Yes, Ministry of Citizens' Services (CITZ) is on track to achieve the legislated greenhouse gas emissions targets.
- The CleanBC Government Buildings Program is driven by the *Climate Change Accountability Act (CCAA)*, which replaced the *2007 Greenhouse Gas Reduction Targets Act*.
- CCAA legislates provincial targets of 40% reduction in greenhouse gas emissions from 2007 levels by 2030, a 60% reduction from 2007 levels by 2040, and an 80% reduction in emissions by 2050.
- The provincial CleanBC plan requires that public-sector buildings achieve a 50% greenhouse gas emissions reduction relative to 2010 by 2030.
- Through the work done under the direction of this program, my Ministry's government buildings have achieved a 40% reduction in GHG emissions for the 2020 reporting year and are on track to meet the 2030 targets.

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- The CleanBC Government Buildings Program uses six pathways to reduce greenhouse gas emissions and energy consumption in government buildings.
- For the 2021 reporting year, emissions are expected to be measured, reported, and published in June 2022 as per the *Climate Change Accountability Act* and the Carbon Neutral Government Regulation.

2) What is the budget associated with the Program?

- In early 2019, CITZ was provided with \$57.5 million over five years (2019/20 to 2023/24) for the CleanBC Government Buildings Program, which formally launched in June 2019.
- To date, approximately \$14 million has been spent since the program launch and energy projects worth approximately \$9 million are currently underway.
- Investments are made from a triple bottom line lens to reduce energy consumption and greenhouse gas emissions while also encouraging a lifecycle return on investment and increased occupant comfort.
- The type of projects includes lighting upgrades, Heating Ventilation and Cooling upgrades, building automation system upgrades, and building envelope upgrades, among others.

3) How does your ministry plan and prioritize projects for the CleanBC Government Buildings program?

- My Ministry conducts several energy and greenhouse gas emissions reduction studies every year to assess opportunities across the provincial portfolio to implement energy projects.
- Opportunities are further assessed and prioritized using a triple bottom line perspective.

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- Pilot and demonstration projects are also included in the plan to build capacity and knowledge, such as the Net Zero Energy retrofit project in Williams Lake.
- We also work with our client ministries to determine the requirement of investments, such as those required for electrical vehicle charging stations.

4) How does the ministry plan to spend the CleanBC budget in the future?

- Since the program launch, CITZ has allocated funding to projects such as energy retrofits, electric vehicle charging stations, lighting upgrades, and building automation upgrades, among others.
- Moving forward, CITZ plans to not only continue with such energy upgrades, but also continue to invest in preparing for climate change by conducting climate risk assessments and assessing opportunities for low carbon energy use at provincial buildings.

5) How much money did Citizens' Services save in energy utility bills due to the COVID-19 pandemic?

- CITZ has ensured service continuity for the citizens of British Columbia throughout the COVID-19 pandemic.
- Most buildings remained open to ensure that service is provided to ministry clients and citizens during this difficult time.
- Therefore, as buildings were still fully functional during the pandemic, there was an immaterial reduction (approximately 1%) of energy consumption in government buildings during this time.
- However, as both water consumption and waste generation are directly dependent on building occupancy, we saw savings in both those utilities.

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- The 2020/21 fiscal year saw a 32% decrease in consumption and savings of approximately \$0.9 million (40%) in water utilities over the previous year.
- The 2020/21 fiscal year also saw a 31% decrease in waste generation and approximately \$155,000 savings in waste management costs over the previous year.

6) How many electric vehicle charging stations has CITZ installed?

- Electric Vehicle Charging Stations (EVCS) are identified as one of the six pathways of the CleanBC Government Buildings Program.
- CITZ is continuing to install charging stations for both government fleet use, as well as for employees and public that visit government buildings.
- Installation of Electric Vehicle Charging Stations at CITZ managed buildings began in 2018. Since then, approximately 152 charging stations have been installed at 56 sites. 102 spaces have been designated for employee and visitor use and 50 spaces for fleet vehicles.
- These charging stations are deployed portfolio wide across CITZ managed portfolio including government offices (38), correctional centers (8), and courthouses (10).

7) How many electric vehicle charging stations does CITZ plan to install in the future?

- Currently, there are 32 employee and visitor stations at 16 sites, as well as an additional 60 fleet charging stations across 30 sites under construction.
- For the upcoming fiscal year, CITZ is planning an additional 32 employee and visitor charging stations across 10 sites and 42 fleet charging stations across 27 sites.

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- Also, CITZ is undertaking a portfolio wide assessment program to support the annual deployment of hundreds of charging stations in coming years to support government's fleet GHG reduction targets.

EVCE Projects	Employee/Visitor	Fleet	Total
Installed To Date	102	50	152
Projects Underway	32	60	92
Projects Planned for FY2022/23	32	42	74
Total (including planned for FY 2022/23)			318

8) Does CITZ charge EVCS users for utilizing the stations?

- Currently, there is no additional fee to use the charging stations. Users are only charged regular parking rates (if applicable). The ministry reviews this decision annually based on industry developments.

9) What is the budget for the Electric Vehicle Charging Stations program?

- Since the launch of the CleanBC Government Buildings program, CITZ has spent \$2.4 million on all Electric Vehicle Charging Station projects to date, including assessments, procurement, and installations; or an average of approximately \$15,000 per charging station.
- The demand for Electric Vehicle Charging Stations is assessed annually and ongoing funding is sought based on strategic planning and client demand. For the upcoming year, CITZ has allocated approximately \$1 million for installing charging stations.

10) Why was Williams Lake retrofitted to be a net zero energy project?

This material will be proactively released

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- When CITZ purchased the building at 280A 3rd Ave North, Williams Lake, B.C., it provided a great opportunity to showcase public sector leadership to demonstrate that government is on the path to fight climate change and support a low carbon economy.
- The building was designed and built to be net-zero energy by using technologies such as enhanced envelope upgrades, geothermal heating and cooling, and solar photovoltaics.
- Construction for the energy measures began in the fall of 2020 and the project was completed in the fall of 2021.
- This building is sub-metered, so that individual building systems such as lighting, heating, cooling, and solar panels have a dedicated electrical meter. The meters gather real-time power data that will allow CITZ to gain understanding of the effectiveness of the different technologies installed. Learnings from this pilot project will be applied to future projects.

11) What is CITZ doing to make government buildings more resilient to climate change?

- CITZ is committed to ensuring government operations are prepared for the impacts of climate change.
- In alignment with our CleanBC Government Buildings Program, we have a specific pathway focused on Climate Adaptation.
- First, we are developing tools to screen climate hazards, including a geographic information system tool to screen buildings and sites for climate hazards, such as floods, extreme heat, wildfires, and draught.
- Second, we have completed climate risk and vulnerability assessments at more than 50 buildings, developing a customized climate risk assessment methodology to assess climate risks on our buildings. Additional climate risk assessments are also planned for the upcoming year.

This material will be proactively released

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- Third, my Ministry has partnered with the Ministry of Environment – Climate Action Secretariat to develop minimum climate resilience standards, that include requirements for new and existing buildings when systems are being renewed, repaired, or replaced. The standards include lists of measures on how to make our buildings resilient to hotter summers, drought, extreme storms, and flooding. These standards will also inform our future investment plans.

Contact:

Sunny Dhaliwal	Assistant Deputy Minister	Real Property Division	250-380-8311
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2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Accessibility

Revised: Date of last revision, January 28, 2022

Key Messages:

- My ministry is committed to providing universal access, diversity, equity, and inclusiveness in B.C. government buildings.
- To support this work, my ministry has developed a Social Stewardship Policy which articulates how social stewardship is reflected in real estate services through programs which support health and safety, accessibility, diversity and inclusion, and Indigenous reconciliation.
- We define a barrier as anything that stops people with disabilities from being included. For example, some barriers can stop people from independently accessing buildings or using computer programs; even people's attitudes towards disability can be a barrier.
- For the last decade, my ministry has developed a Barrier Free Program – focused on removing barriers to ensure public sector employees and the public have better access to our buildings.
- Part of my ministry's Barrier Free Program also includes efforts to ensure universal and gender-inclusive access to washrooms in government facilities. Public-facing washrooms are being addressed as a priority.
- We partnered with the Rick Hansen Foundation to improve access to a standard beyond the BC Building Code.
- The Rick Hansen Foundation assessments have helped inform improvements and changes to guidelines, standards, and investment decisions to improve access to government facilities and enhance services for citizens.

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Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

- **Rick Hansen Foundation Accessibility Certification standards are now incorporated in the technical standards the Ministry uses for all new building construction and major retrofits. My team has also created new guidelines for washroom construction to make our spaces more accessible and inclusive for the people who work in and visit our buildings.**

Questions and Answers:

1) What has CITZ done to make government buildings more accessible?

- My ministry is responsible for advancing health and safety, accessibility, diversity and inclusion, innovation, customer service, and Indigenous reconciliation in government operations. This includes everything from real estate, procurement, IM/IT, and front counter services.
- CITZ has been working for many years to make government buildings more inclusive and accessible.
- For the last decade, my ministry has developed a Barrier Free Program – focused on removing barriers to ensure public sector employees and the public have better access to our buildings.
- Part of my ministry's Barrier Free Program also includes efforts to ensure universal and gender-inclusive access to washrooms in government facilities. Public-facing washrooms are being addressed as a priority.
- We partnered with the Rick Hansen Foundation to improve access to a standard beyond the BC Building Code.
- The Rick Hansen Foundation assessments have helped inform improvements and changes to guidelines, standards, and investment decisions to improve access to government facilities and enhance services for citizens.

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- Rick Hansen Foundation Accessibility Certification standards are now incorporated in the technical standards the ministry uses for all new building construction and major retrofits. My team has also created new guidelines for washroom construction to make our spaces more accessible and inclusive for the people who work in and visit our buildings.
- One example of where my ministry has improved accessibility is the Wood Innovation and Design Centre in Prince George. We increased signage, installed guardrails, and increased visual contrast for navigation. The building received Accessibility Certified Gold, the highest level of certification available through the Rick Hansen Foundation Accessibility Certification program.
- Through our partnership with accessibility and inclusion leaders like the Rick Hansen Foundation, my team has learned to assess our facilities and better understand strategic opportunities in the building portfolio.
- CITZ advances this work through the application of a Social Stewardship Policy and Buildings for People: our Barrier Free Program.
 - The Social Stewardship Policy articulates how social stewardship imperatives that impact the delivery of real estate services are addressed. The policy enables structure and oversight to ensure these responsibilities are addressed appropriately and in balance with environmental and financial responsibilities.
 - The Barrier Free Program articulates the Ministry's approach to ensuring greater, more meaningful accessibility to government buildings for everyone in B.C. It also articulates our plan to improve accessibility beyond the BC Building Code and align with the *Accessible British Columbia Act* (Accessible BC Act). The program is based on three pillars: building improvements, the development of standards and verification of performance, and culture change and awareness to support the goals of the program.

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2) How much has CITZ spent on building infrastructure to support accessibility?

- Since 2012, my ministry has made ongoing investments to improve the accessibility of our buildings in the owned and leased portfolio.
- For the 2022/23 investment plan, \$16.9 million has been allocated to barrier-free improvements in government buildings.
- The funding is allocated to Emergency System upgrades (\$8.6 million), washroom upgrades (\$2.4 million), and signage and wayfinding (\$1 million), aligning with the priority areas outlined in our Buildings for People: Barrier Free Program.
- 55 percent of these improvements will be made in courthouses and correctional facilities.
- The money for these projects comes from our existing budget.
- Twenty-eight single stall universal washrooms will be created with this plan – making the portfolio more inclusive and accessible.

3) What work is underway in CITZ to support accessibility?

- My ministry has a number of initiatives underway to support accessibility:
 - The Government Digital Experience Division has created an Accessibility and Inclusion Toolkit that provides step-by step instructions on how to create accessible digital content like websites, reports, and presentations.
 - In the Office of the Chief Information Officer, the Connecting British Columbia program helps pay for infrastructure required to deliver high-speed internet connectivity to rural and remote areas of the Province, including supporting digital readiness, for local governments, Indigenous and rural communities.

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- Service BC has improved accessibility of the BC Services Card. They now offer an identity verification process over video through accommodation of individual's handwritten (non-verbal) communication; minimal third-party assistance (help); and the use of communication devices.
- The Procurement and Supply Division has a number of initiatives underway. Queen's Printer can offer Braille Printing for people with visual impairments. The BC Bid Replacement Project ensures public-facing pages and solicitation templates are compliant with accessibility standards and guidelines.
- And the Real Property Division (RPD) has developed the Social Stewardship Policy and Barrier Free Program in cooperation with the Rick Hansen Foundation to remove government buildings barriers and increase inclusivity. RPD plans to continue to grow Social Stewardship work in government buildings with the development of two new programs focusing on Indigenous Reconciliation and Diversity & Inclusion.

4) How do you plan for and prioritize accessibility projects?

- My ministry's Barrier Free Program identifies three pathways to achieve barrier-free objectives and move towards the long-term vision of access for everyone to government buildings in B.C.
 - Building Improvements: Using technical standards to ensure inclusive and barrier-free elements are incorporated from building design to implementation.
 - Standards and Verification of Performance: Partnering with service providers and leaders like the Rick Hansen Foundation to inventory accessibility opportunities.
 - Culture Change: Educating staff and citizens with awareness communications to support the goals of the program such as implementing gender-inclusive washrooms.

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- While all government facilities are compliant with the BC Building Code, there are several examples where government spaces need to go beyond code requirements so that they better meet the accessibility needs of employees and citizens. These include front counter height adjustments, access to gender-inclusive washrooms, and emergency systems that will adequately notify all patrons in case of an emergency evacuation.
- Based on research and a pilot project in partnership with the Rick Hansen Foundation where a sample of government buildings were assessed for accessibility, improvement efforts currently focus on the following areas:
 - Washrooms
 - Signage, Wayfinding and Communications
 - Emergency Systems
- My team is developing a methodology to prioritize barrier-free projects to ensure a coordinated and defensible approach to improving access to government buildings.
- For the 2022/23 investment plan, \$16.9 million has been allocated to barrier-free improvements in government buildings.
- Most of the funding is allocated to Emergency System upgrades (\$8.6 million), washrooms upgrades (\$2.4 million), and signage and wayfinding (\$1 million), aligning with the priority areas outlined in our Buildings for People: Barrier Free Program.
- 55 percent of these improvements will be made in courthouses and correctional facilities.
- The money for these projects comes from our existing budget.
- Twenty-eight single stall universal washrooms will be created with this plan – making the portfolio more inclusive and accessible.

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5) How are funds used to improve accessibility allocated?

- My ministry works closely with our clients and community partners to make strategic investments in buildings to enable greater access to government services. We advance accessibility across the building portfolio using the routine capital budget and by incorporating accessibility upgrades into existing facility improvement projects.
- CITZ works with its service provider, CBRE, and Ministry clients to assess the current level of accessibility across the building portfolio. Then my team uses a strategic approach to inform capital investment plans and prioritize accessibility projects.

6) How much will this work cost? No budget has been allocated for this work. How does the government plan to fund this work?

- My ministry recognizes the importance of accessible government services; while efforts are made to ensure a baseline of accessibility across our service offerings, it is anticipated that required funding to meet new legislated accessibility requirements will be substantial, in the multi-million-dollar range.
- In alignment with the Accessible BC Act and government's accessibility plan, CITZ will continue to advance prioritized accessibility opportunities across the portfolio within existing budget envelopes, and coordinate with other ministries to seek additional funding to support this work in the years ahead.
- CITZ will be investing \$16.9 million in accessibility upgrade projects over the 2022/2023 fiscal year.

7) How does the Accessible BC Act impact the Barrier Free Program?

- The Ministry of Social Development and Poverty Reduction directs the work associated with the Act via the Accessibility Directorate. The Act is expected to set an even higher standard for public buildings. Government's accessibility plan will assist with the delivery of the Barrier Free Program and my ministry will work

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closely with the Accessibility Directorate to ensure our program reflects and leads the new standards.

- Planning is underway to determine the most efficient and effective way to address areas of improvement identified by the Rick Hansen Foundation Accessibility Certification pilot across the portfolio. This plan will ensure we are ready to implement additional requirements and targets set by the legislation.
- As outlined in the Accessible BC Act, the Province is committed to the identification, removal, and prevention of barriers that hinder the full and equal participation of persons with disabilities in society. The Barrier Free Program will be updated every three years until we achieve this success.
- Improving accessibility and inclusivity is an ongoing and continuous process. Working with partners and stakeholders, the Barrier Free Program is an important first step to acknowledge the rights of every British Columbian to have an equitable, welcoming, and safe experience when they work in or visit a government building.
- The Social Stewardship Policy and the Barrier Free Program will be updated to align with government's accessibility plan to implement standards set out by the legislation and ensure we are on track to be a truly accessible and inclusive province.

8) How has the COVID-19 pandemic impacted access to government buildings?

- The pandemic has identified opportunities for improvements in the building portfolio that serve both the needs of the population to resist spread of the virus and support people with various disabilities.
- For example, my ministry has installed hands-free door openers at 865 Hornby Street in Vancouver so the general population can avoid touching surfaces and people with mobility constraints can enter through the automatic doors.

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- People with disabilities have long been asking for flexible work arrangements and the ability to work from home more often. The pandemic has allowed many employees to work from home, which has been necessary to reduce the spread of COVID-19 and has served the needs of some persons with disabilities that benefit from flexible work arrangements.
- CITZ programs such as our mobile worksite – ShareSpace in Langford – offer flexible, safe and accessible work environments for government employees.
- My ministry will identify opportunities for improvements to the building portfolio that support the needs of intersecting communities such as these.

Contact:

Rebecca Guthrie Executive Director Asset Management 250-889-2993

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: IT Asset Management Audit

Revised: Date of last revision, January 13, 2022

Key Messages:

- Protecting government data and networks is a top priority for this government, especially where it concerns British Columbians' personal information.
- Our team of experts have systems to protect our networks that operate 24 hours a day, 7 days a week, including:
 - Firewalls
 - Intrusion Prevention systems
 - anti-virus software, and
 - Vulnerability scanning program.
- It is important for us to be vigilant, as government records hold sensitive information including personal information of our citizens and businesses.

Audit activity/timeline:

- In August 2016, the Office of the Auditor General (OAG) announced plans to conduct an audit on Information Technology Asset Management: Cybersecurity Controls.
- The OAG worked with ministries and OCIO since March 2019 to ensure the report's findings and recommendations are accurate.
- Ministries received preliminary findings and recommendations and responded in May 2020.
- The OAG published the public report on January 19, 2021.
- Government accepted the recommendations in the OAG report.

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- **Government completed the remediation by December 2021 as planned.**

Questions and Answers:

1) Why was government found to have insufficient asset management practices?

- Government has examples of good asset management practices in some areas, with exceptions in some ministries.
- Good practices include keeping up-to-date inventories of devices such as servers, laptops, and mobile phones and having policies and standards for how to manage IT assets.
- Ministries did not consistently have processes documented.

2) Based on the audit results it looks like government's current asset management practices pose a risk to government networks, systems, and data. What is this government doing to protect its systems and peoples' information?

- Most assets benefit from strong asset management practices.
- There are also controls such as encryption to prevent unauthorized access to systems and data.

3) When did this government completely fulfill the recommendations in the report?

- Government fulfilled the recommendations in December 2021.
- This required collaboration with all ministries across government.

Contact:

Gary Perkins

Executive Director

Information Security

250-387-7590

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Cybersecurity of Teleworking

Revised: Date of last revision, March 30, 2022

Key Messages:

- The OAG conducted an audit between June 2021 and January 2022 on telework in government.
- The audit was conducted to determine whether government is effectively managing cybersecurity risks associated with telework.
- The OAG worked closely with the Information Security Branch (ISB) in the OCIO to complete this audit.
- The OAG were very professional and knowledgeable and maintained a positive working relationship.
- On March 29th, 2022 the OAG report was published publicly and the audit findings were overall positive with one recommendation for improvement.
- The audit placed additional emphasis on the OCIO's need for additional technical controls to prevent the use of personal devices accessing internal government systems and data.
- Specifically, the audit recommendation was to implement detective controls to determine the extent of personal telework device use.
- Government accepts the recommendation and has already begun working on implementing necessary security controls and will be complete this year.
- What I can say is that we take cybersecurity very seriously.

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- **Protection of government data and networks is a top priority for this government, especially where it concerns British Columbians' personal information.**
- **Over \$25 million is spent directly on IT security across government every year.**
- **And our staff of experts have systems to protect our networks that operate 24 hours a day, 7 days a week, including:**
 - **Firewalls**
 - **Intrusion Prevention systems**
 - **Anti-virus software, and**
 - **Vulnerability scanning program**
- **Focus on training and awareness for employees has been a priority over the years and in 2022, government updated the mandatory Privacy, Security and Records Management course to address the “new” telework environment.**

Questions and Answers:

- 1) How many personal devices are being used to access government's network?**
 - Thousands of personal devices access the government network over different remote access services.
 - Personal devices are mainly contractor devices or employees connecting from home to their government managed device in the office.
- 2) What are you doing to minimize the use of personal devices?**
 - Rolling refresh of government devices ensures that employees have current technology that meets their work needs.
 - New or updated service offerings make it easier to connect and use managed computers from outside of government offices and network securely.

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

- Some government services are designed to be accessed with personal devices.
- Additional security controls will be implemented to identify personal devices connecting to government services that are not intended to be used with personal devices.

3) How are you responding to the audit?

- OCIO is continuing to implement additional security controls for remote employees such as advanced email security and endpoint protection.
- OCIO also implemented strong authentication to improve security while accessing government systems.
- Additional security controls will be implemented to identify personal devices connecting to government services that are not intended to be used with personal devices.

Contact:

Gary Perkins

Executive Director

Information Security
Branch

250-387-7590

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Internal Directory Account Management Audit and Remediation

Revised: Date of last revision, January 13, 2022

Key Messages:

- The Office of the Auditor General (OAG) audited BC Government's Internal Directory Account Management between August 2017 and June 2019.
- The audit report was published in August 2019 and the Office of the Chief Information Officer (OCIO) accepted each of the seven recommendations on behalf of government.
- The OAG concluded:
 - The Office of the Chief Information Officer (OCIO) designed key controls for protecting government information and information assets from unauthorized access.
 - The OAG noted, however, that there were instances where key controls were not implemented, which could increase the risk of unauthorized access to government's information systems.
- The Internal Directory Account Management Audit went to the Public Accounts Committee meeting on November 7, 2019.
- The OCIO led the Internal Directory Audit Remediation project and, working with ministries, implemented the recommendations by December 2020.

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Questions and Answers:

1) The results of the audit found that government had insufficient Internal Directory Account Management practices. Why has this occurred?

- Government has many strong account management practices.
- The OAG found that practices were not always documented and identified further opportunities for improvement.
- We accepted the OAG's recommendations and have addressed them.

2) Does this pose a risk to government networks, systems, and data?

- No. Government has many controls in place so that a deficiency in one does not lead to unauthorized access to systems, or data.

3) What is the status of the audit?

- The audit was published August 2019.
- Remediation of the findings concluded in December 2020.
- The audit is now closed.

4) Why were the processes for managing accounts not documented and followed?

- Ministries are responsible for managing the accuracy of employee accounts.
- The OAG found that some ministries did not have processes adequately documented.
- There are additional controls to mitigate risk, such as expiring the account and recovering employee assets and access required to use the accounts.

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

- Now that the OAG recommendations are implemented, the processes are documented and there are automated processes in place to disable accounts as soon as possible.

5) What remediation occurred to address the report findings?

- Government took the following actions:
 - Reviewed and updated roles and responsibilities related to internal directory accounts.
 - Ensured that each ministry had documented processes to manage internal directory accounts.
 - Expanded the regular review of accounts to focus on administrators, contractors, and system accounts.
 - Implemented systems to ensure that accounts are disabled when employees are no longer active.

6) How is Citizens' Services and the OCIO ensuring that ministries continue with outcomes from the remediation?

- CITZ worked with each ministry to ensure each had processes in place.
- We have reviewed the processes with the ministries and will require a confirmation from each ministry that the processes continue to be used.

Contact:

Gary Perkins	Executive Director	Information Security Branch	250-387-7590
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2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Title: Auditor General Information Report on the Connecting British Columbia Program

Revised: Date of last revision, March 17, 2022

Key Messages:

- Working to connect all people in British Columbia, regardless of where they live, is a priority for our government.
- Everyone depends on high-speed internet to learn, do business, stay healthy, access services, and keep in touch with loved ones.
- British Columbia's diverse terrain makes it challenging and costly for internet service providers to build infrastructure that sends signals over long distances.
- Building this infrastructure from the ground up can take years to complete and requires ISPs to make significant investments, often in areas of low population density.
- Careful planning is required to ensure the infrastructure meets people's needs and that all necessary land access and permits are obtained.
- The Province's role is to help encourage the financial investments with ISP, FIN, LG, etc., in rural and Indigenous communities.
- As part of these agreements, service providers are required to commit to project timelines to ensure British Columbians see the benefit of these investments as soon as possible.

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

Questions and Answers:

1) Did the Office of the Auditor General perform an audit of the program, or did it release an information report?

- The Auditor General prepared an information report on the Connecting British Columbia program, focusing on phases 3 and 4 of the program, which are ongoing.

2) What did the information report cover?

- Some of the areas covered in the report included funding, connectivity progress, response to COVID-19, and program challenges.

3) Describe the program challenges noted in the report?

- The Auditor General noted the challenges in delivering a program that funds internet infrastructure in rural and remote areas of B.C.
 - Higher speeds require complex construction.
 - Federal funding timelines can extend project completion dates.
 - The program requires internet service provider participation.

4) When was the report published?

- The report was published in August 2021.

5) What is the outcome of the program to date?

- The Connecting British Columbia program has significantly contributed to bridging the digital divide for rural and Indigenous communities throughout the Province.
- Prior to the program being launched, an estimated 25% of rural and Indigenous communities were connected at the speed of 50/10 Megabits per second (Mbps). When in-flight projects are complete the dial will move from 25% to 60% of rural and Indigenous communities connected.

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

6) Why did the government extend the timelines of the program?

- Program timelines were adjusted to align to the federal government programs in play to maximize leveraging federal funding for projects in B.C.
- Program timelines were also adjusted to accommodate internet service providers ability to deal with supply chain issues because of the pandemic and because of the wildfires.

7) How will government keep legislators and the public informed about progress on the program?

- The program maintains a list of approved and announced projects by phase available to legislators and the public. This list can be found on Northern Development Initiative Trust's website:

[Connecting British Columbia | Funding Programs | Northern Development.](#)

- The program has also published a map containing project locations and project status: **[Projects funded by Connecting British Columbia – Province of British Columbia \(gov.bc.ca\).](#)**

8) How is the government meeting challenges faced by the program?

- The program maintains a close working relationship with federal government officials and internet service providers to remove barriers and expedite timelines.

9) How has the program responded to the pandemic?

- The program immediately responded with a special COVID-19 Response Intake in phase 3. Internet service providers across the Province stepped up and completed equipment upgrades in record time, by June 30, 2020. This special intake was funded through the \$50 million phase 3 allocation and provided immediate investments in network upgrades that helped people have reliable internet access.

2022/23 Estimates Note Advice to the Minister

Ministry: Ministry of Citizens' Services
Minister Responsible: Hon. Lisa Beare

- Additionally, in October 2020, the phase 4, \$90 million contribution to the program was part of Stronger BC: B.C.'s Economic Recovery Plan.

10) Why does it take so long to complete a project?

- Not all communities have the same level of connectivity readiness, some may have high-speed transport services in place and only require last-mile infrastructure, while others require both last-mile and transport infrastructure to be built.
- Different types of projects take different timelines to complete. A project providing transport fibre may require power installation, permitting, digging trenches, etc. Whereas equipment upgrades, for example, can provide immediate improvements without long timelines.

11) Where can I locate the information report?

- The Report, Report at a Glance and a video summary by the Auditor General of British Columbia, Michael Pickup, can be found at the Office of the Auditor General of British Columbia website: **[Update on the Connecting British Columbia Program | Auditor General of British Columbia \(bcauditor.com\)](#)**.

Contact:

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Ministry of Citizens' Services

2022/23 – 2024/25 SERVICE PLAN

February 2022



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Published by the Ministry of Citizens' Services

Minister's Accountability Statement



The *Ministry of Citizens' Services 2022/23 – 2024/25 Service Plan* was prepared under my direction in accordance with the *Budget Transparency and Accountability Act*. I am accountable for the basis on which the plan has been prepared.

A handwritten signature in black ink that reads "Lisa Beare".

Honourable Lisa Beare
Minister of Citizens' Services
February 3, 2022

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Purpose of the Ministry

Dedicated to making life better for British Columbians, the Ministry of Citizens' Services (the Ministry) delivers accessible, multi-channel services, through a single-point-of-contact service approach to people in urban and rural communities through Service BC, and delivers the digital face of government at gov.bc.ca. In addition, the Ministry supports other ministries to reach out, engage and learn from British Columbians on issues that matter to them, and is guided by several pieces of provincial legislation.

To help people connect to government supports and services, including virtual health care and online learning, the Ministry provides leadership, management, facilitation, and support for the expansion of high-speed internet connectivity throughout this vast and diverse province. Internet connectivity supports job growth, a strong and diversified economy, health care and stronger communities.

Providing strategic direction across government, the Ministry is modernizing information-management and information-technology resources to effectively meet the needs of British Columbians. This includes prompt and relevant responses to Freedom of Information (FOI) requests; providing trusted data services to government agencies; and providing statistical and economic research, information and analysis to businesses and the public sector.

The Ministry manages the Province's real estate assets, technology systems and equipment. It also leverages procurement to increase business opportunities and create rewarding jobs to benefit individuals, families, and communities. Moreover, this Ministry is creating more opportunity for businesses of all sizes to engage in government procurement. With a focus on supporting increased participation by Indigenous businesses and communities in government procurement, the Ministry is working to support a resilient vendor marketplace and increased business opportunities to benefit individuals, families, and communities across the province.

Strategic Direction

In 2022/23, the Government of British Columbia will continue its whole-of-government response to the COVID-19 pandemic with a focus on protecting the health, social and economic well-being of British Columbians. Building on our economic, environmental, and social strengths while looking to seize opportunities to improve outcomes for all British Columbians will be an important aspect of each ministry's work as we respond to COVID-19 and recover from devastating floods and wildfires. The policies, programs and projects developed over the course of this service plan period will align with the five foundational principles established by Government in 2020: putting people first; working toward lasting and meaningful reconciliation; supporting equity and anti-racism; ensuring a better future through fighting climate change and meeting our greenhouse gas reduction targets; and supporting a strong, sustainable economy that works for everyone.

This 2022/23 service plan outlines how the Ministry of Citizens' Services will support the government's priorities including the foundational principles listed above and selected action items identified in the November 2020 Minister's Mandate Letter.

Economic Statement

B.C.'s economy has rebounded from the impacts of the COVID-19 pandemic that began in 2020, despite significant pandemic variant and climate-related events. A strong health response, high vaccination rates, increased infrastructure investments and supports for British Columbians struggling through the pandemic has helped the province rebound. While the recovery has broadened over the past year, it remains uneven with sectors like tourism, hospitality and live recreation events not fully recovered. The path of the ongoing economic recovery in B.C. and its trading partners remains highly uncertain. However, rebuild efforts from the November 2021 floods are expected to provide some support to economic activity in the province. The Economic Forecast Council (EFC) estimates that B.C. real GDP expanded by 5.1 per cent in 2021 and expects growth of 4.2 per cent in 2022 and 2.7 per cent in 2023. Meanwhile for Canada, the EFC projects national real GDP growth of 4.1 per cent in 2022 and 2.8 per cent in 2023, following an estimated gain of 4.7 per cent in 2021. As such, B.C.'s economic growth is expected to be broadly in line with the national average in the coming years. The pandemic has increased risks to B.C.'s economic outlook, such as the emergence of further variants of concern, inflationary supply chain disruptions, extended travel restrictions, and the continued impact of the slower recovery in some sectors of the B.C. economy. Further risks include ongoing uncertainty regarding global trade policies, and lower commodity prices.

Performance Planning

Goal 1: Support a strong, sustainable, and innovative economy by making it easier to participate in government procurements and create opportunities for communities across the province.

Objective 1.1: Create opportunities for small, medium, and large businesses to access government procurements.

Key Strategies

- Create culturally appropriate procurement practices and help build procurement capacity for Indigenous businesses, communities and government employees through the [Indigenous Procurement Initiative](#).
- Enhance the [Procurement Concierge Program](#) to match government requirements with market innovations.
- Invest in continued upfront planning, engagement, and collaboration with small, medium, and large suppliers in communities across B.C. to make it easier to do business with government.
- Implement a modern, easy-to-use [BC Bid](#) platform for government procurement.
- Continue to improve how procurement processes deliver benefits for people and businesses in communities across the province through the [BC Procurement Strategy](#).

Performance Measure	2017/18 Baseline	2021/22 Forecast	2022/23 Target	2023/24 Target	2024/25 Target
1.1 Number of suppliers registered with the Province's BC Bid sourcing application. ¹	4,800	5,800	6,000	6,200	6,400

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

¹Data indicates the number of suppliers who purchased e-Notification and e-Bidding subscriptions. e-Notifications allow suppliers to be alerted when opportunities that match their areas of interests are posted to BC Bid. e-Bidding capabilities allow a supplier to submit their bids electronically through BC Bid.

Linking Performance Measure to Objective

BC Bid is the online marketplace tool that businesses use to gain access and insight to contract opportunities offered by core government and hundreds of publicly funded organizations, such as Crown corporations, health authorities, and municipalities. The number of suppliers who are registered with BC Bid provides a measure for the breadth of small, medium and large suppliers who do business with government in communities across British Columbia.

Discussion

This performance measure has been included in the Ministry's Service Plan since 2019/20. This performance measure will continue to be refined as a new BC Bid system is put in place.

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

Key Strategies

- Ensure government services for businesses remain responsive through the COVID-19 pandemic and recovery.
- Standardize processes across ministries to simplify procurement interactions between government buyers and suppliers.
- Refine service and technology enhancements for extra-provincial business registration.
- Streamline and simplify BC Registry services to make it easier for British Columbians to start up and maintain a business in B.C.

Performance Measure	2011/12 Baseline	2021/22 Forecast	2022/23 Target	2023/24 Target	2024/25 Target
1.2 Satisfaction with services to businesses provided by Service BC. ¹	89%	Biennial survey; next survey in 2022/23	At least 90%	Biennial survey; next survey in 2024/25	At least 90%

Data source: BC Stats.

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

Linking Performance Measure to Objective

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

Discussion

Service BC strives to reach a business satisfaction score of at least 90%, which indicates Service BC met businesses' needs in a convenient and timely manner. Business satisfaction levels are evaluated using a survey conducted by BC Stats on a biennial basis. Data provided by these surveys are used to inform continuous improvement efforts in service delivery.

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

Objective 2.1: Enhance public access to government records.

Key Strategies

- Review and improve access to information.
- Improve response and processing times for Freedom of Information (FOI) requests.
- Engage with and support government bodies in creating and maintaining government information.
- Proactively disclose more information so that people can access more government information without having to place an FOI request.

Performance Measure	2016/17 Baseline	2021/22 Forecast	2022/23 Target	2023/24 Target	2024/25 Target
2.1 Percent of on-time Freedom of Information requests.	80%	85%	90%	90%	90%

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

Linking Performance Measure to Objective

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 is of significant interest to the public and provides an indication of government's annual performance in responding to FOI requests within the timelines defined in the *Freedom of Information and Protection of Privacy Act*.

Discussion

Government continues to receive near all-time highs for requests – averaging over 11,000 FOI requests annually between 2016/17 and 2020/21. The Ministry is in year one of a multi-year project to improve and modernize FOI services in response to this high volume. Work will focus on improving timelines and making access to information services easier for citizens.

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

Targets represent realistic results given the increased demand, volume, and complexity of FOI requests.

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

Key Strategies

- Continue to expand the use of cross-government data to increase evidence-based decision making and better inform public policy.
- Support innovation through open data initiatives.
- Continue to improve government's public sector data security and privacy practices to ensure that British Columbians' personal information is safeguarded.
- Support the Parliamentary Secretary responsible for Anti-Racism Initiatives in the collection, housing, and analysis of race-based data.
- Establish and promote data-driven partnerships.

Performance Measure	2017/18 Baseline	2021/22 Forecast	2022/23 Target	2023/24 Target	2024/25 Target
2.2 Number of datasets in B.C. Data Catalogue.	2,750	3,000	3,050	3,100	3,150

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

Linking Performance Measure to Objective

By working with departments across government and the broader public sector to increase the amount of high-value datasets in the B.C. Data Catalogue, the Ministry is ensuring greater public accountability and improving access to government data, resulting in evidence-based decision making. The availability of data and mapping expertise helps other government departments and agencies deliver on their mandates.

Discussion

The Ministry is planning to develop a qualitative-based performance measure, capturing the baseline within the three-year period of this service plan.

Goal 3: Make life better for British Columbians by delivering the services that people count on.

Objective 3.1: High-speed internet is expanded with increased bandwidth in rural and Indigenous communities.

Key Strategies

- Support the expansion of high-speed internet services (broadband) to underserved rural and Indigenous communities.
- Leverage funds from other levels of government and the private sector to support investments in transport and last-mile digital infrastructure.

Performance Measure	2018/19 Baseline	2021/22 Forecast	2022/23 Target	2023/24 Target	2024/25 Target
3.1 Number of rural, remote, and Indigenous communities ¹ that have benefitted from investments in high-speed internet. ^{2 3 4}	417	570	620	685	725

¹ Data source: Government of Canada: Geolocated placenames dataset:

<https://open.canada.ca/data/en/dataset/fe945388-1dd9-4a4a-9a1e-5c552579a28c>.

² Data source: Ministry of Citizens' Services (Network BC) internal analysis.

³ The definition of 'community' refers to rural and remote communities and includes named places such as districts, Indigenous communities, municipalities, towns, villages as well as incorporated areas and strategic landing sites required for a network to operate. Communities may require one or more projects to be wholly served at the Canadian Radio-television and Telecommunications Commission Universal Service Objective of 50 Megabits per second download and 10 Megabits per second upload.

⁴ Figures represent a cumulative number of communities.

Linking Performance Measure to Objective

The Province helps develop strategies and programs that enable service providers to expand broadband infrastructure in rural, remote, and Indigenous communities. This performance measure demonstrates the level of success in expanding the number of communities benefitting from incremental broadband internet investments.

Discussion

The targets presented for the next three fiscal years are based on information received from multiple sources and are subject to change; factors like weather conditions, terrain and the remoteness of each community can affect the build process. This measure does not consider the uptake usage or subscription rate (i.e., end-user) of how many users there are and does not include access to cellular service. There are several factors that may impact the Province's ability to realize these targets, including the ability to coordinate funding sources from federal and local governments and the private sector.

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

Key Strategies

- Ensure government services remain responsive through the COVID-19 pandemic and recovery.
- Increase social and environmental benefits from the goods and services government purchases.
- Expand the integration of in-person government services in communities.
- Expand the usage of the BC Services Card for government programs.
- Improve the quality of citizens' experience with government – in person, by telephone and online.

- Make government buildings smarter¹, more energy efficient, resilient to climate change, and more accessible.

Performance Measure	2012/13 Baseline	2021/22 Forecast	2022/23 Target	2023/24 Target	2024/25 Target
3.2 Citizen satisfaction with Service BC Centres and Contact Centre. ¹	90%	Biennial survey; next survey in 2022/23	At least 90%	Biennial survey; next survey in 2024/25	At least 90%

Data source: [BC Stats](#).

¹The margin of error is $\pm 1\%$ at the 95% confidence level. Citizen satisfaction is calculated as a weighted average of the in-person and telephone survey results based on the volume of citizens served by each channel.

Linking Performance Measure to Objective

This measure is based on biennial surveys that focus on the overall citizen experience when people access government programs and services, either in person through the province's 65 Service BC Centres or by telephone through the Service BC Provincial Contact Centre. The measure shows how satisfied people are with overall quality when they access government programs and services.

Discussion

Service BC strives to reach at least 90% satisfaction, which indicates people's needs were met in a convenient and timely manner. Data provided by these surveys are used to inform continuous improvement efforts in service delivery.

¹ Smarter buildings are those which combine extensive data collection with advanced, integrated, and predictive digital control systems to achieve environmental benefits, improve comfort, occupant experience and reduce costs.

Financial Summary

Core Business Area	2021/22 Restated Estimates ¹	2022/23 Estimates	2023/24 Plan	2024/25 Plan
Operating Expenses (\$000)				
Services to Citizens and Businesses	31,528	31,528	31,528	31,528
Office of the Chief Information Officer	2,695	2,695	2,695	2,695
Digital Platforms and Data	19,072	23,922	23,922	23,922
Connectivity	11,505	13,705	23,705	23,705
Procurement and Supply Services	8,053	8,753	7,753	7,753
Real Property	345,970	362,514	362,648	362,589
Enterprise Services	146,056	173,393	170,549	171,016
Corporate Information and Records Management	22,146	22,146	22,146	22,146
Government Digital Experience	8,136	8,561	8,561	8,386
Executive and Support Services	9,143	9,428	9,438	9,438
Total	604,304	656,645	662,945	663,178
Ministry Capital Expenditures (Consolidated Revenue Fund) (\$000)				
Digital Platforms and Data	110,000	110,000	110,000	110,000
Procurement and Supply Services	150	480	684	150
Real Property	246,658	305,718	140,798	90,518
Enterprise Services	32,543	47,476	42,525	35,592
Executive and Support Services	145	336	264	264
Total	389,496	464,010	294,271	236,524

Core Business Area	2021/22 Restated Estimates ¹	2022/23 Estimates	2023/24 Plan	2024/25 Plan
Other Financing Transactions (\$000)				
Strategic Real Estate Services program				
Receipts	(1,100)	(1,000)	(300)	(300)
Disbursements	2,500	2,500	2,000	2,100
Net Cash Requirements (Source)	1,400	1,500	1,700	1,800
Total Receipts	(1,100)	(1,000)	(300)	(300)
Total Disbursements	2,500	2,500	2,000	2,100
Total Net Cash Requirements (Source)	1,400	1,500	1,700	1,800

¹ For comparative purposes, amounts shown for 2021/22 have been restated to be consistent with the presentation of the 2022/23 Estimates.

* Further information on program funding and vote recoveries is available in the [Estimates and Supplement to the Estimates](#).

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.



LEGISLATIVE ASSEMBLY
of BRITISH COLUMBIA

Hansard
Blues

**Committee of the
Whole – Section A**

Draft Report of
Debates

**THE HONOURABLE RAJ CHOUHAN,
SPEAKER**

**2nd Session, 42nd
Parliament**

Tuesday, May 18, 2021

Afternoon Sitting

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