



2017 Decision Note Advice to Minister

Date: August 1, 2017

Cliff #: 106181

Issue: s.12

Background / Facts:

s.12

s.12

, s.12,s.14

s.12,s.14

s.12

Analysis:

s.12

s.12

Attachment(s): N/A

Contact: *David Curtis, Assistant Deputy Minister CIRMO (250 387-0279)*

2017 Meeting Note Advice to Minister

Meeting Date: TBC

Ref: 106190

Attendees: Honourable Jinny Sims, Minister of Citizens' Services, and
Honourable Claire Trevena, Minister of Transportation and Infrastructure

Issue: North Coast Fibre Connection as a 'BC Priority Project' for Federal Infrastructure Funding

Conclusion / Next Steps (if any):

- Affirm the North Coast Fibre Connection as a 'BC Priority Project' for federal infrastructure funding under New Building Canada Fund - Provincial-Territorial Infrastructure Component (NBCF-PTIC).
 - The initiative requires the participation of several stakeholders, including the private sector, Government of British Columbia and the Government of Canada.
- Infrastructure Canada to complete the review of the business case application for federal funding.
 - Under the NBCF-PTIC, Canada will invest up to 25 per cent of the total eligible expenditures. A business case has been prepared by the owner of the asset (TELUS) to allow an application to Infrastructure Canada under NBCF-PTIC.
 - TELUS Communications Inc. will own the asset and will be responsible for implementation of the project, managing any associated risks and ongoing operating and maintenance work.
 - The expected timeline for the review of the business case is October 2017 once Infrastructure Canada receives affirmation from BC (Ministry of Transportation and Infrastructure) that this continues to be a BC Priority Project.
- Participation under NBCF-PTIC requires the parties to comply with the NBCF-PTIC Communications Protocol.
 - The Government of Canada would participate in an announcement only when their due diligence is complete.

Background / Facts:

- The purpose of this briefing is to affirm the North Coast Fibre Connection as a 'BC Priority Project' for federal infrastructure funding.
 - The Ministry of Transportation and Infrastructure is the interrogator that liaises with Infrastructure Canada on projects submitted to the NBCF for federal funding.
 - The designation as a 'BC Priority Project' is required at the ministerial level.
- In September 2014, the Province identified the North Coast Fibre as an emerging priority project under the NBCF-PTIC. Up to \$30M in federal funding was identified as "retained" for the North Coast Fibre Connection initiative.
- CITZ (Network BC) has been working with Ministry of Transportation and Infrastructure (Infrastructure and Major Projects Division) to fulfill the requirements for a submission to NBCF-PTIC.
- Staff level meetings have also taken place to inform Infrastructure Canada about the initiative.
- Ongoing work to allocate private and provincial funding sources has been addressed. s.13,s.1
s.13,s.17

s.13,s.17

- CITZ (Network BC) has engaged with the Ministry of Indigenous Relations and Reconciliation, to keep them informed and seek their feedback about the initiative.
- On March 31, 2016, TELUS provided confirmation of the following in writing to Network BC: their agreement to apply Strategic Investment Fund dollars as the Province's share of the initiative, their support of the subsea route from Port Hardy to Prince Rupert, their 50 per cent share of the project costs, and the provision to cost effectively and reasonably accommodate subsequent or parallel projects.
- On June 2, 2016, and again on August 11, 2016, the Committee of Chief Information Officers with representation from 15 Broader Public Sector Entities, including the 12 signatories to the strategic telecommunications agreement with TELUS, endorsed the North Coast Fibre Connection as a project under the TELUS deal utilizing up to \$22M of Strategic Investment Fund.
- On August 3, 2016, the Deputy Ministers Committee on IMIT Capital Investment endorsed the North Coast Fibre Connection as a Strategic Investment Fund project.
- On August 12, 2016, the Senior Management Committee, an executive-level joint deal governance committee with TELUS endorsed the initiative and supported its #1 priority ranking of Strategic Investment Fund projects.
- On August 23, 2016, the Deputy Ministers' Committee on Public Sector Innovation endorsed the North Coast Fibre Connection as a project under the TELUS deal with the Province's 25 per cent share of costs to come from Strategic Investment Fund under that deal.
- On September 29, 2016, the Executive Governance Committee also endorsed the project under the TELUS deal.

Analysis:

- The proposed subsea fibre will extend from Prince Rupert to Port Hardy on Vancouver Island via Haida Gwaii. See ATT-1 for an Initial Project Review.
- The initial network build is planned to comprise approximately 600km of subsea fibre optic cable, connecting the main hub/access points s.13,s.17
- The proposed subsea fibre backbone would provide communities between Prince Rupert and Prince George and between Campbell River and Port Hardy with improved network reliability that is critical to their wellbeing, economic and social development.
- The communities between Prince Rupert and Prince George have been constrained by a single fibre link that provides internet access and telecom transport for the entire region. Much of that line consists of aerial cable power distribution poles running alongside the Yellowhead Highway and Skeena River, and is at risk of service interruptions from wild fires, floods, landslides, vehicle accidents, extreme weather and other problems related to challenging geographic conditions.
- The premise for a proposed subsea fibre backbone is based on sustaining communities and supporting growth by delivering increased telecom capacity with service levels of high reliability critical for health care, education, security, emergency alerting, first responders and other public service delivery as well as personal well-being and success of small to medium-sized businesses and large commercial operations such as the Port of Prince Rupert, all of which depend on high-speed communications for real time operations and security.
- A critical step is to affirm the North Coast Fibre Connection as a BC Priority Project for the NBCF-PTIC.

Attachment: ATT-1 Initial Project Review

Contact: Susan Stanford, Executive Lead for Network BC, 250 580-7459

North Coast Fibre Connection Project Review

New Building Canada Fund – Provincial Territorial Infrastructure Component

Updated August 2, 2017

Prepared for: Ministry of Transportation and Infrastructure

Lead Ministry: Ministry of Citizens' Services

Proponent Eligibility: TELUS (Lead Proponent)

Business Issue

The purpose of the North Coast Fibre Connection is to provide reliable internet access for telecommunication services to the northern corridor between Prince George and Prince Rupert and the northern part of Vancouver Island between Campbell River and Port Hardy. The proposed initiative would provide a diverse fibre route that would improve service reliability where telecommunications services would be maintained with minimal disruption in the event of a network failure. Today, a telecommunications service outage could have serious financial, health and safety implications for the area affected.

It is an objective of the Government of British Columbia to ensure its citizens, businesses, government operations, first responders, and visitors, have access to fast, affordable, and reliable high-speed Internet services for social and economic prosperity. Improving the existing telecommunications infrastructure with an alternate fibre optic route provides the means to ensure reliable and effective services to support health education, emergency response and other public services, and private enterprises.

The goals and objectives of the Prince Rupert to Port Hardy subsea fibre route include, but are not limited to, providing long-term benefits to users, future proofing communications infrastructure and supporting effective competition among a range of service providers.

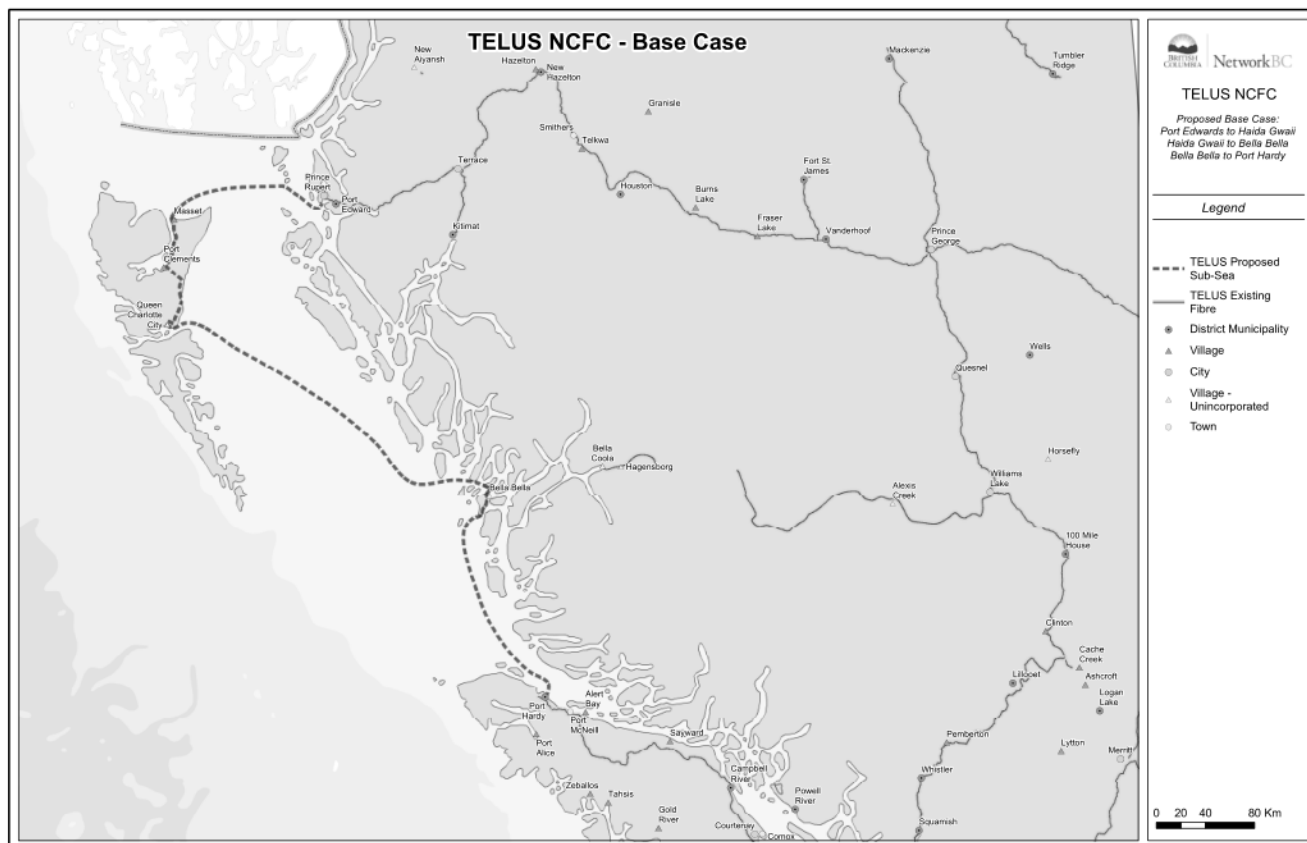
Project Description

The proposed subsea fibre will extend from Prince Rupert to Port Hardy on Vancouver Island. The new fibre link will provide an alternate internet access and transport path and allow for network diversity and reliability to meet current needs and future growth for the region.

The initial network build is planned to comprise of approximately 600 km of subsea fibre optic cable, connecting the main hub/access points s.13.s.17

Additional network extensions to strategic locations may be added depending on the ability to attract funding from other contributors. Due diligence to confirm the optimal route and fibre termination, or land-fall points has been initiated. Multiple options will need to be assessed including, but not limited to the following proposed route:

Proposed NCFC Route



Project Benefits (Value Proposition)

The proposed subsea fibre backbone would provide communities between Prince Rupert and Prince George and between Campbell River and Port Hardy with network diversity and reliability that is critical to their wellbeing, economic and social development.

The communities between Prince Rupert and Prince George have been constrained by a single fibre link that provides Internet access and telecom transport for the entire region. Much of that line consists of aerial cable power distribution poles running alongside the Yellowhead Highway and Skeena River, and at risk of service interruptions from wild fires, floods, landslides, vehicle accidents, extreme weather and other problems related to challenging geographic conditions.

The premise for a proposed subsea fibre backbone is based on sustaining communities and supporting growth by delivering increased telecom capacity with service levels of high reliability that are critical for health care, education, security, emergency alerting, first responders and other public service delivery as well as personal well-being and success of small to medium-sized businesses and major commercial enterprises such as the Port of Prince Rupert.

Project Financials

The Province plans to establish a consortium to design, finance, build, operate and maintain the network, which may include other governments as well as private sector partners. TELUS will be the major/lead investor of private capital and the managing partner for operating and maintaining the network.

The chart below shows the estimated cost and high-level breakdown.
s.13,s.17

Additional Projects

The proposed subsea fibre route would be designed to accommodate future development i.e., network extensions or strategic spurs as may be justified over time. Some examples may include:

s.13

2017 Decision Note Advice to Minister

Date: July 28, 2017

Cliff #: 106216

Issue: Former Premier's Directive on Ministers' and Political Staff's Sent Email: Options for supporting email management in ministers' offices

Recommendation / Next Steps (if any):

s.13

Background / Facts:

- On October 23, 2015, then-Premier Christy Clark issued a memo to ministers and their staff, which instructed them to retain all sent email, regardless of whether an email is transitory, until David Loukidelis had completed his work.
- On December 16, 2015, Clark issued a follow-up memo in which she instructed those individuals to continue to retain sent email, though Mr. Loukidelis' work was complete.
- This step was taken to provide a high level of public confidence that government is operating in an open and accountable manner, while the actions necessary to respond effectively to the Loukidelis recommendations were being planned and implemented.
- Since that time, government has taken a number of steps to meet or exceed the Loukidelis recommendations and the recommendations of the Information and Privacy Commissioner.
- Future actions are also planned that will further enhance support for information management (IM) generally, and email and transitory records management specifically.

Analysis:

- The continued retention of sent email indefinitely would present records management challenges for ministers' offices.
- It would be in contradiction to records management best practice and current corporate policy guidance.
- It would also be inconsistent with David Loukidelis' findings and recommendations. Notably, Mr. Loukidelis strongly urged government to "resist any notion that all emails should be kept", adding "the prudent approach is to ensure that government's transitory records policy is appropriate, understood by all, and implemented by all".
- Retaining a multitude of low-value and duplicate records increases the cost and effort to respond to Freedom of Information (FOI) requests and litigation searches and results in inefficiencies and

reduced productivity for employees who need to identify, retrieve and utilize the best information for service delivery, decision-making and operational purposes. It also contributes to growing email storage costs.

Steps Taken To Date

- Government has taken a number of steps to improve records management practice and increase corporate capacity in this area.
- Ministers' offices are now further supported in managing their transitory emails and other transitory records through:
 - A new, comprehensive corporate policy on email management;
 - A prohibition on the practice of "triple deleting" email;
 - FOI records searches in ministers' offices are now being coordinated by specially-trained public servants located within Deputy Ministers' Offices;
 - A technological reconfiguration to ensure that email information that has been "double-deleted" by an employee is appropriately captured in a backup and retained for 13 months for legal and investigatory purposes; and
 - Mandatory, comprehensive, tailored IM training for ministers and their staff.
- Onboarding of new staff includes training. Once completed, Ministers' Office staff provide a signed attestation that confirms that they have (1) attended the training session; (2) understood the content and know that resources are available in the event that requirements are unclear; and (3) will, in good faith and on reasonable belief, conduct themselves in accordance with the laws, policies and best practices identified in the training.
- The actions taken to date are significant, and considerably enhance the degree of assurance that ministers' office sent emails are being appropriately managed.

Future Action to Further Enhance Support

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s.13

Other Options:

s.13

Approved / Not Approved

Minister to specify if the recommendation has been approved or one of the other options or simply not approved.

Honourable Jinny Jogindera Sims

Date

Attachment(s) N/A

s.17

Contact: David Curtis, Assistant Deputy Minister

2017 Information Note Advice to Minister

Date: August 29, 2017

Ref: 106932

Issue: Destination BC Merritt Visitor Centre Closure

Conclusion / Next Steps (if any):

- The closure of the Merritt Visitor Centre impacts multiple stakeholders, including the Ministries of Citizens' Services (CITZ), Forests, Lands, Natural Resource Operations and Rural Development (FLNR), Jobs, Trade & Technology (JTT), Transportation and Infrastructure (TRAN) and Indigenous Relations and Reconciliation (IRR). The Ministry of Tourism Arts and Culture (TAC) will share an Issues Note (attached) directly with affected Ministers.
- TAC anticipates a joint Minister's meeting will be scheduled to determine the future of the site.
- On August 30, Minister for Tourism, Arts and Culture, Lisa Beare approved the initial concept plan for a Traveller Services Station at Exit 286 via the attached Decision Note.
- The TAC Decision Note recommends a cross-ministry briefing to ensure all stakeholder ministries support the business concept of a 'Travelers Gas Station' and development of further feasibility studies.
- s.13,s.17

Background / Facts:

- Destination BC, established by the Province in April 2013, under Tourism, Arts and Culture, is implementing a provincial strategy to close Visitor Centres and transfer services to local community partners.
- The Merritt Visitor Centre opened in 2000, and used to provide tourist information. The building was previously owned by Tourism BC, and ownership was transferred to Real Property Division when Tourism BC was dissolved in 2010.
- On September 6, 2016, provincial ministers approved a funding proposal from the Nicola Valley First Nations (as represented by Spayum Developments Ltd.) to develop a business concept to transition the land use of the Merritt Visitor Centre.
- On August 1, 2017, Destination BC received a media request on the future of the Merritt Visitor Centre; and also follow-up inquiries on the future use of the land.
- A Confidential Issues Note was prepared for Honourable Lisa Beare, Minister Responsible for TAC, regarding the closure of the Merritt Visitor Centre.
- Real Property Division (RPD) provided background to the TAC Issues Note, who informed RPD that the Issues Note will be shared directly with other affected Ministers, including CITZ, FLNR, JTT, TRAN and IRR.
- On August 22, Merritt City Council voted in favour of transferring visitor services to the City, and as such, the Merritt Visitor Centre will close January 2018, vacating a building owned by RPD, and Crown land owned by FLNR, and TRAN. s.16

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s.16

Analysis:

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Attachment(s): *Tourism Arts and Culture Ministers Issues Note*
Tourism Arts and Culture Decision Note

Contact: *Sunny Dhaliwal, Assistant Deputy Minister, ^{s.17}*
Rebecca Guthrie, Executive Director, 250-889-3993 ^{s.22}
Kobby Owusu-Nyamekye, A/Executive Director 250-677-6430

Confidential Issues Note - ADVICE TO MINISTER

Ministry of Tourism, Arts & Culture Date: (date upon final approval) Minister Responsible: Honourable Lisa Beare	Closure of Merritt Visitor Centre
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RECOMMENDED RESPONSE:

- Visitor services in Merritt, BC are currently provided at both the Visitor Centre (Exit 286) and by the City of Merritt at Baillie House (downtown Merritt).
- As of January 12, 2018, the provision of visitor services in the Merritt area will be consolidated and solely provided by the City of Merritt, similar to other communities in British Columbia.

If asked about why the decision was made:

- Transitioning visitor services from a provincial to community model allows for a more flexible, location-based, customer-centric model aligning to the unique services required by travelers and local businesses in the area.
- The ultimate outcome will be the continued delivery of exemplary visitor services in Merritt.

If asked about the possibility of the City of Merritt joining the Community Visitor Services Network Program:

- Destination BC is currently exploring options with the City of Merritt and establishing the best strategies to support this transfer.
- Joining the Community Visitor Services Network Program is an option.

If asked about future possibilities for the location:

- Decisions on future possibilities for the location will be discussed in the weeks and months ahead as we work to find solutions for all issues.

Confidential Issues Note - ADVICE TO MINISTER

Background/Status:

Visitor information and DBC

BC Public Service Stakeholders: DBC and TAC

- Destination BC is a crown corporation that prior to the change in government reported into JTT. DBC now reports into TAC.
- We are currently exploring options with the City of Merritt as to whether it would like to enhance its current visitor services program by joining Destination BC's Community Visitor Services Network Program.
- Destination BC's Community Visitor Services Network Program currently has 111 other British Columbian communities that are members of the Community Visitor Services Network Program.
- If the City decides to join the Network Program, Destination BC will provide "fee for service" funding to the service delivery agent of the City of Merritt's choosing. This shift from the current provincial model to a community-based model will enable the site at Exit 286 to be repurposed for other uses in the future.
- It is the decision of the municipal authority whether they want to provide visitor services in their community and, if yes, who will provide visitor services on their behalf.
- DBC is currently in discussions with the City of Merritt to determine their plans and whether they wish to join the Community Visitor Services Network Program and appoint a designated service delivery agent to participate in the program.
- DBC is a tenant in the provincially owned building at Exit 286.

Future land use of the Merritt Visitor Centre

BC Public Service Stakeholders: FLNRO, MoTI, CITZ

Background:

- The MVC is on Crown land owned by the Ministry of Forests, Lands, Natural Resource Operations and Rural Development. The Ministry of Transportation and Infrastructure own the adjacent land where the septic field is located.
- The MVC, a concession, and a domestic well water pump-house are owned by the Ministry of Citizens' Services Real Property Division, which also leases one out building on Destination BC's behalf.
- On September 6, 2016, provincial ministers approved a funding proposal from the Nicola Valley First Nations (as represented by Spayum Developments Ltd.) to develop a business concept to transition the use of the land on which the Merritt Visitor Centre (MVC) is

Confidential Issues Note - ADVICE TO MINISTER

currently located to the local First Nations.

- s.13,s.17

- Destination BC remains financially liable for site decommissioning and restoration of lands.
- The First Nation's interest in this site is to generate economic benefits for the First Nations in the Merritt area, create full-time and part-time year-round jobs, as well as showcase the rich First Nations' culture and heritage in the region.
- In January 2018, Destination BC intends to transition the provision of visitors' services to an organization identified by the City of Merritt and a location in downtown Merritt. As such, the current MVC site and building will be vacant. Outcomes from the repurposing strategy will inform future direction.

Communications Contact: Sukhi Tomana; 250-886-1221
Program Area Contact(s):



Decision Note Advice to Minister

Date: August 24, 2017

Cliff #: 18751

Issue: Seeking initial support of the business concept plan from Spayum Developments Ltd. for the Merritt Visitor Centre location

Background:

- DBC will continue to operate a Merritt Visitor Center (MVC) until January 12, 2018, and will then transition visitor services in the area to a local service provider. The service provider will be determined by the City of Merritt and will be eligible to join DBC's Community Visitor Services Network Program (VS Program) and receive annual funding.
- To help move this process forward, the Province approved \$30,000 in funding (September 2016) for the Nicola Valley First Nations (NVFN), represented by Spayum Developments Ltd. (Spayum). Spayum was to use these funds to develop a plan to transition the facilities/land at the current MVC location (Exit 286) to the NVFN.
- s.13,s.16,s.17
- The MVC is on Crown land predominantly owned by FLNR, with a small portion owned by TRAN. The building itself is owned by the Real Property Division in CITZ.

Analysis:

- On August 22nd, Merritt City Council voted in favour of applying to DBC's VS Program and transfer visitor serving from DBC to the City as of January 2018. s.21
- s.13,s.16,s.17

Recommendation:

s.13,s.16,s.17

Recommendation: Approved / Not Approved



Honourable Lisa Beare

August 30, 2017

Date

Attachment: *Appendix 1:* ^{s.21}
 Appendix 2:

Contact: *Sandra Carroll, Deputy Minister (250.952.0102)*
 Asha Bhat, Executive Director (250.387.0130)

Page 18 to/à Page 22

Withheld pursuant to/removed as

s.21

2017 Information Note Advice to Minister

Date: September 11, 2017

Ref: 107033

Issue: Certificate of Readiness respecting Draft 3 of the Bill entitled *Acting Information and Privacy Commissioner Continuation Act* requires the Minister's signature

Conclusion / Next Steps (if any):

s.12

- Once signed, the original must be delivered to Legislative Counsel and an electronic copy returned to the Strategic Policy and Legislation (SPL) branch in the Corporate Information and Records Management Office.

Background / Facts:

s.12

Analysis:

s.12

- s.12,s.14
- Attached are the revised draft (draft 3) and Certificate of Readiness, the latter of which must be signed by the Minister (or deputy as designate).

Attachment(s):

- Draft 3 of the bill
- Certificate of Readiness

Contact:

David Curtis, Assistant Deputy Minister and Chief Records Officer 250 387-0279

Page 25 to/à Page 27

Withheld pursuant to/removed as

s.12;s.14

2017 Decision Note Advice to Minister

Date: September 16, 2017

Ref: 107049

Issue: Assessing the impacts of new government priorities on active strategic IT procurement.

Recommendation / Next Steps (if any):

s.13,s.17

Background / Facts:

- Workplace technology services to core government and health authorities are:
 - Help desk
 - Technical support
 - Optional hardware purchase
 - Current contract with IBM CANADA was signed in 2004 and expires March 31, 2018
- s.17

Scope has been split into two active procurements:

s.13,s.17

Analysis:

- s.13,s.17

Pros:

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Cons: s.13,s.17

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Risk

- The extension is considered a direct award which could be challenged

s.13,s.17

Communication

- Based on the decision a communication plan will be developed together with GCPE

Other Options:

- s.13,s.17

Pros:

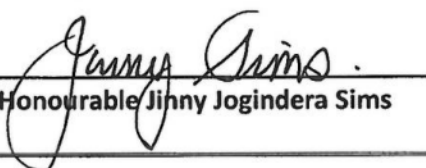
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Cons:

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-

Approved/ Not Approved

Minister to specify if the recommendation has been approved or one of the other options or simply not approved.


Honourable Jinny Jogindera Sims


Date

Attachment: Workplace Technology Services Procurement Project, Minister Briefing Sept 19, 2017
Contact: Pelle Agerup, a/ADM (250-882-0455)

Workplace Technology Services Procurement Project

Minister Briefing

September 19, 2017



Procurement Process Clarification

Workplace Technology Services Procurements are currently underway for:

1. The Province through a Negotiated Request for Proposal (NRFP) released on March 16, 2017; and
2. The Ministry of Health on behalf of the BC Health Authorities through a Joint Solution Request for Proposal (JSRFP) released on February 3, 2017.

Requesting clarification on the Minister's mandate as it relates to the two active workplace technology services procurements.

Background

Workplace Technology Services

- Workplace technology services provided by IBM are:
 - Help desk
 - Technical support
 - Optional hardware purchase
- IT service is commodity based.
- Large organizations most often outsource.
- Minimal IT strategic value in building internal capacity.

Workplace Technology Services

- Contract for core government signed in 2004.
- Health Authorities on-boarded December 31, 2010.
- Contract expires March 31, 2018.

s.13,s.17

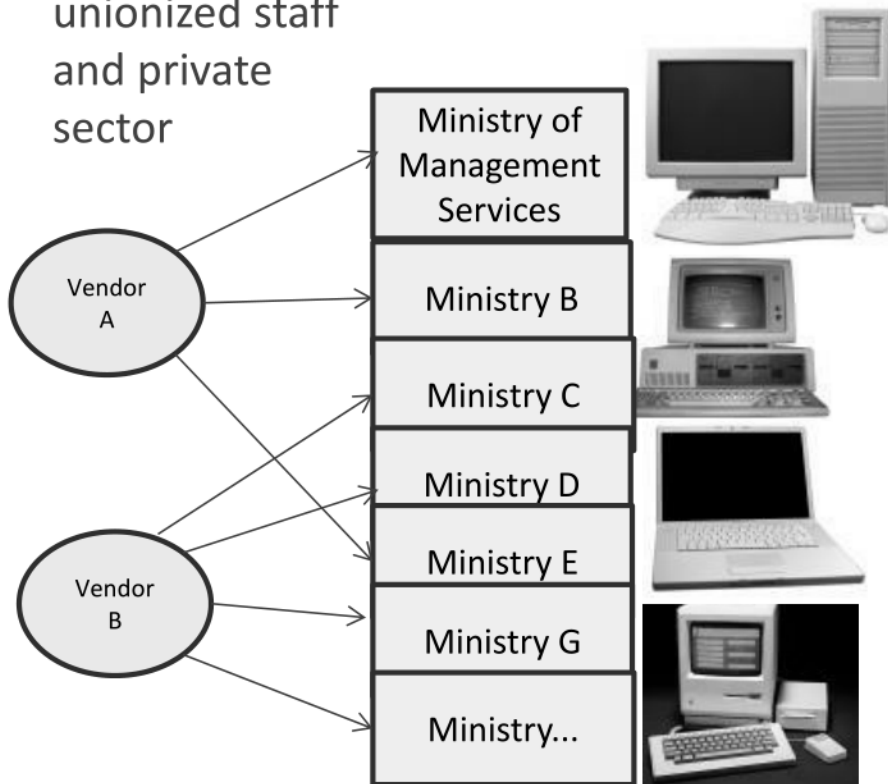
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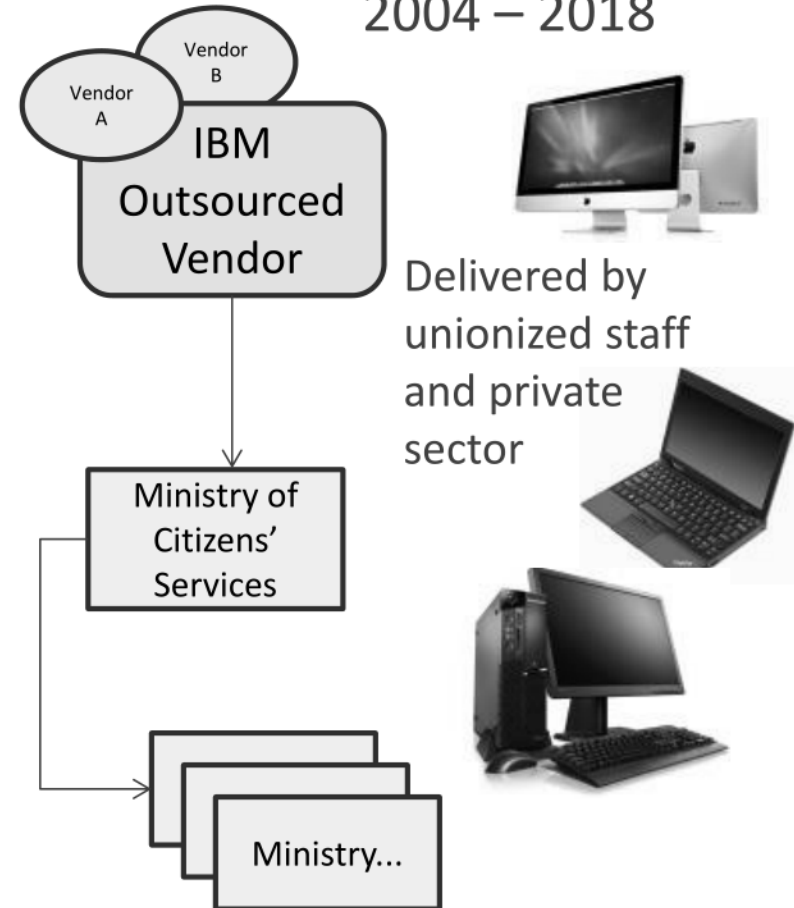
Transforming Services

Delivered by
unionized staff
and private
sector

1980's - 2004

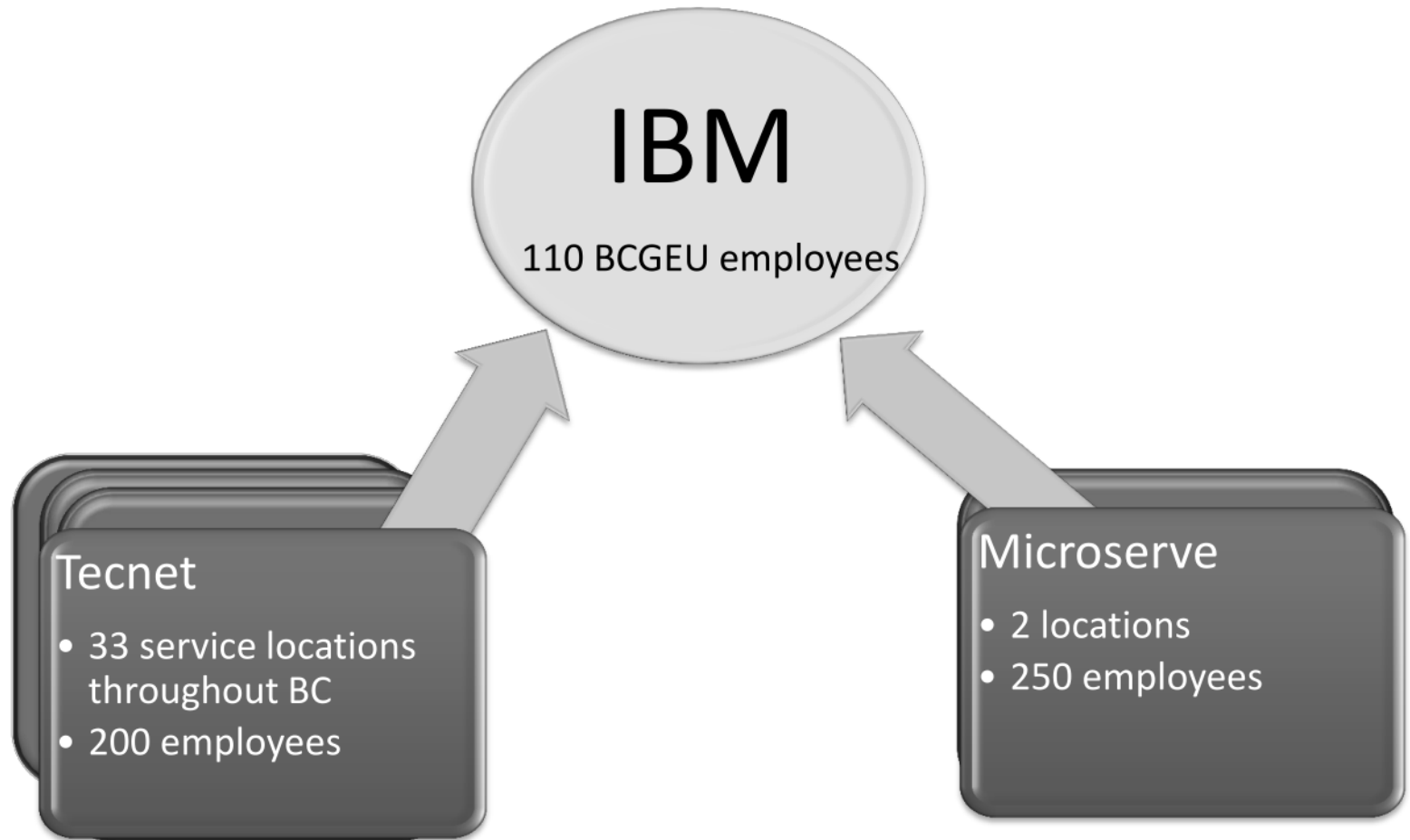


2004 – 2018



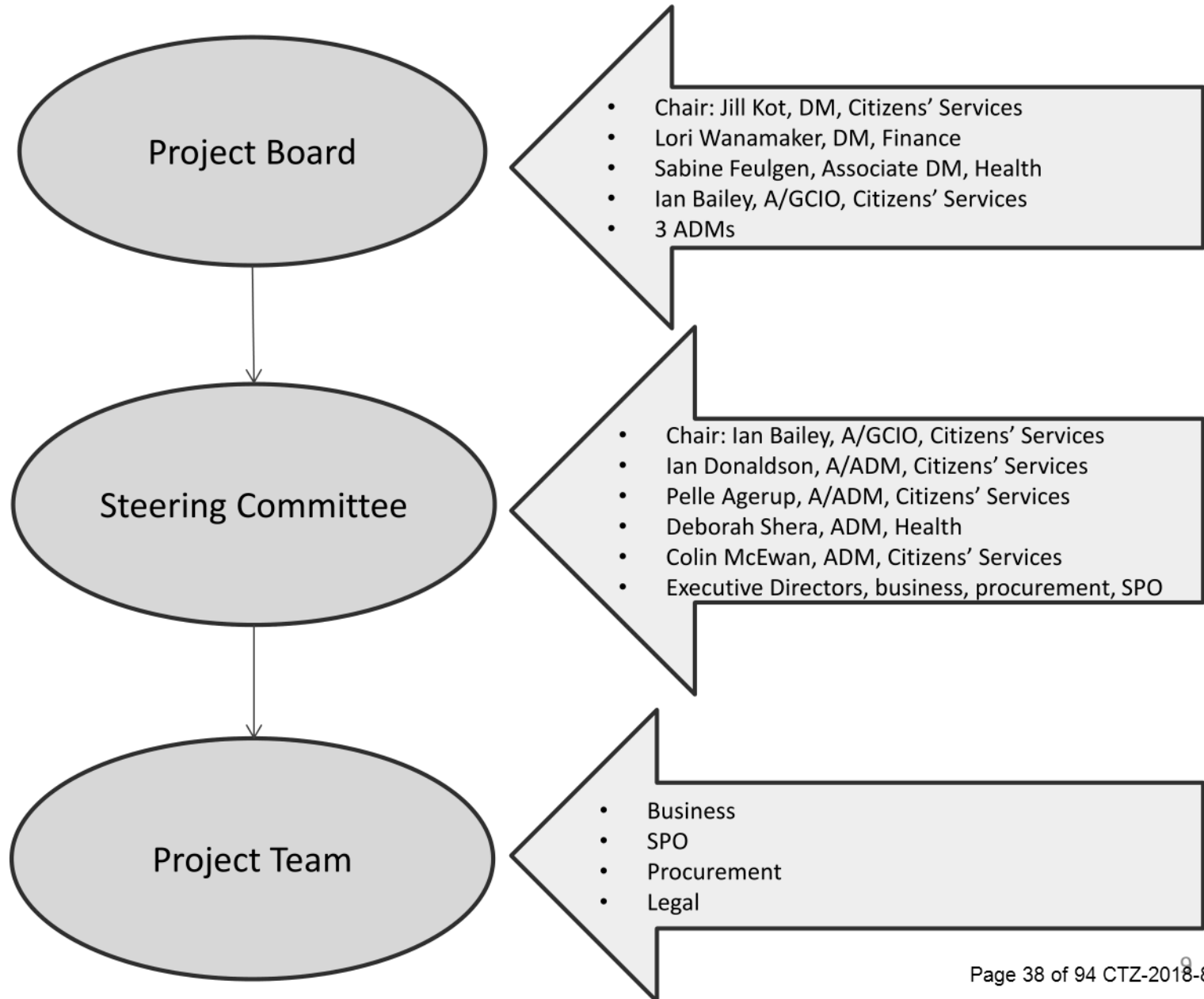
Over the course of the existing 12 year contract the Province has saved approximately \$140 million based on the costs prior to standardisation efforts and through volume discounts.

Who Does the Work for Core Government?



Procurement

Procurement Governance



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Discussion / Considerations

Page 41 to/à Page 44

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s.13;s.17

Discussion

2017 Information Note Advice to Minister

Date: September 21, 2017

Ref: 107167

Issue: Wildfire FOI request raised in Question Period

Conclusion / Next Steps (if any):

- Meet with J. Tegart, Member of the Legislative Assembly (MLA), in response to a Question Period line of inquiry. The discussion is anticipated to encompass an applicant's Freedom of Information (FOI) requests, reasons that information may be withheld under legislation and efforts to assist the applicant.
- Before the Minister can disclose any information about the applicant to the MLA, the MLA must have a certificate of authority signed by someone within the constituency office who can attest to the veracity of the applicant's request for support. The certificate of authority can be found at <http://www2.gov.bc.ca/assets/download/C5E5D6FCC7CD4E1CA066A8747DC7E8DF>.
- The involved ministries will provide updates to their respective Ministers on their continued efforts to exercise their 'Duty to Assist' the applicant under FOI and potential provision of other supports including proactive releases and referrals to program-specific resources – where applicable and accepted by the applicant.

Background / Facts:

- s.22
- The applicant was not asked to withdraw their request.
- The FOI analyst, based on discussions with FLNRO, informed the applicant that due to ongoing wildfire management and investigations, there may be a delay in providing them with the requested information and that the information may be withheld due to the investigation.
- The program area did suggest that re-submitting the request again in three months may yield more information if the investigation was complete by that time.
- No fees were expected to be charged for the requested records.
- As part of the Duty to Assist, the applicant was also provided with the option of connecting directly with staff from FLNRO specializing in insurance claims and Emergency Management BC. s.22
- s.13

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Analysis:

- Analysts at IAO exercised an appropriate level of the “duty to assist” the applicant in this case.
- There were no attempts to persuade the applicant to withdraw their requests. The program areas and IAO were open and honest about potential delays that could occur with the requests due to ongoing wildfire management activities and active investigations.
- Information that is withheld during an ongoing investigation can sometimes be released under FOI once the investigation is complete. It is common practice to let applicants know that they may receive a different response once an active investigation is complete.

s.22

Contact: David Curtis, Assistant Deputy Minister, Corporate Information and Management Office
250-387-0279

2017 Decision Note Advice to Minister

Date: October 4, 2017

Ref: 107244

Issue: Ministerial Order authorizing the Ministry Finance (Public Service Agency) to disclose personal information contained in a public release outside of Canada on the internet.

Recommendation / Next Steps (if any):

- Minister to sign Ministerial Order authorizing Government Communications and Public Engagement and the BC Public Service Agency within the Ministry of Finance to disclose personal information contained in a public release, outside of Canada through the internet.
 - Provides the Ministry of Finance with the required authority under 33.1(3) of the *Freedom of Information and Protection of Privacy Act* (FOIPPA) to disclose personal information outside of Canada for the purpose of providing a status update on government's response to the April 2017 Ombudsperson report on the Ministry of Health employee terminations.
- The personal information included in the release does not present an unreasonable invasion of personal privacy.
- In accordance with section 69(8) of the *Freedom of Information and Protection of Privacy Act* (FOIPPA), a summary of the order will be published online within 60 days of making the order.

Background / Facts:

- Following an investigation referred to that office by the Select Standing Committee on Finance and Government Services, the Office of the Ombudsperson released a report titled "Misfire: The 2012 Ministry of Health Employment Terminations and Related Matters", on April 6, 2017.
- The Ombudsperson made several recommendations to government in the report, to address individual harms and broader systemic issues.
- As efforts in response to these recommendations are underway, government intends to publish a public release, which will include:
 - a summary of the number of recommendations complete, in progress, partially complete and not started;
 - the wording of the Ombudsperson's recommendation;
 - government's formal response to the recommendation; and
 - an update on progress that will ensure the privacy of impacted individuals is protected.

Analysis:

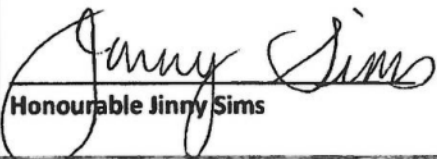
- s.14
- Disclosures of personal information outside of Canada, including over the internet, must be authorized under section 33.1 of FOIPPA.
- One of the authorities for disclosure under section 33.1 involves the Minister responsible for FOIPPA issuing a Ministerial Order under 33.1 (3) of FOIPPA to explicitly authorize disclosure

outside of Canada that would otherwise be permitted only inside of Canada.

- The attached order, if signed, would permit Government Communications and Public Engagement and the BC Public Service Agency within the Ministry of Finance to disclose personal information contained in the public release outside of Canada through the internet.

Approved / Not Approved

Minister to specify if the recommendation has been approved or one of the other options or simply not approved.


Honourable Jinny Sims

October 5, 2017
Date

Attachments: Appendix A - Ministerial Order for the Ministry of Finance

Contact: David Curtis, ADM 250 387-0279

PROVINCE OF BRITISH COLUMBIA

ORDER OF THE MINISTER OF
CITIZENS' SERVICES

Freedom of Information and Protection of Privacy Act

Ministerial Order No.

I, Jinny Sims, Minister of Citizens' Services, order the following under 33.1(3) of the *Freedom of Information and Protection of Privacy Act*, R.S.B.C. 1996, c. 165:

1. The Ministry of Finance may disclose personal information found in Appendix "A" to this order outside of Canada through the internet.

5th October, 2017
Date

Jinny Sims
Minister of Citizens' Services

(This part is for administrative purposes only and is not part of the Order.)

Authority under which Order is made:

Act and section: Freedom of Information and Protection of Privacy Act, section 33.1(3)

Other: _____

Status Update on Progress Toward Recommendations from the Ombudsperson Report – Oct 2, 2017

On April 7, 2017, government responded¹ to each of the 41 recommendations in the Ombudsperson's report *Misfire: The 2012 Ministry of Health Employment Terminations and Related Matters*. On the same day, government announced it had engaged the Hon. Thomas Cromwell to administer a reparation process and monitor the implementation of the recommendations over the following year. The Head of the Public Service offered an unqualified and comprehensive apology to all those adversely affected by public service conduct, and took accountability to act on the recommendations to ensure the events described in the Ombudsperson's report cannot happen again. The Public Service is committed to providing updates to both support the Hon. Thomas Cromwell in his monitoring role, and to track progress in support of the Ombudsperson's recommendation that the Public Service provide a written status report on the implementation of recommendations by April 30, 2018.

The following information serves as a status update on progress toward the Ombudsperson's recommendations.

Summary of Progress

In total, the Ombudsperson made 41 recommendations, some of which are multi-faceted and all of which have a deadline. The Public Service acknowledges that, while it will continue to work diligently toward implementing the recommendations, the delay in the transition of government has meant that the necessary work to bring forward new legislation, or amendments to existing legislation, for government's consideration prior to the introduction and consideration of the Legislative Assembly, has been delayed. As a result, the Public Service may not meet the March 31, 2018 legislative deadlines set out in the Ombudsperson's report.

Of the 41 recommendations:

- **22** are complete;
- **2** are partially complete, meaning one of the elements is complete and others are underway;
- **9** are underway; and
- **8** are not yet started.

¹ https://news.gov.bc.ca/files/Response_to_Ombudsperson_Report_Table_Apr_7_2017.pdf

Status Update on Progress Toward Recommendations from the Ombudsperson Report – Oct 2, 2017

Report on Progress: Detailed Information by Recommendation

Rec #	Status
R1, R2, R3(a), R5, R14	Complete. All specified ex gratia payments were made by June 30, 2017.
R3 (b)	Partially complete. R3(b): Underway. The Hon. Thomas Cromwell is facilitating the process to reach agreement with the individuals to reverse the financial impact ... and remove disciplinary findings from their employment records. A letter addressing each of their individual circumstances was sent to the individuals in spring 2017 and has been provided to the Hon. Thomas Cromwell to evaluate the proposed redress.
R4	Partially complete. R4(a)i: Complete. The compensation fund was established on July 17, 2017. R4(a)ii: Complete. The Ministry of HLTH sent letters to impacted individuals on May 12, 2017 seeking their consent to share their contact information with the Hon. Thomas Cromwell for the purposes of inviting them to participate in the reparation process. The Hon. Thomas Cromwell has contacted the individuals who provided their consent to advise them of the process to apply to access the fund and will review and make determinations in the coming weeks. In addition, the Hon. Thomas Cromwell took steps to identify other individuals who may be eligible but who were not initially identified. R4(b): By March 31, 2018 ex gratia payments, as recommended by the Hon. Thomas Cromwell, will be made.
R6	Underway. The parties agreed to refer this matter to the Hon. Thomas Cromwell to be addressed; his <u>terms of reference</u> ² were amended accordingly. The parties are in the midst of making their submissions for his consideration.
R7	Complete. On April 6, 2017, the then Head of the Public Service, Kim Henderson, offered an unqualified and comprehensive apology to all who were adversely affected by the public service conduct as part of <u>government's statement</u> ³ on receiving the Ombudsperson report.

² https://news.gov.bc.ca/files/REF_TOR.pdf

³ <https://news.gov.bc.ca/releases/2017PREM0042-001114>

Status Update on Progress Toward Recommendations from the Ombudsperson Report – Oct 2, 2017

Rec #	Status
	<p>On May 31, 2017 Kim Henderson, offered a <u>public statement</u>⁴ expanding on the apology and confirmed that the Public Service would be addressing the recommendations. The statement also confirmed the engagement of the Hon. Thomas Cromwell to monitor and oversee progress, and to facilitate and administer a reparation process for individuals impacted by the matters recounted in the Ombudsperson's report.</p> <p>Mr. Cromwell's appointment and his Terms of Reference underscore government's acknowledgement of its responsibility for the events described in the Ombudsperson's report, and for the harms caused to those adversely impacted by public service conduct.</p>
R8	Complete. Letters of apology were sent to the individuals. Any necessary follow up as requested by recipients is ongoing.
R9	Not yet started. Work will start on R9 once the individuals to whom letters will be written have been identified through the process of implementing R4.
R10	Not yet started. These letters relate to persons who received data demand letters, but excludes those persons falling under R4 who are to receive an apology letter under R9. The additional letters called for by this recommendation will be prepared once the identity of the people excluded from this recommendation has been ascertained.
R11	Complete. In May 2017, individuals reviewed the contents of the boxes and items were returned.
R12	Complete. The Office of the Comptroller General issued a <u>public statement</u> ⁵ on June 29, 2017 confirming its response to R12 and R13.
R13	Complete. Letters of apology have been sent confirming that the report has been withdrawn and that the report will not affect the ability of those individuals to work for or with government in the future should they wish to do so.
R15	Complete. On July 17, the Ministry of Finance transferred \$500,000 to the University of Victoria to fund the endowment.

⁴ https://news.gov.bc.ca/files/Statement_from_Deputy_Minister_Kim_Henderson_May_31_2017.pdf

⁵ http://www2.gov.bc.ca/assets/gov/british-columbians-our-governments/organizational-structure/public-service/public_statement_confirming_withdrawal_of_investigation_and_forensic_unit_report.pdf

Status Update on Progress Toward Recommendations from the Ombudsperson Report – Oct 2, 2017

Rec #	Status
	The University of Victoria, in consultation with Mr. MacIsaac's family, has developed Terms of Reference for consideration by the University of Victoria Senate in early October, 2017. Should the Senate approve the terms of the award; the first disbursement will take place in September 2018.
R16	<p>Complete. The Ministry of Health has developed a nomination process and criteria for an award to recognize excellence in working with co-op students.</p> <p>In addition to the award in the Ministry of Health, the Public Service Agency has developed an award to recognize excellence across the Public Service. The Staff Award of Excellence: Supporting a Co-op Student Experience will recognize Public Service employees who have demonstrated excellence in training, mentoring and supporting a co-op student.</p> <p>The awards were announced to employees of the Ministry of Health on September 29 and to the Public Service on September 27, respectively.</p>
R17	<p>Not yet started. Work on this recommendation is pending decisions on the broader approach to ethics stemming from this report, in particular R18 and R32.</p>
R18	Not yet started.
R19	Not yet started.
R20	<p>Underway. Terms of reference, including a schedule of deliverables, are being drafted for the independent contract.</p>
R21	<p>Complete.</p> <p>R21(a): The Comptroller General has implemented a professional development framework for investigators of the Investigation and Forensic Unit. The framework ensures investigators receive ongoing professional development in areas such as administrative and procedural fairness. Accordingly, investigators are attending courses at the Justice Institute of BC (and other training providers), a community of practice⁶ has been formed with other internal</p>

⁶ Communities of Practice are voluntary, organized groups of employees with similar interests or roles who wish to deepen their knowledge and understanding by engaging regularly with each other to share ideas and solve common problems. These

Status Update on Progress Toward Recommendations from the Ombudsperson Report – Oct 2, 2017

Rec #	Status
	<p>investigative functions in the Public Service, and investigators continue their education by pursuing certificates, accreditations or other credentials.</p> <p>R21(b): The process to update the Policy and Procedures manual of the Investigation and Forensic Unit was initiated following the practice review by KPMG. The manual incorporates all recommendations from the KPMG report plus a review of best practice and CPA recommendations. The manual, which can be viewed here, requires investigators assess each phase of the investigative process against five administrative fairness principles. The results of the assessment provide documentary evidence that the principles of administrative fairness are applied throughout each investigation.</p> <p>R21(c) and (d) KPMG's practice review is informing a new process for investigative oversight which includes clearly identified points at which investigators must obtain approval from the Comptroller General before moving to the next investigative phase. To support this process, the Policy and Procedures manual provides tools and assessment criteria for each key decision of the investigation process. In addition, incidents of a certain level are guided by an oversight committee comprised of: the Comptroller General; the Deputy Minister of Finance; the ministry executive team in the implicated ministry; and the Deputy Minister of the Public Service Agency.</p> <p>Developing and implementing these procedures will ensure that the integrity of the investigative process is not compromised while, at the same time, there is appropriate oversight in place.</p> <p>The new process has been implemented and will be reviewed and updated as necessary to ensure ongoing relevance.</p>
R22	<p>Complete. A report outlining progress toward implementing the recommendations in the KPMG report has been submitted to the Office of the Auditor General.</p> <p>It is recognized and understood the Auditor General is an independent Officer of the Legislature and as such will</p>

communities foster innovation, establish and disseminate best practices, and often become the stewards of organizational knowledge across the organization.

Status Update on Progress Toward Recommendations from the Ombudsperson Report – Oct 2, 2017

Rec #	Status
	determine their own interest in receiving the information provided.
R23	Underway.
R24	Underway. The Ministry of Health has consulted with the Information and Privacy Commissioner. In consultation with the Ministry of Health, the Corporate Information and Records Management Branch is working on guidelines regarding the suspension of access to data to reflect concerns addressed in the Ombudsperson's Report.
R25	Complete. The Policy on Termination for Just Cause for excluded and included staff, developed by the Public Service Agency and approved by the Head of the Public Service, was distributed by the Deputy Minister of the Public Service Agency to all deputy ministers and Public Service Agency executives on June 30, 2017.
R26	Complete. On April 7, 2017 the Public Service ceased the practice of suspending excluded employees without pay pending an investigation. The policy change, and the date it took effect, was communicated by the Deputy Minister of the Public Service Agency to Deputy Ministers' Council members and inside the Public Service Agency. In addition, the Public Service Agency will be engaging a recognized employment law expert to review the <i>Public Service Act</i> and Regulations and make recommendations on the appropriate statutory framework for suspensions pending investigation in the Public Service.
R27	Not yet started.
R28	Complete. The policy is available on the government website . ⁷ The policy covers both R28 and R29.
R29	Complete. The policy is available on the government website . ⁸ The policy covers both R28 and R29.
R30	Complete. A report has been submitted to the Head of the Public Service. It includes recommendations and an assessment tool that for executive readiness that looks to increase the likelihood of a successful match. Report findings are based on focus groups with members of the BC Public Service executive and BC Public Service Agency staff, best

⁷ <http://www2.gov.bc.ca/assets/gov/british-columbians-our-governments/services-policies-for-government/information-management-technology/information-privacy/policy-communications-hr-matters.pdf>

⁸ <http://www2.gov.bc.ca/assets/gov/british-columbians-our-governments/services-policies-for-government/information-management-technology/information-privacy/policy-communications-hr-matters.pdf>

Status Update on Progress Toward Recommendations from the Ombudsperson Report – Oct 2, 2017

Rec #	Status
	practice research and research on executive transitions in other jurisdictions.
R31	<p>Underway. The Legal Services Branch and Head of the Public Service are working to develop these written protocols.</p>
R32	<p>Underway. The Public Service Agency is working on a comprehensive approach to ethics management that includes not only the recommendations from the Ombudsperson, but also the issues raised by the Office of the Auditor General's ethics audit.</p> <p>The Public Service Agency, Ministry of Justice and the Head of the Public Service will prepare, for government's consideration, a request for legislation to address the recommendation. Legislation is subject to passage the Legislative Assembly of British Columbia.</p>
R33	<p>Complete. The Ministry of Health has developed and launched a comprehensive organizational reconciliation program that includes the elements outlined by the Ombudsperson.</p> <p>From May through the beginning of October 2017, the ministry:</p> <ul style="list-style-type: none"> • Reviewed existing literature about creating a healthy workplace and reconciliation in the workplace; • Engaged with facilitators to plan employee sessions; • Reviewed data from previous employee sessions and Workforce Engagement Surveys; • Held divisional sessions with the deputy minister; • Is facilitating a number of in person employee engagement sessions across the entire ministry, including offering alternate channels for input (including online and anonymous suggestion boxes) to ensure employee voices are heard. <p>Next steps include:</p> <ul style="list-style-type: none"> • Organizing the information and data resulting from consultation sessions into themes; • Creating a cross ministry, cross function guiding coalition to guide and steer planning; • Broadening the ministry project team to lead action; • Bringing forward findings for review and prioritization to ministry employees through a facilitated open space session; • Developing an action plan to implement change, including near, medium and long term strategies; • Developing timelines and baseline measures to track progress; and

Status Update on Progress Toward Recommendations from the Ombudsperson Report – Oct 2, 2017

Rec #	Status
	<ul style="list-style-type: none"> Monitoring, evaluating, tracking and reporting progress.
R34	<p>Complete. The Ministry of Health has consulted with BC health researchers affiliated with drug therapy research and identified gaps in areas related to evidence-informed programs and decision-making in: pharmaceuticals; public health surveillance; health service; and high quality data analytics. The Ministry is creating a plan in each of these four areas.</p> <p>The Ministry also identified intangible gaps and impacts when it reached out to researchers and contractors. The Ministry acknowledges the value of the relationships and the role they played within rich and productive networks, and is working to rebuild trust with the research and contractor community.</p> <p>A plan to address the gaps identified is being developed in response to R35.</p>
R35	<p>Underway. A plan to address gaps has been initiated based on the work completed for R34.</p>
R36	<p>Not yet started. Options will be developed for approval in time to roll out the nomination period for the program in late February/early March.</p>
R37	<p>Not yet started.</p>
R38	<p>Underway.</p>
R39	<p>Complete. A new investigative policy has been implemented and can be viewed here. Consultations and discussions with all Coroners Service staff at four Professional Development conferences held in May and June in Kelowna, Victoria, Burnaby and Prince George, helped inform this policy.</p>
R40	<p>Complete. Government's response to the Ombudsperson was sent on April 7, 2017 and posted online.⁹</p>
R41	<p>Underway. This document represents the Public Service's first update on progress toward addressing the Ombudsperson's recommendations.</p>

⁹ https://news.gov.bc.ca/files/Response_to_Ombudsperson_Report_Table_Apr_7_2017.pdf



2017 Information Note Advice to Minister

Date: September 27, 2017

Ref: 107245

Issue: s.12

Background / Facts:

s.12

Analysis:

- CIRMO has prepared written guidance that includes advice on:
s.12

Attachment(s): s.12
s.12

Contact: David Curtis, ADM, CIRMO 250-387-0279

Page 60 to/à Page 67

Withheld pursuant to/removed as

s.12

2017 Discussion Note Advice to Minister

Date: 2017-10-26

Ref: 107300

Issue: Meeting with the Office of the Auditor General (OAG) on November 2, 2017

Conclusion / Next Steps (if any):

- A meeting will occur on November 2, 2017 with the Auditor General, Carol Bellringer, to discuss the role of OAG and to provide an opportunity to answer any questions that Ministry representatives may have.
- A PowerPoint presentation has been prepared as background material (attached)

Information on OAG's Role:

- The Auditor General is an independent Officer of the Legislature, appointed by members of the Legislative Assembly for a single term of eight years.
- Under the Auditor General Act, the Auditor General has a mandate to audit the government reporting entity consisting of ministries, Crown corporations and other organizations controlled by, or accountable to, the provincial government. This includes school districts, universities, colleges, health societies and health authorities.
- OAG performs mainly undertakes two types of audits:
 1. Financial or Public Accounts audits usually state whether an organization's financial statements are fairly presented and free from material misstatements (significant errors). OAG audits financial statements and provides a formal auditor's opinion. The opinion is attached to the front of the financial statements to show whether the statements meet generally accepted account principles (GAAP) or not.
 2. Performance audits review the wider management issues of an organization or program and whether it is achieving its objectives effectively, economically and efficiently. They are sometimes called "value for money" audits.

Public Accounts Audit:

- A report has been received concerning the fiscal 2016/2017 Public Accounts audit.
- No major issues were identified for this ministry.
- Audit work for 2017/18 Public Accounts has recently started.

Ministry Performance Audits in progress (see PowerPoint for details):

- Release of Assets for Economic Generation (previously Land Sales) – performance audit
- Information Technology Landscape in Government – Cybersecurity in Asset Management – performance audit
- BC Services Card – performance audit
- Information Technology General Controls (ITGC) – public accounts audit

Planned Ministry Performance Audits 2017/18 to 2019/20:

- Strategic Outsourced Hosting Services – performance audit
- Strategic Telecommunications Services Deal – performance audit
- First Nations' Accommodation Agreement Payments – performance audit

Completed Ministry Audits (past five years):

- Workstation Support Service Contract – performance audit
 - Of the 4 Key Recommendations, all were fully resolved
- Management of Mobile Devices – performance audit
 - Of the 7 Key Recommendations, all were fully resolved
- Achieving Value from Government IT Investments – performance audit
 - Of the 3 Key Recommendations, only one applies to CITZ, it has been fully resolved.
- Receiving Value for Money from Procured Professional and Advisory Services – performance audit
 - Of the 6 Key Recommendations, all were fully resolved.
- Information Technology Compendium: Security Audit for Public Facing Web Applications – performance report
- Information Technology Compendium: The Status of General Information Technology Control – performance report
 - Of the 4 Key Recommendations, all were resolved.

For further information, please see *Appendix 1* attached.

Attachment(s): 2017.10.19 Appendix 1 - OAG Briefing PowerPoint

Contact: Philip Twyford, Chief Financial Officer (250 516-0268)



BRITISH
COLUMBIA



Office of the Auditor General (OAG) Audit Briefing

Ministry of Citizens' Services

October 26, 2017

Inclusive of fiscal 2012/13 – 2017/18



Carol Bellringer, Auditor General

- Independent Officer of the Legislature, appointed in 2014.
- Usually serve an 8 year term reporting to the Legislature.
- Mandate includes the entire government reporting entity of ministries, Crown corporations and other related entities.



Financial
Audits



Performance
Audits



Investigations



General Audit Process



- Audits are collaborative and involve consultation and engagement with ministry staff
- Effective engagement can help to define and scope the audit, and limit risk of scope creep
- Staff with knowledge of audits and audit processes can improve overall audit experience



BRITISH
COLUMBIA



Citizens' Services Audits

Completed:

Underway:

Planned:

6

4

4

Release of Assets for Economic Generation

Cybersecurity and Asset Management

BC Services Card

Public Accounts – IT General Controls

4



2016/17 Management Letter

- A report has been received concerning the fiscal 2016/2017 Public Accounts audit.
- No major issues were identified for this ministry.
- Audit work for 2017/18 Public Accounts has recently started



Release of Assets for Economic Generation (RAEG) – Underway

To determine whether appropriate processes were followed in order to provide value for money from the sale of assets.

- Draft report expected in January 2018.
- Final report expected in March 2018.



Information Technology Landscape in Government – Cybersecurity in Asset Management – Underway

To determine whether the BC government is effectively managing its information technology assets as part of its response to cybersecurity risks.

- Completion is expected in November 2017.
- Final report is expected to be issued in March 2018.



BC Services Card – Underway

To determine whether the BC Services Card system has adequate controls in place to protect the system.

- Completion is expected in November 2017.
- The final report is expected to be issued March 2018.



Annual Public Accounts Audit – IT General Controls – Underway

Involves reviewing and verifying that controls are in place on our technology systems as part of our annual audit of Public Accounts

- Currently in progress.
- The final report is expected to be issued May 2018.



Planned Audits

Per OAG 3 year Service Plan (2017/18 -
2019/20)

Strategic Outsourced Hosting Services

- Determine whether the strategic outsourced IT hardware and software hosting services agreement provides value for money

Strategic Telecommunications Services Deal

- Determine whether the strategic telecommunications services deal for the delivery of broad range telecommunication services provides good value for money

Annual Public Accounts Audit – Financial

- Review of the 2016/17 financial statements. Planning meeting with CFO, EFO and OAG scheduled for mid November 2017.

First Nations' Accommodation Agreement Payments

- Project to be defined.



Audits Completed in the Past Five Years

Management of Mobile Devices

Achieving Value from Government IT Investments

Workstation Support Service Contract

Receiving Value for Money from Procured Professional and Advisory Services

Information Technology Compendium:

- Security Audit for Public Facing Web Applications
- The Status of General Information Technology Controls in the Government of BC



Summary of Relationship with OAG

- Good working relationship with the OAG.
- Pro-active in performing pre-audit work in preparation for upcoming audits.
- The CFO and EFO are involved in audit planning.
- The ministry prioritizes audit efforts and has a culture of respect for the work OAG performs.

2017 Decision Note Advice to Minister

Date: October 03, 2017

Ref: 107322

Issue: Communication of the Grants-in-Lieu (GIL) of property tax payments to municipalities

Conclusion / Next Steps (if any):

- Seeking approval to continue the protocol of directly communicating Grants-in-Lieu (GIL) payments to the municipalities;
- The Minister's office to approve the draft 2017 email template for the municipalities;
- In early November, the Minister's office will communicate the timing and amounts of the Grants-in-Lieu payments to the recipient municipalities via email; and
- Around the same time, Government Communications and Public Engagement (GCPE) will distribute a press information bulletin announcing the payments.

Background / Facts:

- The *Municipal Aid Act* (Act) prescribes that Grants-in-Lieu payments are payable on provincial land and improvements where the Province of British Columbia is the registered owner. Amounts payable are calculated based on assessed property values with local government rates applied against these values. Any changes are typically due to changes in inventory or assessed value changes.
- The Ministry of Citizens' Services is responsible for the calculation and payment of Grants-in-Lieu for its portfolio of properties. Grants-in-Lieu payments for recipient municipalities are generated by the Corporate Accounting System through electronic funds transfers on November 14, 2017.
- Since 2013 the Minister's office has advised about the distribution of Grants-in-Lieu payments through email to Mayors. The emails outlined the Grants-in-Lieu amount payable and the portion owed to the regional district. Press information bulletins announcing Grants-in-Lieu payments are produced by Government Communications and Public Engagement and released on the same day the letters are issued. As an example, please see Appendix 1 for the 2016 press information bulletin and backgrounder.
- To fulfill the Province's tax payment obligation for the 2017 calendar year, payments will be made on November 15, 2017. This funding is distributed to 54 municipalities and totals \$16,073,863.84. The summary of amounts for each recipient municipality is attached as Appendix 2. A comparison summary of amounts paid from 2016 to 2017 is attached as Appendix 3.
- For the 2017 payments, the Ministry of Citizens' Services is preparing individualized emails to the recipient municipalities from the Minister's Office, to notify them of the amount and timing of their Grants-in-Lieu payment; including a detailed list of the provincially owned taxable properties for each municipality. A draft 2017 email template is attached for approval as Appendix 4.

Approved / Not Approved

Minister to specify if the recommendation has been approved or one of the other options or simply not approved.


Honourable Jinny Jogindera Sims

17th October, 2017
Date

Attachment(s): Appendix 1 – 2016 Press Information Bulletin and Backgrounder
Appendix 2 – 2017 Summary Amounts for Municipalities
Appendix 3 – 2016-17 Comparison Summary of Amounts Paid
Appendix 4 – 2017 Minister Email Template to Municipalities

Contact: Sarf Ahmed, Associate Deputy Minister, Citizens' Services – s.17
Sunny Dhaliwal, Assistant Deputy Minister, Real Property Division – s.17

INFORMATION BULLETIN

For Immediate Release
2016MTICS0066-002699
Dec. 14, 2016

Ministry of Technology, Innovation and Citizens' Services

B.C. communities receive grants-in-lieu of property taxes

VICTORIA – The B.C. government has distributed nearly \$16 million in compensation for municipal property taxes to 56 communities around the province.

Grants-in-lieu of property taxes are distributed every November and reimburse municipalities for services that benefited government properties, such as municipally run sewers, roads and fire protection.

Grants are issued in accordance with the Municipal Aid Act and are payable on land owned by the provincial government such as courthouses, provincial government office buildings and warehouses.

Schools and hospitals are exempt from paying municipal property taxes and are not part of the grants-in-lieu calculation. Other provincial assets such as highways, forests, parks or land under the control, management or administration of a Crown corporation are also excluded from compensation under the act.

Since 2002, the Government of British Columbia has distributed more than \$254 million in grants-in-lieu to B.C. communities. A portion of the funds is paid by each community to its regional district, and both levels of local government use grants to help pay for local services.

The funds are distributed electronically on behalf of government by the Ministry of Technology, Innovation and Citizens' Services.

A backgrounder follows.

Media Contact:

Joanne Whittier
Communications Manager
Ministry of Technology, Innovation and
Citizens' Services
250 387-0172

Connect with the Province of B.C. at: www.gov.bc.ca/connect

BACKGROUND

For Immediate Release
2016MTICS0066-002699
Dec. 14, 2016

Ministry of Technology, Innovation and Citizens' Services

Municipalities and districts that received grants-in-lieu in 2016

100 Mile House – \$21,060.15
Abbotsford – \$171,686.81
Burnaby – \$494,173.35
Burns Lake – \$8,887.72
Campbell River – \$75,497.34
Castlegar – \$26,167.94
Chilliwack – \$33,919.34
Coquitlam – \$589,179.10
Courtenay – \$36,051.13
Cranbrook – \$26,484.37
Dawson Creek – \$121,389.00
Delta – \$40,782.05
Fort St. James – \$35,828.56
Fort St. John – \$142,670.12
Hazelton – \$24,088.63
Hope – \$17,948.73
Houston – \$309.36
Kamloops – \$1,214,808.50
Kelowna – \$290,551.38
Lumby – \$3,557.33
Maple Ridge – \$1,186,008.56
Masset – \$12,379.82
Merritt – \$30,478.68
Nakusp – \$6,594.32
Nanaimo – \$492,601.64
Nelson – \$176,528.92
New Westminster – \$197,418.13
North Vancouver – \$84,310.26
Northern Rockies – \$38,112.10
Oliver – \$5,845.23
Penticton – \$88,704.16
Port Alberni – \$49,292.33
Port Coquitlam – \$830,941.92
Powell River – \$44,764.39
Prince George – \$1,813,345.91
Prince Rupert – \$49,475.35
Princeton – \$1,311.79

Queen Charlotte – \$2,480.91
Quesnel – \$59,397.34
Revelstoke – \$20,897.07
Richmond – \$6,020.93
Rossland – \$20,020.53
Saanich – \$413,560.99
Salmon Arm – \$15,199.46
Smithers – \$127,036.64
Squamish – \$2,923.38
Stewart – \$2,372.60
Surrey – \$802,808.73
Terrace – \$116,167.88
Vancouver – \$2,271,218.05
Vernon – \$100,897.06
Victoria – \$3,261,970.92
View Royal – \$184,724.03
Wells – \$1,186.07
Williams Lake – \$60,217.79
Zeballos – \$4,664.35
Total – \$15,956,919.15

Media Contact:

Joanne Whittier
Communications Manager
Ministry of Technology, Innovation and
Citizens' Services
250 387-0172

Connect with the Province of B.C. at: www.gov.bc.ca/connect

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Withheld pursuant to/removed as

s.17

Appendix 4

Ref:

November 15, 2017

To:	<i>His Worship XXXX, Mayor mayor@XXXX.ca</i>
cc:	<i>CFOName Name@XXXX.ca</i>
cc:	<i>COO Name Name@XXXX.ca</i>

Dear Mayor XXXX and Council:

I am pleased to advise you that on November 15, 2017, the Province will issue your municipality's 2017 grant-in-lieu of property tax payment by electronic funds transfer.

Based on the property identified in the attached Grant Payment Details Report, your payment for 2017 is \$XXXXXX. This payment is for provincially owned properties in your community, and is made in accordance with the *Municipal Aid Act*. If your payment has changed from last year, it is likely due to a revised valuation by the BC Assessment Authority or through changes in responsibility for real property between Ministries.

Included in this payment is \$XXXXXX, due to your Regional District. This amount is to be transferred to them at your earliest convenience.

This year the Province will issue a total of \$16,073,863.84 million in grants-in-lieu of property taxes.

If you have any questions or concerns, please contact the Real Property Division at RPD.ADMO@gov.bc.ca.

Sincerely,

Honourable Jinny Jogindera Sims
Minister
Ministry of Citizens' Services

Attachment – Grant Payment Details Report

DRAFT

2017 Information Note Advice to Minister

Date: Wednesday October, 25 2017

Ref: 107424

Issue: Service BC Contact Centre is down and was not operational on October 25, 2017.

Conclusion / Next Steps (if any):

- Citizens are unable to reach the SBC Contact Centre due to an unexpected hydro power outage.
- The Service BC Contact Centre is not designated as an Essential Service and the business continuity plan in place reflects a best efforts recovery.
- Steps have been taken to inform citizens of the outage through telephone, website, and social media messages.
- Service BC, partner Ministries and MAXIMUS are working closely together to resolve this issue and maintain communication.
- Hydro updates are shared as soon as available.
- The vendor brought in generators on October 26, 2017, and the Contact Centre resumed operations and is handling all calls, emails and text messages.
- Service BC will be holding a Lessons Learned meeting post incident to refine processes and solutions in the event of a future power outage.

Background / Facts:

- The Service BC Contact Centre provides consolidated access to government services allowing citizens and businesses access to informational and transactional services without needing to understand government organizational structures, via phone, email and text services.
- At 7:26 am October 25, 2017, the Service BC Contact Centre vendor notified Service BC that there is no power to their building and the Contact Centre is not operational.
- Service BC Contact Centre is located at 716 Yates Street, Victoria.
- BC Hydro reported there is no ETA for the resolution of this issue and the building was out of operation for the full day.
- The following contact centres, which are first contact for citizens, are affected:
 - Service BC Contact Centre Information and Referral Line (formerly Enquiry BC)
 - BCeID Help Desk
 - BC Services Card Help Desk
 - OneStop Help Desk
 - BC Registry Services Help Desk
- A Service BC Contact Centre Outage Notification has been distributed to Service BC Management, Executive, GAs, GCPE Communication Directors, partners and stakeholders.
- The Contact Us website (<https://www2.gov.bc.ca/gov/content/home/contact-us>) was updated with a message to indicate the Contact Centre is unable to take calls.

- The message will be removed as soon as the Contact Centre is operational.

Analysis:

- Citizens unable to reach the SBC Contact Centre and was greeted by a "We are currently experiencing technical difficulties" message.
 - It is not possible to change this message.
- GCPE sent out a message via twitter to notify citizens of this issue.
- SBC has explored option of MAXIMUS moving their agents to a Service BC location to take calls; however, the Contact Centre system does not have remote Agent functionality enabled.
 - Note: SBC will explore this option for future under lessons learned.
- The vendor has arranged for generators to be brought over from the mainland and they are exploring the use of their Training Facility at another Victoria location to take calls tomorrow, if the power outage is still in effect.
- BC Hydro will proceed to check the underground cabling.
 - A number of buildings on the same grid are also experiencing the outage.
- BC Hydro is exploring alternative power methods; there is still no ETA.

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