

# Ministry of Citizens' Services Fiscal 2024/25 Estimates Briefing

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# 2024/25 Estimates Note

## Advice to the Minister

**Ministry:** Ministry of Citizens' Services  
**Minister Responsible:** Hon. George Chow

**Title:** Budget Overview

**Revised:** Date of last revision, February 8, 2024

### Key Messages

- The Ministry of Citizens' Services 2024/25 net operating budget has been tabled at \$705.277 million, which represents an increase of \$22.507 million, or 3.3%, compared to the 2023/24 restated net budget of \$682.770 million.
- The Ministry's capital budget for 2024/25 is \$392.055 million, which is a net decrease of \$32.967 million, or a decrease of 7.8%, compared to the 2023/24 budget of \$425.022 million.

### Questions and Answers:

#### OPERATING FUNDING

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

**Answer:** My Ministry's operating budget increased by \$22.507 million or 3.3% this year, primarily due to:

- Budget 2024 Increase of \$6.064 million to support salaries and benefits increases stemming from the Shared Recovery Mandate (BCGEU Collective Agreement and Excluded Management Compensation).
- Budget 2023 Increase of \$3.250 million to support salaries and benefits increases stemming from the Shared Recovery Mandate

## 2024/25 Estimates Note Advice to the Minister

**Ministry:** Ministry of Citizens' Services  
**Minister Responsible:** Hon. George Chow

(BCGEU Collective Agreement and Excluded Management Compensation).

- Increase of \$13.087 million to support implementation of the Nanaimo Correctional Centre.
- Decrease of \$120 thousand for facility support associated with BC's Housing Strategy (Ministry of Attorney General).
- Increase of \$371 thousand for IT Access Security
- Increase of \$96 thousand for Cloud IT Security
- Decrease of \$175 thousand for Clean BC – Education Awareness
- Decrease of \$59 thousand for Clean BC – Govt Fleet Program
- Decrease of \$7 thousand for a Minister's Office minor adjustment

### CAPITAL FUNDING

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

**Answer:** The Ministry's capital budget decreased by \$32.967 million, a decrease of 7.8% this year.

Changes are primarily due to staging and timing of multi-year projects.

Main increases in the plan include:

- Cabinet Confidences; Government Financial Information
- Tenant Improvements for buildings purchased under Strategic Acquisitions \$8.274 million
- Port Coquitlam Law Courts Renovation \$2.389 million
- BC Data Systems \$0.600 million

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## 2024/25 Estimates Note Advice to the Minister

**Ministry:** Ministry of Citizens' Services  
**Minister Responsible:** Hon. George Chow

- Vehicles Fleet Replacement \$0.343m

These are offset by decreases to the plan, including:

- Nanaimo Correctional Centre (\$52.977m)
- Energy Smart Program (\$8.213m)
- Cabinet Confidences; Government Financial Information
- 
- 
- Courthouse Improvements (\$1.887m)
- Kamloops Option to Purchase (land/buildings) (\$1.550m)
- Vancouver Law Courts Renovation (\$1.219m)
- Office Furniture (\$0.924m)
- EV Charging Stations (\$0.484m)
- MCFD Multi-Year Action Plan (MYAP) – Duncan (\$0.458m)
- SDPR Risk Review related TI's (\$0.328m)
- Various Routine Capital projects that completed in FY24 (\$13.641m)
- Workstation Refresh (\$5.200m)
- Strategic Transformation & Mainframe Services (\$2.308m)
- Warehouse Safety & Optimization (\$0.350m)

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Government Financial Information

This material will be proactively released.

## 2024/25 Estimates Note Advice to the Minister

**Ministry:** Ministry of Citizens' Services  
**Minister Responsible:** Hon. George Chow

### Appendix

**Table 1: Budget 2024 Operating Budget Changes Per Core Business Area (CITZ)**

<b>Ministry of Citizens' Services 2024/25 Explanation of Changes in Estimates (Core Business) (\$ in Millions)</b>				
<b>Core Business</b>	<b>Estimates 23/24 Restated</b>	<b>Estimates 24/25</b>	<b>Variance</b>	<b>Explanation of Changes</b>
Services to Citizens and Businesses	\$34.776	\$36.604	\$1.828	Budget increase due to BCGEU and excluded staff wage increases <sup>1</sup> (Budget 2024 \$1.2m and Budget 2023 \$0.6m)
Office of the Chief Information Officer	\$2.023	\$2.288	\$0.265	Budget increase due to BCGEU and excluded staff wage increases <sup>1</sup> (Budget 2024 \$0.2m and Budget 2023 \$0.1m)
BC Data Service	\$28.753	\$29.757	\$1.004	Budget increase due to BCGEU and excluded staff wage increases <sup>1</sup> (Budget 2024 \$0.6m and Budget 2023 \$0.4m)
Connectivity	\$23.981	\$24.167	\$0.186	Budget increase due to and BCGEU and excluded staff wage increases <sup>1</sup> \$0.2m, partially. (Budget 2024 \$0.1m and Budget 2023 \$0.1m)
Procurement and Supply Services	\$10.324	\$11.648	\$1.324	Budget increase due to BCGEU and excluded staff wage increases <sup>1</sup> (Budget 2024 \$0.8m and Budget 2023 \$0.5m)
Real Property	\$364.897	\$378.711	\$13.814	Budget increases primarily due to \$12.7m for Nanaimo Correctional Centre, and for BCGEU and excluded staff wage increases <sup>1</sup> (Budget 2024 \$0.9m and Budget 2023 \$0.4m), partly offset by Budget 2023 AG housing strategy reduction for \$0.1m
Enterprise Services	\$173.878	\$176.294	\$2.416	Budget increases is primarily due to BCGEU and excluded staff wage increases <sup>1</sup> (Budget 2024 \$0.9m and Budget 2023 \$0.6m) and increase in Information Systems (\$0.4m related to Nanaimo Correctional Centre, \$0.4m Access Security and \$0.1m Cloud IT Security)

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## 2024/25 Estimates Note Advice to the Minister

**Ministry:** Ministry of Citizens' Services  
**Minister Responsible:** Hon. George Chow

<b>Ministry of Citizens' Services 2024/25 Explanation of Changes in Estimates (Core Business) (\$ in Millions)</b>				
<b>Core Business</b>	<b>Estimates 23/24 Restated</b>	<b>Estimates 24/25</b>	<b>Variance</b>	<b>Explanation of Changes</b>
Corporate Information Records Management Office	\$24.644	\$25.638	\$0.994	Budget increase is primarily due to BCGEU and excluded staff wage increases <sup>1</sup> (Budget 2024 \$0.6m and Budget 2023 \$0.4m)
Government Digital Experience	\$9.484	\$9.755	\$0.271	Budget increase is primarily due to BCGEU and excluded staff wage increases <sup>1</sup> (Budget 2024 \$0.3m and Budget 2023 \$0.2m), partially offset by reduction in Clean BC – Education Awareness for \$0.2m
Minister's Office	\$0.710	\$0.703	(\$0.007)	Budget decrease due to lower supplementary salary cost
Corporate Services	\$9.300	\$9.712	\$0.412	Budget increase due to BCGEU and excluded staff wage increases <sup>1</sup> (Budget 2024 \$0.3m and Budget 2023 \$0.1m)
<b>CITZ Total</b>	<b>\$682.770</b>	<b>\$705.277</b>	<b>\$22.507</b>	

## 2024/25 Estimates Note Advice to the Minister

**Ministry:** Ministry of Citizens' Services  
**Minister Responsible:** Hon. George Chow

**Table 2: Budget 2024 Operating Budget Changes Per Expenditure Category (CITZ)**

<b>Ministry of Citizens' Services</b>					
<b>24/25 Explanation of Changes in Estimates (Group Account Classification (GAC) Level)</b>					
(\$ in Millions)					
Expenditure Category	STOB	Estimates 23/24 Restated	Estimates 24/25	Variance	Explanation of Changes
Base Pay & Overtime	50	\$159.401	\$167.157	\$7.756	Budget increases primarily due to Shared Recovery Mandate for BCGEU and excluded staff wage increases <sup>1</sup> (Budget 2024 \$4.8m and Budget 2023 \$2.7m)
Supplemental Salaries	51	\$1.208	\$1.201	(\$0.007)	Budget decrease due to lower supplementary salary cost in Minister's Office
Employee Benefits	52	\$41.038	\$43.004	\$1.966	Budget increases primarily due to Shared Recovery Mandate for BCGEU and excluded staff wage increases <sup>1</sup> (Budget 2024 \$1.2m and Budget 2023 \$0.6m)
Legislative Salaries	54	\$0.058	\$0.058	-	
<b>Salary &amp; Benefits Sub-Total</b>		<b>\$201.705</b>	<b>\$211.422</b>	<b>\$9.717</b>	
Operating Costs	55 - 75	\$722.963	\$731.500	\$8.537	Budget increases primarily due to Nanaimo Correctional Centre cost for \$11.3m related to incremental operations and maintenance, move/manage/start-up costs, site remediation, and amortization costs partly offset by recoveries adjustment.
Government Transfers	77 - 80	\$20.000	\$20.000	-	
Other Expenses	84 - 85	\$122.716	\$124.548	\$1.832	Budget increases primarily due to incremental property taxes related to Nanaimo Correctional Centre.
<b>Gross Expenditure Total</b>		<b>\$1,067.384</b>	<b>\$1,087.470</b>	<b>\$20.086</b>	
Internal Recoveries	88	(\$186.514)	(\$186.514)	-	
External Recoveries	89 - 90	(\$198.100)	(\$195.679)	\$2.421	Lower recoveries due to fiscal neutral adjustments
<b>Recoveries Total</b>		<b>(\$384.614)</b>	<b>(\$382.193)</b>	<b>\$2.421</b>	
<b>CITZ Net Expenditure Total</b>		<b>\$682.770</b>	<b>\$705.277</b>	<b>\$22.507</b>	

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## 2024/25 Estimates Note Advice to the Minister

**Ministry:** Ministry of Citizens' Services  
**Minister Responsible:** Hon. George Chow

**Table 3: Budget 2024 Capital Budget Changes (CITZ)**

### CITZ 10-YEAR CAPITAL PLAN - BUDGET 2024 (ESTIMATES)

(\$ millions)	<b>23/24 Budget</b>	<b>24/25 Budget</b>	<b>Change</b>
<b>Real Property</b>			
Nanaimo Correctional Centre Cabinet Confidences; Government Financial Information	\$60.940	\$7.963	(\$52.977)
Strategic Acquisition of Buildings	\$8.007	\$8.007	\$0.000
TIs for buildings purchased under Strategic Acquisitions	\$7.924	\$16.198	\$8.274
Energy Smart Program	\$15.528	\$7.315	(\$8.213)
EV Charging Stations	\$0.484	\$0.000	(\$0.484)
Courthouse Improvements	\$13.864	\$11.977	(\$1.887)
Vancouver Law Courts Inn Renovation	\$12.560	\$11.341	(\$1.219)
Port Coquitlam Law Courts Renovation Cabinet Confidences; Government Financial Information	\$19.528	\$21.917	\$2.389
MCFD Multi-Year Action Plan (MYAP) - Duncan	\$0.458	\$0.000	(\$0.458)
SDPR Risk Review related TI's	\$5.587	\$5.259	(\$0.328)
Camosun Lab Relocation	\$0.000	\$0.000	\$0.000
PSSG Land Acquisition	\$0.681	\$0.701	\$0.020
Kamloops Option to Purchase Cabinet Confidences; Government Financial Information	\$1.550	\$0.000	(\$1.550)
Office Furniture	\$1.500	\$0.576	(\$0.924)
Routine Capital Envelope	\$80.346	\$66.705	(\$13.641)
<b>Subtotal</b>	<b>\$259.610</b>	<b>\$233.595</b>	<b>(\$26.015)</b>
<b>Digital Platforms and Data</b>			
Transformation & Technology Funding	\$110.000	\$110.000	\$0.000
Other IM/IT Funding	\$0.000	\$0.600	\$0.600
<b>Subtotal</b>	<b>\$110.000</b>	<b>\$110.600</b>	<b>\$0.600</b>

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## 2024/25 Estimates Note Advice to the Minister

**Ministry:** Ministry of Citizens' Services  
**Minister Responsible:** Hon. George Chow

	23/24 Budget	24/25 Budget	Change
(\$ millions)			
<b>OCIO ENTERPRISE SERVICES</b>			
Workstation Refresh	\$29.472	\$24.272	(\$5.200)
Strategic Transformation & Mainframe Services	\$15.240	\$12.932	(\$2.308)
Maintenance and Rehabilitation	\$9.737	\$9.700	(\$0.037)
<b>Subtotal</b>	<b>\$54.449</b>	<b>\$46.904</b>	<b>(\$7.545)</b>
<b>PROCUREMENT AND SUPPLY SERVICES</b>			
Special Equipment	\$0.753	\$0.403	(\$0.350)
<b>Subtotal</b>	<b>\$0.753</b>	<b>\$0.403</b>	<b>(\$0.350)</b>
<b>MINISTRY OPERATIONS</b>			
Office Equipment	\$0.010	\$0.010	\$0.000
Vehicles	\$0.200	\$0.543	\$0.343
<b>Subtotal</b>	<b>\$0.210</b>	<b>\$0.553</b>	<b>\$0.343</b>
<b>CITZ TOTAL ESTIMATES CAPITAL BUDGET</b>	<b>\$425.022</b>	<b>\$392.055</b>	<b>(\$32.967)</b>

## 2024/25 Estimates Note Advice to the Minister

**Ministry:** Ministry of Citizens' Services  
**Minister Responsible:** Hon. George Chow

**Title:** Minister's Office Budget

**Revised:** Date of last revision, February 21, 2024

### Key Messages:

- The operating budget for my office is \$703,000 for 2024/25, which is a decrease of \$7,000 from last year's budget of \$710,000.
- The budget for my office operations decreased by \$7,000 in supplemental salary costs for support staff (received in Budget 2022).

### Questions and Answers:

1. What are the types of costs paid for out of the Minister's Office budget, 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 (\$115,046 annually), while my additional compensation as a Cabinet Minister is funded from my Office budget (\$57,523).

## 2024/25 Estimates Note Advice to the Minister

**Ministry:** Ministry of Citizens' Services  
**Minister Responsible:** Hon. George Chow

- Pursuant to the Balanced Budget and Ministerial Accountability Act (BBMAA) 10 per cent of my compensation ( $\$57,523 \times 10\% = \$5,752$ ) as a Cabinet Minister is held back until individual responsibilities are met.
- 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 2024/25 the budget for this is \$551,000.
- 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).

## 2024/25 Estimates Note Advice to the Minister

**Ministry:** Ministry of Citizens' Services  
**Minister Responsible:** Hon. George Chow

### Ministry of Citizens' Services

	<b>Fiscal 2023/24 Estimates</b>	<b>Fiscal 2024/25 Estimates</b>	<b>Change from FY24 to FY25</b>
Base Salaries & OT	439,000	439,000	0
Supplemental Salaries	7,000	0	(7,000)
Employee Benefits	136,000	136,000	0
Legislative Salaries	58,000	58,000	0
<b>Salaries &amp; Benefits Sub Total</b>	<b>640,000</b>	<b>633,000</b>	<b>(7,000)</b>
Public Servant Travel	38,000	38,000	0
Information Systems	10,000	10,000	0
Office & Business Expenses	20,000	20,000	0
Amortization Expense	2,000	2,000	0
<b>Operating Expenses Sub Total</b>	<b>70,000</b>	<b>70,000</b>	<b>0</b>
Other Expenses	0	0	0
<b>Other Expenses Sub Total</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>NET TOTAL</b>	<b>\$710,000</b>	<b>\$703,000</b>	<b>(\$7,000)</b>

**Average FTEs**

<b>5.0</b>
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Financial Officer

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Information

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# 2024/25 Estimates Note Advice to the Minister

**Ministry:** Ministry of Citizens' Services  
**Minister Responsible:** Hon. George Chow

**Title:** Budget Tracking (\$ millions)

**Revised:** Date of last revision, February 8, 2024

## Questions and Answers:

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

- Please see the details below.

	(\$ millions)
<b>2023/24 Estimates</b> (no restatements)	<b>\$682.770</b>
<b><i>Budget 2022 Decisions</i></b> (impacting Budget 2024)	
• Increase to Access Security	\$0.371
• Increase to Cloud IT Security	\$0.096
• Decrease to Clean BC - Education & Awareness	(\$0.175)
• Decrease to Clean BC - Govt Fleet Program	(\$0.059)
<b><i>Budget 2023 Decisions</i></b> (impacting Budget 2024)	
• Increase to support salaries and benefits lifts stemming from the Shared Recovery Mandate (19th BCGEU Collective Agreement) and excluded management.	\$3.250
• Decrease to AG Housing Strategy	(\$0.120)
• Minister's Office Adjustment	(\$0.007)
<b><i>Budget 2024 Decisions</i></b>	
• Increase to support Nanaimo Correctional Centre	\$13.087
• Increase to support salaries and benefits lifts stemming from the Shared Recovery Mandate (19th BCGEU Collective Agreement) and excluded management.	\$6.064
Total Net Adjustments	<hr/> \$22.507 <hr/>
<b>2024/25 Estimates</b>	<hr/> <b>\$705.277</b> <hr/>

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# 2024/25 Estimates Note Advice to the Minister

**Ministry:** Ministry of Citizens' Services  
**Minister Responsible:** Hon. George Chow

**Contact:**

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Information

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# 2024/25 Estimates Note Advice to the Minister

**Ministry:** Ministry of Citizens' Services  
**Minister Responsible:** Hon. George Chow

## **Title: Minister's Mandate Letter Achievements**

**Revised: Date of last revision, February 28, 2024**

Over the last six years, the ministry has undertaken key activities in alignment with government's priorities, including the foundational principles and identified action items in the February 2020, November 2020, and December 2022 Minister's mandate letters.

Below is a summary of the status updates for the December 2022 Mandate Letter.

### **Minister's Mandate Letter (December 2022)**

<b>Mandate Letter Item</b>	<b>Status</b>	<b>Milestones</b>
Continue to expand the use of cross-government data to increase evidence-based decision making and better inform policy and programs for our key priorities, building on government's Data Innovation Program. <b>(BCDS)</b>	In progress	<ul style="list-style-type: none"><li>• More than 50 core data sets available for population-level analysis in the Data Innovation Program.</li><li>• Data available to government and academic researchers; working on an approach to enabling broader public sector, First Nations, Indigenous organizations, and non-profits to use the program.</li><li>• Major projects have supported greater evidence for decisions related to youth mental health, basic income, and homelessness.</li></ul>
Work with partners and the public to modernize government services	In progress	<ul style="list-style-type: none"><li>• The Digital Plan was published in Spring 2023, in partnership with ministries, and lays out</li></ul>

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## 2024/25 Estimates Note Advice to the Minister

**Ministry:** Ministry of Citizens' Services  
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<p>and leverage best-in-class digital tools that enhance cross-sector coordination, and provide services that are efficient, equitable, and prioritize user experience. <b>(GDX, OCIO-ICT, OCIO-ES, OCIO-CIRMO, DO, SBC)</b></p>	<p>government's strategic direction to continue to leverage technology to improve programs and services and provide supports for a digitally equipped BC Public Service.</p> <ul style="list-style-type: none"> <li>• Delivering best-in-class application hosting services in government data centres that allow ministries to quickly create, modernize and continuously improve services.</li> <li>• These approaches are also now embedded as Digital Principles in Core Policy.</li> <li>• In addition, published the draft Digital Code of Practice for consultation with the public sector and B.C. tech sector, which will provide in depth guidance for public servants on implementing the Digital Principles in order to provide services that are efficient, equitable, accessible and prioritize user experience.</li> <li>• Reduced time to procure a digital team to modernize or deliver new services to 20 days.</li> <li>• To date, ministries have procured 209 opportunities valued at \$54M through the Digital Marketplace.</li> <li>• Adoption of Digital Marketplace</li> </ul>
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## 2024/25 Estimates Note Advice to the Minister

**Ministry:** Ministry of Citizens' Services  
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		<p>services has grown with a projected 117% increase in contract dollar value this fiscal.</p> <ul style="list-style-type: none"><li>• A new procurement service, Team With Us, launched July 2023 to support access to individual digital talent. Ten opportunities have been awarded, five to small business, valued at \$2.6 million.</li><li>• Providing best-in-class digital components that enable rapid response to emergent service needs, like pandemic response, health care services and disaster relief.</li><li>• Developing a program to support expansion of the use of time-saving components across government.</li><li>• Supported ministries' service modernization initiatives through investments in the IM/IT Minor Capital Envelope. In 2023/24, the IM/IT Minor Capital budget stands at \$110M and is supporting 109 digital projects from across government.</li><li>• In partnership with Municipal Affairs, Service BC and ICBC, new web information for newcomers to B.C. went live on January 31, 2024.</li></ul>
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## 2024/25 Estimates Note Advice to the Minister

**Ministry:** Ministry of Citizens' Services  
**Minister Responsible:** Hon. George Chow

		<p>This information was based on an identified need by users, newcomers and partner groups accessed through service design and user research.</p> <ul style="list-style-type: none"><li>• In partnership with Ministry of Housing and people who use the service, a complete redesign and rewrite of more than 100 pages of web content related to residential tenancy to ensure it was more accessible and equitable.</li><li>• Continue delivering government's public engagements and supporting ministries with a focus on improving and testing digital tools.</li><li>• The FOI Modernization project is a multiyear initiative to improve FOI timeliness, service delivery, and modernize technology. Ministries that piloted the new system decreased the average days to complete an FOI request by almost 7 days. All ministries are now using the new system.</li><li>• The FOI Modernization project is a multiyear initiative to improve FOI timeliness, service delivery, and modernize technology. All</li></ul>
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## 2024/25 Estimates Note Advice to the Minister

**Ministry:** Ministry of Citizens' Services  
**Minister Responsible:** Hon. George Chow

		<p>ministries have now been onboarded to the new FOI system. A pilot of the new system in 2022 with five participating ministries delivered time saving results. The average days to complete an FOI request decreased by almost 7 days and on-time compliance increased by 16%. Since then, additional time-saving features have been added, such as new redaction software, saving over 50 minutes per general request. All ministries are now using the new system.</p> <ul style="list-style-type: none"><li>• Completed a request for proposals (RFP) to establish a digital archives and developed a prototype to transfer records into the digital archives.</li><li>• Progress was made on establishing digital archives by completing a Request for Information on digital archiving solutions, a jurisdictional scan of policy, systems, and best practices, and posting a Request for Proposals to procure a digital archiving system.</li></ul>
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## 2024/25 Estimates Note Advice to the Minister

**Ministry:** Ministry of Citizens' Services  
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		<ul style="list-style-type: none"> <li>• To enhance equity of access to digital government services using the BC Services Card online, the BC Token was launched for people who do not have access to a smart phone or tablet.</li> <li>• People with Canadian government-issued identity documents can now set up the BC Services Card app to access government services online. People who will benefit from this include those who are not eligible for the BC Medical Services Plan (MSP) but wish to access B.C. government services online, such as medical professionals from other provinces, B.C. students studying out of province, military members, new arrivals to B.C., and some federal employees.</li> </ul>
<p>Continue to improve how procurement processes deliver benefits for people and businesses in communities across the province.  <b>(PSD, DO)</b></p>	<p>In progress</p>	<ul style="list-style-type: none"> <li>• Released updated Procurement Plan in February 2024.</li> <li>• Launched the new BC Bid system in May 2022.</li> </ul> <p>The External Advisory Committee on Indigenous Procurement Initiative (EAC) held its inaugural meeting in November 2022 and released a progress update in</p>

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		<p>early 2024. The committee meets on an ongoing basis.</p> <ul style="list-style-type: none"> <li>• The EAC will make recommendations and advise the Province on the preparation of a plan to increase Indigenous Peoples' participation in the Province's procurement opportunities.</li> <li>• Developed and launched third Digital Marketplace procurement service: Team With Us. Creates ability for individual IMIT professionals to rapidly partner with government technical teams to modernize services. Ten contracts awarded, five to small business, valued at \$2.6m.</li> </ul>
<p>With support from the Parliamentary Secretary for Anti-Racism Initiatives, continue work to help dismantle systemic racism and improve access to government programs and services for Indigenous, Black, and other people of colour by implementing the <i>Anti-Racism Data Act</i>.</p>	<p>In progress</p>	<ul style="list-style-type: none"> <li>• Worked with Indigenous Peoples and the Anti-Racism Data Committee (the Committee) to establish anti-racism research priorities that will help identify and eliminate systemic racism and improve access to government programs and services. Anti-racism research priorities were released by government in May 2023.</li> <li>• CITZ worked with Indigenous Peoples and the Committee before fielding the BC Demographic</li> </ul>

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<p><b>(BCDS)</b></p>		<p>Survey, a voluntary population survey which collected demographic information from people living in B.C.</p> <ul style="list-style-type: none"> <li>• This data is being used alongside existing program data in the Data Innovation Program to identify and dismantle systemic racism.</li> <li>• Research on some of the anti-racism research priorities has begun.</li> </ul>
<p>Begin the work to address barriers to effective use of data in delivering services to British Columbians more efficiently and effectively.</p> <p><b>(BCDS)</b></p>	<p>In progress</p>	<ul style="list-style-type: none"> <li>• Released B.C.'s first Provincial Data Plan that maps an all-of-government approach for data to support government in meeting its objectives to advance equity, support reconciliation, increase evidence-based decision making, deliver the modern services people need and strengthen our data competency and governance.</li> <li>• Delivered B.C.'s first all-of-government Data Management Policy which provides direction on how to manage data consistently and ethically in a strategic and user-focused way.</li> <li>• Continuously improving the BC Data Catalogue to ensure visibility into what high-value data is held</li> </ul>

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		<p>by government and can be shared/leveraged.</p> <ul style="list-style-type: none"><li>• Developed the Gender and Sex Data Standard to guide collection of this data in a consistent and accurate way to inform policy and program decisions to represent our gender-diverse population.</li><li>• Developed Metadata Standards to guide ministries in cataloging their data in a consistent way and to make data more interoperable when sharing.</li></ul>
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**Contact:**

Holly Cairns                      Assistant Deputy                      Corporate Services                      778 698-0400  
Minister    Division

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# 2024/25 Estimates Note Advice to the Minister

**Ministry:** Ministry of Citizens' Services  
**Minister Responsible:** Hon. George Chow

## **Title: Minister's Mandate Letter Achievements**

**Revised: Date of last revision, February 22, 2024**

Over the last six years, the ministry has undertaken key activities in alignment with government's priorities, including the foundational principles and identified action items in the February 2020, November 2020, and December 2022 Minister's mandate letters.

Below is a summary of the status updates for the November 2020 Mandate Letter.

### **Minister's Mandate Letter (November 2020)**

<b>Mandate Letter Item</b>	<b>Status</b>	<b>• Milestones</b>
Work to ensure government services remain responsive through the COVID-19 pandemic and recovery. <b>(All Divisions)</b>	In progress	<ul style="list-style-type: none"><li>• Supported digital proof of vaccinations via Health Gateway and mobile BC Services Card.</li><li>• Delivered information in-person, online via 12 languages, by phone in 140+ languages.</li><li>• Upgraded government networks and provided technical support to meet the needs of a remote workforce.</li><li>• Introduced a temporary Ministerial Order under FOIPPA to modify data residency requirements and enable the broader use of communications tools for health-care workers and other public-sector staff. FOIPPA amendments</li></ul>

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		<p>in 2021 included updates to the data residency rules to enshrine this into law.</p> <ul style="list-style-type: none"> <li>• As part the COVID-19 Supply Hub, led the sourcing, warehousing and distribution of Personal Protective Equipment (PPE) and cleaning supplies for sale to non- health sectors.</li> <li>• Based off our work on the COVID-19 Supply Hub, which closed as of September 30, 2021, provided technical and logistical support to the Ministry of Health to ensure health-care providers have the PPE they require to maintain operations.</li> <li>• Continue to ensure there is plain-language, easy to find, translated information about COVID-19 and vaccination on gov.bc.ca.</li> <li>• 2022: Transitioned Health Gateway onto Application Programming Interface (API)Gateway to enable efficient ongoing API</li> <li>• Management and substantial cost savings for HLTH.</li> </ul>
Lead work to deliver high- speed connectivity throughout the	In Progress	<ul style="list-style-type: none"> <li>• The ministry signed an \$830M joint funding MOU with the federal government in March 2022 to</li> </ul>

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<p>province until all regions are connected to the high- speed network. <b>(CONN)</b></p>		<p>establish the Connecting Communities BC program.</p> <ul style="list-style-type: none"> <li>• Application intakes were held in Sept. 2022, summer 2023, and Jan. 2024.</li> <li>• To date, 208 projects have been approved and 113 have been completed since 2017 that are expected to benefit more than 95,000 homes.</li> <li>• Cellular funding has approved projects that, when completed with expand cellular services along more than 530 kms.</li> </ul>
<p>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. <b>(BCDS)</b></p>	<p>In progress</p>	<ul style="list-style-type: none"> <li>• Fall 2023, released the Provincial Data Plan that supports the Data Innovation Program and expanded the program to academic researchers.</li> </ul>
<p>Support innovation, including in the B.C. tech sector, through open data initiatives. <b>(BCDS)</b></p>	<p>Substantially completed</p>	<ul style="list-style-type: none"> <li>• In fall 2021 the ministry released a new BC Data Catalogue that ensures people, non-profits and businesses have greater access to data.</li> <li>• B.C. has 3,200 discoverable data sets that are available to the public with an additional 200 datasets</li> </ul>

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		<p>available to government users only.</p> <ul style="list-style-type: none"> <li>• Worked with local tech companies to launch a community information tool in Spring 2021 that showcases investment opportunities across the province. The Community Information Tool (CIT) compiles over 40 data sets offering insights into regions across B.C. with integrated socio-economic, connectivity and community assets data. This interactive tool supports community, regional and province-wide planning, which is essential to building thriving communities.</li> </ul>
<p>Continue to improve government's public sector data security and privacy practices to ensure that British Columbians' personal information is safeguarded.  <b>(OCIO-CIRMO, OCIO-ES)</b></p>	<p>Substantially completed</p>	<ul style="list-style-type: none"> <li>• Clients were introduced to the ministry's next-generation big data security analytics platform.</li> <li>• Onboarded 110+ public sector organizations to external security services as of December 2020.</li> <li>• Completed findings from 2019 Internal Directory and 2020 IT Asset Management Audits.</li> <li>• Consulted with ministry Privacy Officers and privacy stakeholders across government on the Privacy Impact Assessment process and</li> </ul>

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		<p>identified areas for improvement.</p> <ul style="list-style-type: none"> <li>Amended FOIPPA in November 2021 to enhance public sector privacy provisions including mandatory breach notification and privacy management programs for all public sector bodies covered by FOIPP (came into force February 2023).</li> </ul>
<p>Continue to provide British Columbians with timely access to information and ensure the system provides public accountability. <b>(OCIO-CIRMO)</b></p>	<p>In progress</p>	<ul style="list-style-type: none"> <li>For over 90% of requests, the average processing time continued to drop to 38 days.</li> <li>Changes made to the FOI system reduced the FOI request backlog by 38%, with a priority being given to the oldest files and requests from individuals seeking personal information.</li> <li>Modernized FOI legislation in fall 2021, system, services, and strengthening privacy protections.</li> </ul>
<p>Improve access to information rules to provide greater public accountability. <b>(OCIO-CIRMO)</b></p>	<p>In Progress</p>	<ul style="list-style-type: none"> <li>The ministry continued to facilitate efficient request processing through standardized practices, streamlined business processes, and continuous improvement methods.</li> <li>The FOI Modernization Project will improve business processes across</li> </ul>

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		<p>government ministries and build a new software system to increase efficiencies when responding to the thousands of FOI requests annually.</p> <ul style="list-style-type: none"><li>• Thirteen categories of proactively disclosed records were available to the public by December 2020. Examples of categories include Ministers' and Corporate Transition Binders as well as Estimates Notes.</li><li>• Since then, two more categories have been added: Summaries of Ministerial Briefing Notes, was announced by the end of FY 21/22 and Parliamentary Secretaries' Calendars announced end of FY 22/23 bringing the total to 15 proactive disclosure categories.</li><li>• Ministries disclosed a great deal of information through online repositories and interactive tools such as the BC Data Catalogue, DriveBC, and the BC Economic Atlas. There are more than 3,000 data sets on the BC Data Catalogue, which increases transparency relating to government services.</li></ul>
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<p>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.  <b>(BCDS)</b></p>	<p>In progress</p>	<ul style="list-style-type: none"> <li>• CITZ worked with Indigenous Peoples and the Anti-Racism Data Committee to establish anti-racism research priorities that will help identify and eliminate systemic racism and improve access to government programs and services. Anti-racism research priorities were released by government in May 2023.</li> <li>• CITZ worked with Indigenous Peoples and the committee before fielding the BC Demographic Survey, a voluntary population survey which collected demographic information from people living in BC.</li> <li>• This demographic data will be used alongside existing program data in the Data Innovation Program to identify and dismantle systemic racism.</li> <li>• Research on some of the anti-racism research priorities has begun.</li> <li>• Supported the Attorney General and the Parliamentary Secretary responsible for Anti-Racism Initiatives in developing and passing the <i>Anti-Racism Data Act</i> in June 2022.</li> </ul>
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		<ul style="list-style-type: none"><li>Established the Anti-Racism Data Committee in September 2022 to collaborate with government and ensure that the implementation of the <i>Anti-Racism Data Act</i> is informed by the expertise and lived experience of racialized people, including Indigenous Peoples.</li></ul>
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**Contact:**

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## 2024/25 Estimates Note Advice to the Minister

**Ministry:** Ministry of Citizens' Services  
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**Title: Minister's Mandate Letter Achievements**

**Revised: Date of last revision, February 22, 2024**

Over the last six years, the ministry has undertaken key activities in alignment with government's priorities, including the foundational principles and identified action items in the February 2020, November 2020, and December 2022 Minister's mandate letters.

Below is a summary of the status updates for the February 2020 Mandate Letter.

**Minister's Mandate Letter (February 2020)**

Mandate Letter Item	Status	Milestones
Continue to expand connectivity to communities throughout the province to support new economic opportunities and improved access to government services. <b>(CONN)</b>	In progress	<ul style="list-style-type: none"> <li>• The ministry has signed an \$830M joint funding MoU with Canada in March 2022 to establish the Connecting Communities BC program, administered by the ministry. Intakes opened Sept 2022, Summer 2023, and Jan. 2024.</li> <li>• To date, 208 projects have been approved and 113 have been completed since 2027 and are expected to benefit over 95,000 homes.</li> <li>• Approved cellular projects since 2017 will bring cellular services to more than 530 kms.</li> </ul>
Build on the success of government's new	Substantially completed	<ul style="list-style-type: none"> <li>• The ministry published the B.C. Procurement Plan in early 2024</li> </ul>

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<p>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.  <b>(PSD)</b></p>		<p>outlining the work government has been doing in collaboration with businesses and communities, as well as Indigenous peoples, to modernize its procurement system.</p> <ul style="list-style-type: none"> <li>• We launched Discovery Days to create a new, collaborative way for vendors to engage with the B.C. Government.</li> <li>• The External Advisory Committee on Indigenous Procurement Initiative had its inaugural meeting in November 2022.</li> </ul>
<p>Continue to improve government's public sector data security and privacy practices to ensure that British Columbians personal information is safeguarded.  <b>(OCIO-CIRMO, OCIO-ES)</b></p>	<p>Substantially completed</p>	<ul style="list-style-type: none"> <li>• The <i>Information Management Act</i> was amended to formalize the obligation for all government employees to document their decisions.</li> <li>• Mandatory information management training was updated to provide public service employees with essential learning and resources. The update introduced new content on the requirement to document government decisions, an expanded information security section, refreshed information management content, an updated look and feel, and a more</li> </ul>

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		<p>interactive user experience. Public servants are required to take the training once every two years.</p> <ul style="list-style-type: none"> <li>The ministry completed an Information Management practice review to assess ministry practices in relation to legislation and policy requirements.</li> </ul>
<p>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.  <b>(OCIO-CIRMO, OCIO-ES)</b></p>	<p>Substantially completed</p>	<ul style="list-style-type: none"> <li>The ministry Privacy Officers and privacy stakeholders across government were consulted on the Privacy Impact Assessment process and identified areas for improvement.</li> <li>The ministry conducted privacy training sessions to over 500 participants from government, the broader public sector, and the private sector.</li> <li>The ministry reviewed all contracts between government ministries and service providers that involve personal information, to ensure FOIPPA standards are upheld, and personal privacy is protected.</li> </ul>
<p>Ensure that your ministry makes timely progress on the implementation of the <i>Declaration on the Rights of Indigenous</i></p>	<p>In progress</p>	<ul style="list-style-type: none"> <li>The ministry continued to implement the <i>Declaration on the Rights of Indigenous Peoples Act</i> (Declaration Act), in all aspects of daily operations.</li> </ul>

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<p><i>Peoples Act</i>, 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.  <b>(CONN, OCIO-CIRMO, BCDS, PSD)</b></p>	<ul style="list-style-type: none"> <li>• MIRR and CITZ are co-leading the Indigenous Procurement Initiative, actively undertaking engagement with Indigenous partners, organizations, businesses, and communities to gather experiences and recommendations to inform how best to increase Indigenous participation in government's procurement opportunities.</li> <li>• Established and committed to Declaration Act action 4.36, to ensure every First Nations community in B.C. has high-speed internet services by 2027.</li> <li>• Established and committed to Declaration Act action 3.14, to support the establishment of a First Nations-led and -mandated regional information governance centre.</li> <li>• Established and committed to DAAP action 3.15, to include Indigenous language in government systems and services.</li> <li>• May 2023, engaged with Indigenous community members to explore options for Indigenous language names on the B.C. birth certificates, including whether an</li> </ul>
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		<p>interim dual language name birth certificate is a desired offering.</p> <ul style="list-style-type: none"> <li>• March 2024, released the Indigenous Languages Technology Standard – the first in a series of technical standards to ensure our systems can support Indigenous languages. This is a vital step in reaching government’s target of 2034 to update all systems.</li> <li>• March 2024, finalized approach to consultation and cooperation.</li> </ul>
<p>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. <b>(PSD)</b></p>	<p>Substantially completed</p>	<ul style="list-style-type: none"> <li>• The ministry 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.</li> <li>• The ministry 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.</li> </ul>

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