

Ministry of Citizens' Services

2019/20 Annual Service Plan Report



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Minister's Accountability Statement



The Ministry of Citizens' Services *2019/20 Annual Service Plan Report* compares the Ministry's actual results to the expected results identified in the *2019/20 – 2021/22 Service Plan* created in February 2019. I am accountable for those results as reported.

A handwritten signature in black ink that reads "Anne Kang". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Honourable Anne Kang
Minister of Citizens' Services
June 18, 2020

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Letter from the Minister

The Ministry of Citizens' Services 2019/20 Annual Service Plan Report highlights the incredible work of a large, complex and people-focused ministry during an especially challenging year.

This fiscal year saw significant progress on the ministry's goals to connect rural, remote and Indigenous communities to high-speed internet, to make it easier for businesses of all sizes to work with government, and to promote the principles of transparency and accountability across the public sector. In 2019, the Province invested \$50 million in the Connecting British Columbia program, government's largest-ever commitment to improving high-speed internet connectivity in rural, remote and Indigenous communities.

In April 2019, Citizens' Services helped amend the *Information Management Act*, making British Columbia (B.C.) the first province to legislate its obligation to document key decisions by creating and keeping appropriate records. We also rolled out mandatory information-management training and enhanced the powers of the Chief Records Officer to enforce compliance and promote transparency.

Last summer, Citizens' Services finalized a \$1-billion facilities management contract for the oversight of nearly 1,800 provincially owned, leased and managed properties; made online versions of the B.C. Building Codes free, putting more than \$2.5 million back in people's pockets; and launched the new CleanBC Government Buildings Program, with a goal of making public buildings and ministry offices 80% more energy efficient by 2050. To support CleanBC and help people spend more time with their families and less time idling in traffic, the ministry is renovating a mobile office in the Westshore that will be ready for public servants in Fall 2020.

The COVID-19 pandemic led to an unprecedented finish to fiscal 2019/20. As part of the Province's response, Citizens' Services is continuing to improve the programs and services people count on and to support other ministries in this work. For example, our IT experts moved quickly to upgrade government networks to meet the unprecedented needs of a newly remote workforce. In addition, directives I signed in March 2020 under the *Freedom of Information and Protection of Privacy Act* helped enable essential workers like teachers and care providers to use broader technology, like video chats and apps, during the COVID-19 public-health emergency.

I am proud to be part of a ministry that puts people first by focusing on efforts that improve peoples' lives while supporting other ministries as they deliver programs and services people count on. I look forward to continuing this work, together, in 2020/21.



Honourable Anne Kang
Minister of Citizens' Services

June 18, 2020

Purpose of the Annual Service Plan Report

The Annual Service Plan Report is designed to meet the requirements of the [Budget Transparency and Accountability Act](#) (BTAA), which sets out the legislative framework for planning, reporting and accountability for Government organizations. Under the BTAA, the Minister is required to report on the actual results of the Ministry's performance related to the forecasted targets documented in the previous year's Service Plan.

Purpose of the Ministry

The [Ministry of Citizens' Services](#) (the Ministry) delivers key services that people rely on, creates opportunities for local communities and businesses to benefit from government's purchasing power, and is guided by a number of pieces of [provincial legislation](#).

Dedicated to making life better for British Columbians, the Ministry delivers effective and accessible services with a single-point-of-service approach to people in urban centres and rural communities through Service BC. To help people connect to government supports and services, including virtual health care and online learning, the Ministry provides leadership, management, facilitation and support for the expansion of high-speed internet connectivity throughout this vast and diverse province.

Providing strategic direction across government, the Ministry is modernizing information-management and information-technology resources to effectively meet the needs of British Columbians. This includes prompt and relevant responses to Freedom of Information (FOI) requests and protecting people and communities by providing trusted data services to government agencies.

Benefiting individuals, families and communities, the Ministry manages the Province's real-estate assets, technology systems and equipment, and leverages approximately \$7 billion in annual procurement to increase business opportunities and create rewarding, well-paying jobs. The Ministry delivers the digital face of government at www.gov.bc.ca, and supports ministries to engage with and learn from British Columbians on issues that matter to them.

The Ministry is committed to making services better for people. This includes creating more opportunities for businesses of all sizes to engage in government procurement – including information technology and software development – and striving to generate a resilient vendor marketplace that includes Indigenous businesses and companies in rural B.C. communities.

Strategic Direction

The strategic direction set by Government in 2017 and expanded upon in Minister Anne Kang's [Mandate Letter](#), written to the former Minister Jinny Sims, shaped the [2019/20 Ministry of Citizens' Services Service Plan](#) and the results reported in this Annual Report.

Operating Environment

In 2019/20 the Ministry responded to dramatically changing global and regional environments and worked to advance government priorities to make life more affordable for British Columbians, improve the services people count on, and build a strong, sustainable economy in every corner of the province.

Sustaining the work of Citizens' Services were two shared commitments: reconciliation with Indigenous peoples and consideration of how diverse groups of British Columbians may experience our policies, programs and initiatives. The Ministry is working to implement the United Nations Declaration of the Rights of Indigenous Peoples, Truth and Reconciliation Commission's Calls to Action, and Gender-Based Analysis+ policy and budgeting. The Ministry is also working to implement the [Declaration on the Rights of Indigenous Peoples Act](#) (November 2019), in all aspects of Ministry business.

Freedom of Information (FOI) requests continue to grow in number, size and complexity. The Ministry oversees all government records and access to information legislation, policy and practices across government. Since 2016/17, the timeliness of FOI responses has improved by 3% despite a 40% increase in request volume.

Government Digital Experience (GDX) rejoined Citizens' Services in July 2019. Moving GDX into the Ministry enables Citizens' Services to do more to meet government's mandate to improve services. GDX is a complement to Service BC, which helps more than one million people each year to access vital programs and services over the phone, by text, online and in-person throughout the province. This talented and dynamic team is responsible for the www.gov.bc.ca website, as well as for the citizen engagement portal [govTogetherBC](#).

In September 2019, the Digital Platforms and Data Division expanded scope and accountability beyond integrated data programming to support the development and implementation of government-wide strategies and guidance to support an increase in digital maturity of government. In 2019/20, the Province launched the [Digital Framework](#), a plan to support digital services that meet the expectations of British Columbians – for government to be more modern, trusted and responsive.

In March 2020, the Ministry took on the extraordinary task of monitoring, planning for and responding to the progression of the novel coronavirus (COVID-19) pandemic, while continuing to deliver high-quality services to the public and to government ministries under unique, evolving and often challenging conditions. For example, GDX mobilized a content team to support the ongoing development of COVID-19 provincial support and information at www.gov.bc.ca/COVID19. In addition, Service BC is running the COVID-19 call centre where citizens can phone the COVID-19 line at 1-888-COVID19 to receive information in 120+ languages on non-medical government and community supports, including tax deferrals, benefits for business owners and those facing unemployment. Moreover, the Ministry is supporting the Province's COVID-19 Supply Hub with technology, procurement and supply delivery in order to triage vendor offers related to personal protective equipment and other vital supplies.

Report on Performance: Goals, Objectives, Measures and Targets

Goal 1: Support a strong, sustainable and innovative economy by making it easier to participate in government procurements and create opportunities for communities across the province.

The Ministry is making it easier for companies of all sizes to do business with government by streamlining and modernizing procurement processes. Through consultation across the province, the Ministry will continue to explore how to: improve the procurement experience for businesses, particularly those in rural and Indigenous communities; adopt innovative and advanced technology products; and, further improve BC Registry services.

Objective 1: Create opportunities for small, medium and large businesses to access government procurements.

Key Highlights

- Published the [B.C. Procurement Strategy Update 2020](#) outlining the work government has been doing – in collaboration with businesses and communities, as well as Indigenous peoples – to modernize its procurement system. The update provides an overview of accomplishments for the past year and future initiatives.
- Launched the [Procurement Concierge Program](#) to create a new, collaborative way for vendors to engage with the B.C. Government. Since its launch, four Discovery Day sessions have been hosted to bring together buyers and vendors for in-person meetings to explain government issues or problems and present requests for information so vendors can submit potential solutions to address government challenges.
- In partnership with the Ministry of Indigenous Relations and Reconciliation, the [Indigenous Procurement Initiative](#) published a [Report on What We Heard](#) presenting the results of engagement with more than 300 Indigenous partners and businesses on how to better support Indigenous businesses and communities to participate in B.C. government procurement opportunities. This feedback will inform the development and implementation of a coordinated government approach to Indigenous procurement.
- Hosted engagement sessions with over 1,000 touchpoints in the vendor and buyer communities to understand the challenges and opportunities that exist for small and medium businesses and inform next steps to transform government procurement processes.

Performance Measure	2017/18 Baseline	2018/19 Actuals	2019/20 Target	2019/20 Actuals	2020/21 Target ¹	2021/22 Target ¹
1.1 Number of suppliers registered with the province's BC Bid sourcing application. ¹	4,800	6,200	5,300	6,816	5,575	5,800

Data source: BC Bid database – monthly BC Bid Subscribers Report.

¹ Data indicates the number of suppliers who purchased e-Notification and e-Bidding subscriptions. e-Notifications allow suppliers to be alerted when opportunities that match their areas of interests are posted to BC Bid. e-Bidding capabilities allow a supplier to submit their bids electronically through BC Bid.

Discussion of Results

[BC Bid](#) is a tool that businesses use to gain access and insight to contract opportunities offered by core government and hundreds of publicly funded organizations, such as Crown corporations, health authorities, and municipalities. The number of suppliers who are registered with BC Bid provides a measure for the breadth of small, medium and large suppliers who do business with government in communities across British Columbia.

2019/20 is the first year this performance measure has been reported. Initial baseline targets were set in 2018 and since that time, the Ministry has refined the data to clarify the definition of an active registered user in the BC Bid system. Actuals reported in 2018/19 and 2019/20 are above the baseline and the target; however, this is a result of data refinement, not a substantial increase in users. As users of BC Bid do not need an account to review and bid on opportunities, suppliers who have paid for subscriptions is an indicator of those who are active registered users. This performance measure will continue to be refined in the Ministry's 2021/22 Service Plan as a new BC Bid system is established.

Replacing the more than 20-year-old BC Bid system is a key action that is helping government achieve the goals of the [BC Procurement Strategy](#). The new BC Bid will deliver a modernized user experience, provide functionality to help streamline and standardize procurement processes, address concerns raised by the supplier community, and provide access to new data to support strategic decision making. These features will make it easier for companies of all sizes to do business with the Province and provide the goods and services that government needs to deliver the programs people count on.

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

Key Highlights

- Onboarded Cannabis Retail Licences onto [OrgBook BC](#),¹ a new digital service that allows companies to quickly and securely share trusted and verifiable business information with other levels of government, suppliers, banks and partners.

¹ OrgBook BC, Sprint With Us and Code With Us are not available via Microsoft Explorer browser; use, for example, Google Chrome, Microsoft Edge, or Mozilla Firefox.

- Launched the first phase of [Cooperatives Online](#), a new web application that allows cooperatives to file their annual reports, director changes and address changes quickly and easily online. This replaces paper-based reporting and cooperatives are using the BC Services Card login authentication system, which provides a trusted and secure digital identity.
- Released a self-serve solution to support the required maintenance filings and document retrieval, as well as an online payment option for cooperative associations. In addition, the Ministry launched an online dispute resolution approach for societies and cooperative associations. These activities are part of a phased, multi-year modernization initiative to replace and improve the applications used for the Corporate, Personal Property and Manufactured Homes Registries.
- Issued over 85 contracts to dozens of small to medium-sized tech companies through the new [Sprint With Us](#)¹ and [Code With Us](#)¹ programs, which are faster, easier and more transparent than traditional procurement processes.

Performance Measure	2011/12 Baseline ¹	2018/19 Actuals	2019/20 Target	2019/20 Actuals	2020/21 Target	2021/22 Target
1.2 Satisfaction with services to businesses provided by Service BC.	89%	86%	Biennial survey; next survey in 2020/21	Biennial survey; next survey in 2020/21	At least 90%	Biennial survey; next survey in 2022/23

Data source: [BC Stats](#). The margin of error is $\pm 2\%$ at the 95% confidence level.

¹ In the [Ministry of Citizens' Services 2019/20 – 2021/22 Service Plan](#), the baseline year was inadvertently published as 2016/17. The last correct baseline of 2011/12 was published in the February 2017 [Ministry of Technology, Innovation and Citizens' Services 2017/18 – 2019/20 Service Plan](#).

Discussion of Results

Biennial survey results reflect the overall experience that business representatives have when requesting or receiving support from Service BC. Service BC strives to reach a score of at least 90%, which indicates Service BC met businesses' needs in a convenient and timely manner.

The next survey will be conducted within the 2020/21 fiscal year and those results will be available in the *2020/21 Annual Service Plan Report*.

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

Protecting the access and use of government information and data is the foundation of a functioning democracy and is a fundamental duty of public servants. Government information, including the use of data, allows for evidence-based decision making and innovation that meet the needs of British Columbians. The Ministry is undertaking several measures to fulfill this commitment and enhance privacy and access to information and data in B.C. These actions may require both non-legislative initiatives – such as policy, process and program enhancements – and legislative amendments.

Objective 2.1: Enhance public access to government records.

Key Highlights

- Brought amendments to the [Information Management Act](#) into force that formalized the obligation for all government employees to document their decisions.
- Completed an Information Management practice review in order to assess Ministry practices in relation to legislation and policy requirements.
- Consulted with ministry privacy officers and privacy stakeholders across government on the Privacy Impact Assessment process and identified areas for improvement. The Ministry is now working to make the process more streamlined and transparent.

Performance Measure	2016/17 Baseline	2018/19 Actuals	2019/20 Target ¹	2019/20 Actuals	2020/21 Target ¹	2021/22 Target ¹
2.1 Percent of on-time Freedom of Information requests.	80%	89%	90%	83%	91%	92%

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

¹ In the [Ministry of Citizens' Services 2020/21 – 2022/23 Service Plan](#), the forecast and targets for this performance measure are lower; reasoning for the variance is described in the plan.

Discussion of Results

The percentage of on-time responses to Freedom of information (FOI) requests is an essential way for government to measure the effectiveness of its access to information program. This measure is of significant interest to the public and provides an indication of government's annual performance in responding to FOI requests within the timelines defined in the *Freedom of Information and Protection of Privacy Act*.

The variance between the 2019/20 target and actual results is due to the ongoing increase in request volumes, which are also growing in breadth and complexity. Targets for 2020/21 and 2021/22 have been adjusted accordingly in the [2020/21 – 2022/23 Service Plan](#).

Government has received near all-time highs for requests over the last few years – FOI requests increased by 40% between 2016/17 and 2019/20. A recent trend over time is displayed on page 5 of government's [2017/18 & 2018/19 Report on the Administration of FOIPPA](#).

Specifically, here are the number of requests the B.C. Government received for the past four years:

- 2016/17 – 9,310 requests;
- 2017/18 – 10,471 requests;
- 2018/19 – 12,247 requests; and
- 2019/20 – 13,079 requests.

The Ministry continues to facilitate efficient request processing through standardized practices, streamlined business processes and continuous-improvement methods. Targets represent realistic results given the increased demand, volume and complexity of FOI requests.

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

Key Highlights

- Launched the Data Innovation Program, a data integration and analytics program for government that can securely link and de-identify data from multiple ministries, giving government analysts a better understanding of B.C.'s complex issues.
- Developed and published the Information Sharing Agreement Directions (ISA Directions), which are a legislative tool that dictate how agreements need to be prepared. The ISA Directions clarify and streamline requirements for ISAs, namely by reducing administrative burden on these types of arrangements in order to support more information sharing – particularly between ministries.
- Partnered with the BC Coroners Service to create an interactive tool to help make progress on unsolved and active cases involving unidentified remains. The coroners service had the data but did not have a way to share that data with the public in a meaningful way. Data BC's Web Mapping Service was leveraged to support a new Unidentified Human Remains Interactive Viewer in 2019. Since launch, tips have led to 22 active cases and helped close two investigations.

Performance Measure	2017/18 Baseline	2018/19 Actuals	2019/20 Target	2019/20 Actuals	2020/21 Target	2021/22 Target
2.2 Number of datasets in B.C. Data Catalogue ¹	2,750	2,971	2,850	3,170	2,900	2,950

¹ Data source: DataBC Website - <https://catalogue.data.gov.bc.ca/dataset>

Discussion of Results

By working with departments across government and the broader public sector to increase the amount of data sets in the Data BC Catalogue, the Ministry is ensuring greater public accountability and improving access to government data, resulting in evidence-based decision making. The availability of data and mapping expertise helps other government departments and agencies deliver on their mandates. The target for the number of data-sets for 2019/20 was surpassed due to increased profile of the value of data through the BC Data Council and its dedicated engagement efforts. BC's Data Council is a cross-government group of data experts that support an all-of-government approach to management of public sector data to facilitate data use by government, academia, the private sector and citizens.

Goal 3: Make life better for British Columbians by delivering the services that people count on.

Rapid social change, technological innovation, climate change and rising citizen expectations are changing the way government does business. The Ministry is focused on delivering better services for people regardless of where they live in the province, including providing easy-to-use online services, making better use of data, and improving direct engagement with British Columbians. Connectivity is the ability for people to affordably connect to the internet and access the information and services they need, when and where they need them. The Ministry is working to ensure everyone, including those living in rural and Indigenous communities, has access to high-speed internet services and can fully participate in the digital economy.

Objective 3.1: High-speed internet is expanded with increased bandwidth in rural and Indigenous communities.

Key Highlights

- Expanded high-speed internet services to rural, remote and Indigenous communities throughout B.C. in order to increase opportunities to learn, do business, access services, respond to emergencies and stay connected as part of the [Connecting British Columbia](#) program.
- Through the Connected Communities program, provided planning capacity supports and developed a range of learning resources and tools to enable local governments and Indigenous communities to achieve greater benefits through connectivity. Resources include a self-assessment/digital readiness tool, educational videos showcasing the difference connectivity makes in communities, and a community information tool that integrates civic information, government assets, maps and other digital-infrastructure data to support digital-investment decisions.
- Northern Development Initiative Trust, in collaboration with Network BC, published the third version of the [Connectivity Handbook](#) that helps communities, project partners and others understand more about connectivity in B.C. In addition, the Ministry launched the new [Connectivity in B.C.](#) webpages to provide provincial internet information.
- Established cross-sector partnerships and joint working groups to identify and realize the social well-being benefits of connectivity. In addition, the Ministry participated in community-planning forums and facilitated connectivity workshops and panels.

Performance Measure	2018/19 Baseline ⁴	2019/20 Target ⁴	2019/20 Actuals ⁴	2020/21 Target ⁴	2021/22 Target ⁴
3.1 Number of rural, remote and Indigenous communities ¹ that have benefitted from investments in high-speed internet. ^{2,3}	417 communities	479 communities	479 communities	525 communities	570 communities

¹ Data Source: Government of Canada: Geolocated placenames dataset:

<https://open.canada.ca/data/en/dataset/fe945388-1dd9-4a4a-9a1e-5c552579a28c>.

² Data Source: Ministry of Citizens' Services (Network BC) internal analysis.

³ This performance measure has been redefined since the [Ministry of Citizens' Services 2019/20 – 2021/22 Service Plan](#), the targets for this performance measure were still to be determined. In this context, the definition of 'community' refers to rural and remote communities and includes named places such as districts, Indigenous communities, municipalities, towns, villages as well as incorporated areas and strategic landing sites required for a network to operate. Communities may require one or more projects to be wholly served at the Canadian Radio-television and Telecommunications Commission Universal Service Objective of 50 Megabits per second download and 10 Megabits per second upload.

⁴ Figures represent a cumulative number of communities.

Discussion of Results

This performance measure demonstrates the level of success in expanding the number of communities with broadband internet.

The Province helps develop strategies and programs that enable the private sector to expand broadband infrastructure in rural, remote and Indigenous communities. In December 2016, the Canadian Radio-television and Telecommunications Commission announced measures to help ensure Canadians, regardless of where they live, have access to internet service at speeds of at least 50/10 Megabits per second as the new standard for download/upload speeds. The new standard includes populations living outside of established or defined communities.

The Connecting British Columbia program has leveraged federal funding and private sector capital investment to expand access to high-speed internet in rural, remote and Indigenous communities. Since July 2017, the program has invested in projects to connect more British Columbians with high-speed internet in 479 communities, of which 89 are Indigenous. In the context of the program, communities include locations that have benefitted from local (last-mile) infrastructure and transport builds. In Fiscal Year 2019/20, 62 communities have benefitted from program investments. The Ministry tracks connectivity status to federally defined communities and locations not defined by the federal government.

The targets presented for the next two fiscal years are based on information received from different sources and are subject to change; factors like weather conditions, terrain and the remoteness of each community can affect the build process. This measure does not consider the take-up usage rate (i.e., end-user) of how many users there are and does not include access to cellular service. There are multiple factors that may impact the Province's ability to realize these targets, as this initiative depends on several factors, including the ability to coordinate funding sources from federal and local governments and the private sector.

Objective 3.2: Government services are more available, effective and efficient.

Key Highlights

- Launched a [Digital Framework](#) – government's plan to support modern digital services that meet the needs and expectations of British Columbians.
- Partnering with the Ministry of Social Development and Poverty Reduction, Service BC provided additional government services in the community of Masset; more consolidated and seamless services in Quesnel; and improved service offerings in Lillooet and Invermere. In partnership with the Ministry of Children and Family Development, Service BC increased services in McBride, B.C., including adding a community access computer terminal and a public telephone line to Service BC.
- Expanded BC Services Card usage to support British Columbians' secure access to government online services for: the Canada Revenue Agency, supporting citizens application for benefit programs; primary health care providers, to review those residents who have signed up and are waiting for attachment to a provider through HealthLinkBC Health Connect Registry; pharmacists, prescribers and device providers who require PharmaNet through PharmaNet Prime; and businesses, including incorporation and annual filings for cooperatives.
- British Columbians can also now use their BC Services Card to log in to the Service BC Billing and Payment Services Portal to pay and manage their revenue services accounts, which include BC student loans, court fines, ambulance services, employment and assistance, Fair Pharmacare, and the Medical Services Plan.
- Released a new Service BC channel, Verify by Video, to give B.C. residents more choice, convenience and accessibility in completing the identity verification process, which is a required step before people can use their BC Services Card to access online government services.
- Launched the [CleanBC Government Buildings Program](#), which integrates Ministry services to help government achieve its overarching commitment to reduce energy and associated greenhouse gas emissions, while modernizing the service experience for clients and British Columbians. In 2019/20, the program implemented more than 18 energy retrofit projects, a smart technology pilot project, a climate risk assessment, and a clean energy study.
- Developed a strategy to implement next phases of the Barrier Free Program with efforts to ensure universal/gender-inclusive access to washrooms in government facilities, including public-serving offices. This included consulting with the Rick Hansen Foundation to advance the accessibility of government buildings beyond the building code, and publishing updated technical standards, which will be used in all new construction and renovation projects.

Performance Measure	2012/13 Baseline ¹	2018/19 Actuals ²	2019/20 Target ¹	2019/20 Actuals	2020/21 Target ¹	2021/22 Target ¹
3.2 Citizen satisfaction with Service BC Centres and Contact Centre.	90%	91.7%	Biennial survey; next survey in 2020/21	Biennial survey; next survey in 2020/21	At least 90%	Biennial survey; next survey in 2022/23

Data Source: [BC Stats](#). The margin of error is $\pm 1\%$ at the 95% confidence level.

¹ In the [Ministry of Citizens' Services 2019/20 – 2021/22 Service Plan](#), the baseline year was inadvertently published as 2016/17 and the 2019/20, 2020/21 and 2021/22 targets were inadvertently published as 90%. The last correct baseline of 2012/13 and 2019/20 target noting that this measure is based on biennial surveys was published in the February 2017 [Ministry of Technology, Innovation and Citizens' Services 2017/18 – 2019/20 Service Plan](#). The last correct 2020/21 target of “At least 90%” was published in the February 2020 [Ministry of Citizens' Services 2020/21 – 2022/23 Service Plan](#).

² In the [Ministry of Citizens' Services 2018/19 Annual Service Plan Report](#), the 2018/19 actual was inadvertently published as 96.4%.

Discussion of Results

This measure is based on surveys that focus on the overall citizen experience when people access government programs and services, either in person through Service BC Centres or by telephone through the Service BC Provincial Contact Centre. The measure shows how satisfied people are with overall quality when they access government programs and services.

Citizen satisfaction is calculated as a weighted average of the in-person and telephone survey results, based on the volume of citizens served by each channel. Service BC strives to reach at least 90% satisfaction, which indicates citizens' needs were met in a convenient and timely manner.

The next survey will be conducted in the 2020/21 fiscal year, and these results will be available in the *2020/21 Annual Service Plan Report*.

Financial Report

Discussion of Results

The Ministry of Citizens' Services managed within the 2019/20 budget and other authorizations, ending the year with operating expenditures of \$595.8 million. Capital expenditures were \$377.3 million, underspending was primarily due to changes in project timelines. The ministry supported broader government in achieving its mandate priorities through cost effective services provided to ministries and direct services to the public. These efforts contributed to government achieving its overall fiscal targets and ensures we are strategically positioned to continue to achieve our goals in the coming years.

Financial Summary

	Estimated	Other Authorizations ¹	Total Estimated	Actual	Variance
Operating Expenses (\$000)					
Services to Citizens and Businesses	32,470		32,470	32,006	(464)
Office of the Chief Information Officer	16,703		16,703	11,043	(5,660)
Information Communication Technologies	1,203	17,239	18,442	19,433	991
Procurement and Supply Services	4,209	3,761	7,970	10,182	2,212
Real Property	315,573	11,801	327,374	329,379	2,005
Enterprise Services	138,903	2,461	141,364	138,731	(2,633)
Corporate Information and Records Management Office	22,268		22,268	24,184	1,916
Executive and Support Services	20,311		20,311	21,944	1,633
Government Digital Experience		8,655	8,655	8,925	270
Sub-total	551,640	43,917	595,557	595,827	270
Adjustment of Prior Year Accrual ²				(747)	(747)
Total	551,640	43,917	595,557	595,080	(477)

Ministry of Citizens' Services

	Estimated	Other Authorizations ¹	Total Estimated	Actual	Variance
Ministry Capital Expenditures (Consolidated Revenue Fund) (\$000)					
Services to Citizens and Businesses	-	-	-	-	-
Office of the Chief Information Officer	113,550	-	113,550	96,126	(17,424)
Procurement and Supply Services	260	-	260	188	(72)
Real Property	251,286	19,383	270,669	232,008	(38,661)
Enterprise Services	51,792	214	52,006	48,706	(3,300)
Corporate Information and Records Management Office	-	-	-	-	-
Executive and Support Services	352	-	352	243	(109)
Total	417,240	19,597	436,837	377,271	(59,566)
Other Financing Transactions (\$000)					
Real Property - Strategic Real Estate Services					
Receipts	(1,500)	-	(1,500)	(802)	698
Disbursements	2,000	-	2,000	975	(1,025)
Net Cash Source (Requirements)	500	-	500	173	(327)
Total Receipts	(1,500)	-	(1,500)	(802)	698
Total Disbursements	2,000	-	2,000	975	(1,025)
Total Net Cash Source (Requirements)	500	-	500	173	(327)

¹ "Other Authorizations" include Supplementary Estimates, Statutory Appropriations and Contingencies. Amounts in this column are not related to the "estimated amount" under sections 5(1) and 6(1) of the *Balanced Budget and Ministerial Accountability Act* for ministerial accountability for operating expenses under the Act. Operating – Access to Contingencies of \$17.239 million for Information Communication Technologies, \$3.761 million for Procurement and Supply Services, \$11.801 million for Real Property Division, \$2.461 million for Enterprise Services, and Government Reorganization of \$8.655 million for Government Digital Experience transfer-in.

Capital – Access to Contingencies of \$19.383 million for Real Property Division, \$0.214 million for Enterprise Services.

² The Adjustment of Prior Year Accrual of \$0.747 million is a reversal of accruals in the previous year.