

**Ministry of  
Citizens' Services**

**2017/18 – 2019/20  
SERVICE PLAN**

September 2017



For more information on the Ministry of Citizens' Services,  
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## Minister Accountability Statement



The *Ministry of Citizens' Services 2017/18 - 2019/20 Service Plan* was prepared under my direction in accordance with the *Budget Transparency and Accountability Act*. I am accountable for the basis on which the plan has been prepared.

A handwritten signature in blue ink that reads "Jinny Sims". The signature is written in a cursive, flowing style.

Honourable Jinny Jogindera Sims  
Minister of Citizens' Services  
August 28, 2017

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## **Purpose of the Ministry**

The [Ministry of Citizens' Services](#) (the Ministry) focuses on providing key services citizens count on and building opportunities for local communities and businesses to benefit from government's purchasing power.

The Ministry is committed to make life better for British Columbians by delivering more efficient and accessible services to residents across B.C. This means the Ministry provides simple and easy access to the government services citizens need through a single point-of-service approach. The Ministry provides leadership, coordination, facilitation and support for the expansion of high-speed internet and cellular connectivity throughout the province. The Ministry provides corporate leadership across government to modernize and transform government's information management and information technology (IT) systems so they effectively meet the needs of British Columbians. The Ministry also supports government by managing the province's real estate assets, technology systems and equipment.

Moving forward, the Ministry will leverage its strength to create greater opportunities for government procurement, including IT and software development, to work better for companies that hire locally, have a local supply chain and benefit B.C. communities.

## Ministry Goals, Objectives and Performance Measures

The Ministry of Citizens' Services' goals are to help government achieve the following three commitments to British Columbians:

- The first commitment is to make life more affordable. British Columbians are counting on government to make their lives easier by containing costs and service fees.
- The second commitment is to deliver the services that people count on. Government services touch the lives of British Columbians every day, and there is so much more that we can – and must – do to provide these services where and when people need them. Additionally, in many cases, critical programs and services are delivered by Crown corporations, and our Ministry will work with Board Chairs to improve levels of service to citizens.
- The third commitment is to build a strong, sustainable, innovative economy that works for everyone. Our government believes that all ministries and public sector organizations have a role to play in supporting broad-based economic growth, developing poverty reduction strategies, and helping create good-paying jobs in every region of the province.

Integrating with these priorities is government's commitment to true, lasting reconciliation with First Nations in British Columbia, as we move towards fully adopting and implementing the United Nations Declaration on the Rights of Indigenous Peoples and the Calls to Action of the Truth and Reconciliation Commission.

Beyond our work in supporting these commitments, the Minister of Citizens' Services has been tasked in the [mandate letter](#) to achieve the following specific objectives and performance targets:

- Institute a cap on the value and the length of government IT contracts to save money, increase innovation, improve competition and help our technology sector grow.
- Ensure government IT and software development procurement work better for companies that hire locally and have a local supply chain.
- Improve access to information rules to provide greater public accountability.
- Improve response and processing times for freedom of information requests.

Our Ministry will continue to develop specific objectives and performance measures for inclusion in our 2018/19 Service Plan, which will be released with *Budget 2018*.

## Resource Summary

Core Business Area	2016/17 Restated Estimates <sup>1</sup>	2017/18 Estimates	2018/19 Plan	2019/20 Plan
<b>Operating Expenses (\$000)</b>				
Service to Citizens and Businesses	17,306	17,642	18,048	18,048
Office of the Chief Information Officer	9,959	50,030	10,140	10,140
Procurement and Supply Services	2,495	2,835	3,213	3,213
Real Property	281,105	296,179	289,533	289,533
Technology Solutions	145,297	145,566	145,938	145,938
Corporate Information and Records Management Office	15,307	18,951	19,150	19,150
Executive and Support Services	20,722	19,859	20,042	20,042
<b>Total</b>	<b>492,191</b>	<b>551,062</b>	<b>506,064</b>	<b>506,064</b>
<b>Ministry Capital Expenditures (Consolidated Revenue Fund) (\$000)</b>				
Office of the Chief Information Officer	55,339	93,130	89,820	88,390
Procurement and Supply Services	0	317	158	260
Real Property	133,752	184,622	152,104	167,195
Technology Solutions	15,558	11,644	10,821	12,719
Executive and Support Services	10	10	10	10
<b>Total</b>	<b>204,659</b>	<b>289,723</b>	<b>252,913</b>	<b>268,574</b>
<b>Other Financing Transactions (\$000)</b>				
Release of Assets for Economic Generation				
Receipts	(4,000)	(6,000)	(2,000)	(500)
Disbursements	4,500	4,500	2,000	2,000

<b>Core Business Area</b>	<b>2016/17 Restated Estimates<sup>1</sup></b>	<b>2017/18 Estimates</b>	<b>2018/19 Plan</b>	<b>2019/20 Plan</b>
<b>Net Cash (Requirements)</b>	500	(1,500)	0	1,500
<b>Total Receipts</b>	(4,000)	(6,000)	(2,000)	(500)
<b>Total Disbursements</b>	4,500	4,500	2,000	2,000
<b>Total Net Cash Source (Requirements)</b>	500	(1,500)	0	1,500

<sup>1</sup>For comparative purposes, amounts shown for 2016/17 have been restated to be consistent with the presentation of the 2017/18 *Estimates*.

\* Further information on program funding and vote recoveries is available in the [Estimates and Supplement to the Estimates](#).



## Major Capital Projects

Major Capital Projects (over \$50 million)	Targeted Completion Date (Year)	Project Cost to June 30, 2017 (\$ millions)	Estimated Cost to Complete (\$ millions)	Approved Anticipated Total Capital Cost of Project (\$ millions)
<p><b>Replacement of Maples and PAC Facility – Riverview site</b></p> <p>In 2015, the Province approved the relocation of the Maples Adolescent Treatment Centre (Maples) and Provincial Assessment Centre (PAC) Programs in a new facility on the Riverview Lands in Coquitlam, BC. Maples provides residential, non-residential and outreach services to support youth, families and communities; PAC provides multi-disciplinary mental health services for individuals aged 14 or older.</p> <p>The facility is designed to address the Clients' desired operational model for the programs; to reduce critical safety risks to patients and staff and to improve health outcomes. The building will minimize environmental stressors such as noise and will provide a built environment better suited to the delivery of care through sound control and maximization of natural light to patient spaces. The facility will also include decorative elements designed by the Kwikwetlem First Nation.</p> <p>The replacement of the existing building will inform BC Housing's land use planning by creating value for the future development of the Riverview Lands as a whole.</p>	2018/19	11	64	75

## Appendix A: Ministry Contact Information

Department	Telephone	Website or Email
Government Chief Information Officer	<b>In Victoria:</b> 250 387-0401	<a href="http://www.cio.gov.bc.ca/">http://www.cio.gov.bc.ca/</a>
Service BC	<b>In Victoria:</b> 250 387-6121 <b>In Metro Vancouver:</b> 604 660-2421 <b>Elsewhere in B.C.:</b> 1 800 663-7867 <b>Outside B.C.:</b> 604 660-2421	<a href="http://www.servicebc.gov.bc.ca/">http://www.servicebc.gov.bc.ca/</a>
Real Property	<b>In Victoria:</b> 250 387-8280	<a href="http://www2.gov.bc.ca/gov/content/governments/services-for-government/real-estate-space">http://www2.gov.bc.ca/gov/content/governments/services-for-government/real-estate-space</a>
Network BC	<b>In Victoria:</b> 250 356-6118	<a href="http://www2.gov.bc.ca/gov/content/governments/about-the-bc-government/communications-technology/internet-in-bc">http://www2.gov.bc.ca/gov/content/governments/about-the-bc-government/communications-technology/internet-in-bc</a>