

Ministry of Citizens' Services

2024/25 – 2026/27 Service Plan

February 2024



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Minister's Accountability Statement



The Ministry of Citizens' Services 2024/25 – 2026/27 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.

Honourable George Chow
Minister of Citizens' Services
February, 2024

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Strategic Direction

In 2024/25, the Government of British Columbia will remain focused on providing the services and infrastructure that people depend on to build a good life. Government will continue delivering results that matter to British Columbians including helping people with costs, attainable and affordable housing, strengthened health care, safer communities, and a secure, clean, and fair economy. Government will continue working collaboratively with Indigenous Peoples as it implements the Action Plan for the Declaration on the Rights of Indigenous Peoples Act and delivers initiatives that advance reconciliation in ways that make a difference in communities throughout the province.

This 2024/25 service plan outlines how the Ministry of Citizens' Services will support government's priorities, including the foundational principles listed above and selected action items identified in the December 2022 Minister's Mandate Letter.

Purpose of the Ministry

[The Ministry of Citizens' Services](#) brings innovation, value and service excellence to the public service and people in B.C. In support of this, the Ministry works with its partners to create opportunities, find innovative solutions, and implement the changes that support and enable government to achieve its priorities for people in B.C. [The Ministry is guided by several pieces of provincial legislation.](#)

Dedicated to making life better for people in B.C., the Ministry provides accessible multi-channel services through a single-point-of-contact service approach to people in urban and rural communities through [Service BC](#), and delivers the digital face of government at www.gov.bc.ca.

To help people connect to government supports and services, including virtual healthcare and online learning, the Ministry supports the expansion of high-speed internet connectivity in rural and remote Indigenous and non-Indigenous communities throughout our geographically vast and diverse province. Internet connectivity supports job growth, a strong and diversified economy, healthcare delivery and resilient communities. The Ministry also supports the expansion of cellular connectivity along highways, improving public safety and access to emergency services, especially along rural and remote stretches.

In addition, the ministry provides expertise to government including supporting public engagement and designing better services with public input through service design and improving the government's online presence through user testing.

The Ministry provides strategic direction across government to strengthen information-management and technology, by improving transparency and access for people in B.C. This includes responding to Freedom of Information (FOI) requests and providing trusted data

services, statistical and economic research and analysis to businesses and the public sector. It also includes strengthening privacy practices to ensure personal information is protected.

The ministry manages and aligns government's real estate assets and facilities-related services, technology systems, infrastructure, and equipment with the changing nature of the work environment, including the procurement of high value contracts critical to delivering technology services to government and the broader public sector. These technologies also enable the ministry to support multiple government response organizations during, for example, wildfires and floods.

With a goal of creating more opportunities for businesses of all sizes to engage in government procurement, including increased participation by Indigenous businesses and communities, the ministry is working to support a resilient vendor marketplace and increased business opportunities to create rewarding jobs that benefit individuals, families, and communities across the province. The ministry also serves other ministries, the broader public sector and people in B.C. in full cost-recovery business areas including publishing and printing solutions via [King's Printer](#), Asset Investment Recovery, [BC Mail](#) and Product Distribution Centre.

Operating Environment

There are many internal and external factors that may affect the operating environment of the ministry in achieving its strategic direction, including social change, shifting demographics, technological innovation, and global market uncertainty. Climate hazards, such as extreme heat events, wildfires and floods can impact service delivery at government buildings and make government building infrastructure vulnerable. Working collaboratively with various levels of government, Indigenous partners, interested parties and the private sector impacts the ministry's work and implementation of priorities; for example, partnering with all levels of government and the private sector to expand access to high-speed internet to all households across the province by 2027.

Evolving expectations of the people in B.C. are changing the way government does business; people expect to access government services through multiple channels, including digital channels. To that end, the ministry is aiming to provide improved, easy-to-use services and information for all people, equitably, across the province. As people's expectations for service delivery evolve and with emerging technologies, the ministry needs to be responsive to facilitate multi-channel service delivery, access to information, and coordinated information and services to the public.

There is increased expectation for government openness, transparency, and accessibility. The rapid evolution of technology has enormous potential to support service delivery improvement. At the same time, government is also managing the vast amount of information it collects, uses, and produces in daily operations while protecting privacy and ensuring accountability.

Recruitment and retention of skilled staff is critical to meeting ministry goals and objectives. Maintaining a high quality of service requires an engaged workforce that is prepared to meet

the expectations of changing service demands. The ministry continues to embrace the opportunities presented to redefine services and improve how people in B.C. engage and interact with government.

Economic Statement

B.C.'s economy posted modest growth last year as interest rate increases weighed on the economy, and employment continued to expand, supported by immigration. Inflation in the province continued to ease and the Bank of Canada has not raised its policy interest rate since July 2023. The impact of higher rates on borrowing costs and elevated household debt led to lower consumer spending and reduced home sales. Lumber, natural gas and coal prices declined in 2023, reducing the value of the province's goods exports. Meanwhile, there was a record number of housing starts in the province in 2023. There is uncertainty over the transmission of high interest rates to the residential construction sector and the duration of slower growth for the rest of the economy in B.C. and among our trading partners. The Economic Forecast Council (EFC) estimates that B.C. real GDP expanded by 0.9 per cent in 2023 and expects growth of 0.5 per cent in 2024 and 2.1 per cent in 2025. Meanwhile for Canada, the EFC estimates growth of 1.1 per cent in 2023 and projects national real GDP growth of 0.5 per cent in 2024 and 1.9 per cent in 2025. As such, B.C.'s economic growth is expected to be broadly in line with the national average in the coming years. The risks to B.C.'s economic outlook continue to center around interest rates and inflation, including the risk of price increases stemming from geopolitical conflicts, the potential for interest rates remaining higher for longer, and uncertainty around the depth and timing of the impact on housing markets. Further risks include ongoing uncertainty regarding global trade policies, lower commodity prices, climate change impacts and the volatility of immigration levels.

Performance Planning

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

Through updated procurement and business registration services and engagement across the province, the ministry will continue to explore how to improve government procurement and create opportunities for small, medium, and large-sized businesses, including those in rural and Indigenous communities.

Objective 1.1: Create opportunities for small, medium, and large businesses to access government procurements.

Value for money is maximized when the contract types and procurement processes are scaled to meet business needs and align with the market, rather than a “one size fits all” approach. This enables a broad-based supplier community, including Indigenous businesses, and promotes supply resiliency for the timely delivery of government’s services and requirements.

Key Strategies

- Continue to create culturally appropriate procurement practices and help build procurement capacity for Indigenous businesses, communities, and government employees through the [Indigenous Procurement Initiative](#).
- Provide leadership for continued upfront planning, engagement, and collaboration with small, medium, and large suppliers in communities across B.C. to make it easier for them to do business with government.
- Evolve and update the [BC Procurement Strategy](#), to make it easier for businesses of all sizes to work with government and create opportunities for communities across the province.
- Continue to develop policies, standards, and guidance for government procurement processes to help improve Indigenous, social, environmental, and economic outcomes for businesses and communities across the province.
- Promote procurement of Information Technology solutions that best leverage industry expertise, increase flexibility, and provide more value for both government and suppliers.

Discussion

The strategies under this objective will create more opportunities for business—regardless of their size—to participate in government procurement by increasing capacity, responding more effectively to changes in markets and enhancing user experience. Planned milestones include:

- Co-develop an action plan to identify and implement actions under the [Indigenous Procurement initiative](#) through an external advisory committee that includes representatives from Indigenous businesses and communities.
- Continue to conduct Discovery Day sessions based on past success, where government presents their challenges, allowing vendors to get a better understanding of government’s needs and submit potential solutions.
- Update the [BC Procurement Strategy](#), with a clear focus on the needs of the people in B.C., buyers, and suppliers to work towards a more equitable, accessible, and sustainable economy for everyone.
- Continue to monitor the Impact Procurement project through information and data collection. All purchases have the potential for economic, social, Indigenous, or environmental impact. This multi-year pilot project is testing a broadened scope of

government's social impact purchasing guidelines and will help to develop the policies, standards, and guidance necessary to use purchasing power to improve Indigenous, social, environmental, and economic outcomes.

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

Improving procurement and business registration services results in efficiencies for both government buyers and businesses wishing to do business with government. Making it easier for buyers to do business can increase participation in procurement processes, which results in increased business opportunities and economic growth for everyone in B.C., including in rural and Indigenous communities.

Key Strategies

- Continue to enhance extra-provincial business registration by improving BC Registry platforms, allowing for easier access and verification, and creating a consistent user experience.
- Continue to streamline and simplify BC Registry Services to make it easier for people to startup and maintain a business in B.C.
- Continue to enhance digital security ensuring business information remains secure when accessed through government channels.
- Simplify procurement interactions between government buyers and suppliers by expanding the [Digital Marketplace](#).
- Explore changes that can be made to be more inclusive of Indigenous languages in business name registration.

Discussion

The strategies noted above will make it easier for business to work with government. By creating the conditions for responsive service delivery, the ministry can continuously enhance the experience for businesses that wish to conduct business with government. This flexibility is particularly important for the [Digital Marketplace](#), which must be adaptive to the quickly changing business landscape in the technology sector.

In partnership with multiple service providers across government and the broader public sector, the ministry is completing a multi-year project to improve and enhance Registry services and B.C. business data, focused on improving technology, security, and efficiency, to streamline access to business information and support services for people in B.C.

The factors that may impact the Ministry's ability to realize these objectives, include the availability of qualified technical resources and partner readiness as government systems are transitioned away from a mainframe infrastructure.

Performance Measures

Performance Measure	2011/12 Baseline	2023/24 Forecast	2024/25 Target	2025/26 Target	2026/27 Target
1a Satisfaction with services to businesses provided by Service BC. ¹	89%	Biennial survey; next survey in 2024/25	89%	Biennial survey; next survey in 2026/27	89%

Data source: BC Stats.

¹ The margin of error is $\pm 2\%$ at the 95% confidence level.

Discussion

Progress is measured on biennial business satisfaction surveys that focus on the overall experience when accessing government programs and online services. The survey results reflect the overall experience that business representatives have with Service BC when requesting or receiving support.

Service BC strives to reach a business satisfaction score of 89%, which indicates Service BC met businesses' needs in a convenient and timely manner. Business satisfaction levels are evaluated using a survey conducted by BC Stats on a biennial basis. Data provided by these surveys are used to inform continuous improvement efforts in service delivery.

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

Access to, use, and protection of government information and data is the foundation of a functioning democracy and is a fundamental duty of the public service. Government information, including data, allows for evidence-based decision making and innovation to better meet the needs of the people in B.C.

Objective 2.1: Enhance public access to government records.

The Ministry provides corporate leadership across government with respect to government's information management legislation, policies, practices, operations, and training. These efforts focus on improving the capacity of public servants to effectively manage government information, protect sensitive and personal information and provide timely responses to FOI requests.

Key Strategies

- Continue to streamline FOI processes and improve access to information.
- Support government bodies in creating, maintaining, and archiving government information.

- Enhance access to information and support government's commitment to open information and transparency by proactively disclosing information so that people in B.C. can access more government records without having to place an FOI request.

Discussion

The strategies noted above will work together to enhance the public's access to government records by proactively disclosing certain information to the public domain and by enhancing internal systems to improve timeliness and service delivery.

Since fiscal year 2020/21, the Ministry has committed over \$7.7M to improve FOI services to ministries. This project has resulted in the introduction of new technology and business processes to support the large volume of requests received each year while also improving the applicant experience by making processes more transparent and easier to use. All ministries were onboarded in 2023/24, making access to information services more efficient and easier for people in B.C.

The Ministry will continue to focus on establishing and developing systems, processes, and policy to support the ingestion, preservation, and access to archived government information. Progress will be monitored by the Ministry through regular reporting. Proactive disclosure is the release of government information to the public without a formal FOI request. The practice of disclosing information on a proactive basis is the best way for government to improve access to information, transparency, and accountability. The Ministry facilitates the publication of specific categories of information on behalf of government under [proactive disclosure directives](#), and progress is monitored by reports to the minister.

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

The province sets the laws and policies that ensure appropriate collection, management, and use of data within government. Reliable, timely, quality data is necessary to understand and identify real workable solutions to major issues in B.C., such as systemic racism, homelessness, the impact of climate change and reconciliation with Indigenous Peoples. This work requires thorough consideration so that government protects people's privacy, collects only what is necessary, and analyzes data in such a way that ensures trust. Concurrently, strong cybersecurity practices are essential for the protection of sensitive information, enabling people to conduct their online transactions with confidence that the information entrusted to government is secure.

Key Strategies

- Continue to address barriers to effective use of data in delivering services to people living in B.C. more efficiently and effectively.
- With the [Anti-Racism Data Act](#) as a foundation, working with Indigenous Peoples and the Anti-Racism Data Committee use the data collected through the BC

Demographic Survey to develop data standards and directives that support the safe collection and use of data to identify and address systemic racism.

- Expand the use of cross-government data and the Data Innovation Program to increase evidence-based decision making and better inform public policy including focusing on the 2023 *Anti-Racism Data Act* research priorities which were developed in consultation with Indigenous Peoples and the Anti-Racism Data Committee.
- Continue to increase the data catalogued through open data initiatives, including partnering with holders of high value datasets, to showcase data available and encourage its use.
- Continue to establish and promote a distinctions-based approach to Indigenous data governance, including supporting the establishment of a First Nations-governed and mandated regional data governance centre in alignment with the First Nations Data Governance Strategy.

Discussion

The Ministry will monitor progress towards the regional information governance centre as part of the [Declaration Act Action Plan](#) and collaborate with the First Nations Summit on identified projects.

Under the [Anti-Racism Data Act](#), in addition to supporting cultural safety and consideration of community harm in the production of statistics, the Ministry will report statistics or other information respecting systemic racism and racial equity for public transparency and accountability on or before June 1st every year.

Performance Measures

Performance Measure	2016/17 Baseline	2023/24 Forecast	2024/25 Target	2025/26 Target	2026/27 Target
2a Percent of on-time Freedom of Information requests.	80%	84%	90%	90%	90%

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

Discussion

An FOI request is a formal process to request records from a public body. Personal requests are when an individual requests their own information held by government, such as child in care records. General requests are requests for all other government information. Part of government's commitment to improve FOI service delivery is to prioritize requests from people wanting access to their personal information. The percentage of on-time responses to FOI requests measures the number of requests that were completed within the timelines defined in the [Freedom of Information and Protection of Privacy Act](#). It is one way for government to measure the effectiveness of its access-to-information program.

In 2023/24, the FOI Modernization project onboarded all ministries onto a new FOI request system. Additional enhancements include improvements that speed up the review and redaction of records by the Ministry's FOI analysts, with streamlined processes and faster application performance to save time and cost.

Performance Measure	2021/22 Baseline	2023/24 Forecast	2024/25 Target	2025/26 Target	2026/27 Target
2b Number of net new datasets in B.C. Data Catalogue.	145	80	100	125	160

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

Discussion

By working with partners across government and the broader public sector to increase the number and breadth of datasets in the BC Data Catalogue, the ministry is improving access to data and its use to support innovation and evidence-based decision making. Increasing this data catalogue will also support innovation through open data initiatives. Transparency into data holdings also ensures greater public accountability.

In 2023, the BC Data Service released a new Data Management Policy to help ministries manage their data consistently and strategically. Among other things, the policy sets an expectation for ministries to list high-value data resources in the BC Data Catalogue for discovery and access. It is expected that the Data Management Policy will drive use of the BC Data Catalogue and an increase in the number of datasets in the catalogue over time as ministries align themselves with the policy. The 2023/24 forecast and the targets for coming years have been adjusted to reflect the time it will take ministries to align with Data Management Policy.

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

Social change, technological innovation, climate change, and the expectations of the people in B.C. are changing the way government interacts with those it serves. To that end, the ministry is aiming to provide improved, equitable, easy-to-use services and information, regardless of how they access or where they live in the province.

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

The people in B.C. depend on a reliable internet service to conduct business and to access fundamental needs such as healthcare and education. This, in turn, supports job growth, a strong and diversified economy, and stronger communities. Internet connectivity is the foundation to many government priorities, including those for rural, remote, and Indigenous communities.

Key Strategies

- Support the expansion of high-speed internet services (broadband) to under-served rural and Indigenous communities through the [Connecting Communities BC](#) program.
- Leverage funds from the federal government and the private sector to support investments in transport and last-mile digital infrastructure to support the expansion of high-speed internet services to every household in the province by 2027.
- Ensure all homes have access to high-speed internet services through a mix of technologies – including fibre, cable, fixed wireless, and satellite.
- Improve access to 911 and emergency services along highways by expanding cellular connectivity along under-served highway segments.

Discussion

On March 8, 2022 the [governments of British Columbia and Canada announced an agreement to invest up to \\$830 million \(\\$415 million each\)](#) to support expanding broadband infrastructure in the province to all under-served households by 2027. Current funding for projects is administered through the [Connecting Communities BC](#) program. This is the next generation of the [Connecting British Columbia](#) program and a key part of the [StrongerBC Economic Plan](#) and the Stronger BC: [Good Lives in Strong Communities vision](#).

The first intake of the Connecting Communities BC program was launched in September 2022 and the most recent in January 2024. Subsequent intakes will be launched as required, until the program has achieved its goal of 100 per cent of households having access to an internet service by 2027 of at least 50 megabits per second (Mbps) download speed and 10 Mbps upload speed.

The Ministry is supporting the expansion of cellular service to an additional 550 kilometres of primary and secondary highways by 2027, with \$75 million in funding from Budget 2023. This funding is being disbursed through the Cellular Expansion Fund, administered by Northern Development Initiative Trust, and will support expanding connectivity to more highway stretches in B.C. than ever before, improving public safety by providing the ability for travelers to connect with first responders in an emergency.

Objective 3.2: Government services are accessible, effective, and efficient.

The Ministry strives to provide improved, easy-to-use, culturally relevant, and accessible services and information for all people, equitably, regardless of how or where they live in the province.

Key Strategies

- Continue to work with partners, industry, and the public to improve government services and leverage best-in-class digital tools that enhance cross-sector

coordination and collaboration and provide services that are efficient, equitable and prioritize user experience, including supporting government wide adoption of the [Digital Code of Practice](#).

- Develop an artificial intelligence (AI) policy framework to guide ministries in their development and use of AI systems, and safeguard privacy and security.
- Continue to enhance equity in government services by establishing data management policies, standards, and guidelines—including digital accessibility guidance, accommodating Indigenous language names and updated gender and sex codes in government systems and services—and supporting other ministries in their implementation of this guidance.
- Continue to improve the overall accessibility and inclusion in government buildings including physical accessibility features, signage and wayfinding, and inclusive washrooms.

Discussion

The Ministry is working to provide improved, easy-to-use services and information for all people, equitably, across the province and ensure that services are accessible, inclusive, and connected throughout the province regardless of how people want to interact. This includes providing guidance to ministries, supporting investments in digital services, helping ministries hire digital experts to design and build human-centred, informed digital services, providing shared technology products and services to support multi-channel service delivery, establishing mobile outreach, and exploring virtual assistance technologies.

AI presents opportunities for government to save time, create efficiency and improve services to the people in B.C., but also has unique limitations and risks. Government is developing an AI policy framework to enable thoughtful and responsible use of AI that will provide best practice guidance on developing and using AI systems responsibly and transparently, governing with clear values and ethics and safeguarding privacy and security. The Office of the Chief Information Officer issued interim guidance on the use of generative AI tools that encouraged careful use and provided information on its limits and risks.

The Ministry works across government, helping to ensure information related to public health information campaigns (COVID-19, seasonal influenza, etc.) and critical emergency and recovery related information, is easy to read and find. Additionally, the Ministry leads government's engagement efforts, speaking to and hearing from people who have lived experience or may be impacted, helping ensure policies, programs and legislation are informed by the people who matter most.

Through a cross-Ministry government working group, the Ministry will support the adoption of Indigenous languages in systems and services related to the reclamation of traditional names.

Government is working to transition its vehicle fleet of internal combustion engines to zero emission vehicles (ZEVs) to meet emission reduction and vehicle uptake targets.

Performance Measures

Performance Measure	2022/23 Baseline	2023/24 Forecast	2024/25 Target	2025/26 Target	2026/27 Target
3a Percentage of households in B.C. with access to internet services at a minimum speed of 50/10 Mbps.	95.2%	96%	97%	98%	99%

Data source: Federal [High-Speed Internet Access Dashboard](#), Innovation, Science and Economic Development Canada (October 2023) and Ministry projections.

Discussion

The province develops strategies and programs that support service providers to expand broadband infrastructure in rural, remote, and Indigenous communities. This performance measure demonstrates the level of success in providing access to high-speed internet to all households by 2027.

This performance measure has been updated to measure the percentage of households with access to high-speed internet services as it is more inclusive of the population that live outside of communities. This allows for a more granular approach to capture under-served households in the province and is consistent with how other provinces, the Canadian Radio-television and Telecommunications Commission (CRTC), and Innovation, Science and Economic Development Canada are reporting connectivity. This new approach is a step forward from the previous measurement of the number of communities who benefitted from investments in high-speed internet, which was last published the [2023/24 – 2025/26 Service Plan](#) and [2022/23 Annual Service Plan Report](#).

The targets presented for the next three fiscal years are based on aggregated federal data from Innovation, Science and Economic Development Canada combined with Ministry projections and are subject to change. Numbers will be refined, and targets adjusted in coming years as the province tracks all homes being served with high-speed internet in 2027.

This measure does not consider the uptake usage or subscription rate (i.e., end-use), and does not include access to cellular service. There are several factors that may impact the province's ability to realize these targets, including climate change-related weather emergencies, short build seasons in some areas, and third-party ability to expand services quickly in very remote areas.

Performance Measures	2012/13 Baseline	2023/24 Forecast	2024/25 Target	2025/26 Target	2026/27 Target
3b Citizen satisfaction with the Contact Centre. ^{1,2}	90%	Biennial survey; next survey in 2024/25	85%	Biennial survey; next survey in 2026/27	85%
3b Citizen satisfaction with the Service BC Centres. ¹	90%	Biennial survey; next survey in 2024/25	90%	Biennial survey; next survey in 2026/27	90%

Data source: BC Stats.

¹ The margin of error is $\pm 1\%$ at the 95% confidence level.

² As of January 1, 2020, our contact centre aims for a satisfaction score of 85%. The target was changed to align with industry-leading standards for public sector organizations.

Discussion

This measure is based on biennial surveys that focus on the overall citizen experience when people access government programs and services, either in person through the province's 65 [Service BC](#) Centres or by telephone through the Service BC Provincial Contact Centres. The measure shows how satisfied people are with overall quality when they access government programs and services.

Service BC Centres target 90% satisfaction, while the Contact Centre strives to reach 85% satisfaction, which indicates people's needs are met in a convenient and timely manner. Data provided by these surveys are used to inform continuous improvement efforts in service delivery.

Financial Summary

(\$000s)	2023/24 Restated Estimates ¹	2024/25 Estimates	2025/26 Plan	2026/27 Plan
Operating Expenses				
Services to Citizens and Businesses	34,776	36,604	36,604	36,604
Office of the Chief Information Officer	2,023	2,288	2,288	2,288
BC Data Service	28,753	29,757	29,757	29,757
Connectivity	23,981	24,167	24,167	24,167
Procurement and Supply Services	10,324	11,648	11,656	11,656
Real Property	364,897	378,711	375,229	375,232
Enterprise Services	173,878	176,294	176,294	176,294
Corporate Information and Records Management Office	24,644	25,638	25,638	25,638
Government Digital Experience	9,484	9,755	9,755	9,755
Executive and Support Services	10,010	10,415	10,415	10,415
Total	682,770	705,277	701,803	701,806
Capital Expenditures				
BC Data Service	110,000	110,600	110,000	110,000
Procurement and Supply Services	753	403	150	150
Real Property	259,610	233,595	97,526	183,936
Enterprise Services	54,449	46,904	47,104	22,632
Executive and Support Services	210	553	210	210
Total	425,022	392,055	254,990	316,928
Other Financing Transactions				
Real Property – Strategic Real Estate Services				
Disbursements	2,300	2,100	4,200	4,200
Receipts	(700)	(300)	(600)	(600)
Net Cash Requirements (Source)	1,600	1,800	3,600	3,600
Total Disbursements	2,300	2,100	4,200	4,200
Total Receipts	(700)	(300)	(600)	(600)
Total Net Cash Requirements (Source)	1,600	1,800	3,600	3,600

¹ For comparative purposes, amounts shown for 2023/24 have been restated to be consistent with the presentation of the 2024/25 *Estimates*.

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

Capital Expenditures

The Nanaimo Correctional Centre Project is reported by the Ministry of Public Safety and Solicitor General, as the project lead for reporting purposes. The capital budget for this project resides with the Ministry of Citizens' Services.