

**Ministry of  
Attorney General  
and Ministry of Public Safety  
and Solicitor General**

**2020/21 – 2022/23  
SERVICE PLAN**

**February 2020**



## Ministers' Accountability Statements



The *Ministry of Attorney General and Ministry of Public Safety and Solicitor General 2020/21 - 2022/23 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 black ink, appearing to read 'David Eby'.

Honourable David Eby, QC  
Attorney General  
February 4, 2020



The *Ministry of Attorney General and Ministry of Public Safety and Solicitor General 2020/21 - 2022/23 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, appearing to read 'Mike Farnworth'.

Honourable Mike Farnworth  
Minister of Public Safety and Solicitor General  
February 4, 2020

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## Purpose of the Ministries

The Ministry of Attorney General and the Ministry of Public Safety and Solicitor General work together as the justice and public safety sector to advance a shared vision of a safe, secure, just and resilient British Columbia. The mission of the ministries is to administer justice, deliver public safety services and programs, and provide legal advice to government.

The Ministry of Attorney General is responsible for the following program areas: administrative tribunals; civil and family justice services; sheriff and court administration services; legal advice and services to government; legal aid; prosecution services; protection and promotion of human rights; gambling regulation and enforcement; problem gambling prevention and treatment services; liquor and cannabis licensing, compliance and enforcement as well as distribution; and investigation of complaints made by inmates at provincial correctional centres and probationers supervised in the community.<sup>1</sup>

The areas of responsibility within the Ministry of Public Safety and Solicitor General are: oversight of policing and law enforcement; correctional services; crime prevention and reduction; victim services; restorative justice; coroners services; civil forfeiture; non-medical cannabis legalization and regulation, including security screening of cannabis retail store applicants and workers and enforcement against illegal cannabis sales; road safety; criminal record checks; the protection order registry; private security industry regulation; consumer protection; guide dog and service dog certification; emergency management, including preparedness, mitigation/prevention, response and recovery; and fire prevention and safety.<sup>2</sup>

## Strategic Direction

The Government of British Columbia remains focused on its three strategic priorities: making life more affordable, delivering better services, and investing in a sustainable economy.

Ministries are actively working to provide quality, cost-effective services to British Columbia families and businesses. By adopting the [Gender-Based Analysis Plus](#) (GBA+) lens and Business and Economic Implications Framework to budgeting and policy development, ministries will ensure that equity is reflected in budgets, policies and programs.

Additional key initiatives underpinning lasting prosperity in 2020/21 and beyond are the implementation of:

- A Framework for Improving British Columbians' Standard of Living which will provide the foundation for quality economic growth in our province and a pathway to a more inclusive and prosperous society;
- The [Declaration on the Rights of Indigenous Peoples Act](#) and the [Truth and Reconciliation Commission of Canada Calls to Action](#), demonstrating support for true and lasting reconciliation; and
- The [CleanBC](#) plan, putting B.C. on the path to a cleaner, better future – with a low carbon economy that creates opportunities while protecting our clean air, land and water.

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<sup>1</sup> The Attorney General is also responsible for a number of agencies, boards, commissions and tribunals (see Appendix A).

<sup>2</sup> The Minister of Public Safety and Solicitor General is also responsible for several agencies and boards (see Appendix A) and the Combined Forces Special Enforcement Unit – British Columbia (see Appendix B).

Ministry of Attorney General  
Ministry of Public Safety and Solicitor General

This 2020/21 – 2022/23 service plan outlines how the Ministry of Attorney General and the Ministry of Public Safety and Solicitor General will support the government’s priorities, including selected action items identified in the July 2017 Attorney General’s [mandate letter](#) and the Minister of Public Safety and Solicitor General’s [mandate letter](#), as well as the key priorities of the Parliamentary Secretary for Emergency Preparedness. Significant progress has been made on implementing these priorities and many have been substantially completed.

Over the previous year, the Ministry of Attorney General made progress on these priorities by:

- Providing new funding for legal clinics. The Province announced new funding to hire lawyers that will be able to offer legal advice on issues including poverty, housing, immigration and disability, and act as counsel in legal proceedings at no cost to their clients.
- Re-establishing the Human Rights Commissioner. Government passed legislative amendments in the fall of 2018 to re-establish the Office of the Human Rights Commissioner. Since then, the Ministry of Attorney General has supported implementation of the independent Office of the Human Rights Commissioner in Vancouver, which became operational in September 2019. The office has a mandate to provide education, as well as examine and address issues of discrimination, to promote human rights and combat widespread patterns of inequality and discrimination in society.
- Improving dispute resolution services for families in B.C. The Victoria Early Resolution and Case Management Model was launched in May 2019 to assist with family law matters, such as child and spousal support, parenting arrangements, contact and guardianship. It is designed to provide families with early opportunities to get information, referrals and resolution services to help them settle family disputes out of court. For those families that do need to go to court, this model is intended to provide families with more assistance to help them obtain just and timely decisions in Provincial Court.
- Implementing innovative ways to move certain types of disputes out of courtrooms. The Accident Claims Transformation Project, completed in April 2019, supported changes required to enable the Civil Resolution Tribunal’s (CRT) increased mandate to handle ICBC minor injury claim disputes using online dispute resolution where there is disagreement between the customer and ICBC. These disputes include the entitlement to receive accident benefits, the classification of an injury as a minor injury, and liability and quantum decisions for motor vehicle injury claims up to \$50,000. As a result, these types of civil disputes have been moved out of courtrooms so that court resources may be reserved for the most serious matters.
- Establishing an independent Commission of Inquiry into Money Laundering in the province – led by B.C. Supreme Court Justice Austin F. Cullen – to assess the full scope of money laundering in British Columbia, including real estate, gaming, financial institutions and the corporate and professional sectors. The Commission will deliver an interim report by November 2020 and a final report by May 2021.

Over the previous year, the Ministry of Public Safety and Solicitor General made progress on these priorities by:

- Supporting critical community engagement related to the emotional, psychological and physical safety of Indigenous women and girls in British Columbia, initiated in response to the [final report](#) of the National Inquiry into Missing and Murdered Indigenous Women and Girls. Path Forward Women and Girls Safety Community Sessions were held in twelve communities across the province to inform the development of strategies and initiatives related to the systemic causes of

violence against Indigenous women and girls in B.C., and to ensure that information sharing was done in a manner that considered culture and protocol and supported healing.

- Establishing the Community Safety Unit (CSU) responsible for compliance and enforcement activities under the *Cannabis Control and Licensing Act*, with a focus on the illegal retail sale of cannabis. Between April and December 2019, CSU officers visited approximately 220 unlicensed cannabis retailers for the purpose of education and awareness about cannabis laws, penalties and consequences for violating federal and provincial regulatory regimes and conducted 24 inspections resulting in seizures of illicit cannabis and records. As a result of educational and enforcement action taken, approximately 70 unlicensed cannabis retail locations have voluntarily closed.
- Proceeding with steps to replace the Nanaimo Correctional Centre (NCC) with a new centre that will better support staff and enhance NCC's unique, effective programs, including the Guthrie Therapeutic Community and vocational and educational programs delivered in partnership with Vancouver Island University. In addition to building on NCC's impressive history of changing the lives of inmates for the better, replacing the NCC will bring major regional economic benefits, including approximately 650 direct and 275 indirect jobs, plus about 100 spinoff jobs associated with spending by those workers.
- Launching public engagement to inform modernization of the *Emergency Program Act* to support more effective management of emergencies in B.C. by incorporating international best practices, including the [United Nations Sendai Framework for Disaster Reduction](#), the [United Nations Declaration on the Rights of Indigenous Peoples](#), and the [Draft 10 Principles that Guide the Province of British Columbia's Relationship with Indigenous Peoples](#).
- Making significant progress in implementing recommendations made by George Abbott and Chief Maureen Chapman in the report commissioned by the Province, [Addressing the New Normal: 21st Century Disaster Management in B.C.](#), after extensive consultations with First Nations, local governments, residents, industry and other stakeholders affected by recent flood and wildfire events. The second and most recent [report](#) on implementing the recommendations was released on October 31, 2019, detailing the work that has been done over the last year on each of the report's 108 recommendations.

In addition to these and many other significant accomplishments, during the past year the ministries continued to work in partnership with Indigenous leadership and communities to further government's commitment to reconciliation and to reducing the over-representation of Indigenous peoples in the justice and public safety sector, addressing violence against Indigenous peoples (especially women and girls), improving access to justice and justice services for Indigenous peoples, and designing culturally relevant and appropriate programs and services. The following key examples illustrate this commitment:

- The ministries are supporting the development of a First Nations Justice Strategy and a Métis Justice Strategy for British Columbia. As part of this work, the Province supported the British Columbia First Nations Justice Council in hosting a First Nations provincial leadership forum and four regional justice forums throughout the province and supported the Métis Nation British Columbia to host seven community engagement sessions to inform development of the strategies. These forums brought together Indigenous leadership, practitioners and subject matter experts with an in-depth understanding of Indigenous justice issues to discuss transformative change.
- The ministries continued work on developing and implementing a multi-year plan for the justice and public safety sector to adopt and strategically align its work with the *Draft 10 Principles that*

*Guide the Province of British Columbia’s Relationship with Indigenous Peoples and the B.C. Declaration on the Rights of Indigenous Peoples Act.*

The following performance plan outlines how the Ministry of Attorney General and the Ministry of Public Safety and Solicitor General will continue to track progress on key mandate letter commitments and other emerging government priorities.

## Performance Planning

### Goal 1: The justice and public safety sector in British Columbia is fair

Fairness in the justice and public safety sector is bolstered by improving the public’s access to justice, including affordable, effective and lasting resolution to civil and family disputes, as well as criminal legal proceedings.

#### Objective 1.1: Increased access to justice

##### Key Strategies:

- Improve and support legal aid programs and services for British Columbians;
- Support the creation of an integrated network of independent community legal clinics to provide family law and poverty law services, as well as other related services;
- Improve dispute resolution services for B.C. families;
- Deliver client-based, accessible and effective court services that people count on while supporting the smooth operation and security of the Courts of British Columbia; and
- Improve access to information and the use of technology that supports the public’s access to justice.

Performance Measure: Distance Services	2018/19 Baseline	2019/20 Forecast	2020/21 Target	2021/22 Target	2022/23 Target
1.1 Number of family justice services provided. <sup>1</sup>	844	935	1,027	1,118	1,210

<sup>1</sup> Data Source: Family Justice Services Division, Ministry of Attorney General.

##### Linking Performance Measure to Objective:

Specially trained Family Justice Counsellors provide initial needs determination (information, assessment and referral), needs assessment and mediation services to families through the use of distance technologies (teleconferences and video-conferences). This new performance measure assesses increasing access to justice for the public, such as dispute resolution services, by extending the reach beyond local offices, making services available to citizens in all corners of the province, including rural and remote areas, and beyond for families where one party lives outside B.C.

**Goal 2: The justice and public safety sector in British Columbia protects people**

A key role of British Columbia’s justice and public safety sector is to protect people, especially those who are most vulnerable.

**Objective 2.1: Improved outcomes for Indigenous people across the justice and public safety sector through strengthened partnerships with Indigenous leadership and communities**

**Key Strategies:**

- Continue to build and improve existing partnerships to support engagement and reconciliation with Indigenous peoples through implementation of the *Truth and Reconciliation Commission of Canada’s Calls to Action* and by bringing B.C.’s laws into alignment with the *United Nations Declaration on the Rights of Indigenous Peoples*;
- Partner with Indigenous leadership and communities to reduce the over-representation of Indigenous people involved in and impacted by the justice and public safety sector;
- Continue to develop and implement Crown Counsel policies which seek to address disproportionate impacts upon accused persons from disadvantaged and vulnerable communities and to reduce the over-representation of Indigenous people in the criminal justice system without endangering public safety;
- Provide evidence-based and culturally-appropriate programming in correctional centres and create memorandums of understanding (MOUs) with First Nations to support the successful reintegration of Indigenous people being released from custody and/or under community supervision who are returning to their communities;
- Provide comprehensive Coroners Service mortality data and analyses to the [First Nations Health Authority](#) and First Nation communities to inform community-based initiatives that reduce health and safety risks and support wellness and safe communities;
- Continue to work with Indigenous partners on non-medical cannabis legalization issues through the First Nations Leadership Council joint working group, leading to negotiation of agreements with Indigenous Nations under section 119 of the *Cannabis Control and Licensing Act* to address community-specific interests; and
- Partner with First Nation communities to improve emergency management services and supports through initiatives such as First Nations Regional Emergency Management Partnership Tables.

<b>Performance Measure: First Nations communities with a letter of intent to create an MOU with B.C. Corrections</b>	<b>2018/19 Baseline<sup>2</sup></b>	<b>2019/20 Forecast</b>	<b>2020/21 Target</b>	<b>2021/22 Target</b>	<b>2022/23 Target</b>
2.1a Total number of First Nation communities with a letter of intent to create an MOU with B.C. Corrections to support the successful reintegration of Indigenous people returning to their community and/or remaining connected to their community. <sup>1</sup>	8	10	12	14	16



<sup>1</sup> Data Source: Results for this measure are derived from B.C. Corrections, Ministry of Public Safety and Solicitor General. The forecast and target numbers are cumulative and therefore represent the total number of communities that have signed a letter of intent to create an MOU, not the number of new communities engaged in the process in a given fiscal year. The wording of the measure has been refined since publication of the [Ministry of Attorney and Ministry of Public Safety and Solicitor General 2019/20 – 2021/22 Service Plan](#) to more accurately reflect what is being measured.

<sup>2</sup> The 2018/19 baseline and subsequent year forecast and targets for this measure have been revised since publication of the *Ministry of Attorney General and Ministry of Public Safety and Solicitor General 2019/20 – 2021/22 Service Plan* due to progress being made more quickly than anticipated.

**Linking Performance Measure to Objective:**

Supporting the successful reintegration of Indigenous people returning to their community and/or remaining connected to their community contributes to the objective of creating better outcomes for Indigenous people across the justice and public safety sector.

The MOUs between First Nations and B.C. Corrections outline the process to work with each client and the community to facilitate reintegration, including release planning for those in custody and collaborative supports for those under community supervision, through engagement with community resources and the provision of ongoing support to the community.

<b>Performance Measure: Community participation on First Nations Emergency Management Partnership Tables</b>	<b>2018/19 Baseline</b>	<b>2019/20 Forecast</b>	<b>2020/21 Target</b>	<b>2021/22 Target</b>	<b>2022/23 Target</b>
2.1b Percentage of on-reserve First Nation communities participating on First Nations Regional Emergency Management Partnership Tables. <sup>1</sup>	42	50	60	65	70

<sup>1</sup> Data Source: Emergency Management BC First Nations Coordination Unit.

**Linking Performance Measure to Objective:**

First Nations Emergency Management Regional Partnership Tables provide a venue for First Nations and provincial agency emergency managers to meet in partnership on emergency management issues and initiatives related to all phases of emergency management – planning and preparedness, mitigation, response and recovery.

Community participation will be varied through multiple forms of engagement, which could include partnership table meetings, partnership table teleconference calls and in-community engagement specific to partnership table activities. This definition of participation reflects the value of varied forms of participation by First Nation communities, particularly those in remote locations.

**Objective 2.2: Strengthened prevention, protection and support for victims of crime, and marginalized and vulnerable women and children**

**Key Strategies:**

- Support the Province’s response to the final report of the National Inquiry into Missing and Murdered Indigenous Women and Girls, including working in partnership with Indigenous leadership and communities to lead the Province in developing strategies and initiatives to address the systemic causes of violence against Indigenous women and girls in B.C.;

- Continue to enhance the existing continuum of victim services and violence against women programs across B.C. to better support people who experience domestic violence, sexual assault and other crimes;
- Support domestic violence prevention and intervention measures, such as Domestic Violence Units, Domestic Violence Courts, domestic violence programming in Corrections, and the Protection Order Registry;
- Conduct and report on B.C. Coroners Service death review panels that specifically explore marginalized and vulnerable populations (e.g. panels on intimate partner violence, youth in care transitioning into adulthood, and First Nations youth and young adults);
- Create a dedicated domestic violence coroner position to assist in identifying trends and patterns in domestic violence deaths and to make recommendations to prevent deaths in similar circumstances; and
- Continue to develop the cross-sector curriculum on trauma-informed practice for the justice, public safety and anti-violence community sectors to support personnel to: recognize and understand trauma and its effects on victims and witnesses; understand how violence and abuse may shape victims’ responses; assess their own practice with a trauma-informed lens; and incorporate these learnings to reduce potential re-traumatization experienced by victims and witnesses participating in the justice system.

<b>Performance Measure: Timeliness of Victim Financial Assistance claim adjudication</b>	<b>2018/19<sup>2</sup> Baseline</b>	<b>2019/20 Forecast<sup>3</sup></b>	<b>2020/21 Target<sup>4</sup></b>	<b>2021/22 Target<sup>5</sup></b>	<b>2022/23 Target</b>
2.2 Average number of days to adjudicate claims for financial assistance from victims and others impacted by violent crime <sup>1</sup>	102	130	180	130	100

<sup>1</sup> Data Source: Results for this measure are derived from the Electronic Victim Information System, considering the dates claims were received and the dates they were completed, as well as the cases that remain outstanding.

<sup>2</sup> The 2018/19 baseline has been revised from the 95 reported in the [2018/19 Annual Service Plan Report](#) for the justice and public safety sector and remains subject to change as some 2018/19 files are still being adjudicated.

<sup>3</sup> The 2019/20 forecast reflects a 24.5 per cent increase in applications compared to 2018/19 and remains subject to change as some 2019/20 files are still being adjudicated and more will be received before March 31, 2020.

<sup>4</sup> The 2020/21 target reflects an upward trend in the volume of applications received by the program, a trend that is expected to continue.

<sup>5</sup> The 2021/22 and 2022/23 targets reflect anticipated improvements and efficiencies in claim processing.

### **Linking Performance Measure to Objective:**

This measure indicates the level of client service and system efficiency in administering the [Crime Victim Assistance Program](#) within the Ministry of Public Safety and Solicitor General under the *Crime Victim Assistance Act*. The program assists victims, immediate family members and some witnesses in coping with the effects of violent crime.

### **Objective 2.3: Improved public safety for all British Columbians**

#### **Key Strategies:**

- Address gang and gun violence in B.C. through a number of comprehensive, focused and sustained initiatives that build upon successes and bolster the Province’s response to gangs and

guns in B.C. communities, including continued implementation of recommendations from the [Illegal Firearms Task Force](#);

- Administer the Crime Prevention and Remediation Grant Program to provide one-time civil forfeiture grant funding to organizations from across the province to support community safety and crime prevention related projects;
- Utilize civil action to address problem properties in communities that are habitually being used for unlawful activities, including drug trafficking, firearm offences and gang activities through implementation of the *Community Safety Amendment Act, 2019*;
- Develop an integrated, cross-sector, strategic approach to enhancing the use of restorative justice in B.C. and support the restorative justice community in delivering trauma-informed, victim-centric restorative justice programs;
- Continue to strengthen the ability of police to interdict the supply of illicit drugs in the province, targeting mid-level and high-level drug traffickers;
- Implement initiatives to increase and improve the efficiency of traffic enforcement, with a focus on reducing high-risk driving behaviours (alcohol, drugs, speeding and distraction);
- Implement and monitor the regulatory framework for non-medical cannabis, including distribution, licensing of retailers and retail sales to allow adults safe, legal, controlled access to non-medical cannabis, with public health and safety top of mind;
- Monitor the regulatory compliance and enforcement program through the activities of the Community Safety Unit, which is focused on the illegal retail sale of cannabis without a license in B.C.;
- Continue to explore the factors resulting in unexpected and unnatural deaths in British Columbia with the goal of identifying and addressing public safety risks; and
- Continue to enhance emergency management, consistent with adoption of the *United Nations Sendai Framework for Disaster Risk Reduction*, through:
  - Continued implementation of [Government's Action Plan: Responding to Wildfire and Flood Risks](#);
  - Modernization of the *Emergency Program Act* to address the current gaps in the legislation, reflecting international best practices as well as a series of recommendations for change;
  - Modernization of [Emergency Support Services](#), informed by an integrated, province-wide framework for support services;
  - Development of a sustainable funding model for [Ground Search and Rescue](#), a resource of critical importance to the emergency management system; and
  - Amending the *Fire Safety Act*, which received Royal Assent on May 19, 2016, but has not yet been brought into force.

Performance Measure: Police-reported crime rates ( <i>Criminal Code</i> offences per 1,000 persons) <sup>1</sup>	2018 <sup>2</sup> Baseline	2019 Forecast <sup>3</sup>	2020 Target <sup>4</sup>	2021 Target	2022 Target
2.3a Violent crime rate <sup>5</sup>	11.6	11.3	11.0	10.7	10.4
2.3b Property crime rate <sup>6</sup>	47.7	47.4	46.3	45.1	44.0
2.3c Other crime rate <sup>7</sup>	14.7	14.4	14.1	13.7	13.4
2.3d Overall <i>Criminal Code</i> crime rate	74.0	73.1	71.3	69.5	67.8

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<sup>1</sup> Data Source: Criminal incident counts are obtained through the Uniform Crime Reporting Survey, administered by Statistics Canada's Canadian Centre for Justice Statistics, and population estimates are obtained through BC Stats. Crime rates are based on all police-reported violent crime, property crime, and other *Criminal Code* offences, but do not include traffic, drug, or other federal-statute violations.

<sup>2</sup> Results are reported by calendar year. The most recent year for which data are available is 2018. The baseline, forecast and target rates have been updated since publication of the *Ministry of Attorney General and Ministry of Public Safety and Solicitor General 2019/20 – 2021-22 Service Plan* based on updated crime data to 2018.

<sup>3</sup> The forecast for 2019 was calculated based on the linear trend from the last five years.

<sup>4</sup> The targets were calculated as a 2.5 per cent decrease each year, starting from the 2019 forecast.

<sup>5</sup> Violent offences include homicide, attempted murder, sexual and non-sexual assault, firearm offences, robbery, forcible confinement or kidnapping, abduction, extortion, criminal harassment, uttering threats, threatening or harassing phone calls, and other violent offences.

<sup>6</sup> Property offences include theft, motor vehicle theft, possession of stolen property, trafficking in stolen goods, identity theft, identity fraud, breaking and entering, arson, mischief, fraud, and other property offences.

<sup>7</sup> Non-traffic *Criminal Code* offences which are not violent or property-related are classified as "other" offences. These include but are not limited to: counterfeiting, disturbing the peace, and offences against the administration of justice.

### **Linking Performance Measure to Objective:**

While government does not control crime rates and many factors influence them, crime prevention and reduction are a priority of the justice and public safety sector and these rates are tracked as an indicator of progress toward increased public safety for all British Columbians. Crime rates are a better indicator of trends in crime than are the actual numbers of offences because the rates account for population differences.

### **Goal 3: The justice and public safety sector in British Columbia is sustainable**

The justice and public safety sector must be innovative and efficient to remain sustainable.

#### **Objective 3.1: Strengthened sustainability of the justice and public safety sector to deliver accessible and effective programs and services**

##### **Key Strategies:**

- Reform the administrative justice sector in B.C. through technology, co-location and further advancements;
- Continue to implement and support innovative ways to move certain types of disputes out of courtrooms, such as the CRT and the Immediate Roadside Prohibition program, so that court resources may be reserved for the most serious matters;
- Lead an ICBC business transformation initiative, including changes to legislation, policy and operational business delivery for ICBC;
- Modernize and streamline liquor regulation and distribution practices that balance public safety and public interest considerations, and facilitate improved public services;
- Continue to implement electronic ticketing (eTicketing) across the province to help intervene more quickly with dangerous drivers, enable online violation ticket payment and gather improved business intelligence on road safety enforcement;
- Implement the justice and public safety sector digital strategy to unify the sector's digital transformation efforts and coordinate investments in data, technology and resources to optimize how the ministries work and deliver services;
- Continue to strengthen evidence-based workforce planning with a focus on leadership development, as manager and supervisor roles are the primary connection between the

strategic goals of the justice and public safety sector and the people who work towards accomplishing them; and

- Work across the ministries and with other levels of government to help establish and maintain overall provincial business continuity plans, including prioritization of the critical infrastructure assets and services that our governments, citizens, businesses and visitors rely on, and continuity of government operations to ensure an effective command and control structure following an emergency or disaster.

<b>Performance Measure: User satisfaction results for minor injury accident claims assessed by the Civil Resolution Tribunal<sup>1</sup></b>	<b>2019/20 Baseline</b>	<b>2019/20 Forecast</b>	<b>2020/21 Target</b>	<b>2021/22 Target</b>	<b>2022/23 Target</b>
3.1a Percentage of respondents who felt the CRT treated them fairly throughout the process	75	75	75	75	80
3.1b Percentage of respondents who felt CRT staff were professional	80	80	80	80	80
3.1c Percentage of respondents who felt the CRT handled their dispute in a timely manner	65	65	70	75	80
3.1d Percentage of respondents who would recommend the CRT to others	70	70	75	75	80

<sup>1</sup> Data Source: Civil Resolution Tribunal, Ministry of Attorney General.

#### **Linking Performance Measure to Objective:**

This measure tracks users’ experience of minor injury accident claims assessed by the CRT. On April 1, 2019, the CRT assumed expanded jurisdiction over certain motor vehicle accident claims up to \$50,000, where there are certain disagreements between the customer and ICBC. It is important to understand the user experience as the sector continues to find innovative ways to move certain types of disputes out of courtrooms, when possible, and strengthen the sustainability of the sector.

#### **Goal 4: The justice and public safety sector in British Columbia has the public’s confidence**

Citizens must have confidence in the integrity and effectiveness of the justice and public safety sector for it to function effectively and to ensure continued public participation and support.

#### **Objective 4.1: Increased public confidence in the justice and public safety sector**

##### **Key Strategies:**

- In partnership with other ministries, develop and implement a long-term, Provincial Anti-Money Laundering (AML) Strategy so that B.C. has a strong and sustainable AML regime by effectively using targeted actions and tools to identify, prevent and disrupt illicit activity;
- Continue a coordinated approach between government’s gambling regulator – the Gaming Policy and Enforcement Branch – the British Columbia Lottery Corporation and police, to prevent money laundering of the proceeds of crime in B.C.’s gambling facilities;

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- Enhance gambling regulation and enforcement in British Columbia, including implementation of an independent office and a standards-based regulatory model;
- Enhance the effectiveness of the gambling regulatory framework and enforcement in British Columbia;
- Create an automated system to facilitate complaints by citizens about problem properties habitually being used for unlawful activities in their neighbourhoods under the *Community Safety Act*, and implement a progressive enforcement model that effectively resolves the majority of complaints informally without accessing the courts;
- Continue to develop and implement [British Columbia Provincial Policing Standards](#) and evaluate the compliance of police with those standards;
- Conduct independent Coroners Service investigations, inquests and death review panels into unexpected deaths, including overdose deaths;
- Shift consumers of non-medical cannabis to safer, regulated products and away from illicit sources, and monitor the effectiveness of enforcement actions taken to disrupt the illegal supply chain and reduce the size of the illegal market;
- Inform and support initiatives to strengthen consumer protection, including supporting MLA Bob D’Eith, B.C.’s lead on telecommunications, to advocate to the federal government to reduce the cost of wireless services for British Columbians and to enhance contract and billing transparency;
- Maintain specialized regional emergency management partnership agreements with local governments, cross-border arrangements, and agreements with key stakeholders aimed at enhancing B.C.’s emergency preparedness, response and recovery efforts for catastrophic or emergency events; and
- In collaboration with local governments and First Nations, lead training and exercise events in support of Exercise Coastal Response 2022, which will be B.C.’s second full-scale earthquake and tsunami response exercise, including real-time and simulated activities involving functions such as emergency operations, logistics, public information, operational communications, and care for the needs of those affected or displaced.

<b>Performance Measure: Public confidence in the justice system, the courts and police<sup>1</sup></b>	<b>2013 Baseline</b>	<b>2018 Forecast<sup>3</sup></b>	<b>2020 Target</b>	<b>2021 Target</b>	<b>2022 Target</b>
4.1a Percentage of British Columbians who have confidence in the justice system and courts <sup>2</sup>	51	NOT AVAILABLE	54	55	56
4.1b Percentage of British Columbians who have confidence in the police <sup>2</sup>	74	NOT AVAILABLE	77	78	79

<sup>1</sup> Data Source: Statistics Canada General Social Survey (GSS) on Social Identity. Established in 1985, Statistics Canada’s GSS program was designed as a series of independent, annual, cross-sectional surveys, each covering one topic in-depth. The GSS on Social Identity is conducted every five years and includes questions on confidence in public institutions.

<sup>2</sup> Includes those respondents who stated they had a great deal of confidence or some confidence. Responses of “don’t know/not stated” are excluded from the calculation of percentages.

<sup>3</sup> There is currently no release date for the results of the 2018 GSS on Social Identity.

**Linking Performance Measure to Objective:**

The ministries track long-term trends in public confidence in the justice system, the courts and police as indicators of public confidence in the justice and public safety sector.

## Resource Summary: Ministry of Attorney General

Core Business Area	2019/20 Restated Budget <sup>1</sup>	2020/21 Estimate	2021/22 Plan	2022/23 Plan
<b>Operating Expenses (\$000)</b>				
<b>Justice Services</b>	129,485	150,110	151,697	154,260
<b>Prosecution Services</b>	143,091	146,429	149,231	152,249
<b>Court Services</b>	117,152	120,948	124,383	126,657
<b>Legal Services</b>	27,901	27,314	27,675	27,675
<b>Agencies, Boards, Commissions and other Tribunals</b>	30,616	35,679	35,922	35,922
<b>Liquor and Cannabis Regulation</b>	1	1	1	1
<b>Gaming Policy and Enforcement</b>	19,437	19,437	19,539	19,539
<b>Executive and Support Services</b>	24,524	24,639	26,034	26,051
<b>Judiciary</b>	79,697	83,572	85,258	86,504
<i>Crown Proceeding Act</i>	24,500	24,500	24,500	24,500
<b>Independent Investigations Office</b>	9,400	9,075	9,093	9,093
<b>Public Guardian and Trustee Operating Account</b>	0	0	0	0
<i>Public Inquiry Act</i>	0	10,136	989	0
<b>Total</b>	<b>605,804</b>	<b>651,840</b>	<b>654,322</b>	<b>662,451</b>
<b>Ministry Capital Expenditures (Consolidated Revenue Fund) (\$000)</b>				
<b>Agencies, Boards, Commissions and other Tribunals</b>	10	10	10	10
<b>Executive and Support Services</b>	5,093	5,740	3,027	2,002
<b>Judiciary</b>	570	920	1,020	770
<b>Public Guardian and Trustee Operating Account</b>	363	363	363	363
<b>Total</b>	<b>6,036</b>	<b>7,033</b>	<b>4,420</b>	<b>3,145</b>

<sup>1</sup> For comparative purposes, amounts shown for 2019/20 have been restated to be consistent with the presentation of the 2020/21 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 Dec 31, 2019 (\$ millions)	Estimated Cost to Complete (\$ millions)	Approved Anticipated Total Capital Cost of Project (\$ millions)
<b>Abbotsford Courthouse</b>	2020	\$90	\$62	\$152
<p>Construction of a new 14-room courthouse in Abbotsford will add needed court capacity and address recommendations in the <a href="#">Lower Fraser Valley Regional Plan Court Capacity Expansion Project Final Report</a>.</p> <p>The project is being delivered as a public-private partnership, with the private partner providing the design, construction, partial financing and facility maintenance for a 30-year period following construction. Construction began in summer 2018 with project completion in 2020.<sup>1</sup></p> <p>The new courthouse will double the number of courtrooms available in the current facility and create over 1,000 jobs during the course of construction.</p>				

<sup>1</sup> Note that the Ministry of Attorney General is the project lead for reporting purposes, while the project capital budget resides with the Ministry of Citizens' Services.



## Resource Summary: Ministry of Public Safety and Solicitor General

Core Business Area	2019/20 Restated Budget <sup>1</sup>	2020/21 Estimate	2021/22 Plan	2022/23 Plan
<b>Operating Expenses (\$000)</b>				
<b>Corrections</b>	250,528	253,459	256,599	256,552
<b>Policing and Security</b>	396,882	405,474	405,233	404,611
<b>Victim Services and Crime Prevention</b>	51,369	58,870	59,899	60,550
<b>BC Coroners Service</b>	16,667	17,116	17,161	17,214
<b>RoadSafetyBC</b>	17,313	16,758	17,052	17,052
<b>Emergency Management BC</b>	18,568	29,454	29,927	36,138
<b>Executive and Support Services</b>	20,409	19,221	19,312	19,312
<i>Emergency Program Act</i>	14,819	36,527	36,613	36,613
<b>Statutory Services<sup>2</sup></b>	14,796	14,814	14,825	14,825
<b>Total</b>	<b>801,351</b>	<b>851,693</b>	<b>856,621</b>	<b>862,867</b>
<b>Ministry Capital Expenditures (Consolidated Revenue Fund) (\$000)</b>				
<b>Executive and Support Services</b>	12,059	11,262	10,988	10,988
<b>Total</b>	<b>12,059</b>	<b>11,262</b>	<b>10,988</b>	<b>10,988</b>

<sup>1</sup> For comparative purposes, amounts shown for 2019/20 have been restated to be consistent with the presentation of the 2020/21 Estimates.

<sup>2</sup> Statutory Services includes Civil Forfeiture Account, Corrections Work Program Account, Criminal Asset Management Fund, and Victim Surcharge Special Account.

\* 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 Dec 31, 2019 (\$ millions)	Estimated Cost to Complete (\$ millions)	Approved Anticipated Total Capital Cost of Project (\$ millions)
<b>Nanaimo Correctional Center</b>	2023	\$3	\$154	\$157
<p>The Nanaimo Correctional Center (NCC) Replacement Project will replace the current aging and outdated 190-cell correctional center located in Nanaimo, B.C. The new center will be constructed on the existing site while the current center remains operational, after which the existing center will be deconstructed. The new NCC will be a 202-cell multi-security level facility with a campus-type configuration, including a 12-cell unit for short term accommodation of women from Vancouver Island.</p> <p>In addition to an estimated \$140 million in direct capital expenditures, it is estimated that a project of this size will generate approximately 650 direct jobs during development, 275 jobs associated with indirect activity, and 95 jobs associated with re-spending by workers.</p>				

## Appendix A: Agencies, Boards, Commissions and Tribunals<sup>3</sup>

### Ministry of Attorney General

- Applied Science Technologists & Technicians of BC
- Association of BC Forest Professionals
- Attorney General's BC Supreme Court Rules Committee
- British Columbia Ferry Commission
- BC Family Maintenance Agency
- BC Human Rights Tribunal
- BC Lottery Corporation
- British Columbia Institute of Agrologists
- British Columbia Review Board
- British Columbia Utilities Commission
- Building Code Appeal Board
- Civil Resolution Tribunal
- College of Applied Biology
- Community Care and Assisted Living Appeal Board
- Employment Standards Tribunal
- Engineers and Geoscientists BC
- Environmental Appeal Board
- Financial Services Tribunal
- Forest Appeals Commission
- Health Professions Review Board
- Hospital Appeal Board
- Independent Investigations Office of BC
- Industry Training Appeal Board
- Insurance Corporation of British Columbia
- Investigation and Standards Office
- Judicial Council of the Province of BC
- Labor Relations Board
- Legal Services Society
- Liquor Distribution Branch
- Mental Health Review Board
- Notaries Public Board of Examiners
- Oil and Gas Appeal Tribunal
- Property Assessment Appeal Board
- Public Guardian and Trustee of British Columbia
- Safety Standards Appeal Board
- Surface Rights Board

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<sup>3</sup> <https://www2.gov.bc.ca/gov/content/justice/about-bcs-justice-system/crowns-agencies-boards-commissions>

**Ministry of Public Safety and Solicitor General**

- Consumer Protection BC
- Motor Vehicle Sales Authority of British Columbia
- Police Boards

## **Appendix B: Combined Forces Special Enforcement Unit – British Columbia**

In 1999, the Organized Crime Agency of British Columbia (OCABC) was created as an independent Designated Policing and Law Enforcement Unit under the *Provincial Police Act*.

In 2004, the Combined Forces Special Enforcement Unit – British Columbia (CFSEU-BC) was developed in consultation with the provincial government as an initiative to integrate the OCABC, the municipal police departments and the RCMP. The Board of Governance for the OCABC also acts as the Board of Governance for the CFSEU-BC. The board is comprised of: the Deputy Commissioner Pacific Region and Commanding Officer “E” Division RCMP; the President of the BC Association of Chiefs of Police; the President of the BC Association of Municipal Chiefs of Police; and the Chief Constable of the Vancouver Police Department. The board determines the strategic direction of the CFSEU-BC and ensures its operational priorities are aligned with the policing priorities for British Columbia. The CFSEU-BC operates under the RCMP policies and procedures. Board members do not receive any remuneration.

The Chief Officer in charge of the CFSEU-BC leads an executive team comprised of civilian members in addition to regular RCMP and municipal officers seconded from across the province. The CFSEU-BC Gang Enforcement Unit, Investigation Teams, and the Joint Illegal Gaming Investigation Team are just a few of the teams that fall under the responsibility of the CFSEU-BC. Offices for the CFSEU-BC are located in the Lower Mainland, Prince George, Kelowna and Victoria.

The mission of the CFSEU-BC is to facilitate the disruption and suppression of organized crime that affects British Columbians. Its mandate is to investigate, prosecute, disrupt and suppress criminal organizations, consistent with local, regional, national and international priorities. The CFSEU-BC also supports other agencies by assisting in organized crime and major crime investigations. More information can be found at: [www.cfseu.bc.ca](http://www.cfseu.bc.ca).