



LEGISLATIVE ASSEMBLY
of BRITISH COLUMBIA

Legislative Assembly Administration

Year in Review 2022/23





Territorial Acknowledgement

The Legislative Precinct, including the Parliament Buildings, other buildings and surrounding grounds used by Members of the Legislative Assembly and Legislative Assembly Administration employees, are in the heart of the traditional territory of the ləkʷəŋən Peoples, known today as the Songhees and Esquimalt Nations. These nations have an enduring relationship with this land, existing from time immemorial. We are grateful for their enduring stewardship and for sharing their culture and homeland with us. Hay'sxw'qa si'em.

The Legislative Assembly Administration serves Members of the Legislative Assembly and through them, all people across this province, which includes First Nations, Métis and Inuit communities and individuals. As a provincial institution, we acknowledge the rich diversity of Indigenous culture and tradition in British Columbia. We are committed to reconciliation and seek to build relationships rooted in mutual understanding, friendship and respect.



Table of Contents

Territorial Acknowledgement.....	2
Table of Contents.....	3
Message from the Speaker.....	4
Message from the Clerk.....	5
Legislative Assembly Administration - Who Are We?.....	6
Our Work by the Numbers.....	7
Our Structure.....	8
Our Plan.....	9
Our Goals.....	10
Goal 1: Service Excellence.....	10
Goal 2: Operational Excellence.....	11
Goal 3 : Healthy Workplace Culture.....	12
Goal 4 : Open Access.....	13
Looking Ahead.....	14

Message from the Speaker



As the Speaker of the Legislative Assembly of British Columbia, I am proud to present the Legislative Assembly Administration's first ever Year in Review.

Together with the Legislative Assembly Management Committee, I am responsible for ensuring that the Administration provides Members of the Legislative Assembly (Members) with the services and infrastructure that they need to fulfill their roles as elected representatives.

This report will provide you with a look behind the scenes, at the work being done to support this democratic institution. As you will see, it has been a year of renewed focus for the Administration – with the release of its first ever Strategic Plan in June 2022. The focal point of this report will be on that Strategic Plan, and the actions taken to deliver on it over the previous fiscal year.

On behalf of all Members, I would also like to say how very grateful we are for the continued dedication of the non-partisan employees who support our work within the Legislative Assembly. I hope that this Year in Review will make you as proud as I am of the accomplishments of the Administration, and demonstrate how much the Legislative Assembly depends on the excellent services and supports that the Administration provides.

Thank you for taking the time to learn more about the inner workings of the Legislative Assembly and for taking an interest in British Columbia's vibrant parliamentary democracy.

Honourable Raj Chouhan
Speaker of the Legislative Assembly

Message from the Clerk



As the Clerk of the Legislative Assembly, I have the honour of serving as the chief executive officer of the Legislative Assembly Administration – a team of more than 330 non-partisan employees, who provide the services and infrastructure for Members of the Legislative Assembly (Members) to fulfill their parliamentary and representative duties.

In June 2022, the Administration rolled out its 2022/23 – 2024/25 Strategic Plan, as approved by the Legislative Assembly Management Committee. This was also our first ever Strategic Plan, and it outlined our shared purpose, principles, as well as our goals and objectives for the next three years. Departmental Operating Plans were also developed to help us successfully deliver on our shared strategic priorities.

Now that a full year has gone by since the Strategic Plan was launched, it gives me great pride to share with you this Year in Review, which highlights the Administration's accomplishments from 2022/23, and provides an overview of the activities and operations of our Administration over the last year.

There is so much to be proud of within the Administration, and I hope that this report will provide insight into the important work that is done behind the scenes to provide the services and infrastructure vital to an accessible democratic institution in British Columbia. As we move into the second year of our three-year plan, I look forward to working with all of our employees to continue to deliver on our goals and objectives, and meet the evolving needs of Members.

Kate Ryan-Lloyd
Clerk of the Legislative Assembly

Legislative Assembly Administration – Who Are We?

The Legislative Assembly Administration is a unique entity. Our wide variety of roles means that many of our day-to-day jobs look very different from one another. And yet, everything we do here — from providing [public tours](#), to running a [dining room](#) on premises, to supporting the [parliamentary process](#), and much more — revolves around a singular purpose:

Supporting the Legislative Assembly of British Columbia and its Members by providing services and infrastructure vital to an accessible democratic institution.

While this organization is continually evolving, our singular purpose remains at the centre of everything we do. Every day, each of us is proud to support parliamentary democracy in British Columbia. We are a parliamentary community working together to provide responsive services in support of the legislative branch of government.

2022/23 Year in Review

This report provides an update on actions taken to achieve the Administration's 2022/23 – 2024/25 Strategic Plan over the first year of its implementation. As we move forward, we will share annual updates on what we have done to deliver on our strategic priorities. Although this is only a subset of the important work that happens here, we hope that it will shine a light on those working to ensure that the Members can fulfill their constitutional and representative duties.

The Legislative Assembly as an Institution

The Legislative Assembly as an institution consists of 87 elected Members, commonly known as MLAs. The three functions of the Legislative Assembly are to:

- Make laws;
- Approve finances;
- Scrutinize government.

British Columbia is divided into 87 constituencies, each of which elects an MLA to represent them.

The Legislative Assembly Administration

The Legislative Assembly Administration consists of more than 300 non-partisan employees, who are responsible for providing the services and infrastructure necessary for the Members, constituency office staff, and caucus staff to do their jobs.

This includes providing services and supports to 99 constituency offices located across British Columbia.



OUR WORK BY THE NUMBERS

SITTING DAYS

67

**COMMITTEE
REPORTS**

12

**NEW STAFF
ONBOARDED**

114

**VISITORS
SCREENED**

190,676

COMMITTEE MEETINGS

148

IT SERVICE DESK REQUESTS

7,234

**BILLS
PASSED**

41

**LIBRARY
INFORMATION REQUESTS**

3,097

**SCHOOL GROUPS
HOSTED**

258

**VISITORS TO THE
DINING ROOM**

32,548

**LIBRARY RESOURCES
DIGITIZED**

804

BUILDING TOURS

2,620

**HANSARD
BROADCAST
HOURS**

671

**TRANSCRIPT
PAGES
TRANSCRIBED**

6,337

**HUMAN RESOURCES
LEARNING
EVENTS**

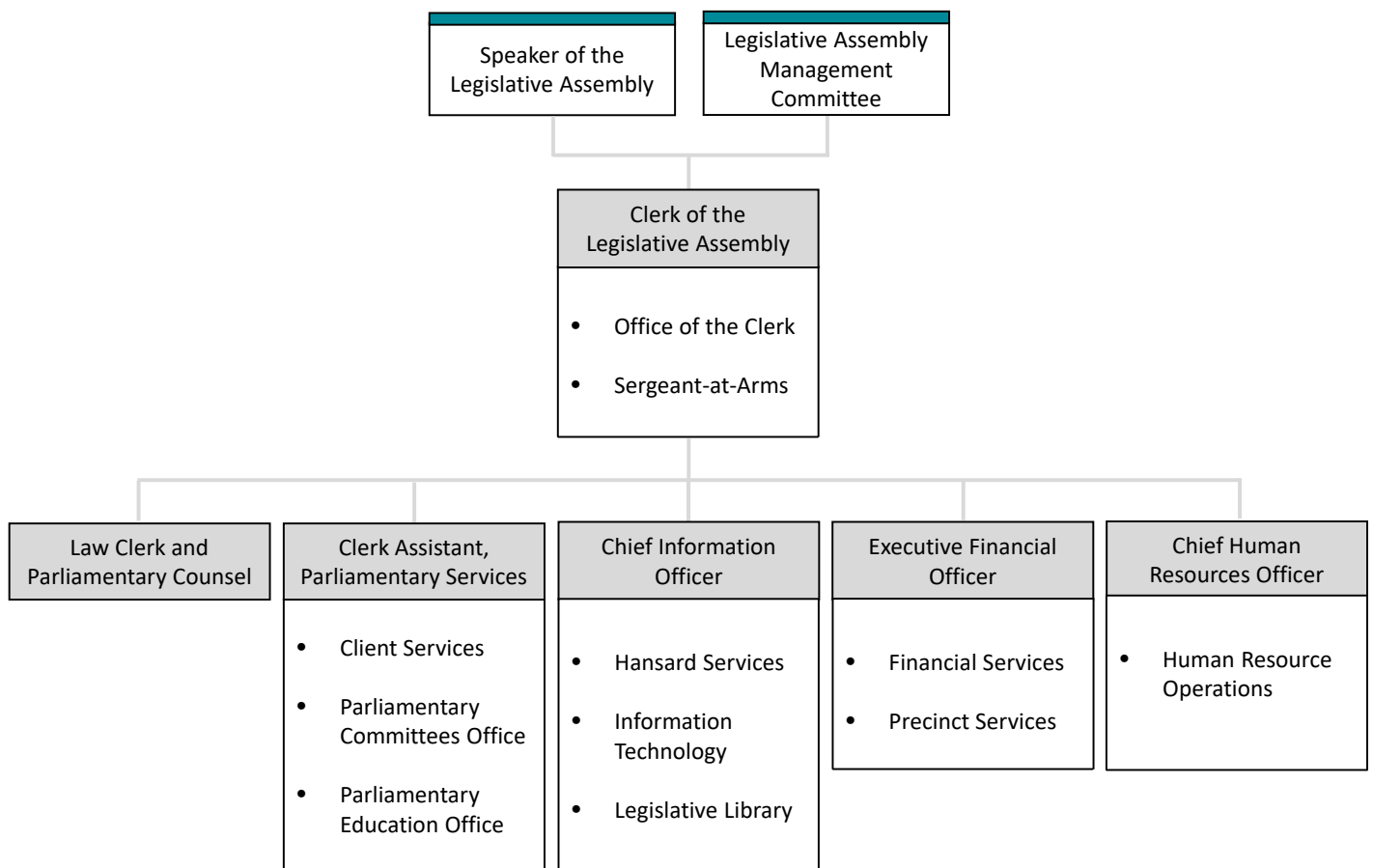
78

**PAYMENTS
ISSUED**

15,000

The Administration operates under the direction of the [Legislative Assembly Management Committee](#) (the Committee) and is subject to oversight from the Committee, as well as from the [Speaker](#). The [Clerk](#) is the senior permanent officer of the Legislative Assembly and is accountable to the Speaker and the Committee. In addition to their procedural responsibilities, the Clerk leads the overall direction and administration of the Administration, including the achievement of the Administration’s strategic priorities, as articulated in the 2022/23 – 2024/25 Strategic Plan.

The Clerk is supported by the Clerk’s Leadership Group, which is the executive team that provides leadership to the 11 departments of the Administration. Each department, and every employee within those departments, plays an important role in ensuring that the Administration operates efficiently and effectively in support of MLAs. They impartially serve the Legislative Assembly and work with dedication to maintain and enhance public trust and confidence in the Legislative Assembly.



In June 2022, the Administration rolled out its first ever Strategic Plan – developed together with employees, who shared their experiences and input on what is needed for our organization to succeed. This three-year plan established our **purpose, principles,** and **goals,** which will guide our decisions and focus our resources so that we are best able to respond to the needs of the Legislative Assembly and its Members. For each of our goals, it also identified several key initiatives. These are the specific areas of work that we will prioritize annually when allocating resources, which we will review on an annual basis, and share our progress on through future versions of this report.

Our Purpose

We support the Legislative Assembly of British Columbia and its Members by providing services and infrastructure vital to an accessible democratic institution.

Our Principles

IMPARTIALITY

We are non-partisan and objective in the performance of our duties.

INTEGRITY

We build trust through responsible actions and respectful relationships.

OPENNESS

We provide a welcoming environment and promote public access and engagement.

STEWARDSHIP

We ensure institutional continuity and renewal.

Goal 1: Service Excellence

We provide unified, innovative, and seamless services, resources, and advice, that enable the Legislative Assembly and its Members to fulfill their respective roles in our parliamentary democracy.

In January 2023, the Administration launched its new Client Services department – directed toward revamping the service experience of Members and their staff. Once the department is fully operational, it will drive innovation in how services are delivered to these key client groups. This will be done through a single window service delivery model, in order to provide seamless services from the perspective of the client. Longterm, this department will also support activities such as constituency office (CO) leasing and setup, as well as the onboarding and offboarding of Members and their staff. Additionally, the Administration implemented a modernized service management technology, which is already being utilized to deliver on service excellence.

To ensure that COs are also able to achieve service excellence, we modernized the technological infrastructure of COs on a seven-year cycle – providing a reliable and secure network for their work, while also preparing for anticipated growth of the Legislative Assembly. And to ensure that these offices are able to operate without interruption, we began to upgrade the security infrastructure of COs, beginning with the installation of outdoor cameras, as well as access control measures. Our aim is to upgrade the security infrastructure of 20 COs each year.

It has also been imperative that we address the heightened physical security needs of Members. Legislative Assembly Protective Services (LAPS) have begun to implement a suite of services, focused on the mitigation of online and in-person harassment, safety and security risks, and the prevention of targeted violence. In 2022/23, LAPS began working toward the implementation of a new threat and risk management platform, to support protective intelligence and threat assessment case management. Collaboration was also increased with law enforcement agencies across the province, as well as intelligence and security partners.



Goal 2: Operational Excellence

We are committed to organizational improvement, ensuring our internal operations and support services are effective and efficient.

The Administration has long relied on the same information systems for its corporate services. In 2022/23, we began work to retire several antiquated, end of life information systems. These will be replaced with modern information systems, that allow for future growth and scalability. This will also allow for more efficient operations, and enable data informed decision-making at all levels of the organization.

To ensure the reliability of our services and infrastructure, the Administration launched a revitalized Enterprise Risk Management (ERM) Program in 2022/23 – establishing a framework for identifying risks to the operations of the Legislative Assembly and ensuring that they are appropriately managed. By integrating risk management into our work, we increased our ability to make risk-informed decisions, that support the achievement of our strategic priorities.

We also recognize that to become the best organization we can be, we need to recognize the historical wrongs perpetrated against Indigenous peoples and the legacy of colonialism that had a profoundly negative impact on Indigenous families, communities and cultural connections through generations. And that means not only acknowledging our past, but making a conscious effort to learn from it. In June 2022, the Administration made a commitment to reconciliation, with a focus on four areas:

- **Education:** Providing mandatory training for staff to develop foundational knowledge about the history of Indigenous Peoples and colonization, and resolving outstanding injustices.
- **Culture:** Developing land acknowledgment guidance, drafting a shared history of the land on which the Legislative Precinct is located, and working with Indigenous leaders on projects centred on language and cultural revitalization.
- **Commemoration:** Partnering with Indigenous communities to facilitate a legacy project to commemorate the tragic legacy of the residential school system.
- **Relationships:** Supporting the Speaker to establish a reconciliation vision for the Legislative Assembly and build relationships with Indigenous Peoples.



Goal 3 : Healthy Workplace Culture

We strive to be a model employer by enabling our employees to contribute, innovate, and collaborate using their diverse skills and perspectives.

We have made a commitment to a healthy workplace environment and to continually invest in the growth of our employees. Our skilled, dedicated workforce is key to our collective success.

In 2022/23, we implemented a new Learning and Development Plan for our staff aimed at creating an organization that fosters continuous improvement. The Learning and Development Plan supports employees at all levels in the organization to successfully meet their job accountabilities, grow in their careers and help achieve strategic and organizational objectives with confidence. We also launched a Leadership Development Program – ensuring that our leaders have the skills to support their staff, enable innovation and collaboration while creating a positive organizational culture.

We strive to establish diversity, equity, inclusion, and accessibility values in our workplace to support and engage a workforce representative of our community. We also understand that by embracing our differences, we can tap into a deep reservoir of insights, ideas, and solutions that might otherwise go unnoticed. And so, in 2022/23 we began to implement a DEIA Plan, with a focus on:

- **Recruitment and Representation:** Diversifying our workforce, considering visible and non-visible identity factors, through inclusive and non-biased practices.
- **Employee Experience:** Supporting an inclusive, equitable, and accessible experience for employees while at work.
- **Culture and Community:** Building and sustaining a collaborative, community-minded culture where every employee feels they belong.

Additionally, we began to develop a People and Culture Plan which includes actions to sustain a positive and vibrant work culture while supporting our skilled and engaged workforce dedicated to supporting the Legislative Assembly and its Members.



Goal 4 : Open Access

We ensure a welcoming, safe, and inclusive physical and digital environment by providing public access to the Legislative Assembly, parliamentary proceedings, and the buildings and grounds of the Legislative Precinct.

In line with our core value of openness, we are committed to maintaining a safe and accessible physical and digital environment that facilitates public access to the Legislative Assembly and Precinct grounds, and that encourages engagement and appreciation of the parliamentary system in British Columbia.

The Administration completed a physical accessibility review of the Legislative Precinct and began work to develop a long-term plan for the renewal and modernization of the Legislative Precinct. The Parliament Buildings, as well as other buildings on the grounds, must meet the current and future needs of the Legislative Assembly and our modern workforce. Currently the Administration is exploring options for the redevelopment of the [Armouries Drill Hall](#) and the first two phases of this multi-phase project (concept design and business case development) will occur over the next two to five years.

In addition to the approximately 190,000 annual visitors to the Legislative Precinct, our [website](#) receives an additional 1,150,000 annual visits, providing services ranging from live webcasts of parliamentary proceedings, educational information about our parliamentary system, extensive historical records, as well as current bills and legislation, votes, transcripts, and much, much more. To ensure that our digital environment also continues to be secure and accessible, we initiated a multi-year refresh of our website. This will deliver an enhanced digital experience, ensuring a welcoming and easy-to-navigate digital presence for all.



Looking Ahead

At the end of 2022/23, as we reflected upon the progress made toward the goals in our three year Strategic Plan, we refreshed several of our key initiatives and added key performance indicators to help measure progress towards our goals. Moving forward, we are well positioned to deliver on our core purpose: providing services and infrastructure vital to an accessible democratic institution. At the end of year two, we will provide another update on the progress that has been made.

In the meantime, we encourage you to visit our website at www.leg.bc.ca where you can learn more about the Administration, our work, and the activities of this democratic institution. You can also find us on [X \(formerly Twitter\)](#) and [Facebook](#), where we provide regular updates on happenings at the Legislative Assembly.





LEGISLATIVE ASSEMBLY
of BRITISH COLUMBIA