



Legislative Assembly Administration

Year in Review 2024/25



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
MESSAGE FROM THE SPEAKER.....	4
MESSAGE FROM THE CLERK.....	5
COMMITMENT TO RECONCILIATION.....	6
ENGAGING WITH FIRST NATIONS.....	7
WHO ARE WE?.....	8
OUR STRUCTURE.....	9
2024/25 BY THE NUMBERS.....	11
OUR PLAN.....	12
OUR PURPOSE.....	12
OUR PRINCIPLES.....	12
OUR GOALS.....	13
Goal 1: Service Excellence.....	13
Goal 2: Operational Excellence.....	17
Goal 3: Healthy Workplace Culture.....	21
Goal 4: Open Access.....	24
LOOKING AHEAD.....	27



MESSAGE FROM THE SPEAKER



As the Speaker of the Legislative Assembly of British Columbia, I am honoured to present the Legislative Assembly Administration's final Year in Review under the 2022/23—2024/25 Strategic Plan.

Together with the Legislative Assembly Management Committee, I remain committed to ensuring that Members of the Legislative Assembly are supported with the services and supports they need to serve the people of British Columbia. The work highlighted

in this report demonstrates just how much has been accomplished by the Administration over the past three years — quietly but significantly strengthening the foundation of this democratic institution.

When we introduced the Administration's first-ever Strategic Plan in 2022, we set out an ambitious vision for the organization. Each year since, the Administration has made meaningful progress — from improving services for Members and staff, to enhancing public access and engagement, to deepening our organizational commitment to reconciliation with Indigenous Peoples.

This year's report not only captures the achievements of the past fiscal year, but also offers a moment to reflect on how far we've come since the Strategic Plan was launched. The transformation has been remarkable — and it has only been possible through the tireless efforts of the non-partisan employees who work with professionalism, care, and integrity every day. On behalf of all Members, I offer our sincere thanks.

And I look forward with optimism. A new strategic plan is now in place — building on the momentum of the last three years and guiding us toward a future where the Legislative Assembly continues to evolve in service of all British Columbians.

Thank you for your interest in learning more about the vital work of the Legislative Assembly Administration and for your engagement in our parliamentary democracy.

Honourable Raj Chouhan
Speaker of the Legislative Assembly

MESSAGE FROM THE CLERK



As Clerk of the Legislative Assembly, it is my honour to serve as the chief executive of the Legislative Assembly Administration. A dedicated team of more than 400 non-partisan employees support the Members of the Legislative Assembly in fulfilling their parliamentary and representative duties.

Three years ago, we introduced the Legislative Assembly's first-ever Strategic Plan. Approved unanimously by the Legislative Assembly Management Committee, the plan provided a clear framework for our shared purpose, values, and strategic goals. It marked a significant milestone for the Administration, helping to focus our collective efforts and guiding meaningful transformation across the organization.

As we complete the third and final year of that foundational plan, I am proud to present this final Year in Review — a reflection of not just the past year's progress, but the cumulative achievements of this three-year journey. From modernizing our services and operations, to strengthening our workplace culture, to improving public access to the Legislative Assembly, the Administration has made tremendous strides. We have built new partnerships, embraced innovation, and deepened our commitment to reconciliation with Indigenous Peoples. Most of all, we have demonstrated what is possible when we work together toward a shared vision.

This report offers a snapshot of the work taking place every day to support a democratic institution that is open, accessible, and resilient. It is a testament to the professionalism, adaptability, and commitment of our employees, whose efforts behind the scenes make everything possible.

Looking ahead, we are excited to turn the page and begin implementation of our new Strategic Plan, which will guide our work from 2025/26 to 2028/29. Building on the progress of the past three years, the new plan reflects our aspiration to be a forward-looking and inclusive institution that continues to evolve to meet the needs of Members and the people of British Columbia.

Thank you to all those who contributed to the success of our inaugural Strategic Plan. I look forward to continuing this important work together in the years to come.

Kate Ryan-Lloyd
Clerk of the Legislative Assembly

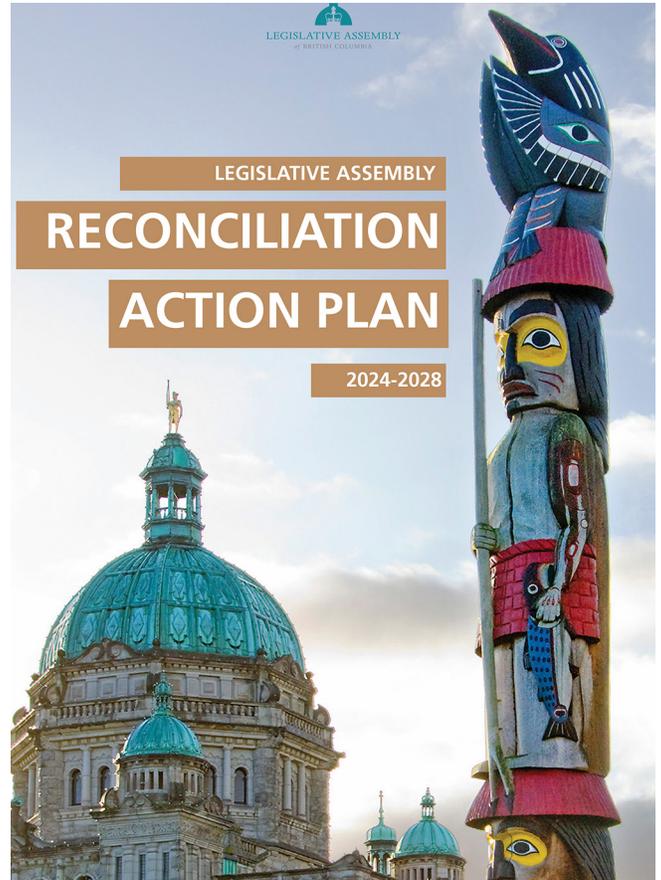
COMMITMENT TO RECONCILIATION

We are committed to reconciliation as a core value to guide our multi-year planning. To this end, the Legislative Assembly released its [Reconciliation Action Plan](#) on May 8, 2024.

The plan recognizes the need to address historical injustices by acknowledging the past and working to build new relationships with Indigenous Peoples based on respect and understanding. To better understand the historical impacts caused to First Nations through the actions of the Legislative Assembly, released alongside the Reconciliation Action Plan is a research publication titled *First Nations and the Legislative Assembly of British Columbia: A Record of Historical Legislative Assembly of British Columbia Actions, Decisions and Statements in Legislative Proceedings, 1872-1972*. The research contains 874 records of decisions and debates related to First Nations during the first 100 years of the Legislative Assembly.

The Reconciliation Action Plan outlines the commitments and actions the Legislative Assembly will undertake to contribute to reconciliation with Indigenous Peoples.

The plan includes five commitments and seven initial actions, shaped by input received directly from First Nations leaders through significant engagement and outreach. It has been approved by the Legislative Assembly Management Committee, which oversees the administrative and financial operations of the Legislative Assembly.



ENGAGING WITH FIRST NATIONS

Building a new relationship with Indigenous Peoples is the foundation that guides the implementation of our Reconciliation Action Plan. In recognition of both our local and provincial impacts, the Legislative Assembly looks forward to strengthening its relationships with the Songhees and Esquimalt Nations while seeking to deepen its relationships with Indigenous communities across the entirety of British Columbia.

In May 2023, the Speaker established the Speaker's Indigenous Reconciliation Advisory Committee (SIRAC) to receive guidance directly from Indigenous leaders on how the Legislative Assembly could most meaningfully engage with Indigenous Peoples and advance reconciliation. In its first year, the committee included four Indigenous leaders, reflecting a diversity of views and experiences: Taylor Baker, Executive Councillor, Tsawwassen First Nation; Howard Grant, Councillor, Musqueam Indian Band; Chief David Jimmie, Squiala First Nation; and Chief Willie Sellars, Williams Lake First Nation.

As part of this commitment to building relationships, the Speaker and Clerk of the Legislative Assembly visit First Nations communities throughout British Columbia and organizations representing Indigenous Peoples, on behalf of the Legislative Assembly, to strengthen relationships and to receive input on implementing the commitments in the Reconciliation Action Plan.



WHO ARE WE?

The Legislative Assembly Administration is a unique organization. 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 more than just employees — we are a parliamentary community working together to provide responsive services in support of the legislative branch of government.

The Legislative Assembly as an Institution

The Legislative Assembly as an institution consists of 93 elected MLAs. The three functions of the Legislative Assembly are to:

- Make laws
- Approve finances
- Scrutinize government

British Columbia is divided into 93 constituencies, each of which elects an MLA to represent them.

The Legislative Assembly Administration

The Legislative Assembly Administration consists of more than 400 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.

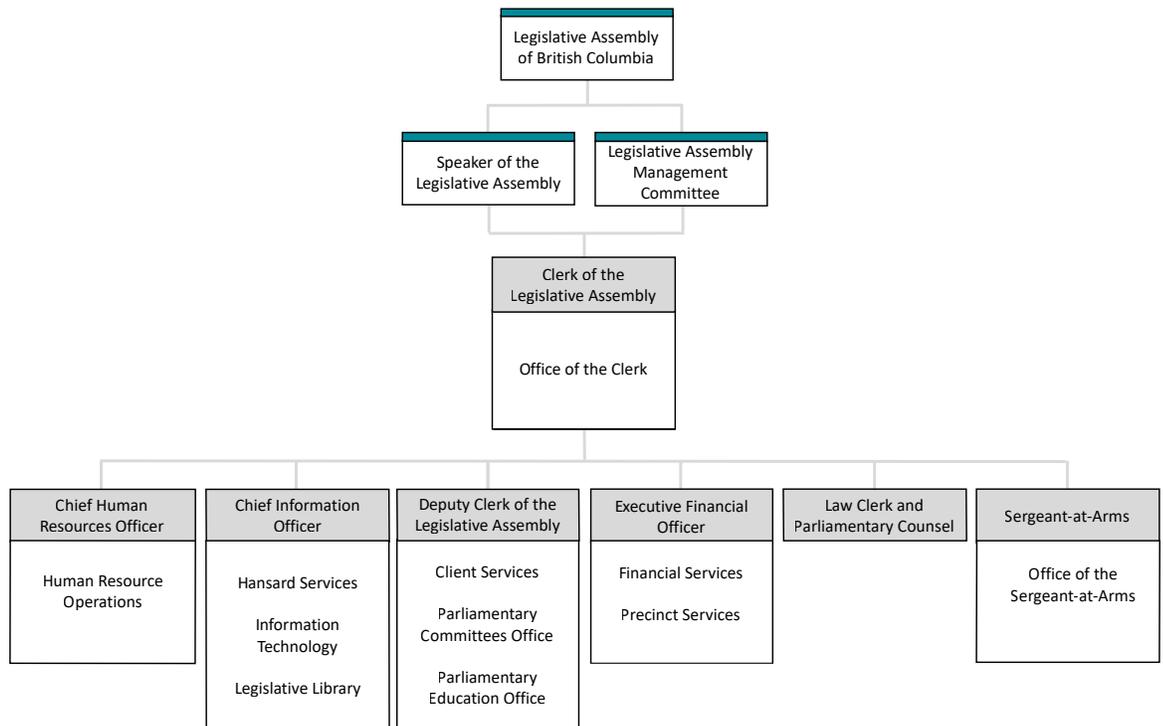
This includes providing services and supports to over 100 constituency offices, located across British Columbia.



OUR STRUCTURE

The Administration operates under the direction of the [Legislative Assembly Management Committee](#) and is subject to oversight from the Committee, as well as from the [Speaker of the Legislative Assembly](#). The [Clerk of the Legislative Assembly](#) is the chief permanent officer of the Legislative Assembly who leads the Administration and is accountable to the Speaker and the Committee. In addition to procedural responsibilities, the Clerk leads the overall direction 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 all Members of the Legislative Assembly. All employees impartially serve the Legislative Assembly and work with dedication to maintain and enhance public trust and confidence.



2024/25 YEAR IN REVIEW

This report provides an update on actions taken during the third and final year of the Administration's 2022/23—2024/25 Strategic Plan — before a new Strategic Plan is rolled out for 2025/26—2028/29. 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.



OUR WORK BY THE NUMBERS



39 SITTING DAYS

25 BILLS PASSED



14,483
PAGES DIGITIZED

3,371

LIBRARY INFORMATION REQUESTS



57,234

PEOPLE ON PUBLIC TOURS

11,612

PEOPLE ON SCHOOL GROUP TOURS



483 HANSARD BROADCASTING HOURS

6,401,995

WORDS TRANSCRIBED IN HANSARD



13,915

SERVICE DESK REQUESTS

1,116,699

VISITORS TO THE PUBLIC WEBSITE



36,090

VISITORS TO THE DINING ROOM



10

PARLIAMENTARY COMMITTEE REPORTS

44

PARLIAMENTARY COMMITTEE MEETINGS



74

NEW STAFF ONBOARDED

835

HOURS OF LEARNING AND DEVELOPMENT



277,948 VISITORS SCREENED

146 DEMONSTRATIONS AND MAJOR EVENTS



~10,000

EMAILS FIELDED BY CLIENT CARE

66

LEASES EXECUTED FOR CONSTITUENCY OFFICES

21

SESSIONS OF MLA SCHOOL*

*MLA School is an orientation program for new and returning Members

OUR PLAN

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, goals, objectives**, and **performance measures**, which has guided our decisions and focused 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 have prioritized when allocating resources, and which we review on an annual basis and share our progress.

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.



OUR GOALS

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.

Objective 1: Enhance Member Services and Support

We will strengthen our professional and dedicated workforce by building additional capacity targeted at improving our services and support to Members.

Launched a Client Care Team

The launch of our Client Care team in April 2024 marked a significant milestone in fulfilling our core purpose of providing the services and infrastructure vital to an accessible democratic institution. Focused on streamlining the wide range of administrative services and supports we provide to Members and their staff, the Client Care team completed the first stage in transitioning to a “single window” service delivery model by offering a centralized point of contact for nearly all service interactions. The continued maturation of this model will see the consolidation of additional services and adoption of additional purpose-built productivity solutions.

In addition to this new centralized approach, the entire Administration team has embraced a “no wrong door” philosophy to service delivery, where regardless of the point of contact, Members are supported to receive the services they need. Whether they reach out via email, over the phone, or in-person, every employee is equipped to either handle their inquiry or direct them to the appropriate contact in that moment. This approach has eliminated barriers, and ensured that Members receive the supports they need without facing obstacles or delays that can arise from navigating multiple service channels.



By shaping our services to meet the needs of our client groups, the Client Care team has transformed the service experience of those interacting with the Legislative Assembly Administration. The team’s client-focused approach has not only enhanced satisfaction among Members and their staff, but also reinforced our reputation as responsive, reliable, and committed to service excellence.

Enhanced Member Safety and Security

One of the top priorities of the Legislative Assembly Administration is the safety and security of Members, both on and off the Legislative Precinct.



Over the duration of the 2022/23—2024/25 Strategic Plan, significant progress has been made in this area, including more proactive threat, risk, and vulnerability assessment; increased collaboration with law enforcement agencies across the province; better identification and mitigation of risks presented by emergencies, demonstrations, and other events; adopting a hybrid-model of armed officers and unarmed safety officers; and many other services focused on the mitigation of safety and security risks, and the prevention of targeted violence.

The Constituency Office Security Modernization Project, led by the Sergeant-at-Arms in collaboration with several other departments of the Administration, is installing advanced security systems in constituency offices, alongside physical security infrastructure upgrades. Initiated in 2023/24, this project began with offices prioritized based on risk.



Since the 2024 provincial general election, the focus has shifted to a universal rollout, beginning with newly leased offices, which typically lack security infrastructure, followed by offices with systems below the standard, and remaining constituency offices to follow.

Enhanced Event Support on the Legislative Precinct

The Administration has also improved its capacity to support events on the Legislative Precinct by onboarding a small but dedicated team to support events. This has given us the ability to coordinate, facilitate, and support a larger number and wider range of events — improving service delivery for clients by streamlining precinct use, supporting compliance with relevant policies and procedures, and serving as a consistent point of contact for event organizers.



This new service has helped foster a more welcoming and inclusive environment for those who wish to hold and attend events on the Legislative Precinct, helping bridge cultural gaps and strengthen relationships within our community. This has included advising on culturally appropriate practices, supporting ceremonial elements of events, and promoting inclusive use of shared spaces — enriching the Legislative Precinct as a place for civic engagement.

Launched a Service Excellence Guide and Toolkit

During the past three years, the Administration has made a significant effort to create a culture of service excellence across the organization. In the first year of the Strategic Plan (2022/23), the Administration established a cross-departmental Service Excellence Committee to lead this work. The Committee brought together representatives from across the organization to develop a shared understanding of what service excellence means in the context of our work, and how we can consistently deliver high-quality services.

Building on this momentum, in 2024/25, the Committee developed a Service Excellence Guide and Toolkit, along with a series of Service Excellence Scenarios, to support training and discussion at the departmental level. These resources were designed to help staff apply the principles of the Service Excellence Statement in day-to-day interactions.

The Guide offers practical advice for navigating service interactions — including difficult situations — and encourages thoughtful service delivery. The scenarios, drawn from real-life, anonymized examples contributed by the Administration, provide opportunities for teams to discuss challenging experiences, and explore ways to respond with empathy and professionalism.

These tools have laid the groundwork for consistent, ongoing service excellence training over the coming years, and reflect our organization's commitment to continuous improvement and a culture of service excellence.





Service Excellence

Key Performance Indicator:

Percentage of employees who have completed service excellence training in support of the Legislative Assembly Administration’s Service Excellence Statement. ¹

2024/25 Target: 75%



Status as of Q4 2024/25: 100%

In Q4 2025, the employee-led Service Excellence Committee (SEC) rolled out training on its Service Excellence Guide and Toolkit. Every department made time to meet, review the toolkit together, and work through several service excellence scenarios together, facilitating group discussion about different approaches to service excellence, and achieving the best outcome for our client groups.

¹ The Legislative Assembly Administration has implemented an organization-wide Service Excellence Statement, which focuses the Administration’s efforts to improve in providing seamless and unified services and supports.



Goal 2: Operational Excellence

Our operations and support services are effective and efficient.

Objective 2: Enhance Our Organizational Capacity

We will continuously improve our business practices to create effective and innovative ways of completing our work.

Facilitated the Transition to the 43rd Parliament

Supporting a seamless transition between Parliaments is essential to upholding the continuity and stability of our democratic institutions. The Administration played a central role in preparing for and facilitating the transition to the 43rd Parliament in the months leading into and following the 43rd provincial general election in October 2024, ensuring that all Members received the support they needed to begin, continue, or conclude their parliamentary roles with confidence.

More than a year before the election, the Administration launched a dedicated Election Readiness and Transition Program. This whole-organization effort brought together cross-functional teams to prepare for the onboarding and offboarding of Members, and deliver coordinated, timely support through their transition. Preparations included extensive collaboration with external partners, such as Elections BC, and several full-scale readiness exercises, ensuring alignment and preparedness across the board.

A particular highlight of the program was the successful design and delivery of MLA School — a reimagined orientation program tailored to the needs of new and returning Members of the Legislative Assembly. This included in-person sessions in the Legislative Chamber, as well as on-demand learning modules covering topics such as parliamentary procedure, the legislative process, and operating a constituency office. Departing Members also benefited from structured offboarding supports, including webinars, and transition seminars.

The Administration also facilitated the leasing of constituency offices province-wide in a new constituency office leasing model approved by the Legislative Assembly Management Committee, providing Members with tailored leasing support, including the furnishing and physical security of these new offices in alignment with approved policies.

To capture lessons learned and continue providing industry-leading support to Members and their staff, internal teams conducted detailed retrospectives and gathered client feedback, which will inform future election transitions. Together, these efforts reflect a strengthened, modernized approach to Member support.





Prepared to Implement a New System to Integrate Core Business Processes Into a Centralized Platform

Over the course of many years, several systems that support our operations had become outdated, which began to pose challenges across our organization, creating issues of data management, information security, and impacting our overall efficiency. To streamline our business and increase our effectiveness as an Administration, work has been underway across the organization over the past year to bring online a new enterprise resource planning system that will automate core functions — particularly in the areas of human resources, payroll, and finance.

The Administration has been preparing for this transition by actively engaging with users across the Legislative Assembly. This has included piloting the new processes that will be put in place, and collecting feedback to ensure these new systems will meet their needs.

Over the coming years, the outdated processes that were handled through these legacy systems will transition over to the new system, consolidating several older systems into a “one-stop shop” for human resources and financial management, streamlining activities such as invoice management, expense reimbursements, travel claims, and more.

Onboarding this new system represents a significant step forward for our organization. It demonstrates our commitment to modernizing the way we work, and to supporting Members and staff with intuitive, integrated, and efficient tools. As we finalize this rollout, we remain dedicated to a smooth launch and maximizing the benefits of this new system — removing barriers and laying the foundation for a more efficient and effective Administration into the future.





Matured Our Business Continuity Management Program and Began Preparing to Expand Supports Province-wide

Constituency offices play a vital role in serving communities across British Columbia, and it is essential that these offices remain operational and responsive to local needs. But with constituency offices spread across the province, each with their own distinct operating environment, ensuring the continuity of these offices poses a significant challenge — particularly during an emergency situation.



Over the past year, the Administration committed to enhancing the preparedness and resiliency posture of the Legislative Assembly through increasing emergency planning and disaster readiness supports for caucuses and constituency offices. Ongoing efforts to expand the Business Continuity Management Program will see tailored caucus and constituency office resource toolkits developed to equip offices with the tools and knowledge needed to plan, prepare, and respond to any crisis with confidence.

As these enhanced supports are implemented province-wide, they will strengthen the ability of caucuses and constituency offices to maintain operations and continue supporting their communities — no matter the circumstance.



Launched a New Parliamentary Committees Management System

In the past twelve months, the Parliamentary Committees Office (PCO) worked with the Information Technology Department (ITD) to develop and launch a new system designed specifically to support the operations of parliamentary committees and facilitate improved public participation.

This new tool replaces an outdated system that had begun to present challenges to the efficient work of parliamentary committees — marked by duplication of effort, and manual processes — with a more efficient, and user-friendly solution.

Through a user-centered service design process, ITD and PCO developed a new system to improve the interface for Committee Members as well as facilitate administrative improvements and enhancements to support public participation in parliamentary committee consultations in time for the 43rd Parliament.





Operational Excellence

Key Performance Indicator:

Percentage of Key Initiatives following a project management framework.

2024/25 Target: 100%



Status as of Q4 2024/25:

Status as of Q4 2024/25: 100% of Key Initiatives are following a project management framework.

Goal 3: Healthy Workplace Culture

We enable our employees to contribute, innovate, and collaborate using their diverse skills and perspectives.

Objective 3: Promote Engagement, DEIA, and Learning

We will introduce new programs, measures, and tools to support reconciliation, employee engagement, diversity, equity, inclusion, accessibility (DEIA), and learning.

Launched Our People and Culture Plan

In April 2024, the Legislative Assembly Administration launched its new 2024/25—2028/29 People and Culture Plan (PCP). At a high level, this plan provides a roadmap for how the Administration will continue to manage and develop its people over the coming years.

The development of the PCP was guided by conversations with leaders and staff, ensuring that a range of voices and perspectives helped shape its direction. Some of the key priorities identified in the plan include modernizing our workplace and the ways in which we work, improving the employee experience, and creating a more engaged and high-performing workforce. Additional priorities include managing and developing our people through recruitment, retention, training and development, and succession planning; and improving our organizational culture by building a work environment grounded in trust, respect, and shared values.

The desired outcome of the PCP is to foster an environment where employees can perform at their best, contribute to our success and

the success of those we serve, and feel valued and supported in their roles. This plan is a testament to our commitment to creating a positive and vibrant workplace culture — one where people can thrive.

Rolling out the plan marked the beginning of a new chapter in how we support our people. The PCP will guide our efforts over the next several years, but its spirit is already taking root. From more intentional conversations about workplace culture to early actions focused on employee development, this plan is already helping to shape a stronger, more connected organization.



Developed Training for New and Aspiring Leaders

To support employee development and succession planning, the Administration developed a new Leadership Essentials Program to build up new and aspiring leaders. This year-long program aims to provide a cohort of 25 employees with the skill development, knowledge, and confidence they need to take on leadership roles, whether it's in a formal or informal capacity, while supporting a strong talent pipeline for years to come.

The program combines professional instruction with in-house learning sessions, led by subject matter experts from within the Administration. Participants complete courses on Managing People and Performance, Business Communications, Difficult Conversations, Decision Making, and Human Resources.

This work builds on the Administration's continued focus on supporting employee learning and development, including a similarly structured Leadership Development Program for established leaders within the organization.

Additionally, a variety of internal training opportunities are available to all employees, and a Professional and Continuing Studies Program provides financial assistance to employees who wish to pursue formal education — such as a degree or diploma from an accredited institution.





Healthy Workplace Culture

Key Performance Indicator:

How likely would you be to recommend this organization as a great place to work? On a scale from 1 to 10.²

2024/25 Target: 7/10



Status as of Q4 2024/25:

The Legislative Assembly Administration received an average score of 8/10 in the 2025 Healthy Workplace Culture Pulse Survey. 82% of staff completed the survey.

² Legislative Assembly Administration employees are surveyed annually on how likely they would be to recommend this organization as a great place to work, among other things.

Goal 4: Open Access

We provide a welcoming, safe, and inclusive physical and digital environment to enable public access to the Legislative Assembly and Legislative Precinct buildings and grounds, and to facilitate understanding and observation of, and participation in, parliamentary proceedings.

Objective 4: Invest in Modern, Secure, and Sustainable Infrastructure

We will invest in technology and our physical environment so that it continues to be safe, secure, sustainable, and adaptable to meet current and future needs.

Improved Our Physical Environment

We looked at our physical infrastructure needs as we prepared for and supported the transition to a new Parliament. This key priority ensured that every Member could begin their duties effectively, with the spaces and resources needed to carry out their parliamentary responsibilities.

In advance of the election, targeted space planning was done to support the expansion of the Legislative Assembly from 87 to 93 Members. This included the addition of six new desks in the Legislative Chamber and reconfigurations of existing office spaces to accommodate the new Members, caucuses, and the staff who support them. These adjustments ensured that all Members had suitable workspaces from the first day of the new Parliament.

The Legislative Chamber redesign was a key achievement, allowing all Members (other than the Speaker) to be seated at a desk while preserving the historic character and functionality of this central space. These changes were essential to supporting the work of the Legislative Assembly and ensuring a seamless start to the 43rd Parliament.

At the same time, space planning was advanced for staff, including the renovation of part of the Bunker building and the strategic reconfiguration of additional office areas. These improvements provided staff with functional and collaborative work environments.

Major fire and life safety upgrades were completed and included the full installation of an updated fire alarm system and the completion of a fire exit project on the south side of the building, in the Speaker's and Clerk's courtyards.



These enhancements provide safe egress from all three floors of the building and a more secure environment for Members, staff, and visitors.

Accessibility improvements, such as the construction of a permanent canopy at the Mowat entrance, further enhanced safe access to the Parliament Buildings while removing barriers.



Service modernization initiatives included the implementation of a computerized maintenance management system, which introduced a ticketing system for Members and staff to submit facilities requests, improving efficiency and communication in addressing maintenance needs.

Foundational work also began on the Long-Term Legislative Precinct Plan, to establish a framework for long-term infrastructure renewal and modernization of the Precinct.

These achievements demonstrate the Administration's commitment to providing Members with the spaces, services, and supports necessary to carry out their parliamentary responsibilities. Despite the demands of an election year, immediate needs were successfully addressed while advancing long-term priorities that will strengthen the Legislative Precinct for years to come.

Launched Our Digital Strategy

A particular area of focus for us over these past three years has been creating a more modern organization. And with the rollout of our new Digital Strategy this past year, we took a major step forward in that direction.

Our new Digital Strategy is centred around several core objectives, developed through a comprehensive analysis of current technologies, and focused on enhancing our capabilities to deliver more efficient and accessible services.

Another core feature of the rollout was the launch of the Digital Hub — a dedicated internal resource for keeping staff informed about the latest digital practices. This will make it easier for staff to access digital resources that support their work and encourage them to learn about areas for potential improvement.

The launch of the Digital Strategy has shown promising results, contributing to the success of several other initiatives discussed throughout this report. These ongoing efforts to modernize will lay the foundation for a more modern organization — one that continues to evolve in step with the needs of those we serve.





Open Access

Key Performance Indicator:

Number of people who access educational and visitor programming.

2024/25 Target: 5% increase on 2023/24 results (59,492)



Status as of Q4 2024/25:

81,124 — an improvement of 36%.

70,167 people received a guided tour of the Parliament Buildings. In addition, 7,426 accessed educational opportunities provided by the Parliamentary Education Office, 3,531 accessed the travelling plays and Halloween plays, and 3,050 attended seasonal events.

LOOKING AHEAD

As we sunset our 2022/23—2024/25 Strategic Plan, we close an important chapter in the evolution of the Legislative Assembly Administration. Over the past three years, this plan has guided our work and led meaningful progress across the organization, laying the foundation for a more modern, adaptive institution. From improved services for Members, to strengthened security on and off the Legislative Precinct, to the modernization of our operations and infrastructure, to a renewed focus on reconciliation with our Indigenous partners, these collective efforts have positioned us for continued stewardship and future success.

Looking ahead, we are excited to begin implementation of the Administration's new 2025/26—2028/29 Strategic Plan. Informed by lessons learned through wide engagement, the new plan builds on the momentum of the past three years while introducing a refreshed set of priorities. It will continue to guide our efforts to support Members, with a clear focus on meaningful impact and measurable outcomes.

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 our social media pages, [Facebook](#), [Instagram](#), and [X](#), where we provide regular updates on happenings at the Legislative Assembly.





LEGISLATIVE ASSEMBLY
of BRITISH COLUMBIA