

## Appendix B: 2025 Key Performance Metrics

### Privacy Impact Assessments

A Privacy Impact Assessment (PIA) evaluates how a current or proposed government initiative will affect personal privacy rights of any individual whose information is collected, used, or disclosed. A PIA identifies potential privacy risks and ensures that measures are in place to protect personal information.

In the 2025 fiscal year, the Privacy and Information Services Division collaborated with CRD colleagues on 97 PIAs, representing a 111% increase over the prior year (See Figure 1). The historical average is 47 PIAs per year. This is the highest volume of PIAs the CRD has processed in a single year.

The significant increase in the number of Privacy Impact Assessments conducted is likely correlated to two main causes: the implementation of process efficiencies that have led to the faster completion of assessments; and increased awareness across the organization of when a PIA is required, resulting in more initiatives being identified and brought forward for review.

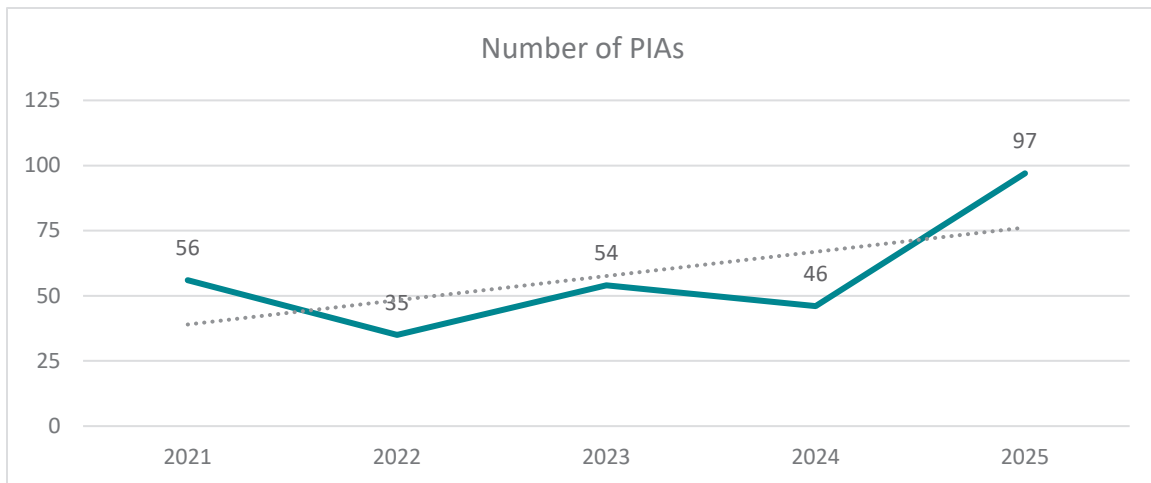


Figure 1

The largest share of the Privacy Impact Assessments conducted were related to surveys (26 PIAs), followed by data collection activities (13 PIAs) and systems (e.g., enterprise systems such as SAP), service delivery programs (e.g., the Climate Action Program), and applications and tools (e.g., the Shifts scheduling application) (12 PIAs each). Video surveillance PIAs (10) also represented a meaningful proportion of the workload (see Figure 2).

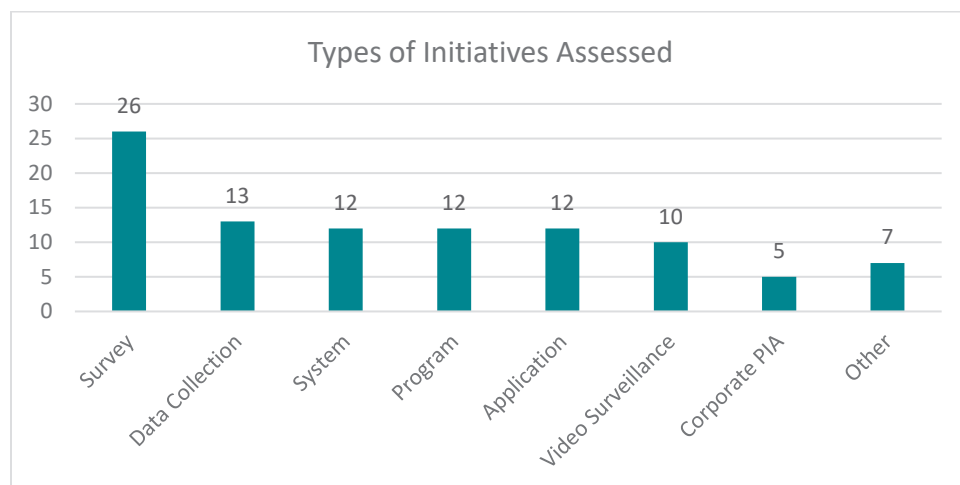


Figure 2

## Freedom of Information Requests

FOIPPA promotes openness and transparency in government by giving anyone the right to request access to records held by public bodies, subject to certain exceptions. Public bodies must respond to an FOI request within 30 business days. FOIPPA provides for the ability to extend this time if certain conditions apply, or with the permission of the Information and Privacy Commissioner.

In the 2025 fiscal year, the Privacy and Information Services Division collaborated with CRD colleagues on 255 FOI requests. This is consistent with the historical average of 252 requests per year (see Figure 3). However, these 255 requests represent over 22,000 pages of records processed (see Figure 4). The average size of a request, when expressed in pages, is continuing to increase year-over-year; the 2025 figure is a dramatic increase compared to prior years.

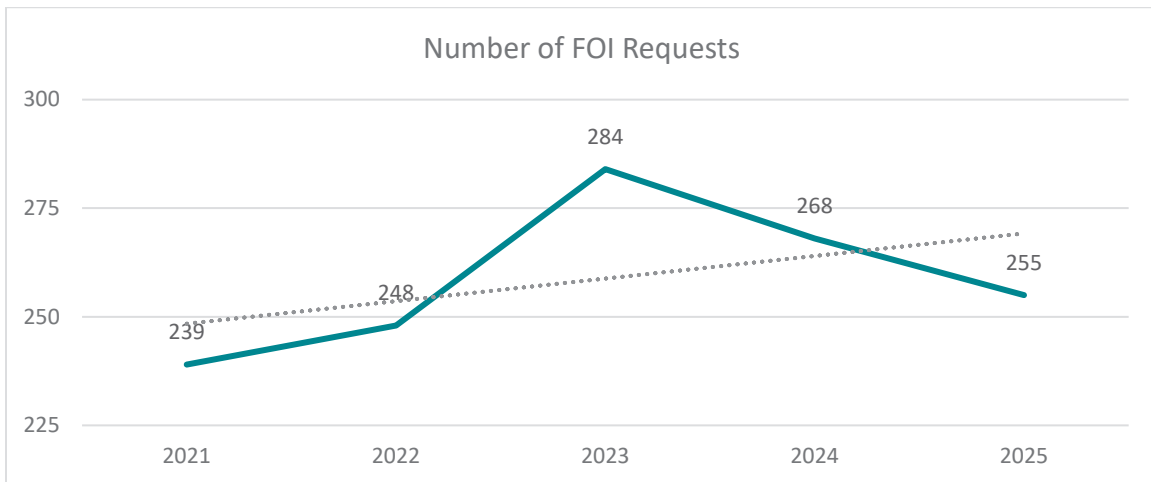


Figure 3

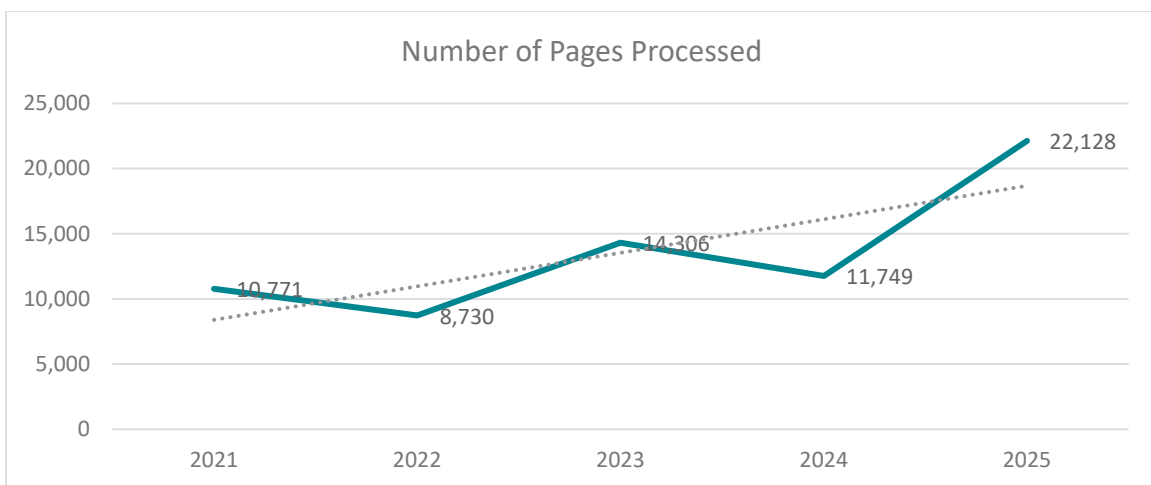


Figure 4

Most FOI Requests were related to more than one theme and required a response from two or more divisions within the CRD. In keeping with prior-year trends, the most commonly-requested records related to either Building Inspection (164 requests) or Bylaw matters (63 requests) (see Figure 5). A significant majority of requests (98%) were for CRD program information, while only 2% of requests were submitted by individuals seeking their own personal information (see figure 6).

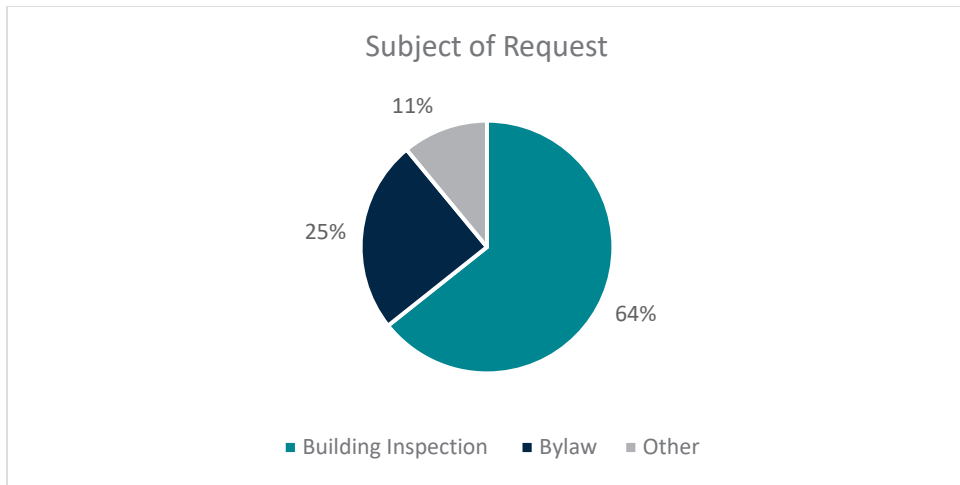


Figure 5

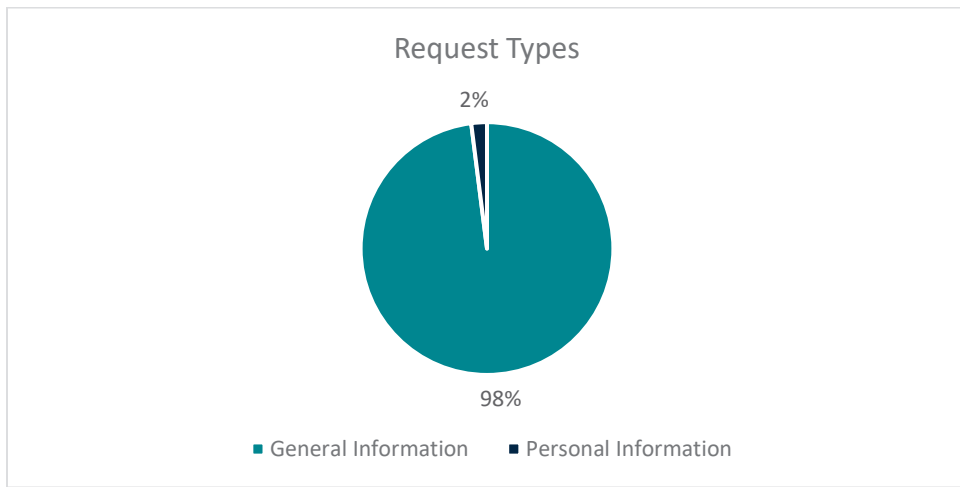


Figure 6

The majority of FOI Requests were submitted by individuals (63%). Realtors made 17% of requests, while businesses and interest groups made 9% and 4% of all requests, respectively (see Figure 7)

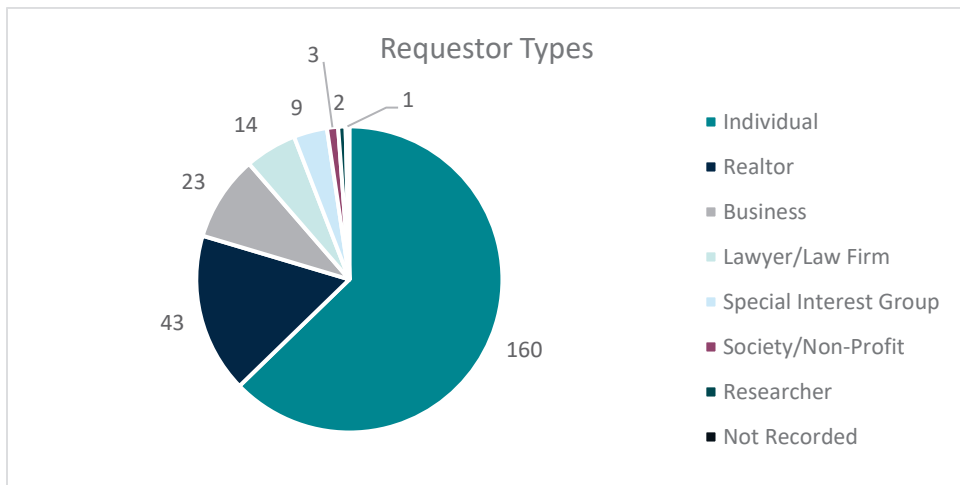


Figure 7