



SELECT STANDING COMMITTEE ON FINANCE AND
GOVERNMENT SERVICES

APRIL 2025

Supplemental budget submission

Fiscal Year 2025/26



Budget Submission OIPC

1. Introduction

The OIPC provides independent oversight and enforcement of BC’s access and privacy laws, including the *Freedom of Information and Protection of Privacy Act* (FIPPA), which applies to over 2,900 public bodies, and the *Personal Information Protection Act* (PIPA), which applies to any private sector organization that collects, uses, and discloses the personal information of individuals. The Information and Privacy Commissioner is also designated the Registrar of Lobbyists under the *Lobbyists Transparency Act* (LTA), with mandates to maintain the lobbyists registry, raise awareness and oversee compliance. The OIPC has a staff complement of 57.5 FTE’s, plus the Commissioner.

2. Summary of the Supplementary Funding Request for 2025-26

This budget request is for \$12,374,000 in operating funding for fiscal 2025/26, \$13,311,000 for fiscal 2026/27 and \$13,760,000 in fiscal 2027/28 and a capital budget request of \$121,000 in 2025/26, \$125,000 in 2026/27 and \$125,000 in 2027/28. Table 1 highlights the budget change from the estimates submitted 18 months ago.

Table 1 - Summary Budget Request 2025/26 (000,s)

	Operating	% Change Operating	Capital
Budget 2025/26 per Estimates	10,933		98
Funding previously approved for 2025/26	101		-
Subtotal	11,034		98
Wage inflation adjustment for 2025/26	252	2.28%	-
Non-wage inflation adjustment 2025/26	57	0.52%	-
New key request – Continuing specified 24/25 operations*	616	5.58%	2
New key request - IT modernization and security enhancements*	180	1.63%	19
New Key request - supporting acceptable and efficient services*	235	2.13%	2
Total budget request 2025/26	12,374	12.14%	121

* see business case

When the current budget request is compared to the current 2024/25 budget, as approved with supplemental requests, the actual increase is 4.91% as detailed in Appendix 1. The difference is explained by:

- The proposed maintenance of salary for 2.5 positions that had been scheduled to fall away in this fiscal year, but which are proving to still be necessary; and
- Ongoing costs associated with the two supplemental budget requests made during the 2024/25 fiscal year.

3. Key Requests

The OIPC requests funding for 2025/26 in three areas: inflation, continuing specified and necessary 2024/25 operations, and supporting acceptable and efficient services.

1) Inflation funding request

- a. Wage inflation 2.28% – wage inflation represents the estimated increase in the 2025/26 fiscal year for salaries and benefits. Wage inflation is typically retrospective in nature in that collective agreements will review the cost of living over the past 12 months and use that as estimates for negotiating cost of salary increments. Wage inflation for 2025/26 is composed of the following calculations:
 - i. 0.33% - Fiscal 2024/25 cost of living (col) wage inflation - the 2024/25 fiscal year – the amount used to estimate inflation for 2024/25 was 3% and funding was provided for this amount. The actual cost of wage inflation for 2024/25 was 3.4% based on the col increase formula, where 80% of the increases provided were 3% and 20% of the increases were 5%. This is a recent development in how the BC Public Service is managing compensation.
 - ii. 0.62% - Fiscal 2025/26 col wage inflation – in the fall of 2023, a 2% increase to wage inflation was requested and approved. Applying the BC Public Service increment formula, (80% of staff will receive 2% increase and 20% will receive 3%), that actual inflation is estimated based on the BC Stats information for inflation up to January 2025.
 - iii. 0.86% - Fiscal 2025/26 scheduled wage increases – This refers to staff who are scheduled to receive an increment based on length of time in the position. This applies to Management positions. Such an increment ensures that staff will progress within their salary schedule and recognizes accumulated knowledge and experience within a role. The cost of this increment is equal to 1% of the overall salary budget
 - iv. 0.47% New request – historic funding to cover maternity and parental leaves that have been absorbed by the office; with an expanding workforce \$52,000 in funding is being added into this request to cover the cost of this benefit.

2) Request for funding to continue specified 2024/25 operations

This request is for \$616,000 in operational funding that was part of the 2024/25 budget that the OIPC requests will continue in 2025/26, and \$2,000 in capital. This includes:

- \$316,000 for two adjudicators,
- \$250,000 for legal costs, and
- \$50,000 in operating and \$2,000 in capital for partial support for an administrative assistant.

See business case 1 for details, including relevant key assumptions, risks and challenges, and key changes in 2024/25.

3) Request to support acceptable and efficient services

This request is for \$415,000 in operational funding and \$21,000 in capital funding for 2025/26 to support three items necessary for acceptable and efficient services. This includes:

- \$180,000 in operating and \$19,000 in capital as the OIPC share of IT modernization with Corporate Shared Services (CSS),
- \$119,000 in operating and \$2,000 in capital for a new office manager to support organizational growth, and
- \$116,000 for a Registrar of Inquiries to support adjudication services and to support organizational growth.

See businesses cases 2 and 3 for details, including relevant key assumptions, risks and challenges, and key changes in 2024/25.

4. Projection of 2024-25 Actual Spending

The projection of 2024/25 actual spending is \$11,553,000 in operating and \$65,000 in capital, resulting in a 2% surplus.

5. STOB Analysis of Previous Year's Actuals (if needed)

The 2023/24 expenditures were managed within 1.2% of total budget Please refer to committee Table 2 for STOB Analysis of Budget Proposal.

Appendix 1: Budget comparisons between 2024/25 to 2025/26 request

STOB	Expense Type	2024/25 Budget Including Supplemental Funding	Budget Request for 2025/26	Difference
50	Salaries	5,950,000	6,330,000	380,000
51	Supplemental Salary	0	52,000	52,000
52	Employee Benefits	1,634,000	1,739,000	105,000
54	Officer of the Leg. salary	404,000	414,000	10,000
57	Travel	97,000	100,000	3,000
60	Professional Services*		0	0
	<i>Judicial review</i>	510,000	351,000	(159,000)
	<i>Operations</i>	342,000	353,000	11,000
63	Information Systems	542,000	636,000	94,000
65	Office and Business Expenses	279,000	214,000	(65,000)
67	Info., Advertising and Publications	0	0	0
68	Statutory Advertising & Publications	13,000	14,000	1,000
69	Utilities , Materials and Supplies	35,000	36,000	1,000
70	Operating Equipment Vehicles	0	0	0
73	Amortization Expense	210,000	185,000	(25,000)
75	Building Occupancy	807,000	857,000	50,000
85	Other Expenses (CSS)	975,000	1,096,000	121,000
88	Internal recoveries	(1,000)	(1,000)	0
89	external Recoveries	(1,000)	(1,000)	0
90	external Recoveries	(1,000)	(1,000)	0
	Total	11,795,000	12,374,000	579,000
Increased budget 2024/25 to 2025/26				4.91%

Business Case 1: Maintaining operational funding

1. Purpose of funding

The purpose of this request is to continue specified core service operations in 2025/26 that the Select Standing Committee on Finance and Government Services (SSCFGS) previously approved for earlier years. This includes:

- \$316,000 in operating costs to retain two adjudicator positions originally scheduled to end after the 2024/25 fiscal year,¹
- \$250,000 in operating costs to address rising legal costs in 2025/26 (a supplemental request for \$410,000 was approved for the 2024/25 fiscal year²), and
- \$50,000 in operating costs and \$2,000 in capital costs for permanent administrative support originally scheduled to end after the 2024/25 fiscal year.³

Demand for OIPC services have surpassed the resources available address them, in spite of ongoing continuous improvement initiatives.

2. Background

Adjudicator resources

- Files that are not resolved at investigation may be referred for an inquiry. Adjudicators decide all questions of fact and law arising in the inquiries and issue legally binding orders.
- Improving the timeliness for processing requests for review and complaints files at inquiry continues to be an office priority.
- The Committee approved funding in November 2021 to add adjudicators to meet demands and to address a significant backlog, including for two adjudicators for three years scheduled, to end after the 2024/25 fiscal year. Those incremental resources were added in 2022/23 and 2023/24. Continuous improvement processes and updating policies have been undertaken to maximize effectiveness while maintaining quality.

Legal costs

- Judicial reviews may arise from OIPC decisions involving matters of compliance relating to public bodies or organizations under the *Freedom of Information and Protection of Privacy Act* or the *Personal Information Protection Act*.
- OIPC decisions contain findings or orders, and include public reports initiated by the Commissioner, orders by adjudicators, or findings on complaint files by investigators. An individual, public body, or organization that is not satisfied with a decision made by the Commissioner or a delegate can petition the courts for a judicial review.
- Any party that wishes to appeal an OIPC decision follows judicial review as their process for appeal. Significant legal costs can be added if cases are further appealed from the court of first

¹ https://www.leg.bc.ca/committee-content/1699/SSC-Finance_SO-Report_2021-12-16.pdf, page 21.

² <https://www.oipc.bc.ca/documents/budget-annual-report-service-plans/2864>

³ https://www.leg.bc.ca/committee-content/4499/FGS_SO-Report_42-4-3rdReport_2023-12-13.pdf page 20.

instance. The costs associated with this request directly relate to the cost of bringing on external counsel when the OIPC must go to court to address judicial reviews and appeals of OIPC files.

Continuing administrative support

- In 2024/25 and previous years the OIPC had funding of \$50,000 per year for an administrative assistant that supported the work of the Asia Pacific Privacy Authorities Secretariat. The annual funding ends on April 1, 2025 as the Secretariat transitioned to Singapore's Personal Data Protection Commission
- The OIPC topped up this amount for a full-time position to additionally manage phones and provide office-wide administrative support.

3. Discussion

Adjudicator resources

- As a result of the resources approved in November 2021 and brought on between 2022/23 and 2023/24, the backlog at inquiries has reduced from 237 at the end of 2021/22 to 218 at the end of 2024/25, despite an increase in inquiries requested in the last fiscal year and adjudications having one of its most productive years – closing 189 inquiries compared to 161 in the year before. This is primarily due to a combination of: concerted and successful efforts to reduce the backlog at investigations, a consequence of which has been increased number of files going to adjudication; and a gradual but continuous overall increase in the number of complaints and requests for review coming into the office since 2020/21.
- If the two positions are retained, the OIPC projects it will be in position to keep the backlog from growing further as the number of new inquiries requested is projected to hold steady at 150 over the next three fiscal years. Without funding for the two positions the backlog will increase to 238 inquiries by April 1, 2026, and could reach 278 by 2027/28.
- Inquiries are driven from external factors over which the OIPC has no control. As the backstop for the OIPC's FOI and privacy oversight, they are also fundamental to the democratic fabric of British Columbia and critically meaningful for people in BC.

Legal costs

- Based on the 2023/24 and 2024/25 fiscal years, both with \$250,000 expenditures for legal costs beyond what was budgeted, the OIPC has determined that requesting \$250,000 is necessary to support this core function.
- The higher costs the OIPC continues to face are driven by the unusually complex nature of the matters before the courts, which continue in the face of parties that are passionate about their positions and new technologies that give rise to complex questions of law.
- The OIPC does not have control over whether a party decides to proceed with a judicial review, and the OIPC must respond when a judicial review is filed with the courts.

Continuing administrative support

- The OIPC/ORL has worked to establish efficiencies in staff resources by reallocating resources for additional administrative support to OIPC/ORL staff. The current complement of only 2 administrative staff provide support to the Commissioner/Registrar, executive and a staff of ~60.

- This position supports teams across the office in the secure transfer of documents, processing all incoming mail, managing logistics for staff meetings and training, carrying out data entry for case file management, and processing approximately 2,000 requests for information by phone annually.
- The OIPC could further administrative efficiencies by retaining the \$50,000 in funding for this position to support economical case file management for the increase demand relating to legal matters.

Relevant key assumptions

- Demand for OIPC services will continue.
- While continuous improvement initiatives assist in managing wait times, additional resources are necessary to keep pace to support efficient allocations of staff time, to reduce and keep wait times from growing.
- Complex matters will continue to come before the OIPC and some parties, with deep interests in those matters, will continue to exhaust procedures available through both OIPC and the courts.

Relevant risks or challenges

- The OIPC does not have control over demands for services, and the number of complaints or requests for review made to the office could increase. An increase in demand could impact on wait times.
- Any continued increase in costs for judicial reviews over complex matters merits consideration for bringing legal services in-house.

Relevant key changes in 2024/25

- Funding that started in 2022/23 for 2 adjudicators is scheduled to end after the 2024/25 fiscal year.
- OIPC started to see an increase in costs for judicial reviews in 2023/24, which continued into 2024/25. It is expected to be sustained into 2025/26.
- \$50,000 funding for APPA Secretariat work is scheduled to end after the 2024/25 fiscal year and OIPC requests to reallocate it for general administrative support.
- In 2024/25, the OIPC received more complaints and request for reviews than ever before, with 905 complaints received compared to 613 in 2020/21, and 1099 requests for review received compared to 592 in 2020/21 – a 66 percent increase over five years. Approximately 10 percent of this increase in files in 2024/25 will make their way into inquiry over the course of 2025/26.

OIPC Business Case 2: IT Modernization and Security Enhancements for Four Independent Offices of the Legislature

1. Purpose of funding

The purpose of this funding is for \$180,000 in operating and \$19,000 in capital costs to modernize identified technology and increase security for four independent Offices of the Legislature. The Office of the Ombudsperson operates a Corporate Shared Services (CSS) department that shares the costs for Human Resources, Finance, and Information Technology (IT) support with the Information and Privacy Commissioner and Registrar of Lobbyists, the Police Complaint Commissioner, and the Merit Commissioner. For this document's purposes, these Offices are collectively called the Client offices.

The request also includes funding for a single FTE to support updates and modifications to the case tracker system. The funding and changes sought are spread across the next two fiscal years to reduce the financial impact of this budget request.

2. Background

The following factors contributed to the development of this request:

- A new Chief Information Officer in CSS
- Identification of equipment and applications that no longer meet our needs
- Loss of flexibility in Client offices' budgets to fund projects

Historically, recruitment delays have created savings that were leveraged to fund smaller items, such as IT enhancements. However, the Client offices have experienced fewer recruitment delays over the past few years and has reduced flexibility within their budgets for specific projects.

Appendix 1 provides details of this request across the 2025/26 and 2026/27 fiscal years and identifies whether the project is a one-time initiative or recurring over time.

Initiatives are categorized as follows and includes the OIPC portion of the funding for the total cost:

- 1) **Security Enhancements:** \$84,000 to increase the security measures undertaken by the CSS to protect information assets and maintain confidence. This includes:
 - a. Upgrading remote work environment to support hybrid workers, as existing technology has not been upgraded in over 10 years and is reaching end of life.
 - b. Implementing systems monitoring software to replace manual identification of updates and vulnerabilities to hardware and software devices. This would enable repairing vulnerabilities as soon as they are known and before it can be exploited.
 - c. Implementing staff cyber security training that would train staff to be aware of phishing emails through automatically generated phishing emails to test users understanding and raise awareness. Staff clicking on phishing emails is one of the most common vulnerabilities in any organization. The selected software is similar to a product used by the Legislative Assembly's IT department.
 - d. Ongoing security testing and use of an external vendor to maintain security of IT infrastructure.

- e. Purchasing the next tier of licensing for standard office tools to align with the standard set by the broader BC Public Service. The current level of office tools does not meet the office's security and processing needs. The next tier offers enhanced identity and threat protection, information protection and advanced compliance capabilities to safeguard and manage data, and conducts more complex data analysis.
 - f. Purchasing network security from our internet service provide to protect the main network line to the data centre.
 - g. Researching data encryption to understand the cost and methodology for implementing additional security measures.
- 2) **IT Modernization:** \$96,0000 in operating costs and \$19,000 in capital costs to update equipment and systems. This includes:
- a. Ongoing maintenance of new case management system to ensure the system continues to evolve and that features in the system are configured to meet the ongoing needs of operations. This request funds a shared Business Analyst FTE to carry out this work. A portion of the funding is set aside to address complex changes that may require external expertise if the work cannot be done by internal staff.
 - b. Implementing modern software to meet records management and HR needs. A new electronic records management system is needed to replace a legacy system that is only capable of tracking hard copy documents. Procurement of a new system to meet digital and paper needs by all offices is required. An additional system is needed for HR and onboarding processes, as all recruitment is managed manually and through email. This project can be deferred to 2026/27 to reduce budgetary impact on 2025/26.
 - c. Building a test data centre to thoroughly test new equipment and software before installation in a production environment. Current practice is to install and test in the production environment outside of working hours, which increases costs and reduces efficiency when rolling out new versions of software and hardware.
 - d. Upgrading two meeting rooms to support hybrid work. The scope of this work includes upgrading a multipurpose meeting room with functionality to adjust to one, two, or three meeting rooms. The rooms are used for staff meetings, hosting public hearings, training events, and small conferences. The current technology has not been upgraded in over a decade and prevents interactive connection between those present in person and those attending remotely, preventing efficient use of the space. The meeting space has been shared with other Independent Officers of the Legislature, such as Elections BC, when the need arises.

3. Discussion

- Relying on using savings in salary lag as a result of staff turnover to fund minor projects is no longer feasible and is not a sustainable way of ensuring required updates and improvements are implemented.
- The shared services model distributes the costs of projects across the four Client offices, with each office only paying for a portion of the total cost of these expenditures.

- Modernization upgrades allow staff to focus on the more complex aspects of their roles, and reduces the occurrences where productivity is lost to deal with outdated equipment.
- If funding is not provided for these initiatives, the security of our IT systems will be at risk, relying on outdated equipment and applications. The Client offices deal with highly sensitive material, and a security breach caused by outdated hardware and software or inadequate training would lead to serious reputational harm and a decrease in trust among people in BC.

Relevant key assumptions

- The OIPC will maintain high security standards and practices.

Relevant risks or challenges

- The cybersecurity threat environment continues to deteriorate as substantiated by the technical literature, media reports, and the breach reporting that the OIPC receives from public and private organizations on an almost daily basis (even though breach reporting is not mandatory for private sector organizations). While most instances are related to cybercrime (prominently ransomware), there are also well known incidents of state-sponsored attacks such as the attack on the BC Government that came to light in 2024. Because of the sensitivity of the data dealt with by OIPC/ORL operations, and the nature of its mandate, a breach of the OIPC would cause unacceptable reputational harm and negatively affect the trust that the people of the province have in not just the office, but the public and private environments that it regulates.
- A sustained hybrid environment has stretched the limits of legacy technology.

Relevant key changes in 2024/25

- The Resolve case tracker system was implemented in the OIPC in 2024/25 fiscal.

Appendix One – Total Cost of IT Modernization and Security Enhancements

					OMB	IPC	OPCC	OMC	Total
Ref #	Fiscal year	Description	One-time/recurring	Operating or Capital	41.35%	28.92%	24.23%	5.50%	100.00%
1	FY26	Investment in remote technology	One-time	Operating	31,000	22,000	18,000	4,000	75,000
2	FY26	Funding for testing of systems environment security	Recurring	Operating	21,000	14,000	12,000	3,000	50,000
3	FY26	Staff training/testing training (EG phishing/cybersecurity)	Recurring	Operating	4,000	3,000	2,000	1,000	10,000
4	FY26	Encrypt Data research	One-time	Operating	21,000	14,000	12,000	3,000	50,000
5	FY26	Software - for patch testing and vulnerability mon.	Recurring	Operating	12,000	9,000	7,000	2,000	30,000
6	FY26	Adding additional Microsoft functionality	Recurring	Operating	31,000	22,000	18,000	4,000	75,000
7	FY26	Addition of standing security for network circuit	Recurring	Operating	-	-	-	-	
		Subtotal Security Enhancements			120,000	84,000	69,000	17,000	290,000
8	FY26	Website Modernization - OMB only	Recurring	Operating	40,000	-	-	-	40,000
9	FY26	Case tracker upgrades requested from vendor	Recurring	Operating	20,000	20,000	20,000	10,000	70,000
10	FY26	Case tracker upgrades requested from vendor	One Time	Operating			60,000		60,000
11	FY26	Case Tracker Business Analyst	Recurring	Operating	60,000	42,000	-	8,000	110,000
12	FY26	Electronic records management system	One-time	Operating	31,000	22,000	18,000	4,000	75,000
13	FY26	Board room modernization - operating costs	One-time	Operating	14,000	10,000	8,000	2,000	34,000
14	FY26	Total amortization on Capital for the FY	Recurring	Operating	3,000	2,000	2,000	-	7,000
		Subtotal operating IT Modernization			168,000	96,000	108,000	24,000	396,000
15	FY26	Facilities modernization - capital costs	One-time	Capital	26,000	19,000	16,000	4,000	65,000
1	FY27	Application tracking system for HR	One-time	Operating	31,000	22,000	18,000	4,000	75,000
2	FY27	Formalized test environment	One-time	Operating	4,000	3,000	2,000	1,000	10,000
3	FY27	EDRMS license cost	Recurring	Operating	10,000	7,000	6,000	1,000	24,000
4	FY27	Total amortization on Capital for the FY	Recurring	Operating	8,000	6,000	5,000	-	19,000
		Subtotal operating			53,000	38,000	31,000	6,000	128,000

5	FY27	Formalized test environment	One-time	Capital	23,000	16,000	13,000	3,000	55,000
1	FY28	HR applicant tracking license cost	Recurring	Operating	10,000	7,000	6,000	1,000	24,000
2	FY28	Total amortization on Capital for the FY	Recurring	Operating	10,000	8,000	6,000	-	24,000
		Subtotal operating			20,000	15,000	12,000	1,000	48,000

Business Case 3 – Supporting acceptable and efficient services

1. Purpose of funding

The purpose of this request is to more efficiently meet demands for services at the OIPC with a request for a registrar of inquiries position and an office manager position starting in 2025/26. These positions are critical to operational support and to establishing efficiencies in core business functions and represents the minimum resources needed to provide people in BC with efficient and acceptable service.

The request includes:

- \$116,000 in operating costs for one registrar of inquiries starting in 2025/26; and
- \$119,000 in operating costs and \$2,000 in capital costs for an office manager position starting in 2025/26.

2. Background

Registrar of inquiries

- Files that are not resolved at investigation may be referred for an inquiry, where the registrar of inquiries supports adjudicators by: issuing the notice of inquiry; gathering the parties' submissions; deciding preliminary matters; preparing the inquiry file for the adjudicator; carrying out all administrative tasks required during the course of the inquiry; formatting and issuing the order; monitoring compliance; and responding to parties' questions about procedures, the order and any next steps. Approximately 10 percent of inquiry files are referred for an inquiry.¹
- This request supports reducing the wait time for an inquiry to proceed while the OIPC manages the existing backlog.

Office manager

- The OIPC staff complement has increased by 40% since 2020 resulting from increased demands for service relating to legislative amendments and for support to reduce wait times for inquiries.²
- An office manager will bring efficiencies to organizational growth by providing more cost-effective organizational management, currently being taken up by senior leaders across the organization. Adding a management resource will support OIPC service to people in BC by freeing up senior leaders to focus on reducing wait times and other organizational priorities.

¹ See Annual Report and Service Plan 2023-24 <https://www.oipc.bc.ca/documents/budget-annual-report-service-plans/2796>, page 15.

² Over various years, the SSCFGS approved 2 positions to support service relating to amendments to the *Lobbyists Registrations Amendment Act, 2018* (see https://www.leg.bc.ca/committee-content/192/FGS_SO-Report_42-1_2021-02-26_Web.pdf, page 22), 7 positions in November 2021 for adjudicators to address a significant backlog (see https://www.leg.bc.ca/committee-content/1699/SSC-Finance_SO-Report_2021-12-16.pdf, page 21), and 7.5 positions to support servicing the demands from statutory amendments under the *Freedom of Information and Protection of Privacy Amendment Act, 2021* (see https://www.leg.bc.ca/committee-content/4497/FGS-SO_43-4_2023-Interim-Report_2023-06-28.pdf, page 17).

3. Discussion

Registrar of inquiries

- Seven adjudicators were hired between 2022/23 and 2023/24 to address the demand and backlog for inquiry services. At that time, the OIPC recognized the need for additional support in assigning and processing files and reallocated resources to add a registrar to support the adjudicator division. The OIPC reallocated funds to add a registrar in 2022/23, and the wait time from request of an inquiry to the inquiry starting went down from 17 months to approximately 10 months. Similarly, in 2022/23, 1.6 registrars initiated 79 inquiries. With the reallocation of a registrar position supporting adjudicators, this figure doubled to 164 notices in 2024/25, resulting in an increased and more timely flow of inquiries to adjudicators.
- While the reallocation was managed through other cost saving measures in 2023/24 and 2024/25, the OIPC has exhausted flexibility in its budget and cannot sustain reallocating resources for the position in 2025/26.
- Without the additional registrar to process, assign, and manage inquiries, the inquiry process will not be as efficient and inquiry parties will have to wait longer to receive an order deciding their dispute.³

Office manager

- Currently, several management tasks are being carried out by Deputies and senior leaders across the office, whose time would be better spent on supporting their lines of business and office priorities such as reducing wait times.
- An office manager would provide cost-effective and efficient support to office-wide management tasks such as:
 - Managing the development and ongoing review of office policies; providing guidance to senior leaders developing policies for the office or their teams.
 - Coordinating various tasks across office, including planning in the event of an emergency or disaster and addressing improvements to the office's case file management system.
 - Modernizing records management and privacy management policies and practices.
 - Further developing and implementing onboarding training for staff.
 - Coordinating and monitoring the office's work in Reconciliation, Equity, Accessibility, Diversity and Inclusion, including meeting the requirements under the *Accessible BC Act*.
 - General office logistics and planning relating to annual meetings, training, professional memberships such as with the International Association of Privacy Professionals, and observations such as public service week.
 - Instructing Corporate Shared Services on office-wide initiatives and changes relating to human resources and finance.
- Without this requested position, the OIPC will not reach operational efficiencies as management tasks will continue to be carried by existing senior staff rather than a more appropriate position.

³ See business case continuing operational funding for more details about the inquiry process

Relevant key assumptions

- The OIPC must plan for efficient management and administration systems over time to support the best services to the public for existing lines of business, including continuous improvement of internal systems and processes.
- The OIPC does not have control over statutory amendments that impact on operations nor over increases in demands for services.
- Demand for OIPC services will continue to steadily increase over time.

Relevant risks or challenges

- Past incremental budget asks have not accounted for overall organizational growth and the necessary management and administration to sustain efficient operations.
- Options to have office management performed by the current administrative complement and senior staff have been explored and deemed to be unsuitable as it is not cost effective.

Relevant key changes in 2024/25

- Relying on using savings in salary lag as a result of staff turnover to fund management and administrative support is no longer feasible and is not a sustainable way of ensuring cost effective services.
- The coming into force of the *Accessible BC Act* for OIPC was September 1, 2024 and office-wide coordination of initiatives under that statute, in addition to in the areas of diversity, equity and inclusion and truth and reconciliation, is necessary.
- In 2024/25, the OIPC received more complaints and request for reviews than ever before, with 905 complaints received compared to 613 in 2020/21, and 1099 requests for review received compared to 592 in 2020/21 – a 66 percent increase over five years.
- The increase in files in 2024/25 will make their way into inquiry over the course of 2025/26.

STATUTORY OFFICE BUDGET SUBMISSION TEMPLATE

VOTE #6: OFFICE OF THE INFORMATION AND PRIVACY COMMISSIONER

TABLE 1: 2025/26 Supplementary Funding Request & Impact on Fiscal 2026/27-2027/28

1-Apr-25

STATEMENT OF OPERATIONS (in \$000s)

		2025/26 Budget (per Estimates)	2025/26 Supplementary Budget (Proposed)	2025/26 Total Budget (Approved + Proposed)	2026/27 Budget (As recommended in the Committee's December 2023 Report)	2026/27 Budget (Change from Proposed)	2027/28 Budget (Planned)
Operations							
<i>Revenue</i>		10	-	10	10	10	10
	Total Operating Appropriation	10,933	1,441	12,374	11,078	2,233	13,760
<i>Expenses</i>							
	Salaries and Benefits***						
	50 Base Salaries	5,793	537	6,330	5,909	1,025	7,199
	51 Supplementary Salary Costs	-	52	52	-	54	57
	52 Employee benefits	1,574	165	1,739	1,604	296	1,973
	54 Legislative Salaries and Indemnities	324	90	414	324	102	435
	Total Salaries and Benefits	7,691	844	8,535	7,837	1,477	9,664
	Operating Costs						
	57 Public Servant Travel	97	3	100	97	6	106
	60 Professional Services	442	262	704	392	332	723
	63 Information Systems - Operating	442	194	636	442	193	652
	65 Office and Business Expenses	196	18	214	196	27	229
	67 Informational Advertising and Publications	-	-	-	-	-	-
	68 Statutory Advertising and Publications	13	1	14	13	2	15
	69 Utilities, Materials and Supplies	35	1	36	35	2	40
	70 Operating Equipment and Vehicles	-	-	-	-	-	-
	73 Amortization	210	(25)	185	210	(20)	190
	75 Building Occupancy Costs	835	22	857	864	16	903
	77 Grants			-	-	-	-
	85 Other Expenses [CSS costs]	975	121	1,096	995	197	1,240
	<i>Total Internal Recoveries</i>	(1)	-	(1)	(1)	-	(1)
	<i>Total External Recoveries</i>	(2)	-	(2)	(2)	1	(1)
	Total Operating Costs	3,242	597	3,839	3,241	756	4,096
Capital							

Total Capital Appropriation		98	23	121	93	32	125
<i>Spending Plan*</i>							
	Furniture and Equipment**	10	-	10	10	1	12
	Information Systems**	88	23	111	83	31	113
	Tenant Improvements**	-	-	-	-	-	-
Background Information							
Number of FTEs (Budgeted)		57.50	4.75	62.25	59.50	62.25	62.25
**Please specify each additional operating and capital expense. Use additional lines if required.							
Notes (Explanations of Variances)							
1	Increase in salaries, 80% of this increase is related to key requests relating to continued operations and acceptable and efficient services						
2	Increase previously approved in a supplementary request related to wage settlement for provincial court judges and Commissioner's salary.						
3	Additional funding related to increased legal costs for Commissioner based investigations and Judicial order challenges						
4	Increase related to IT modernization and security enhancements						
5	Increase costs to cover inflation as well as budget requests for continued operations and acceptable and efficient services						

STATUTORY OFFICE BUDGET SUBMISSION TEMPLATE
VOTE #6: OFFICE OF THE INFORMATION AND PRIVACY COMMISSIONER
TABLE 2: Budget Versus Actual Results for Prior Fiscal Year, by STOB
1-Apr-25

STATEMENT OF OPERATIONS (in \$000s)									
Annual Budget Submission									
	2023/24 Budget Approved (per Estimates)	2023/24 Supplementary Budget (Approved)	2023/24 Total Budget (Approved)	2023/24 (Actual)	Budget to Actual Variance Increase (Decrease)			2024/25 Total Approved Budget	
					Amount	%	Notes		
Operations									
<i>Revenue</i>	10	-	10	9	1	10%		10	
Total Operating Appropriation	9,272	1,639	10,911	10,792	(119)	-1%		11,795	
<i>Expenses</i>									
Salaries and Benefits									
50 Base Salaries	4,557	1,117	5,674	5,581	(93)	-2%		5,950	
51 Supplementary Salary Costs	-	-	-	4	4	0%		-	
52 Employee benefits	1,252	306	1,558	1,520	(38)	-2%		1,634	
54 Legislative Salaries and Indemnities	324	61	385	352	(33)	-9%	2	404	
Total Salaries and Benefits	6,133	1,484	7,617	7,457	(160)	-2%		7,988	
Operating Costs									
55 Boards and Commissions - Honorariums	-	-	-	1	1	0%		-	
57 Public Servant Travel	97	-	97	105	8	8%	3	97	
60 Professional Services	442	-	442	477	35	8%	4	852	
63 Information Systems - Operating	542	23	565	541	(24)	-4%		542	
65 Office and Business Expenses	189	15	204	186	(18)	-9%	5	279	
67 Informational Advertising and Publications	-	-	-	-	-	0%		-	
68 Statutory Advertising and Publications	13	-	13	15	2	15%		13	
69 Utilities, Materials and Supplies	35	-	35	23	(12)	-34%	6	35	
70 Operating Equipment and Vehicles	-	-	-	-	-	0%		-	
73 Amortization	165	-	165	163	(2)	-1%		210	
75 Building Occupancy Costs	780	-	780	778	(2)	0%		807	
77 Grants	-	-	-	-	-	0%		-	
80 Transfers Under Shared Cost Agreements	-	-	-	12	12	0%		-	
85 Other Expenses [CSS costs]	879	117	996	1,085	89	9%		975	
<i>Total Internal Recoveries</i>	(1)	-	(1)	-	1	-100%		(1)	
<i>Total External Recoveries</i>	(2)	-	(2)	(51)	(49)	2450%	7	(2)	
Total Operating Costs	3,139	155	3,294	3,335	41	1.24%	1	3,807	
Capital									
<i>Revenue</i>									
Total Capital Appropriation	261	16	277	275	(2)	-1%			
<i>Expenses</i>									
Furniture and Equipment**	10	-	10	1	(9)	-90%	8	10	
Information Systems**	251	16	267	274	7	3%		95	
Tenant Improvements**	-	-	-	-	-	0%		-	
	261	16	277	275	(2)	-1%		105	

Explanatory notes:

- 1 The 2023/24 expenditures were managed within 1.2% of total budget
- 2 Underspend represents base salary payments made to Commissioner from vacation carryover bank and not expensed in STOB 54
- 3 Overspend in travel
- 4 Increased spending on professional services primarily related to increased adjudicative costs, funding request approved in subsequent year supplement
- 5 Reduced spending in staff training and use of office temporary help
- 6 Reduced spending on trade publications and journals
- 7 Increased recoveries related to work as APPA secretariat
- 8 Reduced spending as contingency not requested for office furniture with a cost exceeding \$1,000.

STATUTORY OFFICE BUDGET SUBMISSION TEMPLATE
VOTE #6: OFFICE OF THE INFORMATION AND PRIVACY COMMISSIONER
TABLE 3: 5-Year Actual Financial Results, by STOB
1-Apr-25

STATEMENT OF OPERATIONS (in \$000s)					
	2019/20	2020/21	2021/22	2022/23	2023/24
Operations					
<i>Revenue</i>					
Total Operating Appropriation	6,617	6,942	7,391	8,586	10,792
<i>Expenses</i>					
Salaries and Benefits					
50 Salaries and benefits	3,268	3,380	3,515	4,270	5,581
51 Supplementary Salary Costs	36	53	40	5	4
52 Employee benefits	908	969	982	1,169	1,520
54 Legislative Salaries and Indemnities	279	289	292	303	352
Total Salaries and Benefits	4,491	4,691	4,829	5,747	7,457
Operating Costs					
55 Boards and Commissions - Honorariums	0	0	0	2	1
57 Public Servant Travel	73	9	17	101	105
60 Professional Services	374	341	422	358	477
63 Information Systems - Operating	253	370	341	458	541
65 Office and Business Expenses	152	90	163	189	186
67 Informational Advertising and Publications	3	-	6	1	-
68 Statutory Advertising and Publications	14	14	13	13	15
69 Utilities, Materials and Supplies	41	41	37	30	23
70 Operating Equipment and Vehicles	-	-	-	-	-
73 Amortization	35	128	147	156	163
75 Building Occupancy Costs	680	718	772	733	778
77 Grants	-	-	-	-	-
80 Shared Cost Arrangements	11	11	5	11	12
85 Other Expenses [CSS costs]	538	563	670	826	1,085
<i>Total Internal Recoveries</i>	(2)	-	-	-	-
<i>Total External Recoveries</i>	(46)	(34)	(31)	(39)	(51)
Total Operating Costs	2,126	2,251	2,562	2,839	3,335
Capital					
<i>Revenue</i>					
Total Capital Appropriation	544	83	69	153	275
<i>Expenses</i>					
Furniture and Equipment**	9	11	3	-	1
Information Systems**	535	72	66	153	274
Tenant Improvements**	-	-	-	-	-
Number of FTEs (average)	39.20	39.20	40.20	46.23	57.94

STATUTORY OFFICE BUDGET SUBMISSION TEMPLATE
VOTE #6: OFFICE OF THE INFORMATION AND PRIVACY COMMISSIONER
TABLE 4: 3-Year Budget for IT Modernization and Security Enhancements

1-Apr-25

STATEMENT OF OPERATIONS (in \$000s)				
	2025/26 Budget (Proposed)	2026/27 Budget (Planned)	2027/28 Budget (Planned)	Notes
Operations				
<i>Revenue</i>				
Total Operating Appropriation	180	154	138	
<i>Expenses</i>				
Salaries and Benefits				
50 Base Salaries	-	-	-	
51 Supplementary Salary Costs	-	-	-	
52 Employee benefits	-	-	-	
54 Legislative Salaries and Indemnities	-	-	-	
Total Salaries and Benefits	-	-	-	
Operating Costs				
57 Public Servant Travel	-	-	-	
60 Professional Services	-	-	-	
63 Information Systems - Operating	136	108	90	1
65 Office and Business Expenses	-	-	-	
67 Informational Advertising and Publication	-	-	-	
68 Statutory Advertising and Publications	-	-	-	
69 Utilities, Materials and Supplies	-	-	-	
70 Operating Equipment and Vehicles	-	-	-	
73 Amortization	2	4	6	2
75 Building Occupancy Costs	-	-	-	
77 Grants	-	-	-	
85 Other Expenses [CSS costs]	42	42	42	3
<i>Total Internal Recoveries</i>	-	-	-	
<i>Total External Recoveries</i>	-	-	-	
Total Operating Costs	180	154	138	
Capital				
<i>Revenue</i>				
Total Capital Appropriation	19	16	-	
<i>Spending Plan</i>				
Furniture and Equipment*	-	-	-	
Information Systems*	19	16	-	4
Tenant Improvements*	-	-	-	

Notes (Explanations of Variances)

- 1 Increased systems costs to enhance security and modernize IT infrastructure, see business case for specific details
- 2 Amortization of capital costs estimated to be incurred
- 3 Portion of FTE to support case tracker system changes
- 4 Capital expenditure for equipment that has an expected cost exceeding \$1,000