

File No.: 04-1000-20-2017-419

December 1, 2017

s.22(1)

Dear s.22(1)

Re: Request for Access to Records under the Freedom of Information and Protection of Privacy Act (the "Act")

I am responding to your request of October 30, 2017 for:

Information including meeting minutes, budget documents and correspondence from the City of Vancouver regarding the decision not to send Mobile Voting Teams to Vancouver Care homes on City By-Election Day, October 14, 2017, including the following:

1. Rationale behind this decision;
2. Those responsible for making this decision;
3. Why the decision not to send any mobile voting teams to Vancouver care homes was not communicated with Vancouver care homes and the general public;
4. Those responsible for not communicating that mobile voting teams would not be sent to Vancouver care homes and which department or individual gave them the authority to make this decision;
5. Information indicating what percentage of the total 2017 by-election budget would have been the total cost of mobile voting.

All responsive records are attached. Some information in the records has been severed, (blacked out), under s.13(1) of the Act. You can read or download this section here: [http://www.bclaws.ca/EPLibraries/bclaws\\_new/document/ID/freeside/96165\\_00](http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00)

Under section 52 of the Act you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your request. The Act allows you 30 business days from the date you receive this notice to request a review by writing to: Office of the Information & Privacy Commissioner, [info@oipc.bc.ca](mailto:info@oipc.bc.ca) or by phoning 250-387-5629.

If you request a review, please provide the Commissioner's office with: 1) the request number assigned to your request (#04-1000-20-2017-419); 2) a copy of this letter; 3) a copy of your original request for information sent to the City of Vancouver; and 4) detailed reasons or grounds on which you are seeking the review.

Please do not hesitate to contact the Freedom of Information Office at [foi@vancouver.ca](mailto:foi@vancouver.ca) if you have any questions.

Yours truly,

A handwritten signature in black ink, appearing to be 'B. Van Fraassen', written in a cursive style.

**Barbara J. Van Fraassen, BA**  
**Director, Access to Information & Privacy**

*Barbara.vanfraassen@vancouver.ca*  
*453 W. 12th Avenue Vancouver BC V5Y 1V4*  
*Phone: 604 .873.7999*  
*Fax: 604.873.7419*

Encl.

:kt

Not Responsive

**From:** Pabillano, Jhenifer  
**Sent:** Tuesday, October 17, 2017 1:35 PM  
**To:** Lambert, Ellie; Sandhu, Jag; MacKenzie, Janice; Lowe, Janice; Hagiwara, Rosemary  
**Subject:** RE: Response re care home voting opportunities

How's this, all?

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Hi [s.22\(1\)](#) thanks very much for your email. My name is Janice Lowe and I'm the Elections Manager with the City of Vancouver Elections Office. I've left a voice mail with you but wanted to share an email as well with my response.

I'm truly sorry to hear about the residents of St Vincent's and their disappointment in not being able to use mobile voting stations for the by-election.

Unfortunately, we faced a great challenge with time and budget for this by-election, By-elections are unplanned events, unlike a local general election, and very rare— we have only had 16 of them in 125 years, and the last one was held 25 years ago. Since they are held on short notice, budgets and planning time for a by-election are much smaller than for a regular election. For some comparison, we had 80 days to plan the by-election while a regular general election has more than a year of planning work, with roughly 4x the budget.

The constraints meant that some very difficult decisions were made, including not mailing out of

Voter Information Cards, which would have cost roughly \$500,000, and not deploying mobile voting stations. To that end, we absolutely recognize we should have alerted care homes in advance that mobile voting was not available for this by-election.

Mobile voting, however, will definitely be available for the 2018 election and the City will ensure residents living in care homes are engaged. Enabling citizens to vote in civic elections is a significant priority for the City and ahead of the 2018 election we will continue to look at ways to make it easier for the electorate to make their voice heard.

Please don't hesitate to call me at 604-673-8304 if you want to discuss.

Janice Lowe

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**From:** Lambert, Ellie  
**Sent:** Tuesday, October 17, 2017 1:13 PM  
**To:** Pabillano, Jhenifer; Sandhu, Jag; MacKenzie, Janice; Lowe, Janice; Hagiwara, Rosemary  
**Subject:** RE: Response re care home voting opportunities

Thanks for the update. I think if we have left a voicemail and provided a contact number then it is fine to email at this point.

s.13(1)



Thanks

**Ellie Lambert**  
Communications Manager (Media)

Office: 604-873-7626  
Cell: 604-340-8895

[ellie.lambert@vancouver.ca](mailto:ellie.lambert@vancouver.ca)

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**From:** Pabillano, Jhenifer  
**Sent:** Tuesday, October 17, 2017 1:10 PM  
**To:** Sandhu, Jag; MacKenzie, Janice; Lowe, Janice; Hagiwara, Rosemary  
**Cc:** Lambert, Ellie  
**Subject:** RE: Response re care home voting opportunities

J Lo has called and gotten voice mail. We'd like to email the statement to s.22(1) from J Lo, with a note saying that we also left her a voice mail and she can call us back at x number.

Let me know if you have any concerns with that approach!

Jhenifer

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**From:** Sandhu, Jag  
**Sent:** Tuesday, October 17, 2017 12:05 PM  
**To:** MacKenzie, Janice; Lowe, Janice; Hagiwara, Rosemary  
**Cc:** Pabillano, Jhenifer; Lambert, Ellie  
**Subject:** RE: Response re care home voting opportunities

Yes, that works. Either, or.

I'm not so hung up on making the apology as much as connecting with the person on the phone and hearing what they have to say and then providing our response.

Jag

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**From:** MacKenzie, Janice  
**Sent:** Tuesday, October 17, 2017 12:00 PM  
**To:** Sandhu, Jag; Lowe, Janice; Hagiwara, Rosemary  
**Cc:** Pabillano, Jhenifer; Lambert, Ellie  
**Subject:** RE: Response re care home voting opportunities

Can either Rosemary or JLowe phone? I am in Council today and about to go incamera for the next 2 hours.

s.13(1)

J

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**From:** Sandhu, Jag  
**Sent:** Tuesday, October 17, 2017 11:57 AM  
**To:** Lowe, Janice; MacKenzie, Janice; Hagiwara, Rosemary  
**Cc:** Pabillano, Jhenifer; Lambert, Ellie  
**Subject:** RE: Response re care home voting opportunities

Can we please call the person who emailed us instead of an email. That was the agreed upon approach yesterday. Her name is s.22(1) and she can be reached at s.22(1). It will go a long way to resolve this issue. Please note that this was the statement we sent Courier. Highlighted in yellow is the revised version:

The City apologizes that we did not provide adequate correspondence regarding voting provisions for care homes and that, as a result, residents at these locations had limited opportunities to vote in the by-election. We will be contacting the care home directly to discuss this matter. Enabling citizens to vote in civic elections is a significant priority for the City and ahead of the 2018 election we will continue to look at ways to make it easier for the electorate to make their voice heard.

In response to the concerns raised regarding there not being adequate arrangements made for Vancouver citizens living in care homes to vote in the by-election, the City endeavoured to reach all voters with information about the by-election and how voters could vote. Due to the by-elections being held on short notice, the City's faced both time and budget constraints which meant our approach had to be slightly different to a normal election. For comparison, the City had three months to plan the by-election while a regular general election would involve more than a year of planning work, with roughly four times the budget.

Within these restrictions, the City aimed to make the most of the budget and time to produce and deliver advertising about the by-election. The City had a budget of \$1.5m for the by-election which includes voting location materials, rentals of space and advertising and staffing costs. Given the above mentioned constraints, the City had to make many difficult decisions about the by-election process, which included not mailing out of Voter Information Cards, which would have cost roughly \$500,000, **and not deploying mobile voting stations**. To that end, the City recognizes that we should have alerted care homes in advance that mobile voting was not available for this by-election.

Looking ahead, mobile voting will be available for the 2018 election and the City will ensure residents living in care homes are engaged.

Throughout the last three months, the City made every effort to reach all voters with information about the by-election. A list of major tactics that we employed is shown below.

- **Print voter guide** which contained information on how to vote and a map of voting locations was dropped at 200,000+ households in Vancouver on September 21. Because this guide was unaddressed, it was a lower cost alternative to voter information cards.
- **Postering campaign** on poster cylinders around town
  - 1,500 posters posted by postering company, every Wednesday from September 27 through October 12
- **Posters, printed candidate bios, and voter guides** distributed to all community centres and libraries
- **Large series of posters at Cambie & Broadway**, visible to high number of pedestrians
- **Newspaper advertising (English)**
  - 3 large ads in Vancouver Courier in Aug & Sept
  - Newspaper advertising in Metro, Georgia Straight, Voice, Link, Westender
- **More than 10 news releases sent to media**
  - News releases were sent to media at every major milestone for the by-election to encourage media coverage
- **Answered 35 media requests regarding the by-election**
  - 18 interviews were carried out by the Chief Election Officer and additional information was provided to answer 14 other media enquiries
- **For other languages**
  - Chinese-language social media outreach on Weibo, WeChat, and through
  - Large ads in Ming Pao and Sing Tao
  - Facebook ads, targeted at people using Facebook in Traditional and Simplified Chinese
  - Radio ads: Fairchild Mandarin radio spots
  - Punjabi and French advertising through Facebook
- **Vancouver School Board distribution of materials at schools**
  - By-election details and website link mentioned in Letter from Trustee sent to all parents at start of school year
  - Posters and candidate bios distributed by VSB at all schools

- **Digital and social media advertising**
  - Spotify streaming radio ads
  - Gmail ads
  - Facebook and Instagram advertising
  - [Vancouver.ca](http://Vancouver.ca) website set up with full details and by-election promoted on site homepage
  - Twibbon, Facebook frame, and selfie campaigns to encourage citizens to promote their participation in the by-election

Thanks,

**Jag Sandhu**  
Corporate Communications | City of Vancouver  
453 West 12<sup>th</sup> Avenue  
Vancouver BC V5Y 1V4  
Office 604.871.6899  
Cell 604-396-1012  
[jag.sandhu@vancouver.ca](mailto:jag.sandhu@vancouver.ca)

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**From:** Lowe, Janice  
**Sent:** Tuesday, October 17, 2017 11:50 AM  
**To:** MacKenzie, Janice; Hagiwara, Rosemary  
**Cc:** Pabillano, Jhenifer; Sandhu, Jag  
**Subject:** RE: Response re care home voting opportunities  
**Importance:** High

JMAC,

This statement below was sent to Vancouver Courier by our Media team. We should send the same statement to complainant first and then Global so our messages are consistent. Please review. If you are satisfied, let's move ahead. First, we should respond to complainant via email (see original complainant email attached and respond directly to her). Then we need to advise Jag and his team to respond to Global with same statement ASAP.

JLO

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The City apologizes that we did not provide adequate correspondence regarding voting provisions for care homes and that, as a result, residents at these locations had limited opportunities to vote in the by-election. Enabling citizens to vote in civic elections is a significant priority for the City and ahead of the 2018 election we will continue to look at ways to make it easier for the electorate to make their voice heard.

In response to the concerns raised regarding there not being adequate

arrangements made for Vancouver citizens living in care homes to vote in the by-election, the City endeavoured to reach all voters with information about the by-election and how voters could vote. Due to the by-elections being held on short notice, the City's faced both time and budget constraints which meant our approach had to be slightly different to a normal election. For comparison, the City had three months to plan the by-election while a regular general election would involve more than a year of planning work, with roughly four times the budget.

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community centres and libraries

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  - By-election details and website link mentioned in Letter from Trustee sent to all parents at start of school year
  - Posters and candidate bios distributed by VSB at all schools
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  - Spotify streaming radio ads
  - Gmail ads
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- promoted on site homepage
- o Twibbon, Facebook frame, and selfie campaigns to encourage citizens to promote their participation in the by-election

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**From:** MacKenzie, Janice  
**Sent:** Tuesday, October 17, 2017 11:35 AM  
**To:** Lowe, Janice; Hagiwara, Rosemary  
**Cc:** Pabillano, Jhenifer  
**Subject:** RE: Response re care home voting opportunities

Hey JLowe,

s.13(1)



J

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**From:** Lowe, Janice  
**Sent:** Tuesday, October 17, 2017 11:17 AM  
**To:** MacKenzie, Janice; Hagiwara, Rosemary  
**Cc:** Pabillano, Jhenifer  
**Subject:** FW: Response re care home voting opportunities

JMac,

Courier ran article on the SVO and by-election. Comms sent out info to Courier and now Global wants a statement from Comms... no doubt b/c of the Courier article (see below). We need to also respond back to complainant too. Think response will need it to come from CEO. Can we send you a draft response?

### **Nursing home residents feel disenfranchised in Vancouver byelection**

City of Vancouver apologizes for not letting seniors know it would break with tradition by not bringing the polls to them

Martha Perkins / Vancouver Courier

October 16, 2017 05:15 PM

Residents in Vancouver nursing homes waited in vain on Saturday for polling staff to

arrive. They hadn't been told that mobile voting wouldn't be offered in the October 14 byelection. File photo.

Photograph By Dan Toulgoet

Ever since she was legally entitled to vote, a 97-year-old resident at St. Vincent's Langara nursing home has never missed an election.

Until Saturday.

It was only late in the day that residents realized that the City of Vancouver wasn't sending polling staff to the nursing home, says Linda Fox, whose mother lives at the home.

The 97-year-old was dismayed, and not only because it spoiled her perfect voting record (in a byelection that attracted only 11 per cent of voters.)

"She was angry, hurt and disappointed," and she wasn't the only one, says Fox, who has written a letter of complaint to Isobel Mackenzie, the province's advocate for senior citizens. "She's from a generation who knows what a vote means. The right to vote has come with a cost...."

"Who can sit there and wipe [residents of nursing homes] off the map? It's hurtful and insulting. Democracy is not a whim or a convenience. It's their right."

In her letter to Mackenzie, Fox writes that in every other election, whether it's federal, provincial or municipal, polls are sent to nursing homes to allow residents to vote. Usually, signs are posted well in advance of voting day, which often was held the same day as an advanced poll.

"This week we did not see signs but assumed it was business as usual for the 2017 byelection and that polling staff would be attending St. Vincent's Langara on election day as they had not been there on advance poll days," Fox says in her letter to Mackenzie. "Family members, residents and staff were shocked on Saturday evening when it became evident that polling staff were not going to attend SVL."

Fox contacted the city's 3-1-1 service and says she was given a prepared text that said, "We decided not to go to Vancouver care homes this year as this is just a byelection. If care home residents wish to vote they can use the mail-in ballot system."

Not only was it too late to know this would be the residents' only option, Fox said, but no one was told of this "significant voting change" by "one of the 30-plus city communications officers."

Providence Health Care, which operates St. Vincent's Langara, confirms that none of its nursing homes were contacted in advance about the lack of voting opportunities.

“The City apologizes that we did not provide adequate correspondence regarding voting provisions for care homes and that, as a result, residents at these locations had limited opportunities to vote in the by-election,” Jag Sandhu, communications coordinator for the city, said in an emailed response to the Courier. “We will be contacting the care home directly to discuss this matter.

Enabling citizens to vote in civic elections is a significant priority for the City and ahead of the 2018 election we will continue to look at ways to make it easier for the electorate to make their voice heard.”

Councillor Geoff Meggs accepted the job as Premier John Horgan’s chief of staff in early July, leaving his seat vacant. This gave the city less time and fewer financial resources to organize the October 14 byelection, Sandhu said.

“Within these restrictions, he wrote, “the City aimed to make the most of the budget and time to produce and deliver advertising about the by-election. The City had a budget of \$1.5m which includes voting location materials, rentals of space and advertising and staffing costs....

“The City had to make many difficult decisions about the by-election process, which included not mailing out of Voter Information Cards, which would have cost roughly \$500,000, and not deploying mobile voting stations. To that end, the City recognizes that we should have alerted care homes in advance that mobile voting was not available for this by-election.”

Mobile voting will be back for the 2018 municipal elections, he said. "The City will ensure residents living in care homes are engaged."

Sandhu’s email also highlights the city’s efforts to publicize the election including a print voter guide, posters and newspaper and online advertising, as well as reaching out in Chinese, Punjabi and French.

<http://www.vancourier.com/news/nursing-home-residents-feel-disenfranchised-in-vancouver-byelection-1.23066045>

Call me when have a chance and we can chat more...

Thanks

JLO

**From:** Pabillano, Jhenifer  
**Sent:** Tuesday, October 17, 2017 11:02 AM  
**To:** Lowe, Janice  
**Subject:** Fwd: Response re care home voting opportunities

Jhenifer Pabillano | Communications Coordinator II, Elections  
Corporate Communications | City of Vancouver  
t. 604.673.3313 c. 604.417.0582  
[jhenifer.pabillano@vancouver.ca](mailto:jhenifer.pabillano@vancouver.ca)

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From: Sandhu, Jag <[jag.sandhu@vancouver.ca](mailto:jag.sandhu@vancouver.ca)>  
Sent: Tuesday, October 17, 2017 10:51 AM  
Subject: RE: Response re care home voting opportunities  
To: Pabillano, Jhenifer <[jhenifer.pabillano@vancouver.ca](mailto:jhenifer.pabillano@vancouver.ca)>, Lambert, Ellie <[ellie.lambert@vancouver.ca](mailto:ellie.lambert@vancouver.ca)>

How did Janice's convo with the care home go?  
I need to update our statement as we have a request from Global.  
Thanks,  
Jag

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**From:** Pabillano, Jhenifer  
**Sent:** Monday, October 16, 2017 4:48 PM  
**To:** Lambert, Ellie; Sandhu, Jag; Kendall-Craden, Rena  
**Subject:** Re: Response re care home voting opportunities

Update: she'll do it tomorrow morning.

Jhenifer Pabillano | Social Media Strategist  
Corporate Communications | City of Vancouver  
t. 604.871.6335 c. 604.417.0582  
[jhenifer.pabillano@vancouver.ca](mailto:jhenifer.pabillano@vancouver.ca)

On Mon, Oct 16, 2017 at 4:43 PM -0700, "Pabillano, Jhenifer" <[Jhenifer.Pabillano@vancouver.ca](mailto:Jhenifer.Pabillano@vancouver.ca)> wrote:

Will do.

Jhenifer Pabillano | Social Media Strategist  
Corporate Communications | City of Vancouver  
t. 604.871.6335 c. 604.417.0582  
[jhenifer.pabillano@vancouver.ca](mailto:jhenifer.pabillano@vancouver.ca)

On Mon, Oct 16, 2017 at 4:42 PM -0700, "Lambert, Ellie" <[Ellie.Lambert@vancouver.ca](mailto:Ellie.Lambert@vancouver.ca)> wrote:

Thanks, could you let us know when she has made contact?

**Ellie Lambert**  
Communications Manager (Media)

Office: 604-873-7626

Cell: 604-340-8895

[ellie.lambert@vancouver.ca](mailto:ellie.lambert@vancouver.ca)

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**From:** Pabillano, Jhenifer  
**Sent:** Monday, October 16, 2017 4:40 PM  
**To:** Sandhu, Jag; Lambert, Ellie; Kendall-Craden, Rena  
**Subject:** RE: Response re care home voting opportunities

I've forwarded to Janice Lowe now to respond to the complainant – she's left office already but may check in a bit. If not: tomorrow!

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**From:** Sandhu, Jag  
**Sent:** Monday, October 16, 2017 4:39 PM  
**To:** Lambert, Ellie; Kendall-Craden, Rena  
**Cc:** Pabillano, Jhenifer  
**Subject:** RE: Response re care home voting opportunities

Hi Rena,

Here's the cleaned up version and correspondence from the person living in the care home.

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  - [Vancouver.ca](http://Vancouver.ca) website set up with full details and by-election promoted on site homepage

- Twibbon, Facebook frame, and selfie campaigns to encourage citizens to promote their participation in the by-election

Thanks,

**Jag Sandhu**  
Corporate Communications | City of Vancouver  
453 West 12<sup>th</sup> Avenue  
Vancouver BC V5Y 1V4  
Office 604.871.6899  
Cell 604-396-1012  
[jag.sandhu@vancouver.ca](mailto:jag.sandhu@vancouver.ca)