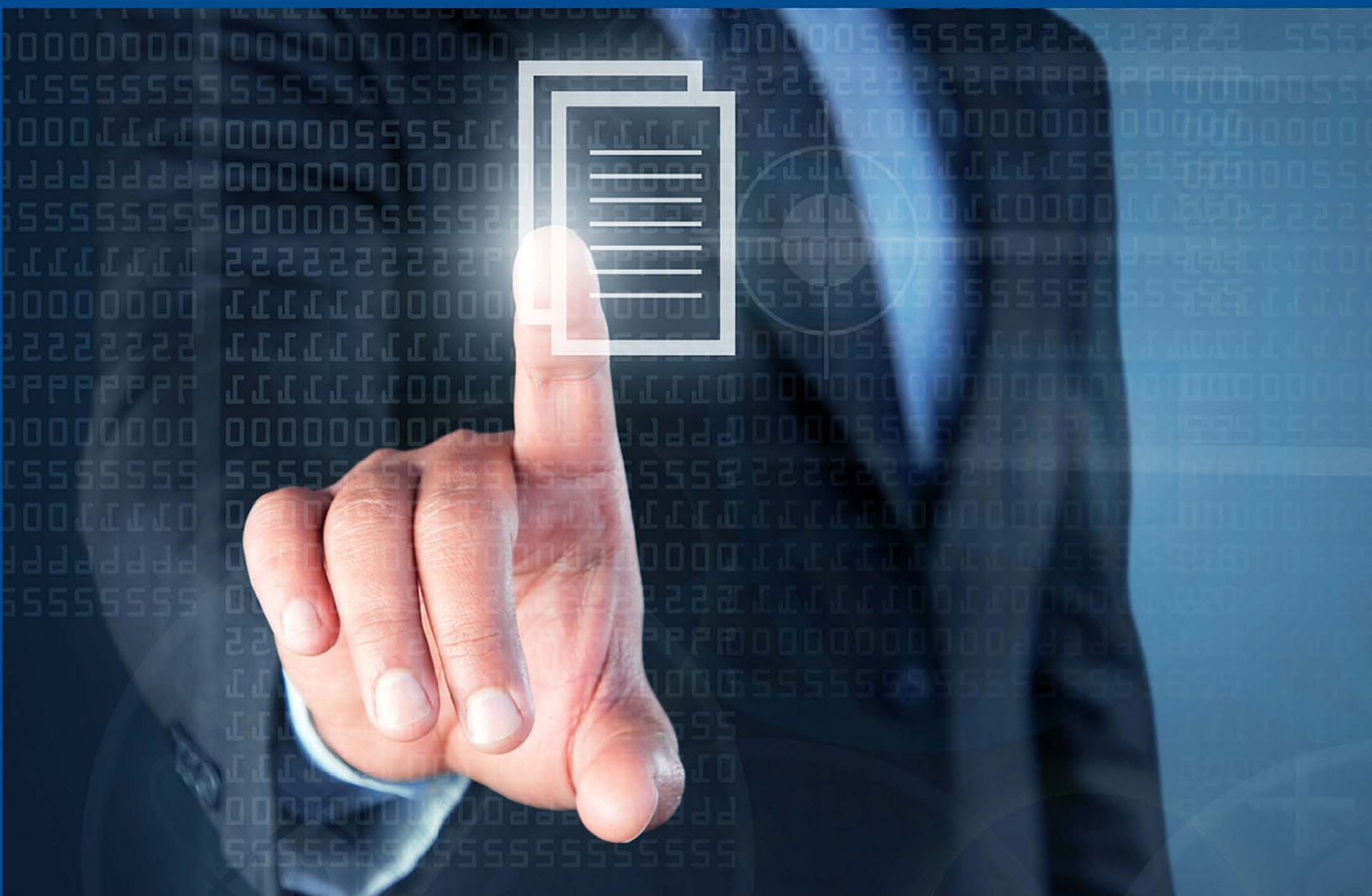


Access to Information and Privacy

2017 Annual Report



Access to Information and Privacy (ATIP) Group
City Clerk's Department, City of Vancouver



THIS PAGE HAS BEEN DELIBERATELY LEFT BLANK

TABLE OF CONTENTS

Introduction..... 1
 Executive Summary..... 2
 Public Access to City of Vancouver Records..... 3
 City of Vancouver – Comparative FOI Request Metrics – 2013 to 2017..... 4
 City of Vancouver – Requestor/Applicant Types..... 5
 Corporate Records and Information Management (RIM)..... 7
 Privacy..... 10
 Ombudspersons’ Complaints..... 10
 Interesting and Unusual ATIP Work..... 11
 Conclusion..... 12

LIST OF TABLES

TABLE 1: Total number of formal FOI requests by year (2013- 2017)..... 3
 TABLE 2: Foundation Metrics (City of Vancouver) 5
 TABLE 3: Requestor / Applicant Types, 2013 to 2017 6
 TABLE 4: Proof of Residence Affidavits by Year11

LIST OF FIGURES

FIGURE 1: Total number of formal FOI requests by Year..... 3
 FIGURE 2: Average Response Times, 2013 to 2017..... 5
 FIGURE 3: Requestor / Applicant Types, 2013 to 2017..... 6
 FIGURE 4: Proof of Residence Affidavits by Year11

Introduction

This is the second Annual Report of the Access to Information and Privacy Group, (ATIP), at the City of Vancouver. The ATIP group is responsible for processing all formal access to information requests under the *Freedom of Information and Protection of Privacy Act* of British Columbia, (FIPPA or the Act), as well as ensuring City compliance with the Privacy Provisions under Part 3 of the Act, in addition to Ombudsperson's complaints and early resolution files, Corporate Records Management and all associated matters on behalf of the City of Vancouver.

The City of Vancouver's ATIP Office remains the second busiest municipal office in Canada, with only the City of Toronto recording a higher intake of formal access requests each year. This year marked the first year where Privacy matters began to reach the same level of prominence as access matters because of innovative new City programs such as the Vacancy Tax. Some of the group's significant 2017 milestones:

March 7, start of consultations with the Empty Homes Tax division regarding Privacy requirements for the program.

March 31, began proactively posting the City Manager's Memos to Mayor and Council and the Mayor's Calendar on a quarterly basis.

April 6, the second annual **Records @ Work** Open House event, hosted and managed by Records and Information Management for all City staff. This event is run in conjunction with National Records and Information Management Month and aims to enhance employees' awareness of their record keeping responsibilities and equip them with relevant record keeping knowledge and resources. Over 80 City staff attended this event.

June 15, the Inaugural meeting of the Van-FIPPA Alliance; a silo-busting working group comprised of access to information and privacy staff from the 6 different City of Vancouver public bodies.

September 8, the City of Vancouver's ATIP group hosted over 100 attendees at a one day International Association of Privacy Professionals (IAPP) Conference. The Keynote Speaker was Jay Fedorak, Assistant Commissioner, Office of the Information and Privacy Commissioner of BC.

December 8, the date the total number of FOI requests received in 2017, equaled the total number of FOI requests received in 2016, (503).

In addition to the above date-related milestones, when comparing 2017 to previous years, there were some other interesting data trends:

- ❖ 6%: increase in the number of formal FOI requests received in 2017 compared to 2016.
- ❖ 5: the number of responsive record packages with 1000 to 35,000+ pages of records.
- ❖ 23 days: The average response time for all files in 2017. This is basically status quo from 2016 when the average response time was 20 days.
- ❖ 22%: Lowest percentage of Media requests for the past five years.

Executive Summary

The purpose of this annual report is to promote corporate and public awareness of the City's work in Access to Information, Privacy, and Corporate Records Management. The annual report provides a snapshot of the year's work, summarizing the accomplishments and challenges of 2017.

The 2017 report contains similar information to that of the first annual report, with the exception of the comparative tables of access metrics between the City of Vancouver, large Canadian Municipalities and other Lower Mainland Municipalities, which are not included in this abbreviated report. This report is comparative and contextual, providing metrics and information for the years 2013 to 2017 for the City of Vancouver.

In addition to the City of Vancouver access to information metrics, this report highlights two of the more unusual and lesser known tasks of the ATIP group. Although access matters have a high degree of public interest, the ATIP group has other public-facing, free services, such as "Proof of Residence" that are only known to the group of citizens who access the service. Access to this free service is growing each year as the City's expatriate citizens age and become eligible for pension and other benefits in their country of origin.

One other low profile, but extremely important task for the ATIP group is the management of Ombudsperson's complaints to the City of Vancouver. Ombudsperson's complaints are in general about possible unfair administrative decisions or actions. The City does not receive a large number of complaints that lead to investigation each year. Centralized FOI process management is also supportive of good management of Ombudsperson's complaints.

Access to information or FOI requests as they are commonly known, continue to increase each year, however, compared to 2015 and 2016, there was only a minor, (6%), increase in requests for 2017.

Two new proactive releases were added to our program, the City Manager's Memos to Mayor and Council and the Mayor's Calendar. Both of these are published on a quarterly basis and they have been well-received by the public and media.

Corporate Records Management continued its drive to review and approve record retention schedules. Over 500 retention schedules were approved over the course of the year, bringing the total number of approved schedules to 800. This review process is integral to ensuring the City's records filing standard, VanRIMs, are current and accurate. Approved classifications and related retention policies ensure the City meets its legal, fiscal and operational responsibilities.

The remainder of this report provides detailed metrics and relevant supporting information.

Public Access to City of Vancouver Records

Public access to City of Vancouver records, not available to the public free or on a fee for service basis, are handled through the access to information or FOI process. For the past five years, (2013-2017), the City has experienced a steady increase in the number of formal FOI requests received, with 2016 displaying the largest increase so far.

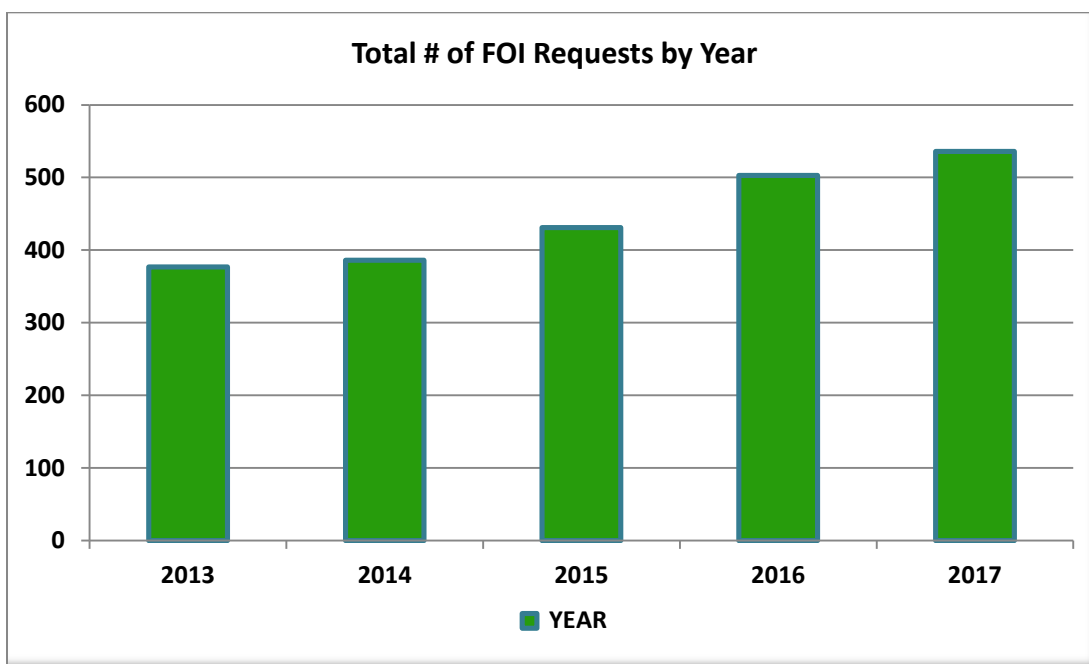
Table 1 and Figure 1 below provide this information in numeric and graphic form.

TABLE 1: Total number of formal FOI requests by year (2013- 2017)

Year	2013	2014	2015	2016	2017
Total # of FOI Requests	377	386	431	503	536
% Increase from previous year*	6%	2%	12%	17%	6%

* Percentages are rounded to the closest whole number

FIGURE 1: Total number of formal FOI requests by Year



City of Vancouver – Comparative FOI Request Metrics – 2013 to 2017

In addition to tracking aggregate metrics such as the total number of FOI requests for the year and the average response time for completed files, the City records more definitive metrics that provide insight into the FOI work accomplished for the year. Tables 2 and 3 provide some of the detailed metrics. The associated Figures display 2017 proportional information. All metrics refer to completed requests.

City of Vancouver Detailed FOI Response Metrics, 2013 to 2017

TABLE 2: Foundation Metrics

Description	2013	2014	2015	2016	2017
Total Formal FOI Requests	377	386	431	503	536
Total Number of Pages of Records Released	44,230	36,081	21,509	58,184	60,473
Average Response Time (Business Days)	28	42	27	20	23
Number of OIPC Reviews*	36	33	19	14	23
OIPC Reviews as % of Total Requests	9.5%	8.5%	4.4%	2.7%	4.2%

* **NOTE:** Applicants can request a review by the Office of the Information and Privacy Commissioner, (OIPC), if they are dissatisfied with any aspect of the handling of their request.

FIGURE 2: Average Response Times, 2013 to 2017

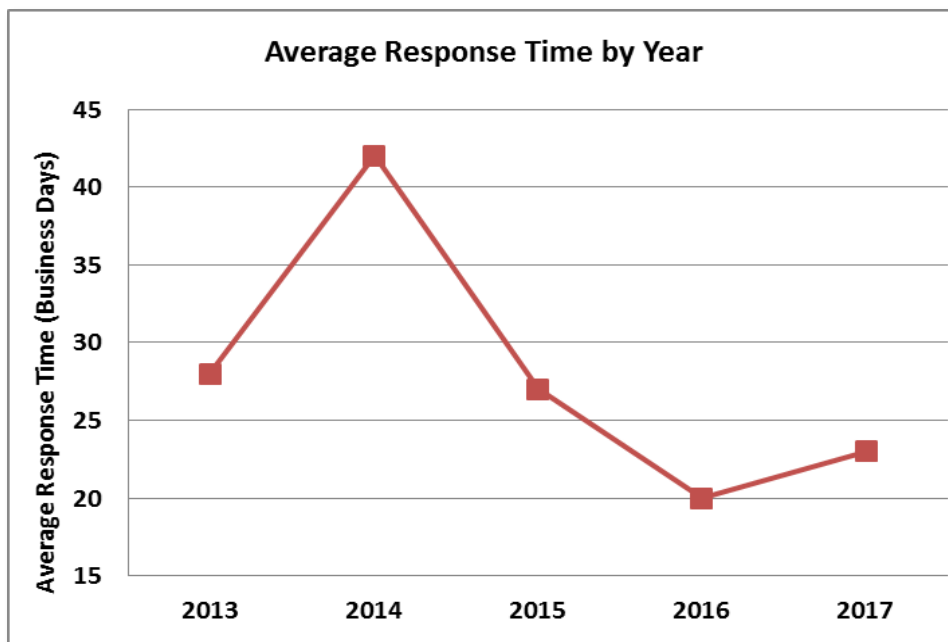
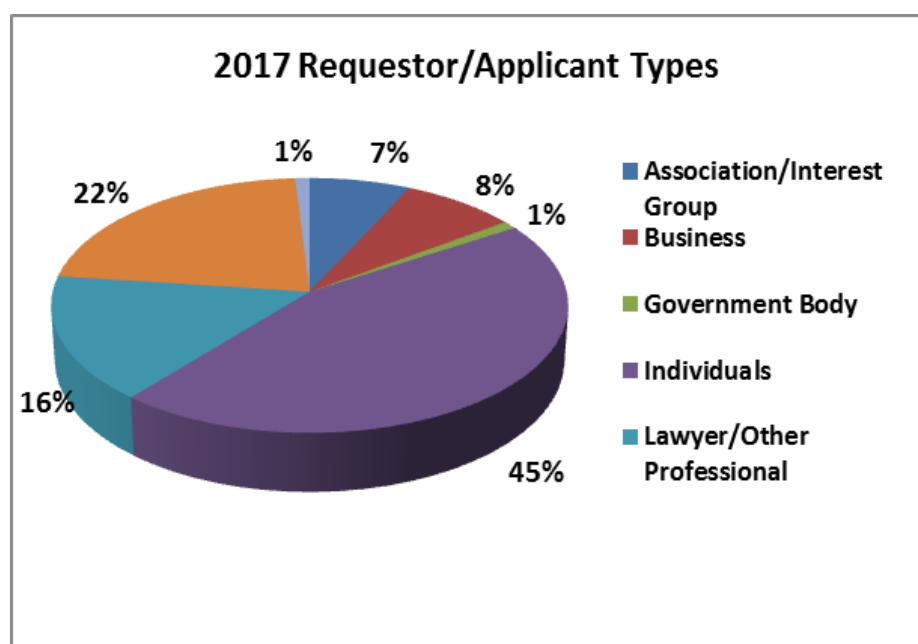


TABLE 3: Requestor / Applicant Types - 2013 to 2017

Year	2017	2016	2015	2014	2013
Total Number of Requests	536	503	431	386	377
Requestor Types (Total Number)					
Association/Interest Group	35	16	19	3	9
Business	45	46	39	18	17
Government Body	8	5	3	0	1
Individuals	243	249	173	136	140
Lawyer/Other Professional	84	66	42	47	39
Media	120	115	156	173	164
Other	1	6	2	8	7
Requestor Types (% of Total)					
Association/Interest Group	7%	3%	4%	1%	2%
Business	8%	9%	8%	5%	5%
Government Body	1%	1%	1%	0%	0%
Individuals	45%	50%	40%	35%	37%
Lawyer/Other Professionals	16%	13%	10%	12%	10%
Media	22%	23%	36%	45%	44%
Other	1%	1%	1%	2%	2%

FIGURE 3: 2017 Requestor / Applicant Types



Corporate Records and Information Management (RIM)

The Corporate Records Management team is committed to the creation, maintenance, preservation and proper disposition of the records of the City in a secure and accessible manner. Records are valuable corporate assets that are needed to support effective decision making, to meet legislative and operational requirements and to protect legal, fiscal, historical and other interests of the City. The transition from managing paper records to managing electronic records is progressing and ongoing. Management of electronic records provides increasing efficiencies of process and an extremely robust level of security for confidential records.

2017 Corporate Records Management Highlights

Corporate Records By-law – The By-law was reviewed and updated in early 2017. The amended By-law was passed by Council on July 11, 2017.

Record Retention Schedules - Over 500 VanRIMS record retention schedules were reviewed and approved by departments and the records management committee over the course of the year, bringing the total number of approved schedules to 800+ or approximately 75% of the outstanding schedules.

Corporate Records Centre – The Corporate Records Centre, (CRC), is mainly responsible for managing the movement of hard copy records between City of Vancouver departments and the Corporate Records Storage facility. The CRC was very busy through 2017, in total over 2,500 new boxes of records were added to our off-site records storage holdings and 4000 boxes and files were retrieved and returned to storage by client departments.

City-wide Staff Training in Records Management – Over 300 staff attended classroom training for VanDocs, the City's Electronic Document and Records Management System (EDRMS). This is a significant increase from previous years. In addition, the records management training program launched two E-Learning modules; an overview of the City's Records and Information Management responsibilities and a VanDocs 'Jumpstart' module for onboarding of new users.

Records @ Work – The Access to Information and Privacy group hosted its second annual **Records @ Work** Open House on April 6th. This event is run in conjunction with National Records and Information Management month. The Open House aims to enhance employees' awareness of their record keeping responsibilities and equip them with relevant record keeping knowledge and resources. Over 80 City staff from diverse departments attended this very successful event.

Electronic Records Management – Administration of the City's Electronic Records Management System, VanDocs, is a primary function of the Corporate Records Management team, ensuring a smooth transition from a paper-based records management system to digital. As of September 2017, VanDocs held 2.5 million⁺ electronic records.

Privacy

The volume and complexity of privacy issues facing the City has grown in conjunction with the advent of unique programs such as the Vacant Homes Tax and Short Term Rental Licenses that require the collection, use, storage and disclosure of personal information, in addition to the growing use of IT systems and applications for service delivery. The City of Vancouver prefers to be at the forefront and take advantage of new technology development, increasing the demands for data security, data protection and privacy-centric programs.

In addition to fulfilling access requests, the City must ensure the rules of the legislation are followed through good privacy practices. The ATIP group provides leadership, guidance and practical support to all City departments, working in a collaborative manner to balance the needs of the organization, while ensuring the continued security and appropriate use of personal information is in compliance with the Act.

Privacy matters include advice and management of **Privacy Impact Assessments (PIA's)** for all new or substantially changed initiatives that may include the collection, use, storage and disclosure of personal information; and/or data-sharing and data-linking. In 2017, the Privacy Office completed 10 formal PIA's.

The Privacy Office is also the CCTV Policy manager, with the ATIP Director being one of the responsible reviewers and approvers on all CCTV applications. The City has three supporting CCTV Procedures under this Policy for Traffic Cameras, Facility Cameras and Civic Events.

In December of 2017, ATIP implemented a dedicated Privacy Analyst position to manage the day-to-day privacy work for all departments and aid in the development and implementation of a robust Privacy Framework for the City.

Ombudspersons Complaints

The Provincial Ombudsperson is legislated to deal with all complaints regarding administrative fairness of municipalities. The legislation allows the Ombudsperson to investigate as fully and completely as is required to settle the complaint. Complaints for, or about, the City of Vancouver that require a full investigation by the Ombudsperson are handled by the ATIP Director as delegated by the City Clerk. The Ombudsperson publishes an Annual Report, providing a detailed summary of the work of the Office for the previous year.

In 2016-2017, the Office of the Ombudsperson reported the following metrics:

- 7,997 Inquiries and Complaints were received; 1,461 were for information or assistance; 4,611 were dealt with by complaint analysts; the remainder required full and complete investigations.
- 399 of the total Inquiries and Complaints, or 10%, were Local Government/Municipal related.
- 44 of the 246 complaints; 8% of the local government complaints and less than 1% of the total number of all inquiries and complaints, were for, or about, the City of Vancouver.
- 40 of the City-related files were closed at Early Resolution or without contacting the City of Vancouver; 4 of the City-related files required full investigations and City input.

Proof of Residence

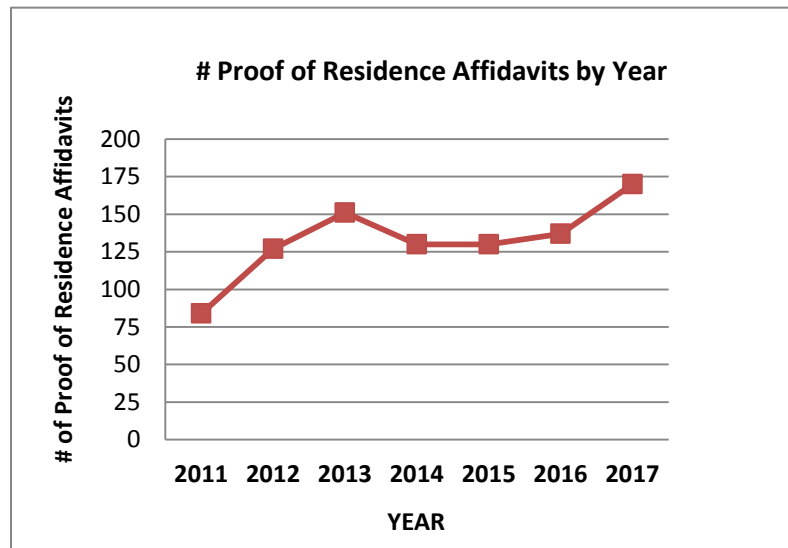
Two staff members of the ATIP group have been appointed as a Commissioner for Taking Affidavits for British Columbia in the course of their duties for the City of Vancouver. The Affidavits are specific to legal matters that require a “Proof of Residence” for example some countries such as Japan and Greece require persons eligible for a pension from their country, who reside in Vancouver on a permanent basis, to provide proof of that residence each year in order for the person to continue to be paid their pension.

The service is free to City of Vancouver residents and most of the citizens using the service are seniors who might otherwise have to pay \$ 40 to \$ 60 to a Notary Public to obtain the same documents. Most of the seniors using the service come every year and they get to know the ATIP staff managing the process on a personal basis. Since 2011, the service access has grown a little bit each year, Table 4 provides the service metrics by year; Figure 4 displays the service metrics in a graphic form.

TABLE 4: Proof of Residence Affidavits Completed – 2011 to 2017

YEAR	PROOF OF RESIDENCE AFFIDAVITS COMPLETED
2011	84
2012	127
2013	151
2014	130
2015	130
2016	137
2017	170

FIGURE 4: 2011 to 2017, Proof of Residence Affidavits Completed



Conclusion

Unlike Ontario and Alberta, the British Columbia Freedom of Information and Protection of Privacy Act does not require Municipalities to report annual metrics to the Information and Privacy Commissioner's Office regarding access to information requests. Which is why, in 2015, the ATIP Office at the City of Vancouver made a policy decision to compose and publish our own annual report, beginning with 2016, to promote a public understanding of our work and as a tool for continuous improvement.

In addition to providing access to City records that are not publicly available free of charge or on a fee for service basis, the legislation sets out rules for the protection of personal information collected, used, stored and disclosed by the City of Vancouver. Our office provides advice and direction to all City staff and affiliates about privacy compliance standards, including when a Privacy Impact Assessment must be completed prior to beginning a project; as well as when it is appropriate, and when it is not, to link or share personal information.

In 2017 the City continued to build our routine and proactive disclosure program, adding the City Manager's Memos to Mayor and Council and the Mayor's Calendar to the list of records released on a quarterly, monthly or annual basis without requiring a formal FOI request.

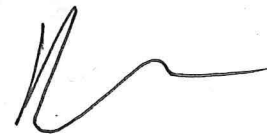
In 2016, I noted in my summary that the ATIP group continues to expand our collaborative, centralized business model, building a dynamic and responsive workgroup to serve current and future needs of the organization. In December of 2017, we added a Privacy Analyst to our staff and the expansion of our privacy capacity has brought privacy into more prominence within the organization. As a result, City programs are incorporating 'privacy by design'.

The information access and privacy landscape continues to change with the advent of new technology and services. As a municipal government, with finite resources, the City is constantly exploring ways to utilize new technology in order to increase service to the public while reducing service overhead. In 2017, the privacy component of our work came to the forefront as we collaborated with specific departments and workgroups on major initiatives such as the development and implementation of the Vacant Homes Tax and Short Term Rental programs where personal privacy was a core consideration.

Our Corporate Records Management group continues to build their knowledge base and organization-wide reputation for excellence throughout the organization. The review and approval of 800+ Record Retention Schedules by year end was an outstanding achievement.

Overall 2017 was a busy and successful year for the ATIP group.

Respectfully submitted,



Barbara J. Van Fraassen, BA honours
Director, Access to Information and Privacy
City Clerk's Department
City of Vancouver