

From: ["Mochrie, Paul" <Paul.Mochrie@vancouver.ca>](mailto:Paul.Mochrie@vancouver.ca)  
To: ["Direct to Mayor and Council - DL"](#)  
Date: 5/27/2022 4:57:22 PM  
Subject: 2021 Annual Correspondence Report  
Attachments: CC - COR - 2021 Annual Correspondence Report.pdf

---

Dear Mayor and Council,

Attached for your information is the 2021 Annual Correspondence Report, which summarizes the correspondence data received between January and December 2021.

The correspondence data covered in the report includes feedback on Council agenda items, service requests, enquiries, complaints, comments, and petitions. In addition to Council correspondence, the City Clerk's Office also processes Public Hearing correspondence, speaker requests, legal documents, risk management claims, and event invitations. Other services also include City Hall tours/official visits, the City Hall Illumination Program, half-mastings, events, and micro-wedding ceremonies. Due to the ongoing pandemic, tours/official visits and events were cancelled or limited.

A full summary of the correspondence data is provided within the 2021 Annual Correspondence Report and key highlights from the report include:

- A total of **6,810** correspondence items received by Mayor and Council in 2021 through the [Contact Council web form](#), 3-1-1, City Clerk's Office, and the councillors' individual emails (when councillors requested for them to be tracked)
- Popular topics:
  1. **Reducing Barriers and Deepening Affordability:** 606
  2. **Climate Emergency Parking Program:** 365
  3. **Regarding the Future of False Creek South:** 313
  4. **Internal Development Application and Permitting Modernization Task Force:** 202
  5. **7520 Balaclava Street:** 167
- Top neighbourhoods (by number correspondence received):
  6. **Kitsilano:** 716
  7. **Fairview:** 684
  8. **Downtown:** 653
  9. **West End:** 448
  10. **Mount Pleasant:** 400
- Response rates:
  - o **77%** of correspondence received personalized responses
    - § A total of **5, 778** responses were sent, **4,742** from the Correspondence Coordinator and **1,036** from department staff
  - o Cases were closed within an average of **6 business days**

If you have any questions, please contact Rosemary Hagiwara, Deputy City Clerk, at 604-873-7177 or [Rosemary.Hagiwara@vancouver.ca](mailto:Rosemary.Hagiwara@vancouver.ca)

Best,  
Paul

**Paul Mochrie** (he/him)  
City Manager  
City of Vancouver  
[paul.mochrie@vancouver.ca](mailto:paul.mochrie@vancouver.ca)



The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the xʷməθəm (Musqueam), ḵwá7mesh (Squamish), and səlilwətaʔ (Tsleil-Waututh) Nations.



# **2021 Annual City Clerk's Correspondence Report**

City Clerk's Office

March 31, 2022

## Contents

1. Introduction .....	2
2. Summary of 2021 Correspondence Trends .....	2
3. Correspondence Improvements in 2021 .....	3
4. 2021 Mayor and Council Correspondence .....	4
4.1 Categories and Topic Trends .....	5
4.2 Local Area (Neighbourhood) Volumes and Trends .....	7
4.3 Correspondence Sources .....	10
4.4 Correspondence Response Rates .....	12
5. Mayor’s Office Correspondence .....	15
6. Public Hearing Correspondence .....	15
7. Council and Standing Committee Meeting Speakers.....	18
8. Legals, Risk Claims, Invitations, and Tours.....	20
9. External Relations and Protocol.....	22
10. Looking Ahead to 2022 .....	24

## 1. Introduction

The purpose of this report is to provide an annual review of the correspondence received by the Business and Election Services, Mayor’s Office, Legislative Operations, and External Relations and Protocol groups under the City Clerk’s Office in 2021. This report excludes correspondence received by Access to Information and Archives as they report their own metrics, and Board of Variance as their correspondence data is not currently tracked. The data provided in this report also excludes correspondence sent directly to the Mayor and Councillors’ unique email addresses and mailboxes unless they were requested to be entered into the case management system.

The correspondence covered in this report relates to Mayor and Council correspondence, which includes feedback on Council agenda items, service requests, enquiries, complaints, comments, and petitions. In addition to Council correspondence, the City Clerk’s Office also processes Public Hearing correspondence, speaker requests, legal documents, risk management claims, and event invitations received by the Council members. Other services also include City Hall tours/official visits, the City Hall Illumination Program, half-mastings, events, ceremonies and micro-weddings. Data from 2021 has been collected for these services and will be discussed in further sections. Comparisons with data collected in previous years will also be provided if the information is available.

## 2. Summary of 2021 Correspondence Trends

In 2021, in-person gatherings as well as in-person Council meetings continued to be limited to ensure the safety of the public and city staff. During this period, City Clerk’s Office’s approach to engagement shifted from in person to primarily electronic participation. Electronic participation has become a permanent option for members of the public and Council for Council and standing committee meetings and public hearings. A summary of the data collected in 2021 is displayed in Table 1 below.

**Table 1: 2021 Correspondence Data Summary**

<b>Mayor and Council Correspondence</b>	<b>Volumes and Sources</b>	<ul style="list-style-type: none"> <li>• <b>6,810</b> correspondence items received in total (40% decrease from 2020)               <ul style="list-style-type: none"> <li>○ 5,151 submitted on the Contact Council web form</li> <li>○ 912 received from 3-1-1</li> <li>○ 471 received individually from councillors*</li> <li>○ 195 received through the Mayor’s Office**</li> <li>○ 81 received by the City Clerk’s Office</li> </ul> </li> </ul> <p><i>*Only tracked when a Council member requests for them to be entered into the case management system.</i></p> <p><i>**Includes correspondence received from July 5 to December 31, 2021.</i></p>
	<b>Popular Topics</b>	<ol style="list-style-type: none"> <li>1. <b>Reducing Barriers and Deepening Affordability:</b> 606</li> <li>2. <b>Climate Emergency Parking Program:</b> 365</li> <li>3. <b>Regarding the Future of False Creek South:</b> 313</li> <li>4. <b>Internal Development Application and Permitting Modernization Task Force:</b> 202</li> <li>5. <b>7520 Balaclava Street:</b> 167</li> </ol>



<b>Mayor and Council Correspondence</b>	<b>Top Neighbourhoods (by number of correspondence received)</b>	<ol style="list-style-type: none"> <li>1. <b>Kitsilano:</b> 716</li> <li>2. <b>Fairview:</b> 684</li> <li>3. <b>Downtown:</b> 653</li> <li>4. <b>West End:</b> 448</li> <li>5. <b>Mount Pleasant:</b> 400</li> </ol>
	<b>Response Rates</b>	<ul style="list-style-type: none"> <li>• <b>77% of correspondence received personalized responses</b> <ul style="list-style-type: none"> <li>○ <b>5,778</b> responses were sent <ul style="list-style-type: none"> <li>▪ 4,742 from the Correspondence Coordinator</li> <li>▪ 1,036 from department staff</li> </ul> </li> </ul> </li> <li>• <b>1,772</b> cases were closed with acknowledgement</li> <li>• Cases were closed within an average of <b>6 business days</b></li> </ul>
<b>Mayor's Office Correspondence</b>		<ul style="list-style-type: none"> <li>• <b>3,631</b> correspondence items*</li> </ul> <p><i>*Includes correspondence received from January 1 to July 4, 2021 (see note below).</i></p>
<b>Public Hearing Correspondence</b>		<ul style="list-style-type: none"> <li>• <b>3,911</b> public hearing correspondence items</li> <li>• <b>6</b> petitions with <b>641</b> signatures and <b>259</b> comments in total</li> <li>• <b>737</b> speakers registered</li> <li>• <b>649</b> speakers heard</li> </ul>
<b>Council and Standing Committee Meeting Speakers</b>		<ul style="list-style-type: none"> <li>• <b>105</b> speakers registered for Council meetings</li> <li>• <b>81</b> speakers heard during Council meetings</li> <li>• <b>817</b> speakers registered for Standing Committee meetings</li> <li>• <b>588</b> speakers heard during Standing Committee meetings</li> </ul>
<b>Legals, Risk Claims, Event Invitations, and Tours</b>		<ul style="list-style-type: none"> <li>• <b>110</b> legal documents</li> <li>• <b>791</b> risk management claims</li> <li>• <b>72</b> event invitations</li> <li>• <b>6</b> Virtual City Hall tours and <b>1</b> in-person new employee tour</li> </ul>
<b>External Relations and Protocol</b>		<ul style="list-style-type: none"> <li>• <b>7</b> official visits</li> <li>• <b>18</b> events, ceremonies, and recognitions</li> <li>• <b>178</b> micro-weddings</li> <li>• <b>141</b> City Hall Illuminations</li> <li>• <b>11</b> half-mastings</li> </ul>

### 3. Correspondence Improvements in 2021

In 2021, the City Clerk's Office implemented the following improvements to the correspondence process:

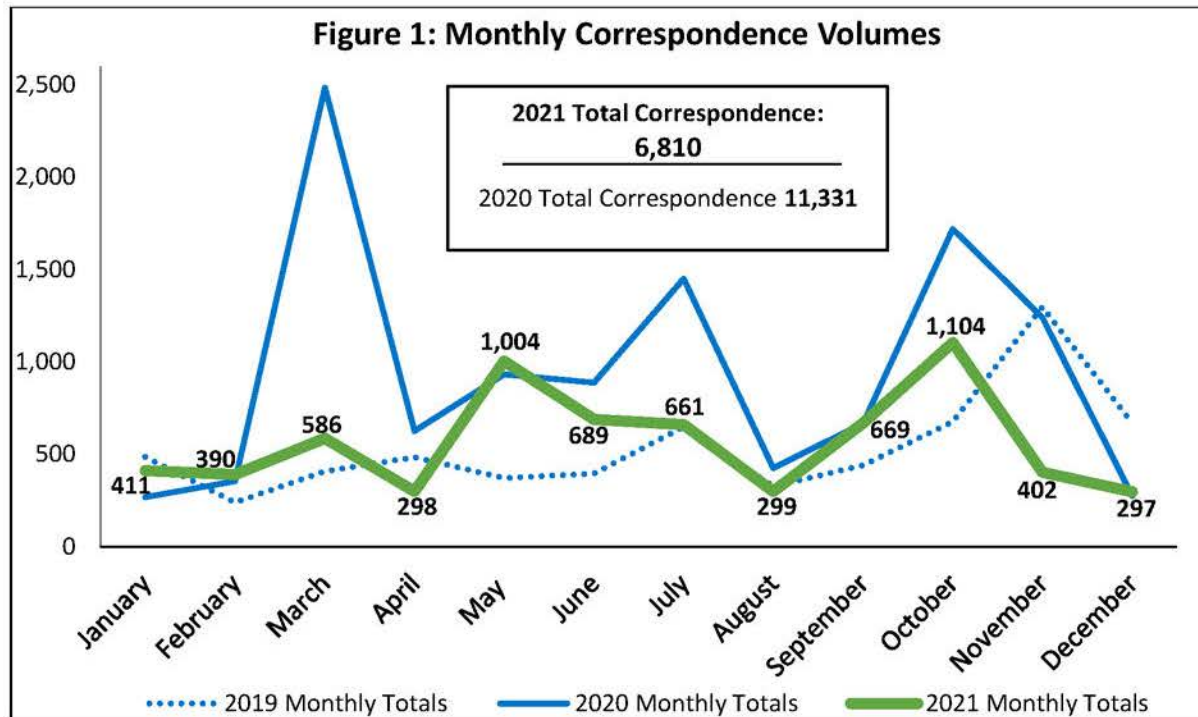
- **Update to Mayor's Office Correspondence**
  - The Mayor's feedback form was replaced by the Contact Council web form on July 5, 2021, to streamline the coordination of staff responses. Previously, when the same comments were received through both web forms, they were sent separately to staff for response. Replacing the Mayor's feedback form reduced the duplication of correspondence tracked in the case management system and also streamlined the staff response process.

- **Rezoning/Public Hearing Correspondence Improvements:**
  - Worked with Legal to update the processes and messaging for rezoning/public hearing correspondence received through the Contact Council web form. Over 100 comments received regarding rezoning applications not yet referred to public hearing were on hold while the process was being finalized during this period.

#### 4. 2021 Mayor and Council Correspondence

Mayor and Council correspondence is managed by the Council Correspondence Coordinator from the Business and Election Services group. Correspondence received through the Contact Council web form are directly integrated and centrally tracked in Lagan, the case management system. **In 2021, Council received a total of 6,810 correspondence items, which was a 40% decrease from the 11,331 correspondence items received in 2020.** Correspondence volumes typically increase during the weeks Council meetings are held and when there are specific topics of interest. As shown in Figure 1, volumes usually decrease during Council breaks in August and between December and January. Correspondence volume trends in recent years have been similar, where the volumes typically increase leading up to July before the summer break in August as well as from September to November.

Although the COVID-19 pandemic continued in 2021, the volume of correspondence was similar to 2019 levels. The highest volumes of correspondence was received in May and October. Most of the comments in May were related to the motion entitled, “Reducing Barriers and Deepening Affordability for Non-Profit, Co-op and Social Housing in Every Neighbourhood”. In October, most of the comments were related to the Climate Emergency Parking Program and “Regarding the Future of False Creek South” motion.



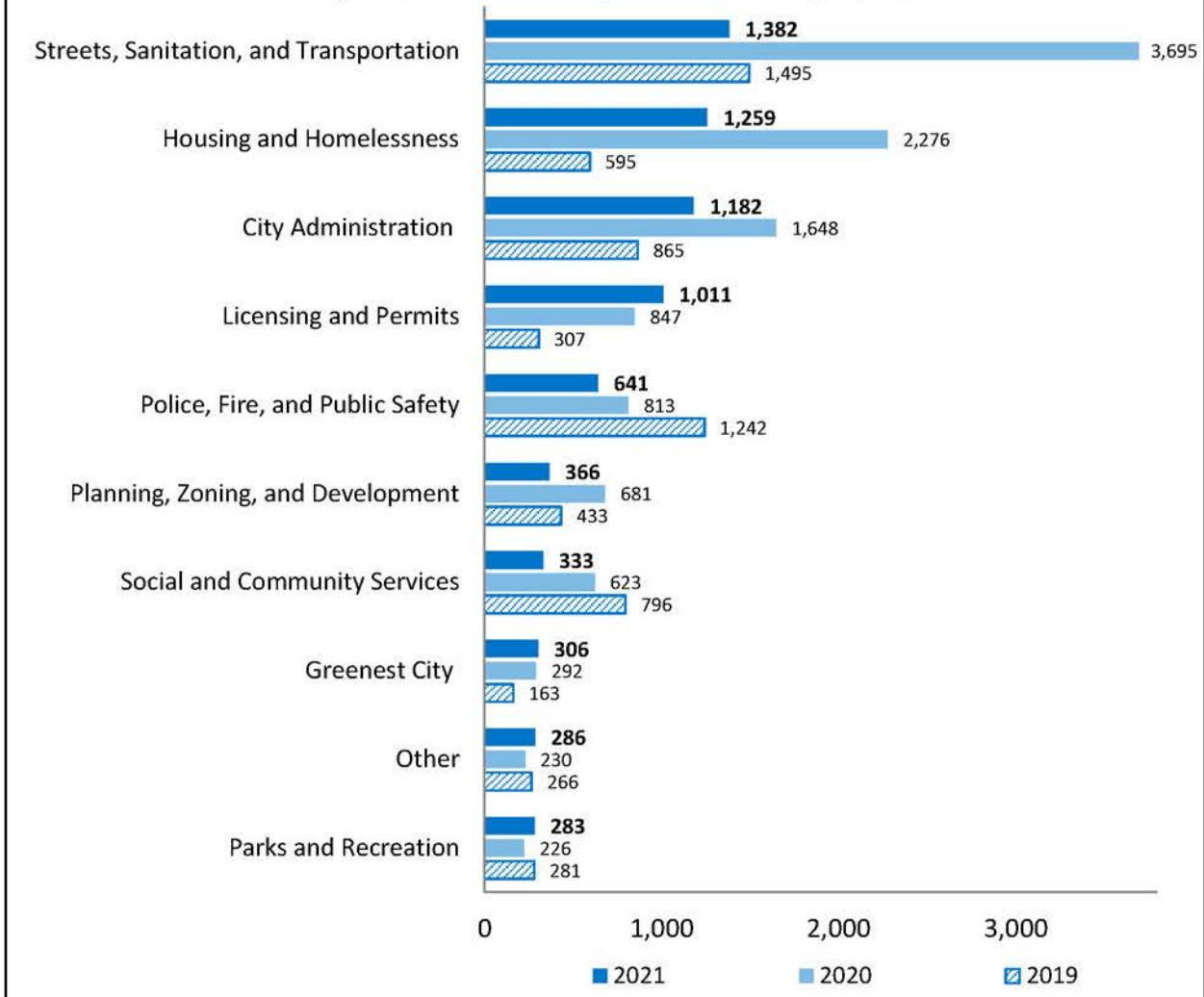
#### 4.1 Categories and Topic Trends

The highest volume of correspondence in 2021 fell under the Streets, Sanitation, and Transportation category (Figure 2), which included correspondence related to Parking, Streets and Sidewalks, and Transportation. Housing and Homelessness had the second highest volume of correspondence, which included correspondence related to the motion entitled, “Reducing Barriers and Deepening Affordability for Non-Profit, Co-op and Social Housing in Every Neighbourhood” and the “Vacancy Control Regulations in Single Room Accommodation (SRA) Properties” staff report. The Climate Emergency Parking Program also received significant correspondence, which fell under City Administration as the third most popular topic. Council received a high volume of comments relating to the “Regarding the Future of False Creek South” motion, which also fell under the City Administration category.

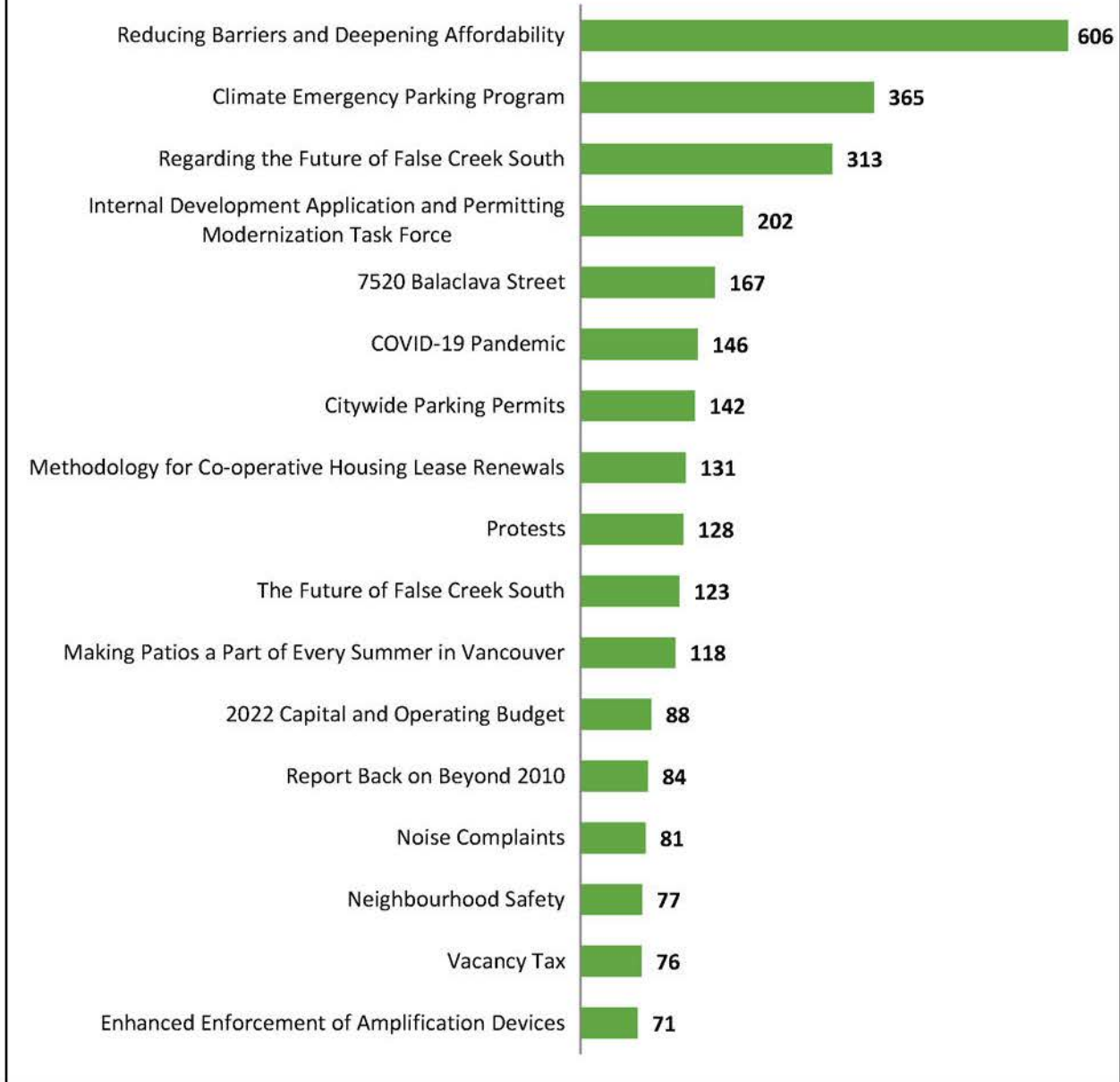
Other important topics were related to the “Methodology for Co-operative Housing Lease Renewals” and “7520 Balaclava Street - Proposed Agricultural Land Reserve Subdivision” staff reports. A complete list of the popular topics from 2021 is provided in Figure 3.



**Figure 2: 2021 Correspondence Category Volumes**



**Figure 3: 2021 Correspondence Topics Trends**

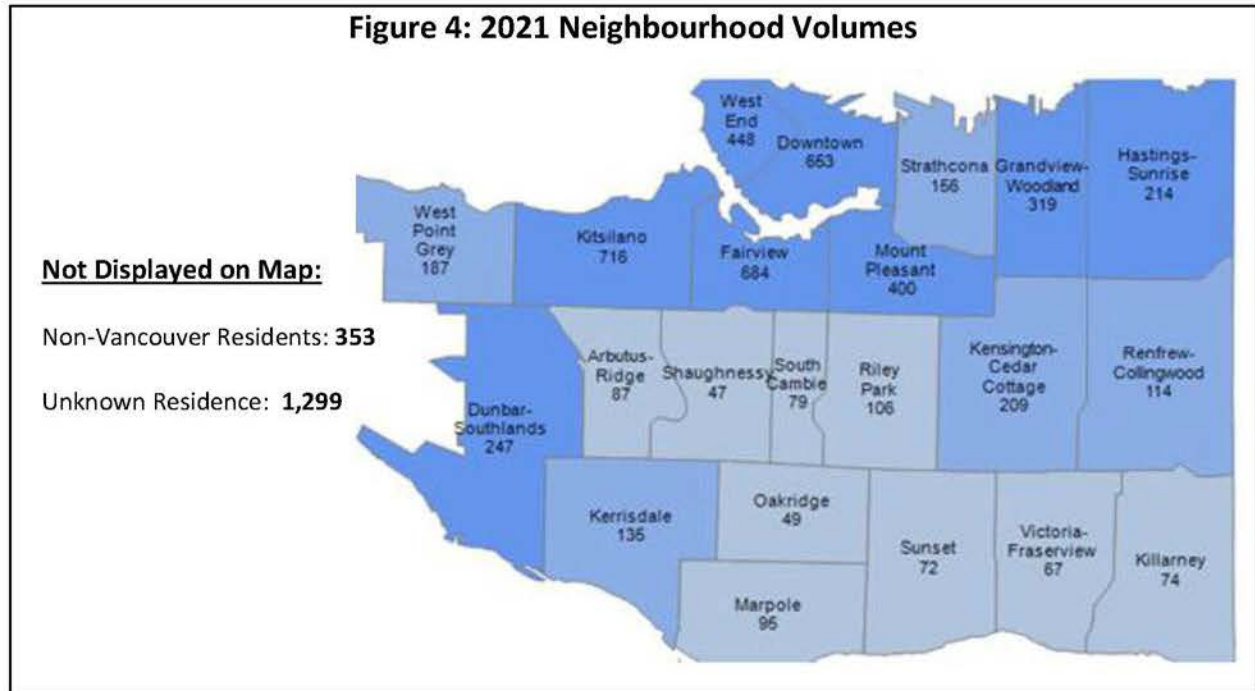


## 4.2 Local Area (Neighbourhood) Volumes and Trends

Local areas (neighbourhoods) are identified by the constituent’s residence as well as two other classifications below:

- *Non-Vancouver Residents*: Residents who do not live in Vancouver.
- *Unknown*: No address or neighbourhood provided.

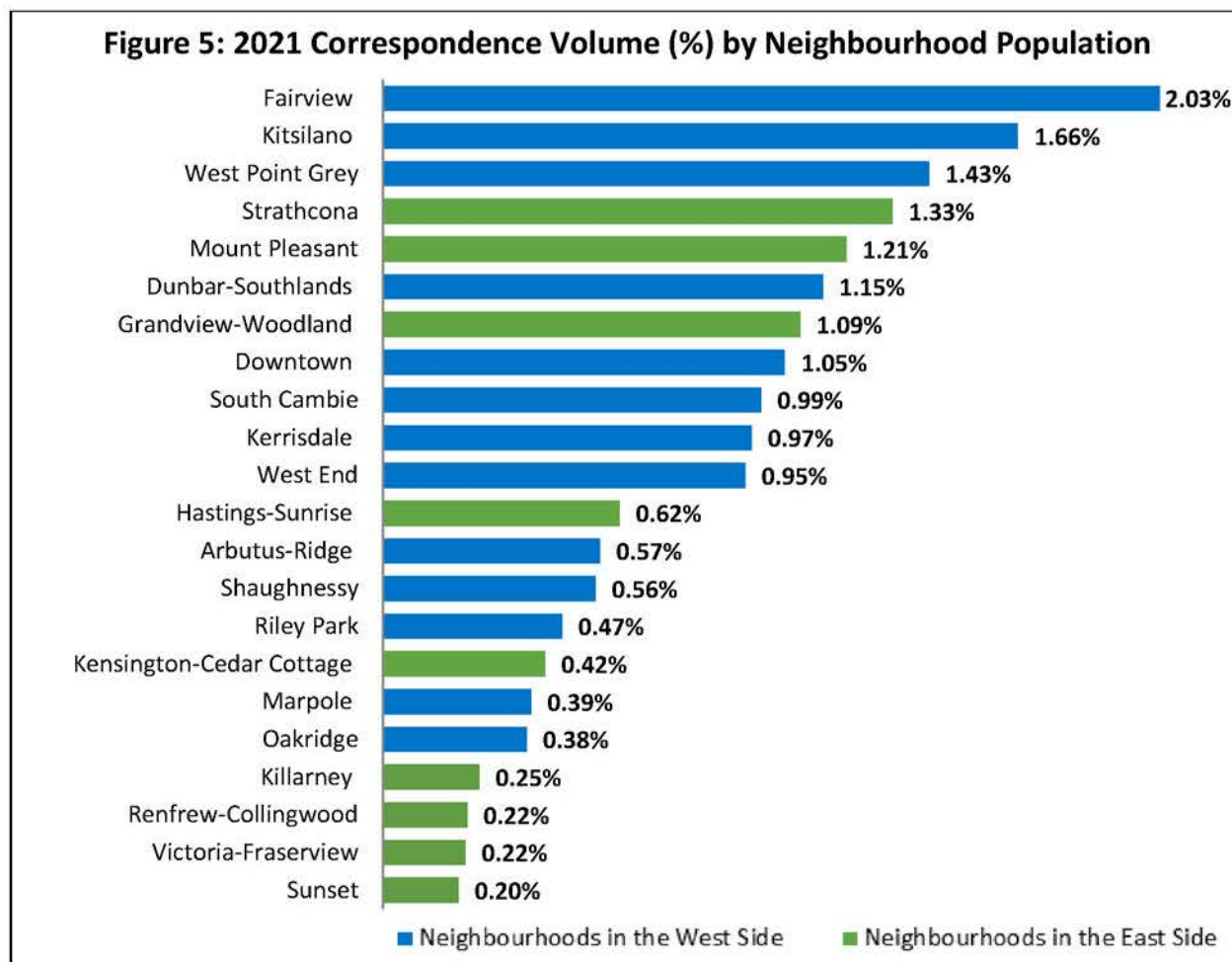
**Figure 4: 2021 Neighbourhood Volumes**



Similar to 2020, the neighbourhoods with the highest volume of correspondence in 2021 were Kitsilano, Fairview, Downtown, West End, and Mount Pleasant (Figure 4).

The neighbourhoods that had the most correspondence based on their population size, however, were Fairview, Kitsilano, West Point Grey, Strathcona, Downtown, and Mount Pleasant. As displayed in Figure 5, 2.03% of Fairview residents wrote to Mayor and Council in comparison to 1.66% of Kitsilano residents (which had the highest number of actual correspondence received).

With a few exceptions, Figure 5 also illustrates that those residing in the north-western neighbourhoods of Vancouver generally write to Mayor and Council more often than residents of the south-eastern neighbourhoods.



The most popular topic across the majority of the neighbourhoods was the “Reducing Barriers and Deepening Affordability for Non-Profit, Co-op and Social Housing in Every Neighbourhood” motion. Table 2 shows that the other most popular topics were usually local to the neighbourhood. For example, Fairview residents were concerned about staff report entitled, “The Future of False Creek South: Advancing a Conceptual Development Plan and Addressing Lease Expiries”; West Point Grey, Kerrisdale and Dunbar-Southlands residents were most concerned about “7520 Balaclava Street - Proposed Agricultural Land Reserve Subdivision”; while West End residents were most concerned about noise complaints; and Downtown residents were most concerned about neighbourhood safety.

**Table 2: 2021 Top Correspondence Topics by Neighbourhood**

Neighbourhoods	Most Popular Topic	Second Most Popular Topic
Fairview	Reducing Barriers and Deepening Affordability (240)	The Future of False Creek South (72)
Kitsilano	Reducing Barriers and Deepening Affordability (215)	Climate Emergency Parking Program (36)
West Point Grey	Reducing Barriers and Deepening Affordability (42)	7520 Balaclava Street(10)
Strathcona	Recreational Vehicles (17)	Vacancy Control Regulations in Single Room Accommodations (13)



Mount Pleasant	Reducing Barriers and Deepening Affordability (37)	Climate Emergency Parking Program (23)
Dunbar-Southlands	7520 Balaclava Street (52)	Climate Emergency Parking Program (24)
Grandview-Woodland	Reducing Barriers and Deepening Affordability (29)	Climate Emergency Parking Program (21)
Downtown	Neighbourhood Safety (18)	Encampments (7)
South Cambie	Reducing Barriers and Deepening Affordability (111)	Methodology for Co-operative Housing Lease Renewals (6)
Kerrisdale	Reducing Barriers and Deepening Affordability (26)	7520 Balaclava Street (24)
West End	Methodology for Co-operative Housing Lease Renewals (30)	Noise Complaint (24)
Hastings-Sunrise	Climate Emergency Parking Program (33)	Citywide Parking Permits (13)
Arbutus-Ridge	Reducing Barriers and Deepening Affordability (20)	Internal Development Application and Permitting Modernization (7)
Shaughnessy	Reducing Barriers and Deepening Affordability (10)	Climate Emergency Parking Program (7)
Riley Park	Climate Emergency Parking Program (13)	Reducing Barriers and Deepening Affordability (10)
Kensington-Cedar Cottage	Climate Emergency Parking Program (23)	Internal Development Application and Permitting Modernization (14)
Marpole	Climate Emergency Parking Program (7)	Reducing Barriers and Deepening Affordability (7)
Oakridge	Climate Emergency Parking Program (7)	Reducing Barriers and Deepening Affordability (7)
Killarney	Climate Emergency Parking Program (6)	Methodology for Co-operative Housing Lease Renewals (6)
Renfrew-Collingwood	Climate Emergency Parking Program (14)	Recreational Vehicles (12)
Victoria-Fraserview	Climate Emergency Parking Program (8)	2022 Capital and Operating Budget (2)
Sunset	2022 Capital and Operating Budget (6)	Climate Emergency Parking Program (6)

### 4.3 Correspondence Sources

Mayor and Council correspondence is received through the following channels:

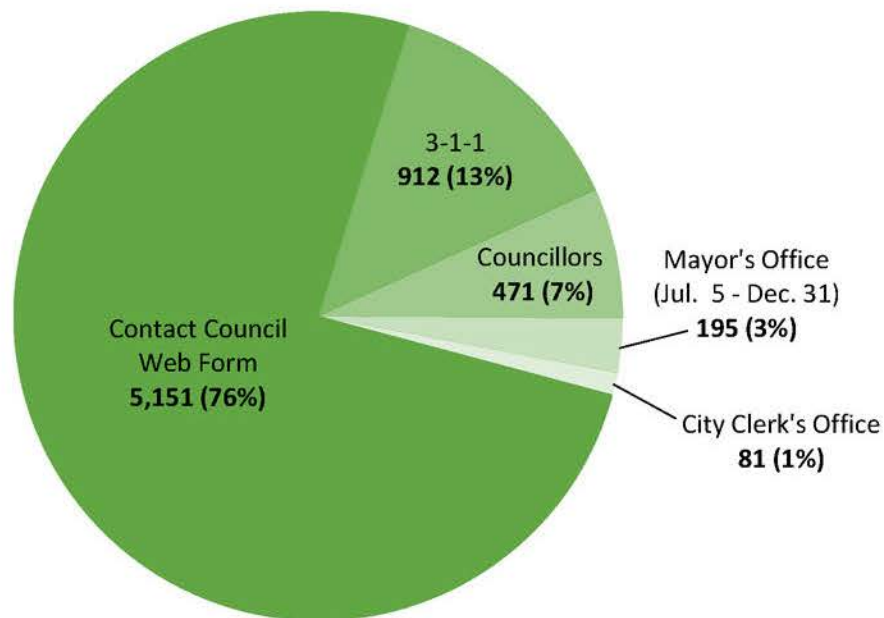
- [Contact Council Web Form](#)
- **3-1-1**
  - Phone calls
  - Live chat
  - [Tell Us Online web form](#)
  - Social media

- **City Clerk's Office**
  - Physical mail
  - Phone calls
  - In-person inquiries
  
- **Councillors** (only tracked when requested by the Councillor)
  - Individual emails
  - Phone calls
  - Physical mail
  
- **Mayor's Office** (starting July 5, 2021)
  - Individual emails
  - Phone calls
  - Physical mail

As displayed in Figure 6, **the highest volume of correspondence, 76% (5,151), was received through the Contact Council web form in 2021.** As 2021 is the fourth year the web form has replaced the [mayorandcouncil@vancouver.ca](mailto:mayorandcouncil@vancouver.ca) email, constituents have become more familiar with the web form and email campaigns have also been using it as well.

On July 5, 2021, the Mayor's feedback form was replaced by the Contact Council web form. Correspondence received at the Mayor's Office through [kennedy.stewart@vancouver.ca](mailto:kennedy.stewart@vancouver.ca), physical mail, and phone calls were entered into the central tracking system by Mayor's Office staff when they required a staff response from another department.

**Figure 6: 2021 Correspondence Sources**

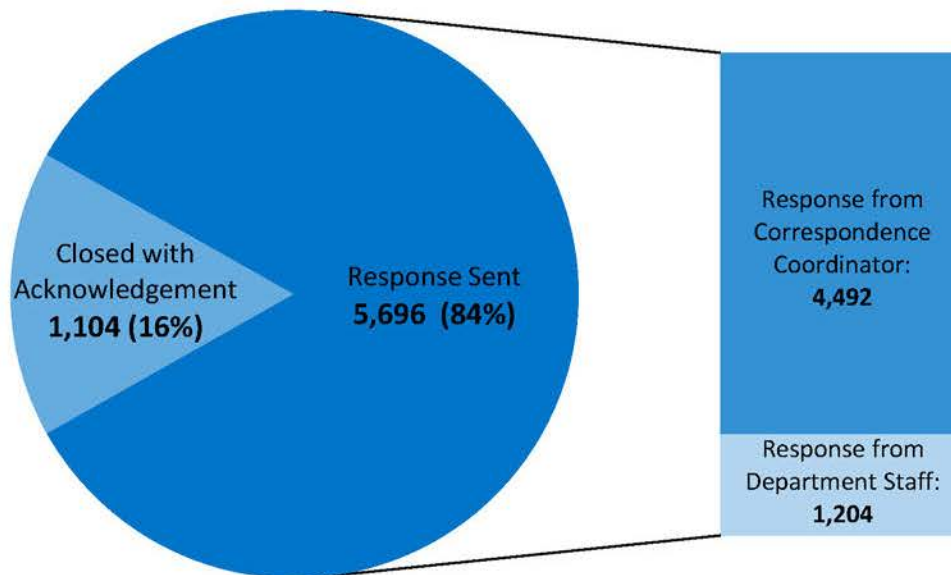


#### 4.4 Correspondence Response Rates

All constituents receive an acknowledgement confirming receipt of their feedback when they use the Contact Council web form or call 3-1-1. However, not all constituents provide their contact information or may provide invalid/incorrect contact information. Some constituents also prefer not to be contacted and want their identity to be anonymous. Therefore, it is impossible to respond to 100% of all comments received.

In 2021, **84% (5,696 correspondence items) received a personalized response** addressing the topic of concern, some including links for more information and additional contacts. This is lower than the 90% response rate achieved in 2020. As more constituents learn about the web form, individuals have begun sending higher volumes of unrelated or spam comments. These comments do not receive a response from the City Clerk's Office, and contribute to the lower response rate in 2021.

**Figure 7: 2021 Response Rates**

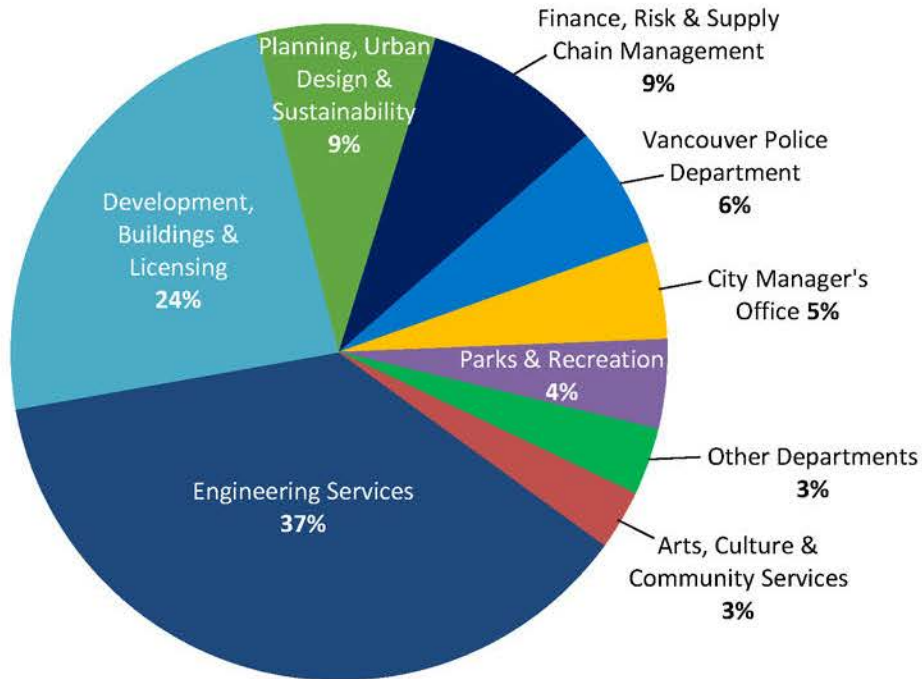


The majority of responses are provided by the Council Correspondence Coordinator, unless information is required from department staff, typically when the topic is of a complex or specific nature. Since 2017, the Correspondence Coordinator has developed a response repository consisting of information collected from the Civic Engagement & Communications department, City's website, past staff responses, information bulletins, news releases, and daily media summaries. These response templates are used to respond to common or hot topic items.

Similar to previous years, the majority of correspondence that required staff response fell under Engineering Services (37%) and Development, Buildings & Licensing (24%) departments as the correspondence specified certain projects, sites, and locations.



**Figure 8: 2021 Staff Responses by Department**

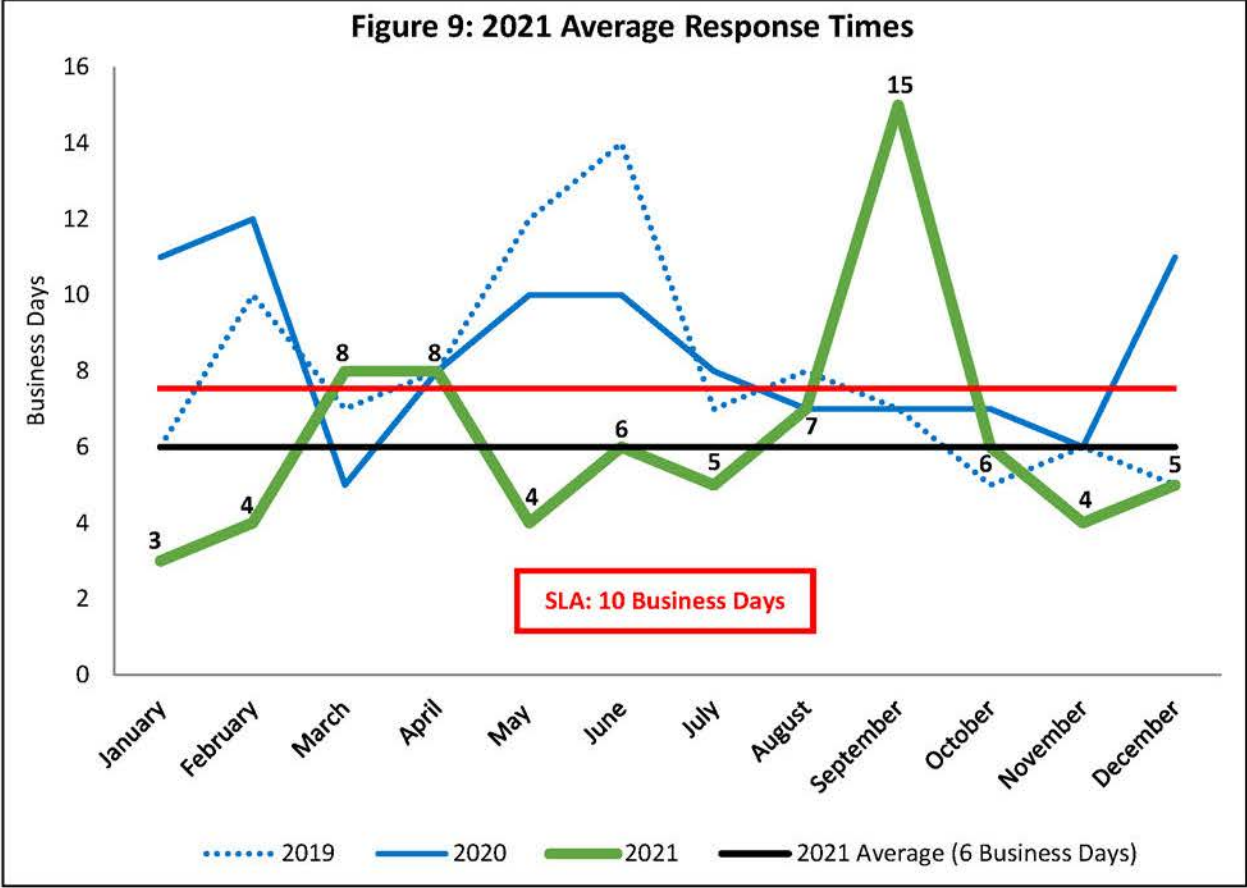


The average correspondence case response time was 6 business days in 2021, which is an improvement compared to 8 business days in 2020, and is within the 10 business day Service Level Agreement (SLA).

As shown in Figure 9, response times were the shortest in January and from May to July 2021 as most correspondence received were regarding Council agenda items that had email response templates already prepared by the Correspondence Coordinator.

The response times were longest in September 2021 due to a group of cases awaiting staff responses. The Correspondence Coordinator had reallocated the correspondence to staff for response within a week of receiving the comments, and followed up a few weeks afterwards. However, since the SLA had been well exceeded without any response from staff, these cases were eventually closed without response. Moving forward, correspondence requiring a staff response from low-response departments is redirected and the public is notified to contact the email address or public web form used by the specific department. This ensures that the department receives the correspondence directly and minimizes delays. However, with the exception of the delayed cases, the average response time during the month of September was 3 days, indicating that the current response and reallocation procedures are within the SLA.

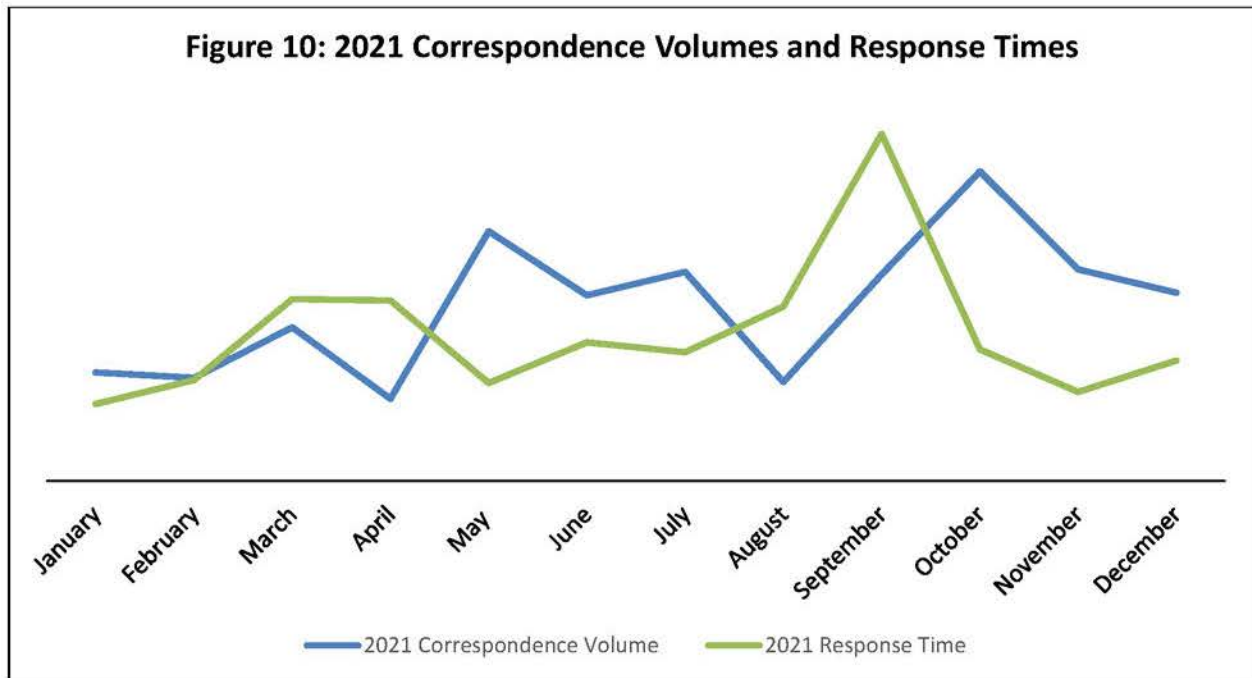




As displayed in Figure 10, the response times and correspondence volumes in 2021 had an inverse relationship where response times decreased when volumes increased. When correspondence volumes increased, they were mostly related to hot topics or Council agenda times, which had response templates already prepared. Therefore, responses were sent out more quickly when Council received high volumes on the same topic as opposed to when volumes were lower and more specific responses had to be prepared.

Council received a higher volume of correspondence between March and April 2021, as well as October 2021. Topics of interest included the “Implementing the UN Declaration on the Rights of Indigenous Peoples in the City of Vancouver” motion, “Making Patios a Part of Every Summer in Vancouver” staff report, and the “Report Back on Council Motion ‘Beyond 2010: Consideration for the City of Vancouver to Participate in a Future Olympic Winter Games Bid’” staff report.

**Figure 10: 2021 Correspondence Volumes and Response Times**



## 5. Mayor’s Office Correspondence

The Mayor’s Office receives and responds to correspondence received through 3-1-1, the online web form, [kennedy.stewart@vancouver.ca](mailto:kennedy.stewart@vancouver.ca), physical mail, and by phone. The Mayor’s feedback form was discontinued on July 5, 2021, and replaced by the Contact Council web form to streamline the coordination of staff responses. Therefore, **3,631 correspondence cases were received by the Mayor’s Office through 3-1-1 and the Mayor’s feedback form from January 1 to July 4, 2021.**

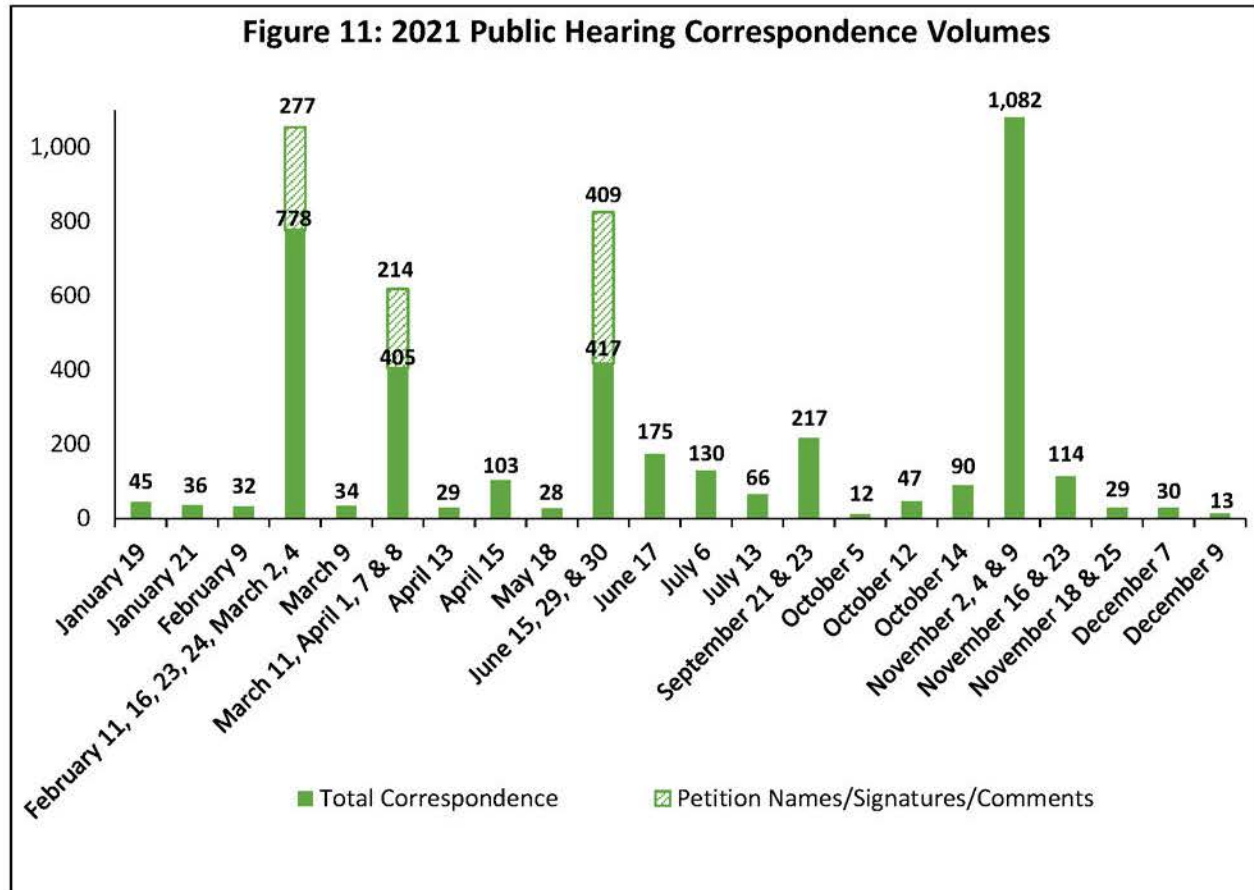
Since the Mayor’s feedback form has been discontinued, correspondence items are submitted by Mayor’s Office staff through the central tracking system if actions or responses are required by another department. **From July 5 to December 31, 2021, 195 cases were created by Mayor’s Office staff to be assigned to department staff for response** (this is also included in the Mayor and Council correspondence described in Section 4). The correspondence topics received by the Mayor’s Office through all platforms tend to be similar to, and sometimes duplicates of, the correspondence received by Mayor and Council.

## 6. Public Hearing Correspondence

Public Hearing correspondence is managed by the Meeting Coordinators from the Legislative Operations Division. It is processed differently than regular Mayor and Council correspondence as the constituent’s full name and comments are made publicly available on the City’s website.

**In 2021, 3,911 Public Hearing correspondence items and 6 petitions with 641 signatures and 259 comments were received by the City Clerk’s Office.** The volumes of correspondence usually vary in each

Public Hearing. The correspondence volumes based on the Public Hearings scheduled in 2021 are displayed in Figure 11 and the most popular Public Hearing items are listed by date in Table 3 below. Due to the COVID-19 safety guidelines, Public Hearings were convened in a hybrid model in which Council members were able to participate virtually or in-person and the public members were able to participate by phone or in-person.



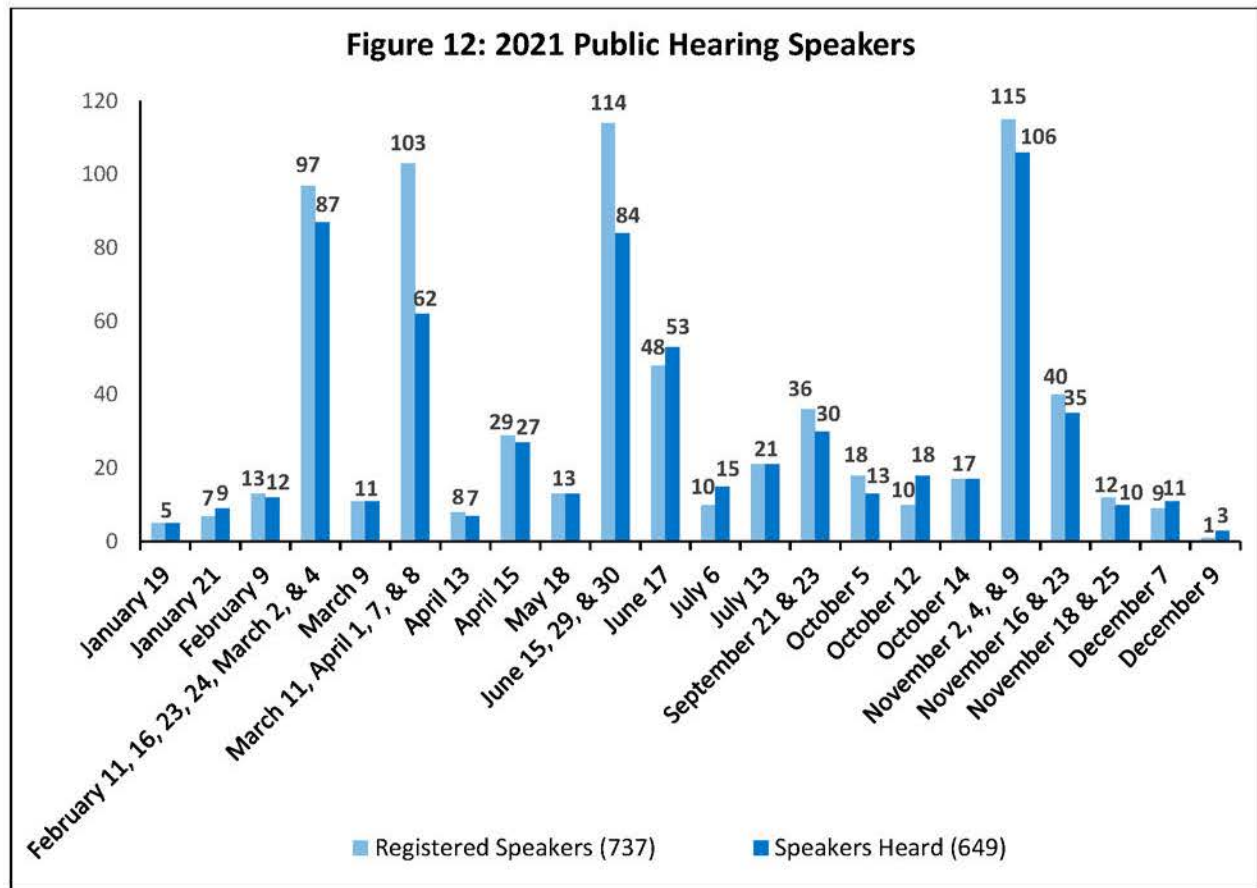
**Table 3: 2021 Top Public Hearing Items**

Public Hearing Date & Item	Support	Opposed	Other
February 11, 16, 23, 24, March 2 & 4 – CD-1 Rezoning: 1766 Frances Street	47	26	5
February 11, 16, 23, 24, March 2 & 4 – CD-1 Rezoning: 3084 West 4th Avenue and 2010 Balaclava Street	155	512 + 1 Petition (277 Signatures)	5
March 11, April 1, 7, & 8 – Amendment to Downtown Official Development Plan – Area K3 (Granville Street)	108	223	2
March 11, April 1, 7, & 8 – East Fraser Lands Official Development Plan and Public Amenity Financial Plan and Strategy: 10-year Review and Update	32 + 2 Petitions (214 Signatures)	7	1
June 15, 29, & 30 – CD-1 Amendment: 480 Broughton Street	137	229 + 3 Petitions (150 Signatures & 259 Comments)	0



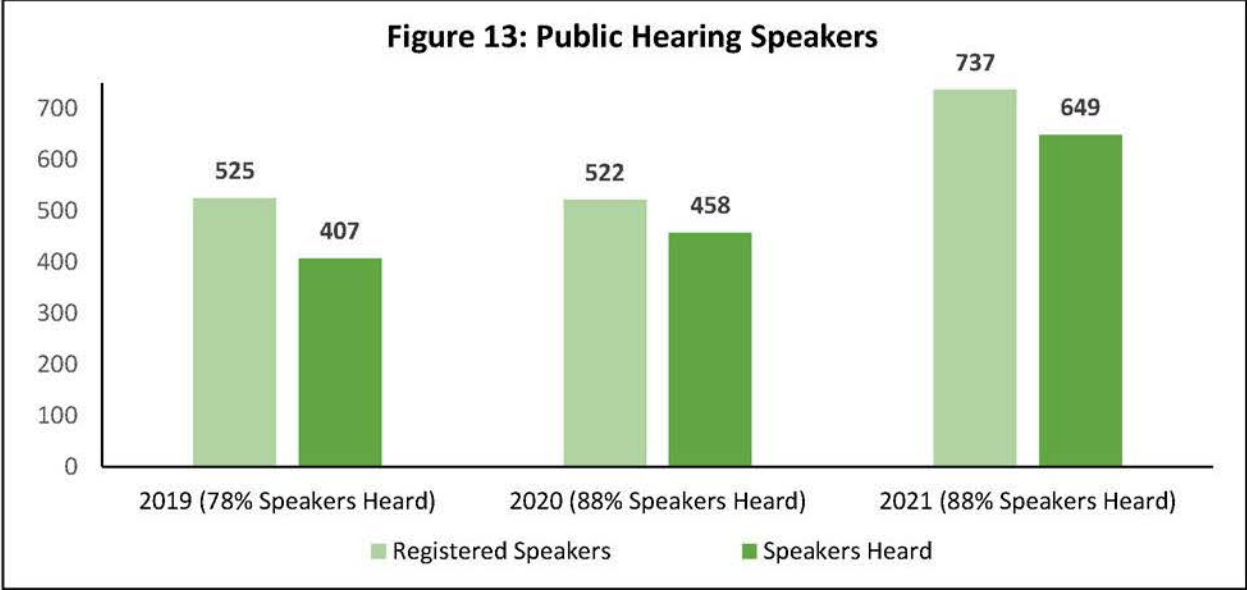
September 21 & 23 – CD-1 Rezoning: 4426-4464 Knight Street and 1406 East 28th Avenue	55	2	2
September 21 & 23 – CD-1 Rezoning: 3449-3479 West 41st Avenue and 5664 Collingwood Street	146	5	1
November 2, 4, & 9 – Streamlining Rental Around Local Shopping Areas - Amendments to the C-2, C 2B, C-2C and C-2C1 Zones and Creation of New Rental Zones for Use in Future Rezoning Applications in Surrounding Low Density Areas Under the Secured Rental Policy	620	444	18

In 2021, 737 speakers were registered and 649 speakers were heard (including additional speakers). In 2021, there were a total of 82 additional speakers heard at Public Hearings. Additional speakers are those who are not on the registered speakers list but speak to Council when the Chair calls for additional speakers at the end of the registered speakers list.



As displayed in Figure 13, the rate of participation (the number of speakers heard out of the number of speakers registered) in 2021 remained the same as 2020 at 88%. However, **there was a substantial increase of 41% in the number of registered speakers from 2020 to 2021.** This may be due to increased awareness of the phone-in option that was introduced in May 2020 during the COVID-19 pandemic.



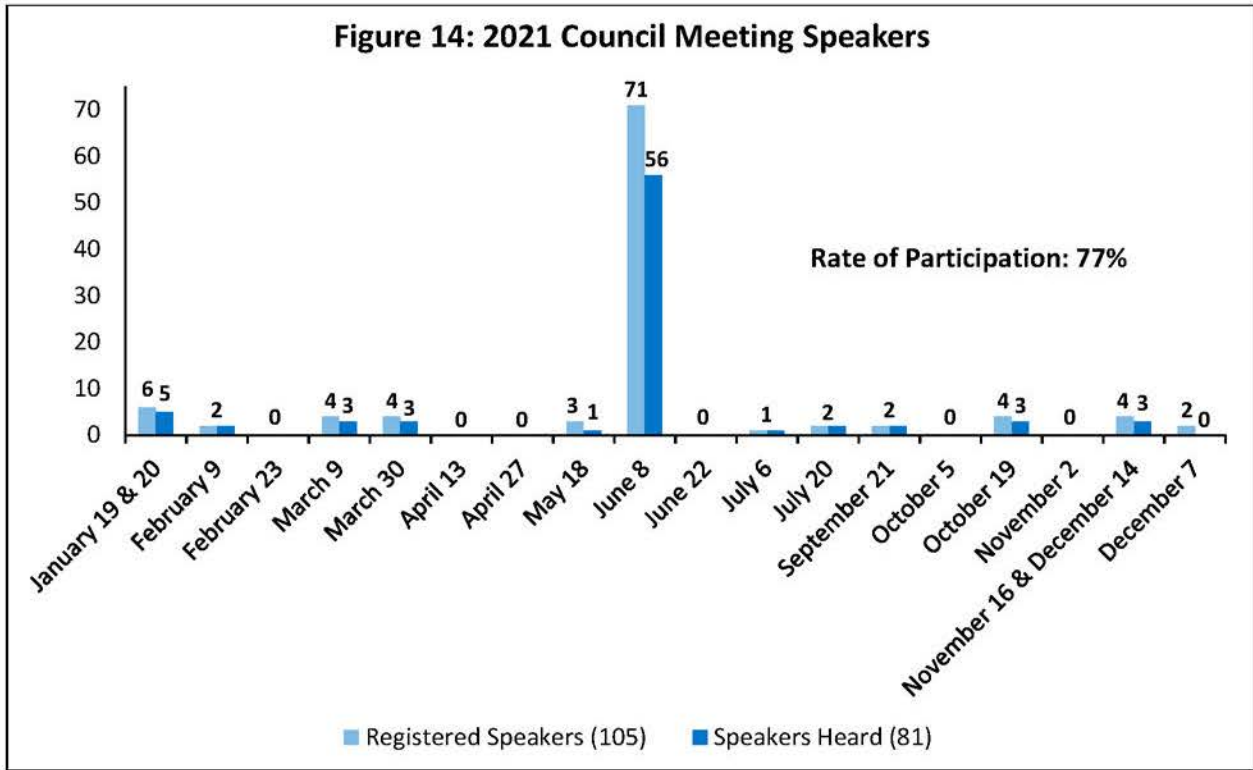


**7. Council and Standing Committee Meeting Speakers**

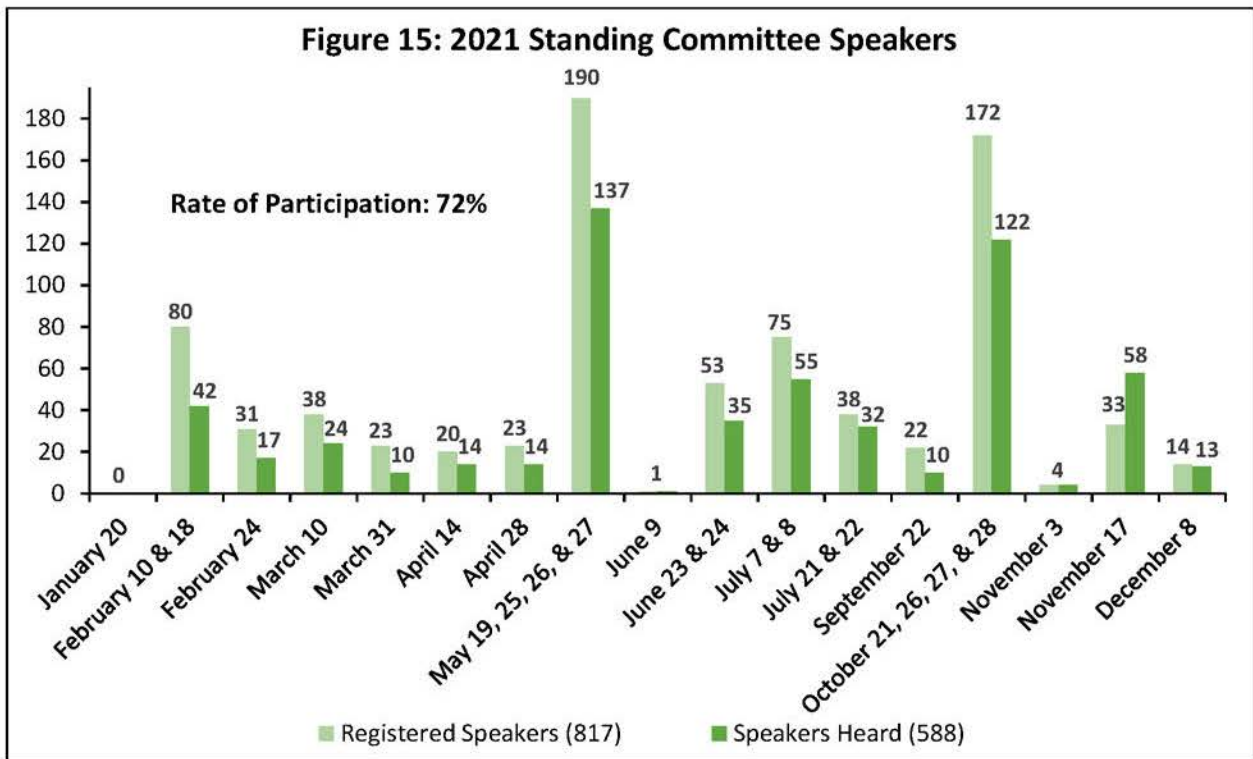
Speaker requests for Council and Standing Committee meetings are managed by the Meeting Coordinators from the Legislative Operations group. The public can register to speak up until one hour before the meeting is scheduled to begin.

Similar to Public Hearings, these meetings were previously only held in-person. However, with adjustments to the Vancouver Charter and City’s Procedure By-law to permit electronic participation, Council and Standing Committee meetings were convened in a hybrid model in which speakers could attend by phone or in-person.

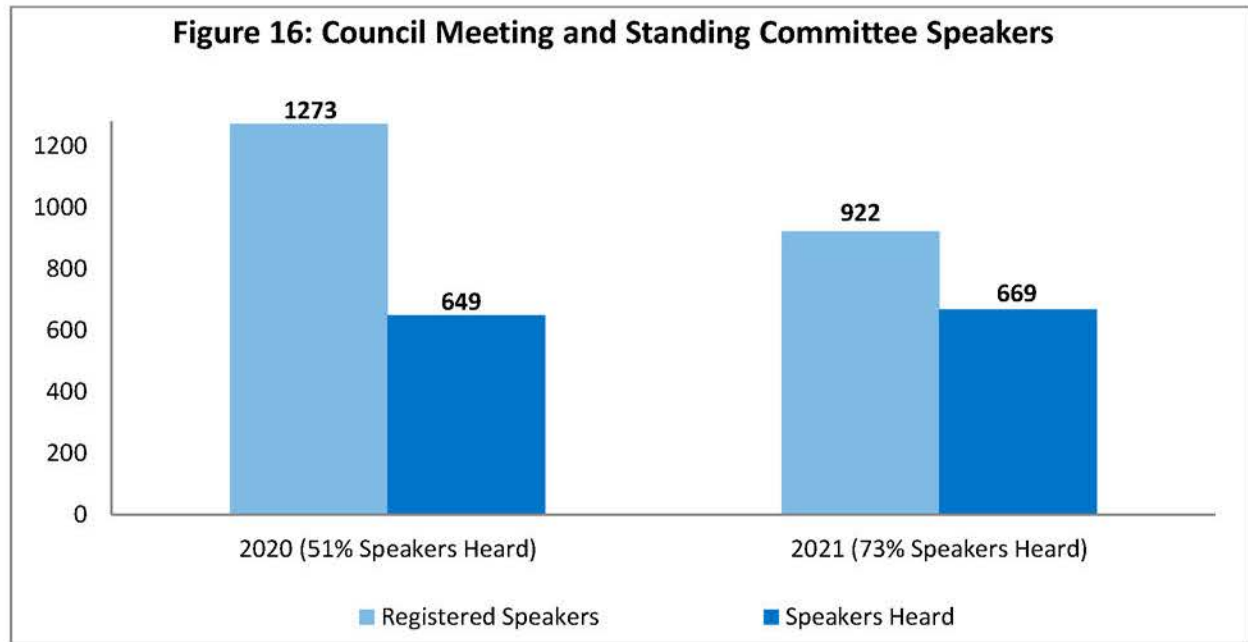
**In 2021, 105 speakers were registered and 81 speakers were heard during Council meetings (Figure 14).** The rate of participation amongst registered speakers in 2021 was 77%, which is 14% more than the 63% participation rate in 2020.



In 2021, there were 817 registered speakers and 588 speakers heard during Standing Committee meetings (Figure 15). The rate of participation in 2021 was 72%, which is 24% more than the 48% participation rate in 2020.



Similar to 2020, in 2021, registered speakers who missed their speaking time for Council and Standing Committee meetings were provided with a second opportunity to speak to Council after the Mayor or Chair had called all registered speaker's. In 2021, **73% of speakers out of the total registered speakers were heard at Council and Standing Committee meetings**, which is 22% more than the 51% participation rate in 2020. The number of speakers registered and heard were not tracked in 2019 so the earliest data in Figure 16 is from 2020.

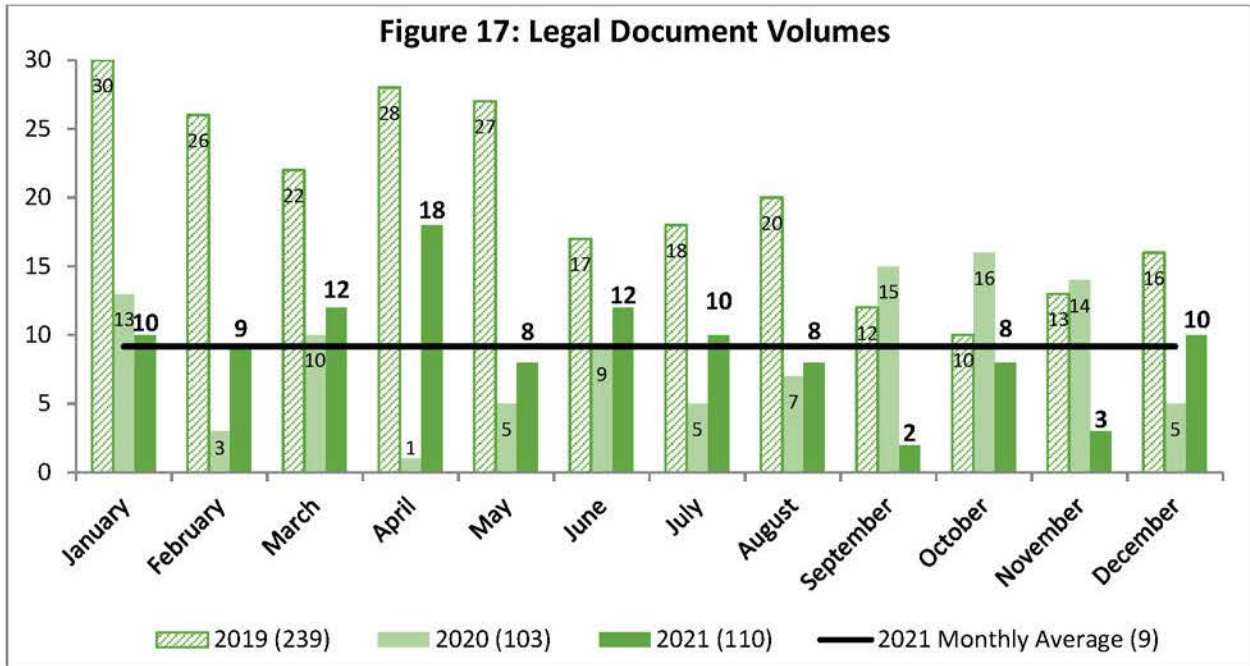


Out of the 669 total speakers heard in 2021, 87% (580) spoke during their turn and 13% (89) missed their turn, but were able to speak when the Chair of the meeting went over the registered speaker's list again. This second opportunity to speak provided the speakers with additional flexibility and convenience to participate at the meetings.

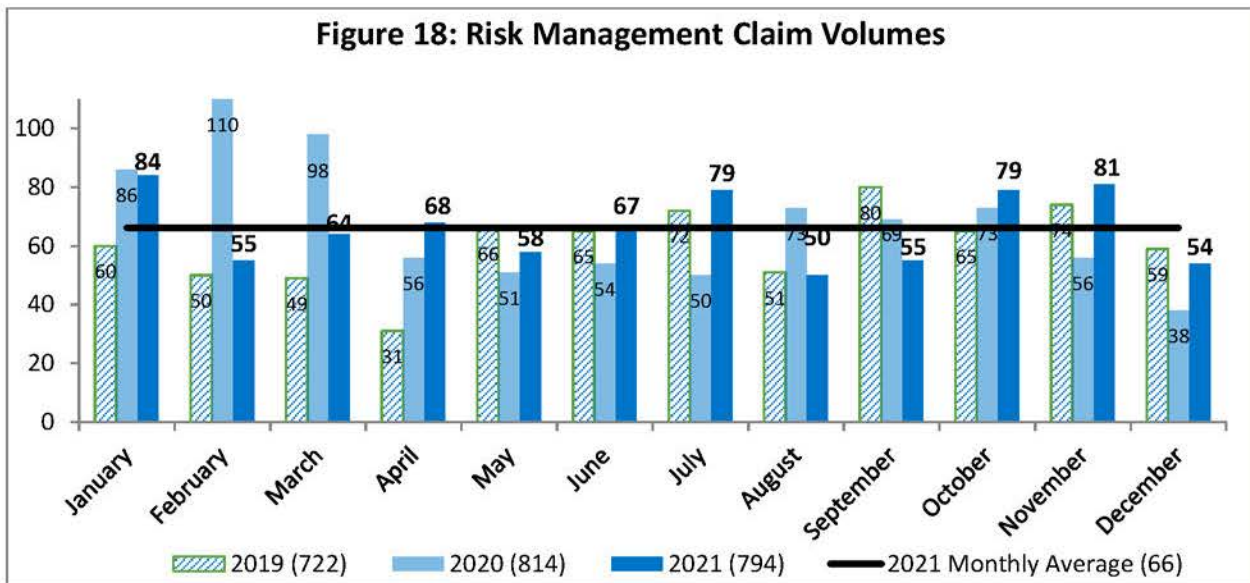
## 8. Legal documents, Risk Claims, Invitations, and Tours

The City Clerk's Office receives a variety of other documents unrelated to the correspondence addressed to Mayor and Council. These include legal documents, risk management claims, and event invitations, which are managed by the administrative staff from the Business and Election Services group.

**In 2021, the City Clerk's Office received 110 legal documents, which is a 7% increase from the 103 legal documents received in 2020 (Figure 17).**

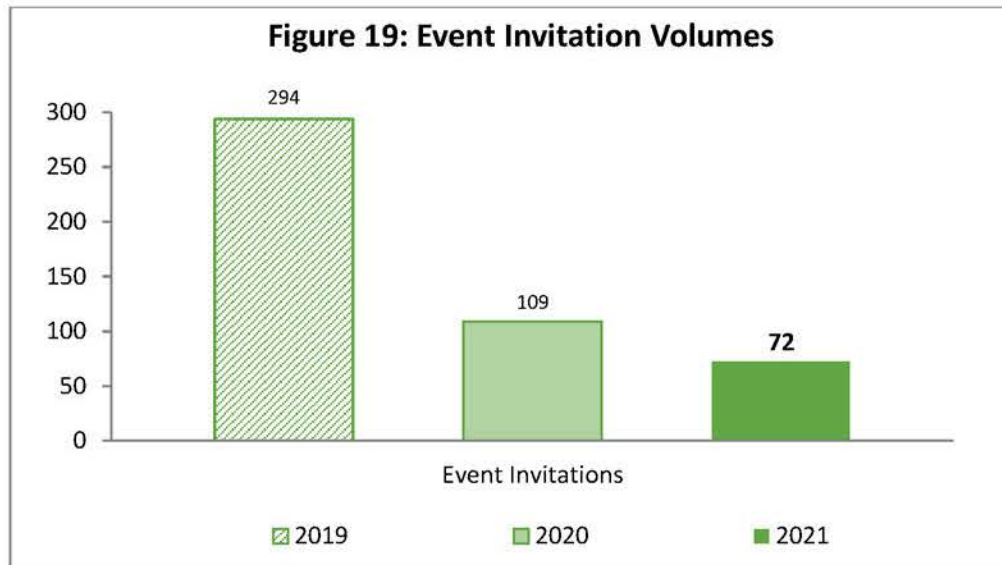


The City Clerk’s Office receives two types of claims: Charter Notices and ICBC claims. **In 2021, 791 risk management claims were received, which is a 3% decrease from the 814 risk claims received in 2020 (Figure 18).**



**In 2021, 72 event invitations were received by the City Clerk’s Office, which is a 34% decrease from the 109 invitations received in 2020 (Figure 19).** The volume of event invitations decreased significantly due to the COVID-19 pandemic as public health orders limited in-person social gatherings and large events.





City Hall campus tours are normally provided to new City of Vancouver employees, school groups, and community organizations by the administrative staff. **In 2021, 6 new employee orientation virtual tours were conducted, along with 2 new employees that were socially distanced in-person tours.** Both tours involved the 3rd floor foyer and updates that provided content that reflects Vancouver’s diverse history and current population. Due to the COVID-19 pandemic, all public in-person tours were cancelled from March of 2020 as access to City Hall was restricted and social gatherings were limited.

## 9. External Relations and Protocol

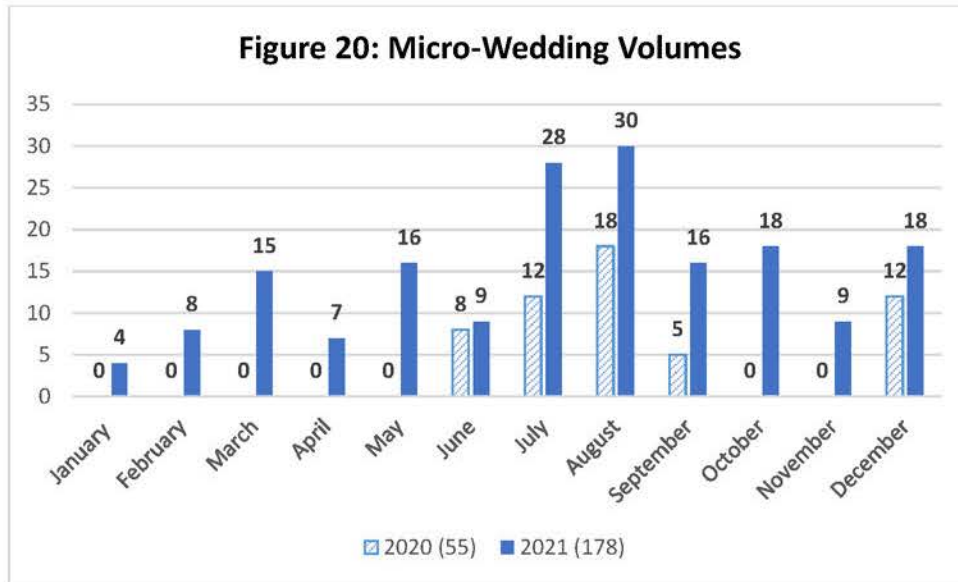
External Relations and Protocol (ERP) is responsible for arranging official visits, managing international relationships, managing the City Hall Illumination Program and half-mastings, as well as organizing Council awards, honours, events and ceremonies.

With COVID-19, ERP’s work continued to change significantly in 2021 and the following data demonstrates ERP’s accomplishments for the year.

- Arranged **7 official visits** including a visit by the Governor General of Canada, the Government of Sweden, Ambassadors, and Consuls General. Typically, between 15 and 20 official visits are organized per year; however, visits decreased dramatically in 2020 and 2021 due to the COVID-19 pandemic. A combination of virtual and in-person visits resumed in mid-2021 once restrictions began to ease and comfort with virtual meetings increased.
- Organized **18 events, ceremonies, and recognitions** to honour the City’s Official Celebrations and Observances including the City’s 16 Council approved annual events. No in-person events were organized in 2021 due to COVID-19 restriction. Sixteen virtual recognitions were organized including Lunar New Year, Black History Month, International Women’s Day, International Holocaust Remembrance Day, Day of Remembrance and Action on Islamophobia, International Day for the Elimination of Racial Discrimination, Nowruz, Komogata Maru, Remembrance Day, Italian Heritage Month, World Refugee Day, National Indigenous Peoples Day, Eid, National Day for Truth and Reconciliation, Diwali, International Day for Persons with Disabilities and

Christmas. Two events were hosted in a hybrid format including Pride Week Launch and Remembrance Day at Victory Square.

- Organized **178 micro-wedding ceremonies** as part of the City Hall pilot wedding program. The micro-wedding pilot program started in May of 2020 during the pandemic, with 55 micro-wedding ceremonies occurring in 2020. In 2020, the Micro-wedding program were not offered in October and November due to a combination of resource limitations and COVID impacts. However, as shown in Figure 20, the most desired months for both years were July and August and ceremonies held on a month-to-month basis were higher in 2021 compared to 2020.



- Organized **141 City Hall Illuminations** for a wide range of significant days, and directed the **Canadian flag to be lowered for 11 occasions as directed by Canadian Heritage or Council approved policy.**

## 10. Looking Ahead to 2022

Building on the improvements made in 2021, staff will work towards implementing the following goals in 2022:

- Successfully migrate from the current case management system for Mayor and Council correspondence (Lagan) to the new Engagement Management Professional (EM Pro). With the launch of EM Pro, there will also be opportunities to improve the current reporting system. The launch was initially intended for the end of 2021, but has been delayed and is scheduled for August 2022.
- Continue to work with the Intergovernmental Relations Office to streamline the Mayor and Council enquiry response process. Council enquiries originating from constituents are tracked by the City Clerk's Office and Council enquiries to staff are tracked by Intergovernmental Relations.
- Continue to improve the average response times for Council correspondence, ensuring all staff responses fall within the 10 business day SLA