

File No.: 04-1000-20-2023-699

February 27, 2024

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 November 7, 2023 under the *Freedom of Information and Protection of Privacy Act* for:

Regarding the FIFA 26 Vancouver site tour in the first week of November 2023, records held by Doug Campbell, Taunya Geelhoed and Michelle Collens of the itinerary and the roster of participants (names, titles, affiliations), as well as the agenda, minutes, presentation material, handwritten notes and recordings from any meetings held during the site tour.

All responsive records are attached. Some information in the records has been severed (blacked out) under s.15(1), s.17(1), s.19(1) and s.21(1) of the Act. You can read or download these sections here:

http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00.

Under section 52 of the Act, and within 30 business days of receipt of this letter, you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your FOI request by writing to: Office of the Information & Privacy Commissioner, 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 (#04-1000-20-2023-699); 2) a copy of this letter; 3) a copy of your original request; and 4) detailed reasons why you are seeking the review.

Yours truly,

[Signed by Cobi Falconer]

Cobi Falconer, MAS, MLIS, CIPP/C Director, Access to Information & Privacy cobi.falconer@vancouver.ca

453 W. 12th Avenue Vancouver BC V5Y 1V4

If you have any questions, please email us at foi@vancouver.ca and we will respond to you as soon as possible. Alternatively, you can call the FOI Case Manager at 604-871-6584.

Encl. (Response Package)

:ag





HOST CITY OPERATIONS GROUP MEETING

03 November 2023, VANCOUVER (Canada)

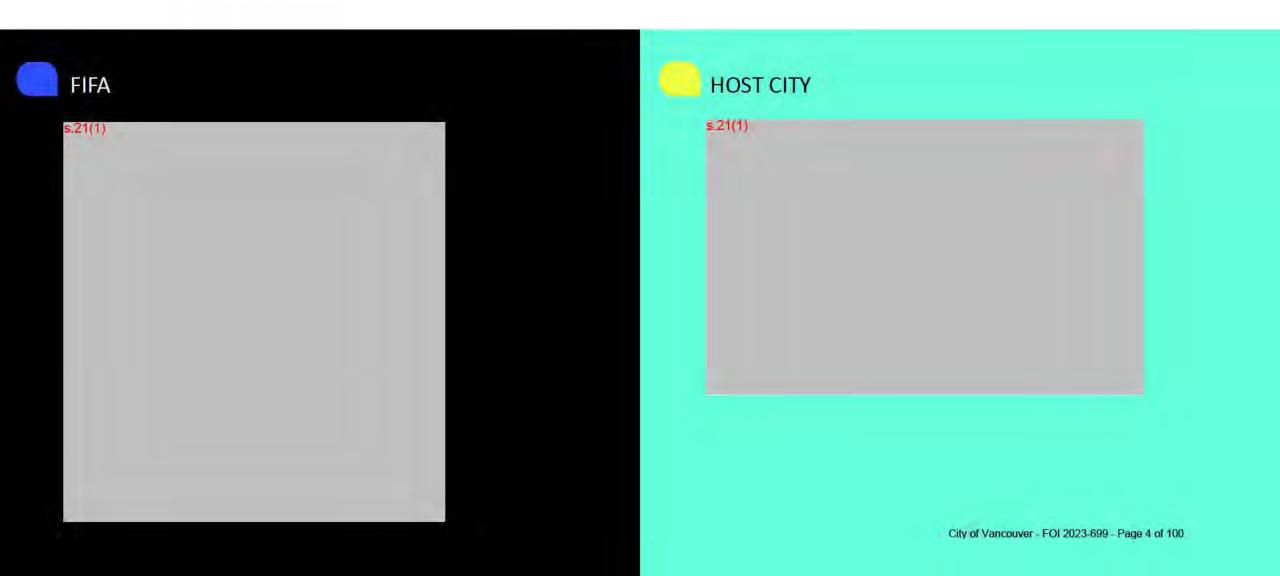






PARTICIPANTS







1.	09:00 - 09:15	Welcome & Introductions
	03.00	viciconne a microadections

- 2. 09:15 09:30 Host City Footprint
- 3. 09:30 10:00 s.21(1)
- 4. 10:15 11:00 Transport / Traffic Management

s.21(1)

- 5. 11:00 11:30 Airport
- 6. 11:30 12:15 Safety & Security
- 7. 13:30 14:00 Last Mile
- 8. 14:00 14:30 FIFA Fan Festival
- 9. 14:30 15:00
- 10. 15:15 15:45 Organization & Planning
- 11. 15:45 16: 15 Host City Items
- 12. 16:15 16:30 Wrap-up

SITE VISITS & HOST CITY OPS GROUP MEETING



- · The visits will be operational in nature and will be a split between a Stadium Visit and Host City Ops Group Meeting
- All sessions will take place at the stadium with separate meeting rooms for each group



SITE VISITS & HOST CITY OPS GROUP MEETING (SCHEDULE)



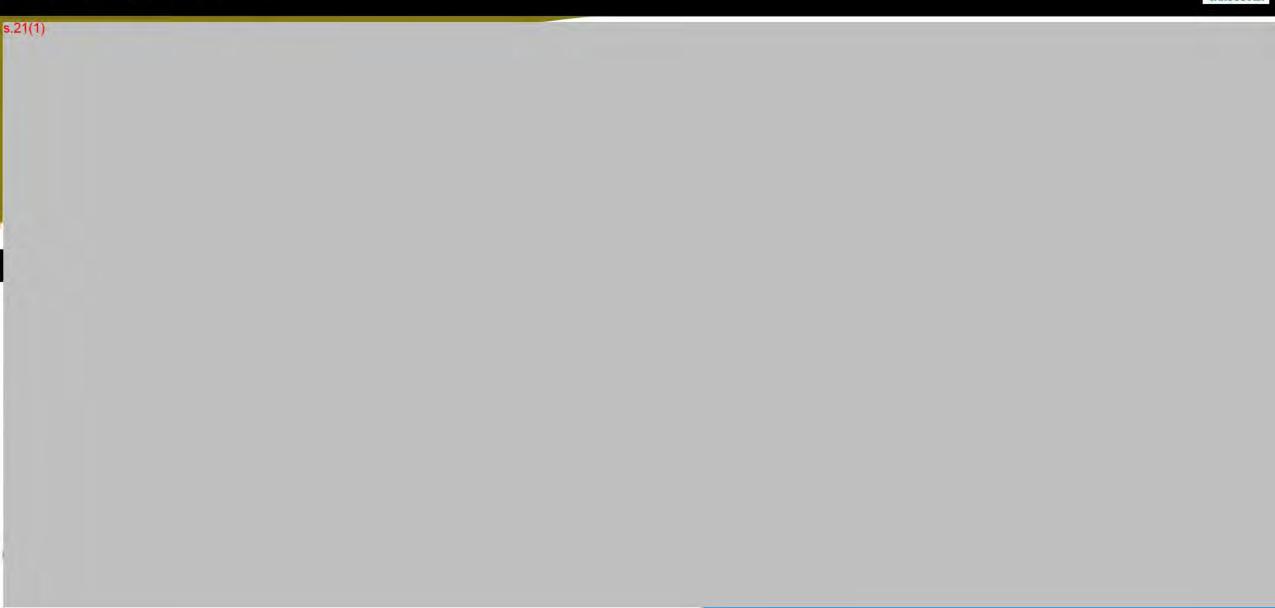


City of Vancouver - FOI 2023-699 - Page 7 of 100

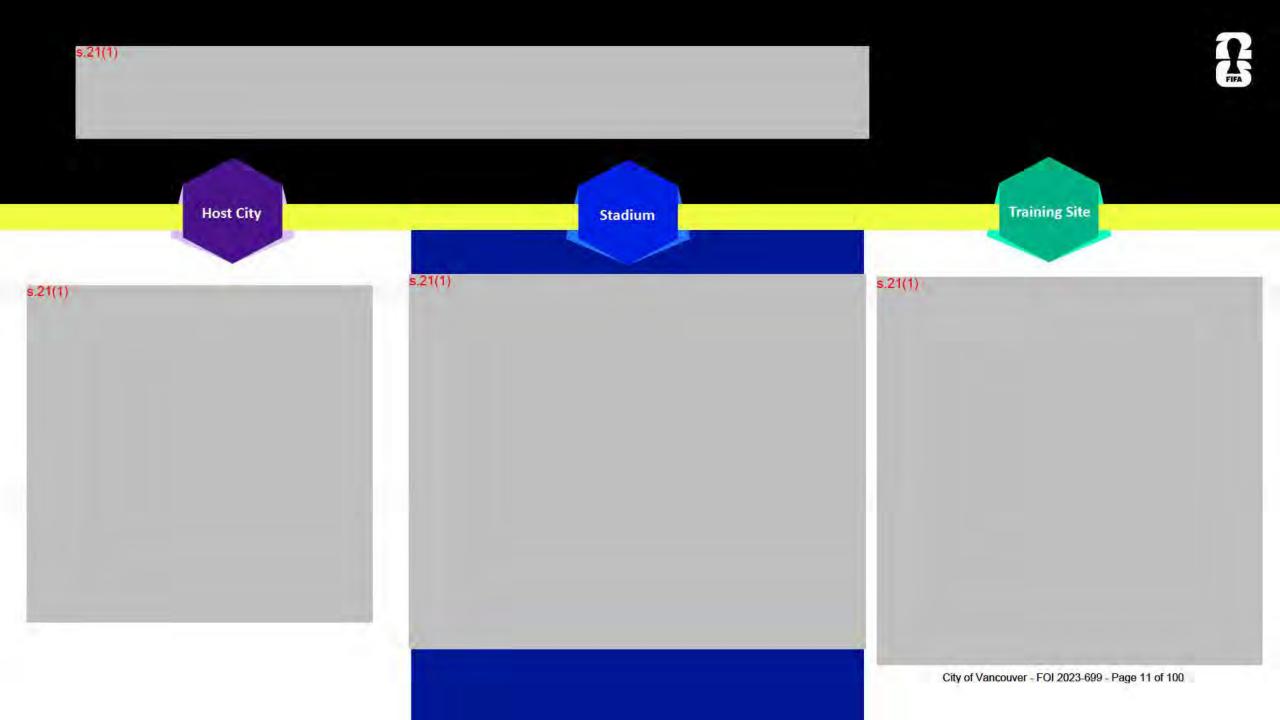


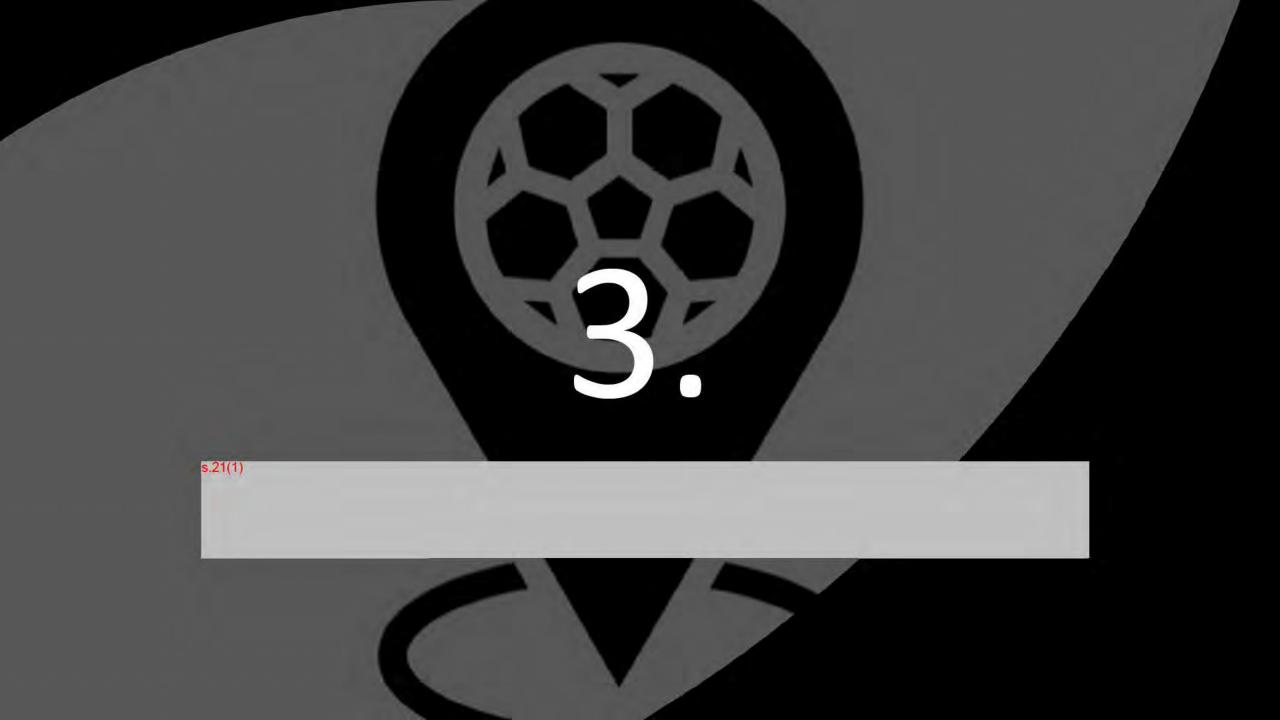
HOST CITY FOOTPRINT VANCOUVER









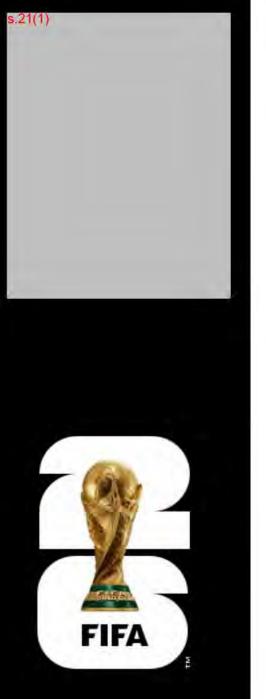


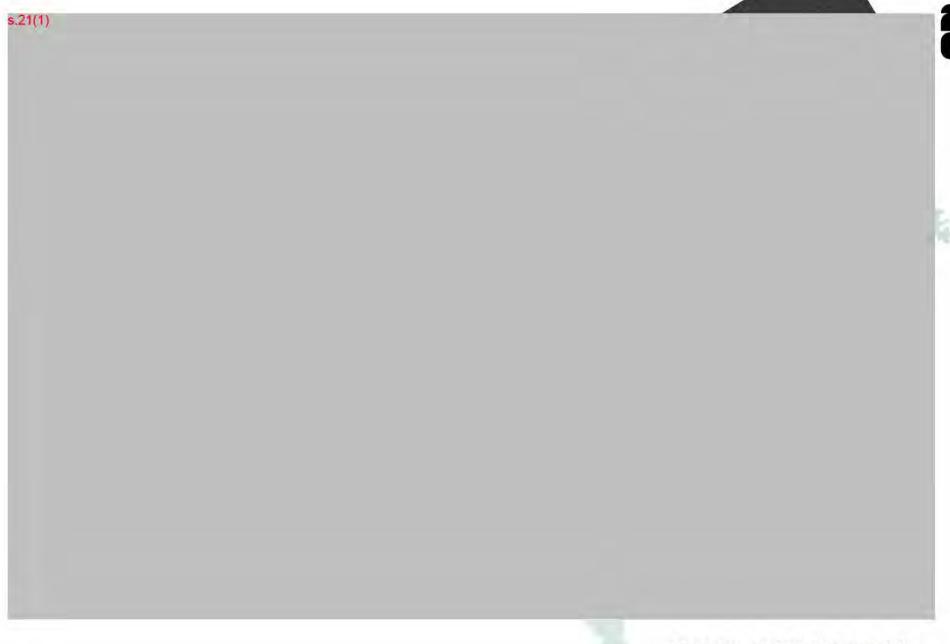
s.21(1)

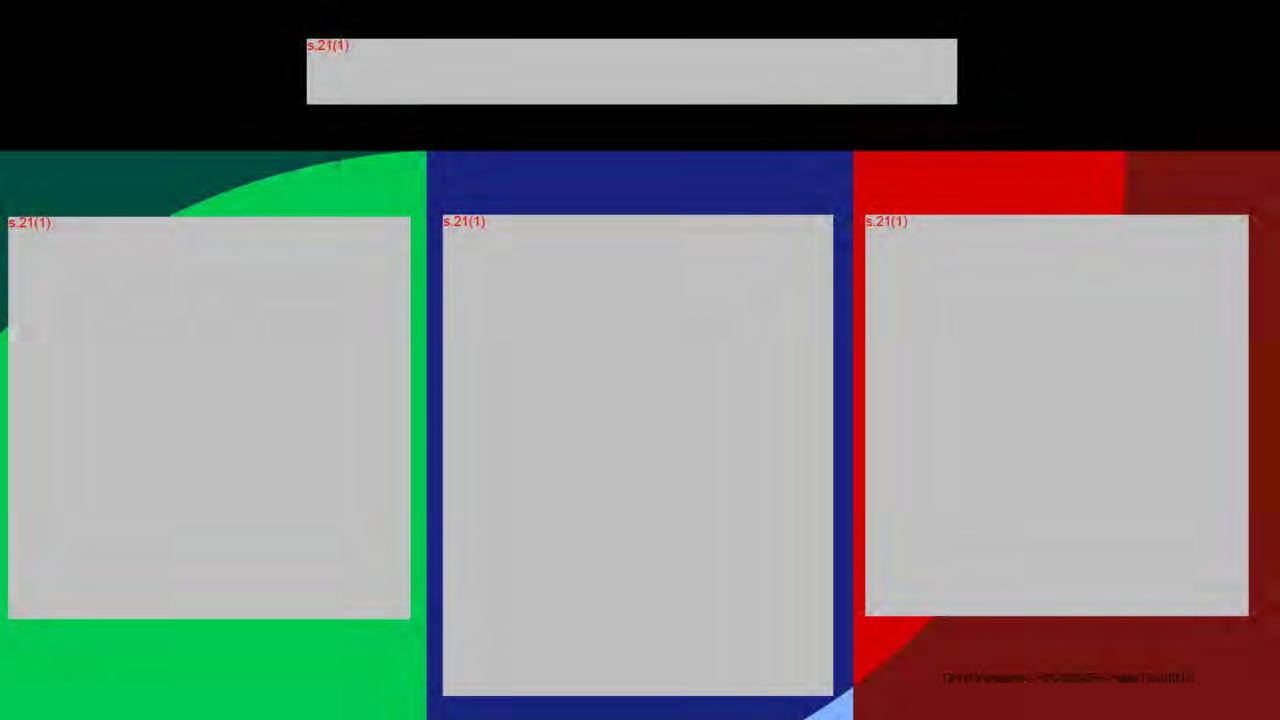












VANCOUVER - CURRENT TRAINING SITE ALLOCATIONS









NEXT STEPS

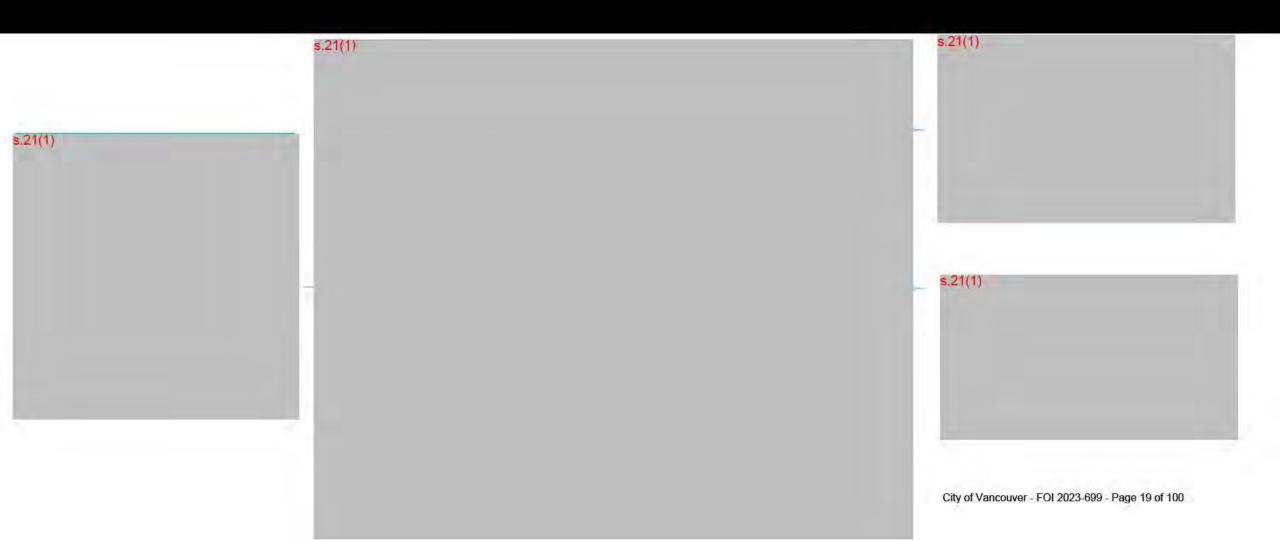
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FIFA CONSTITUENT GROUPS

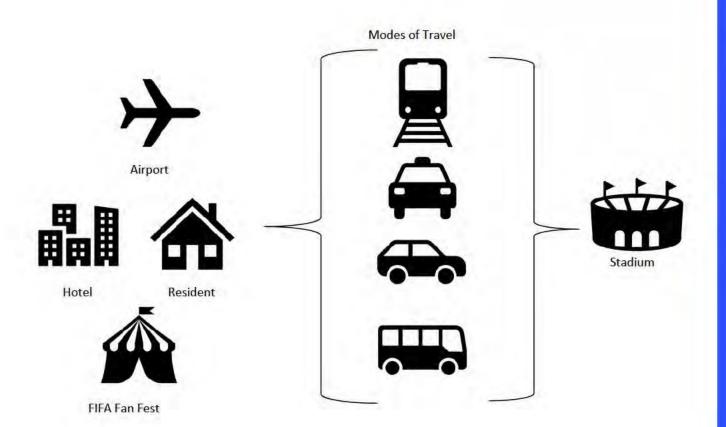




FIFA CONSTITUENT GROUPS FLOW



International/domestic Guests/Spectators/ Fans



• Transport flows can originate from :

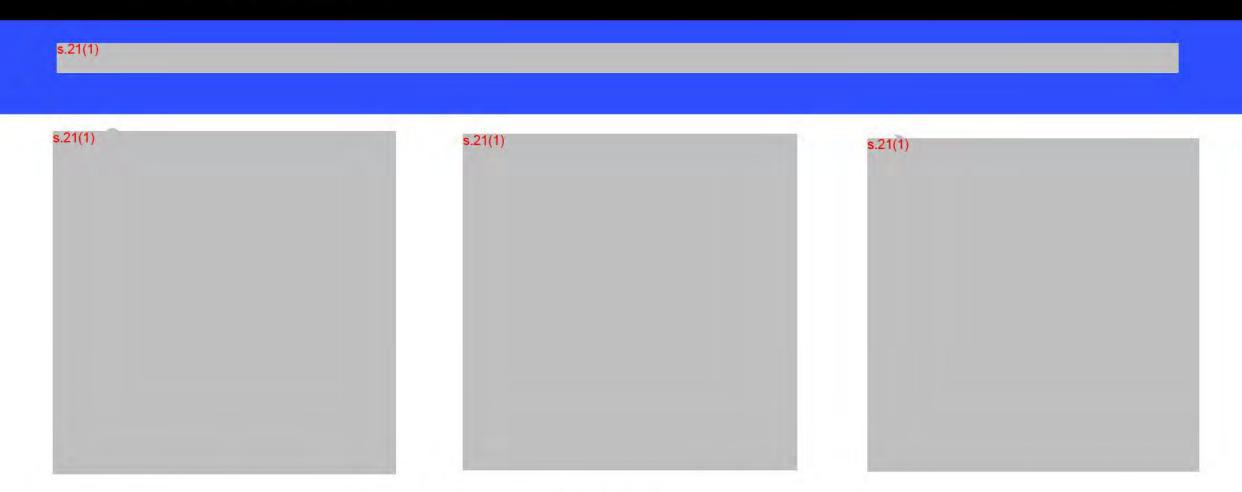


- Transport modes:
 - Public transport buses, trains, subway
 - · Park and Ride hubs
 - Rideshare (UBER, Taxi, Lyft, Private hire black cars)
 - Private cars
 - Active modes
 - Cycling & walking

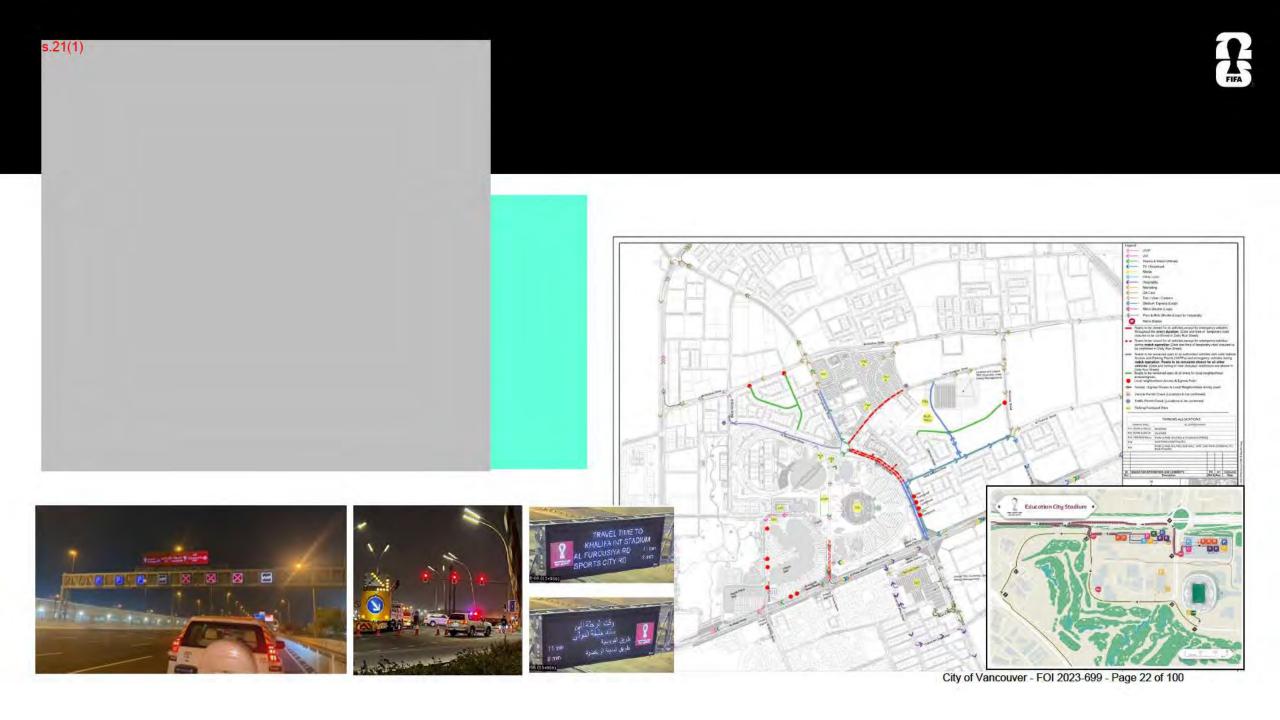
City of Vancouver - FOI 2023-699 - Page 20 of 100

TRANSPORT / TRAFFIC MANAGEMENT WORKSTREAMS





[→] Based on these three workstreams, communication strategy is created and communicate to all use Fitting of Output Page 21 of 100



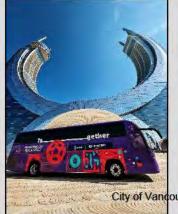
















FWC CONSTITUENT GROUPS / ROLES & RESPONSIBLY

City Transport Operations	Vehicle Services	City Infrastructure s.21(1)	Stadium Related Transport Services (Inside Stadium Perimeter)
Service	Public Transport (bus, rail, subway, park&ride)	s.21(1)	s.21(1)
s.21(1)			



FIFA CONSTITUENT GROUPS





AIRPORT



Airport Operations is to provide smooth arrival and departure experience for each FIFA Constituent Group as well as fans during the tournament period. s.21(1)

Three main operational areas are:



Private/Charter Terminals (FBOs)



Commercial Terminals Restricted access area



Commercial Terminals
Consource and Gusbisides (Public areas)

FIFA CONSTITUENT GROUPS ARRIVAL FLOW

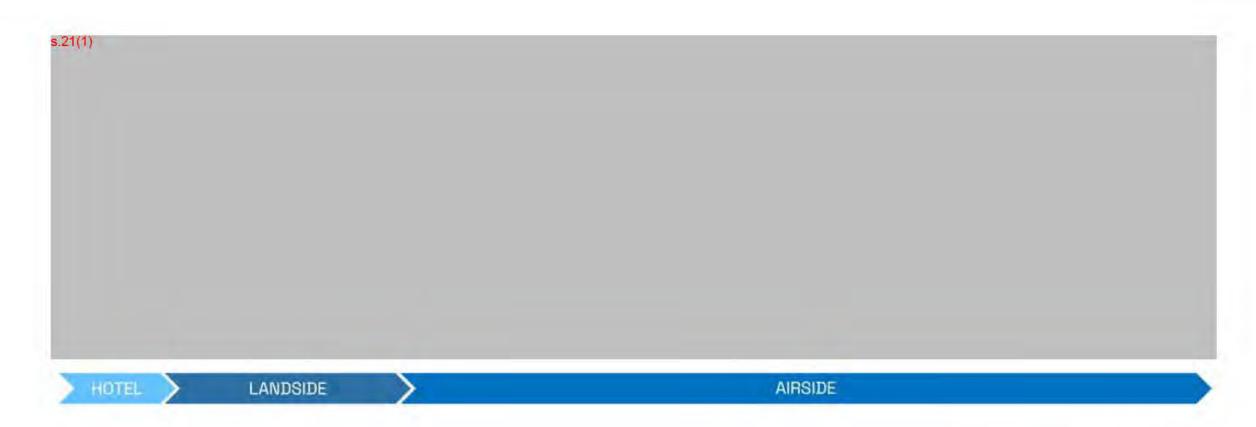




City of Vancouver - FOI 2023-699 - Page 28 of 100

FIFA CLIENT GROUPS DEPARTURE FLOW







Airport Transport Operations	Private / Charter Terminal (or bespoke service areas)	Commercial Terminal (Arrivals & Departures – S. 21(1)	Commercial Terminal (Concourse and Curbside – Public Access Areas)
Service	Airside meet and greet (access, dedicated lounge and staffing)	s.21(1)	s.21(1)
s.21(1)			







ROLES AND RESPONSIBILITIES

OPERATIONAL ASSESSMENT

SPACE REQUIREMENTS

NON-STADIUM RELATED MATTERS

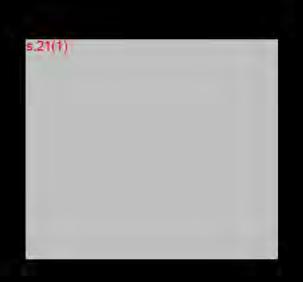
NEXT STEPS



s 21(1)

:.15(1), s.21(1)		







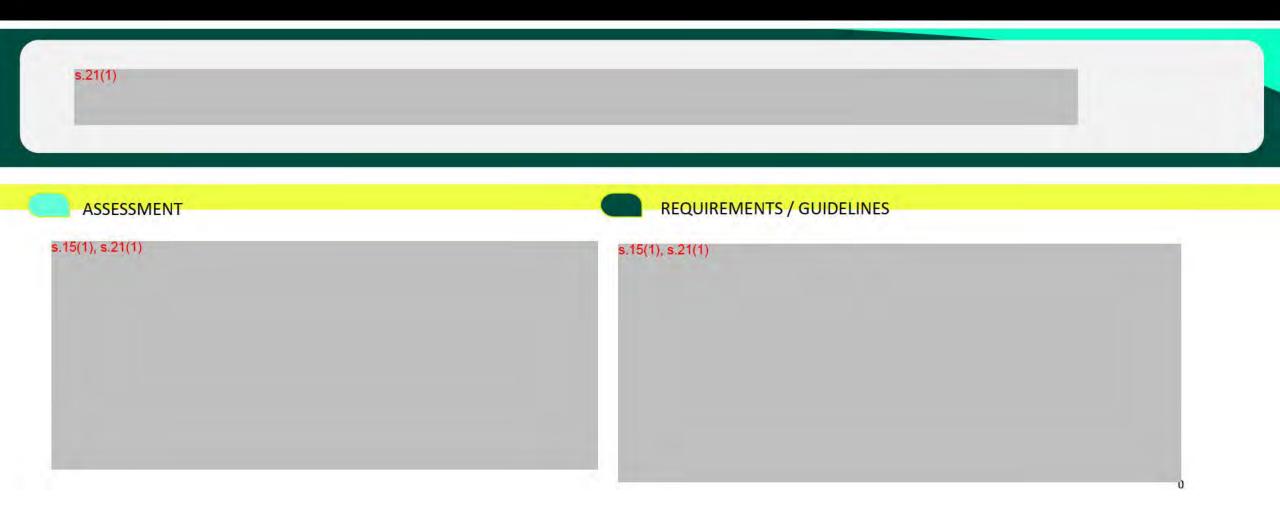


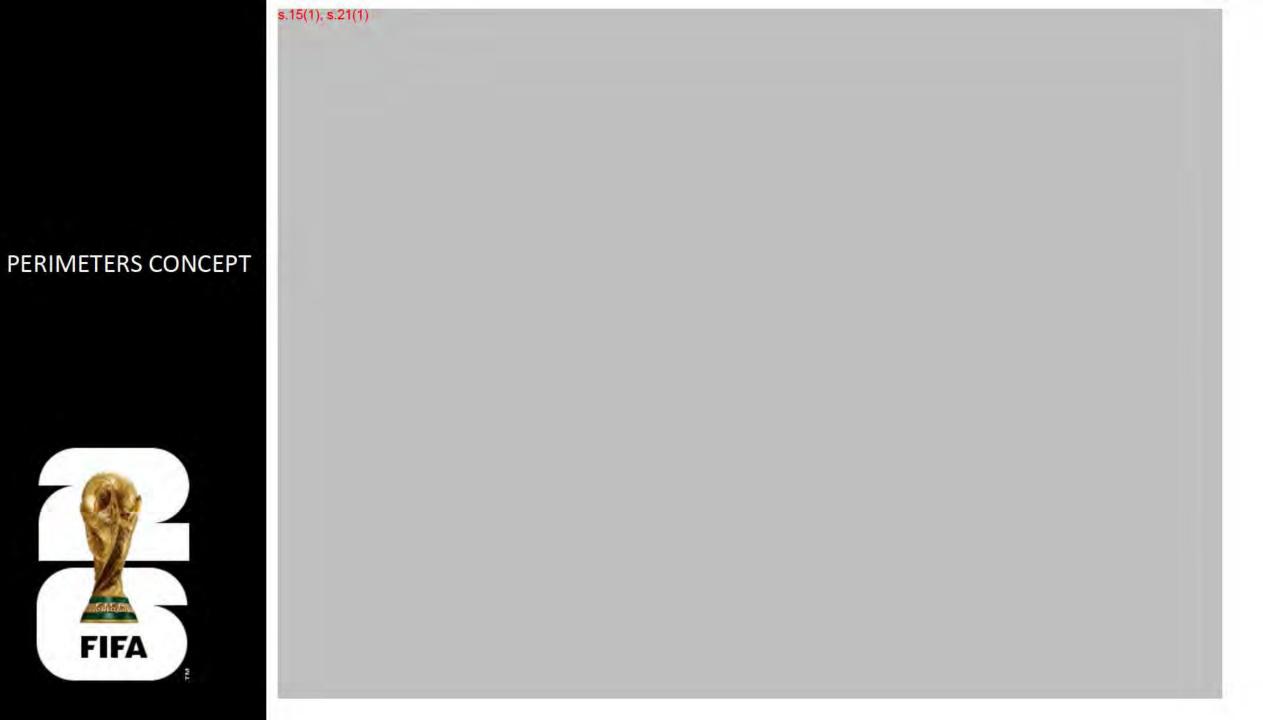


s.15(1), s.21(1)		

OPERATIONAL ASSESSMENT







FIFA

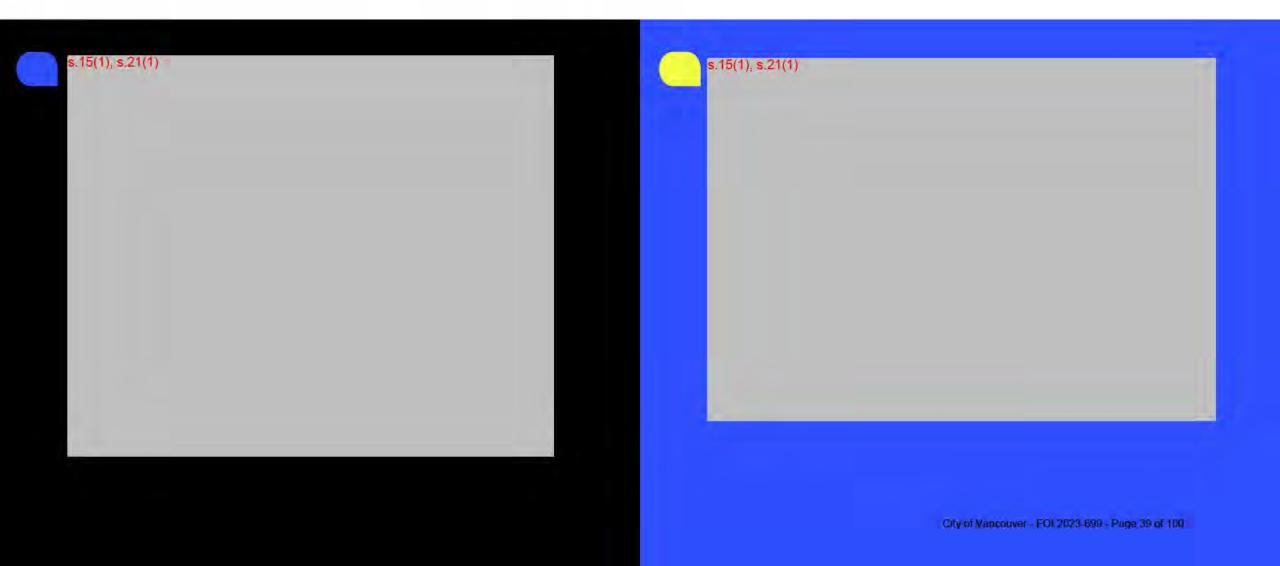


PERIMETERS CONCEPT
FOCUS AREAS



SITE VISITS - AREAS OF INTEREST





PLANNING REQUIREMENTS

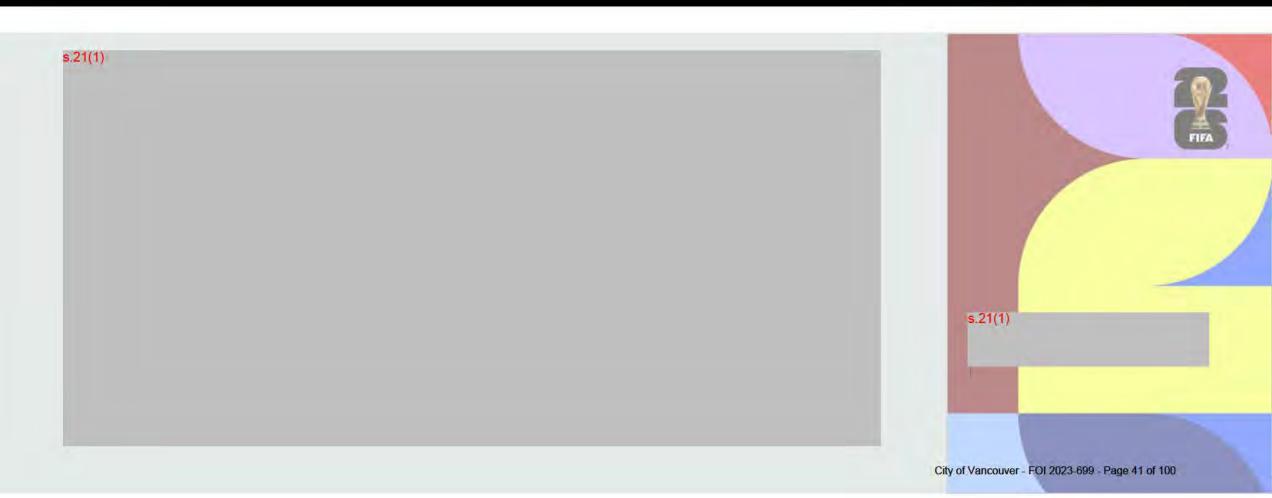


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s.21(1)
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NEXT STEPS

















LAST MILE



The journey to and from the stadium is an integral part of Match Day operations, creating a festive and enjoyable environment, setting the tone for the stadium.

Precise planning, the provision of key services, clear communication to fans and experiential components all combine to provide a stand out, world class experience.









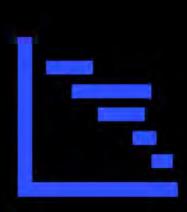




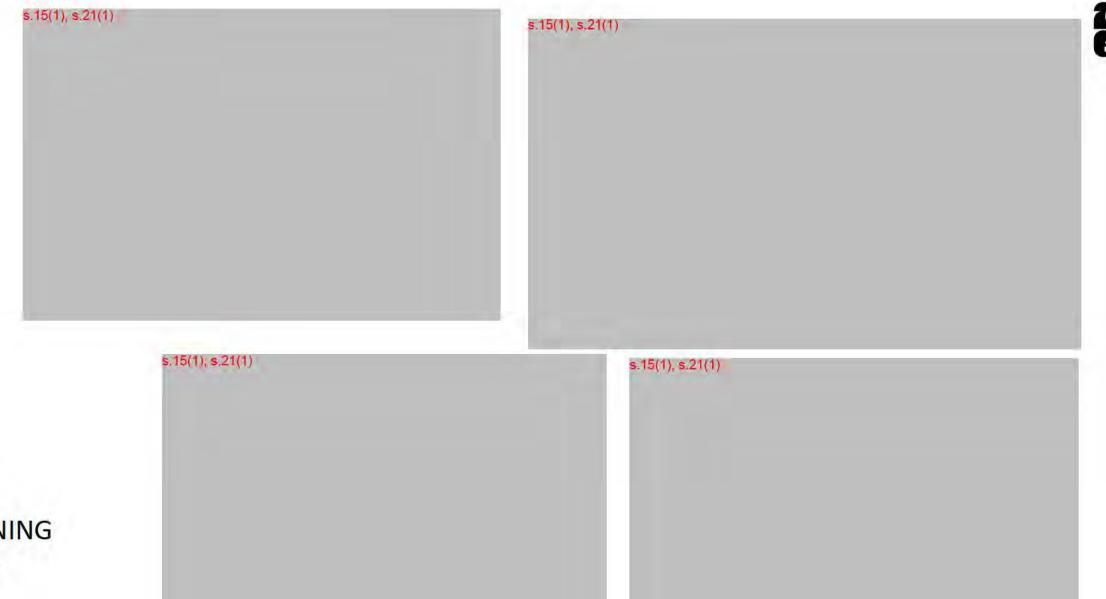
KEY OPERATIONAL DELIVERIES

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s.21(1)
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LAST MILE PLANNING







LAST MILE PLANNING CONT.

DYNAMIC FLOW DIAGRAMS



s.21(1)	

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s.15(1), s.21(1)
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DYNAMIC FLOW DIAGRAMS

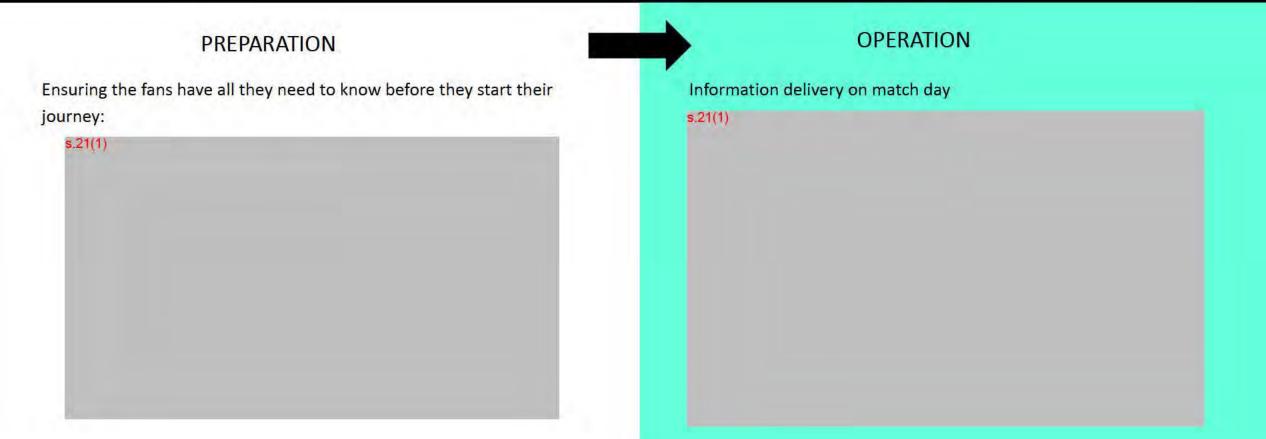


s.21(1)	
	s.15(1), s.21(1)

TIFA FIFA

FAN COMMUNICATION AND INFORMATION

ACCURATE, ALIGNED, EFFECTIVE



ROLES & RESPONSIBILITIES

(SNAPSHOT)















s.21(1)

ASPECTS





Metro information signage Brazil 2014



Transport information Brazil 2014



Toilets Russia 2018



Prohibited items sign Aus / NZ 2023



Birds eye view Brazil 2014



World Cup activation Qatar 2022



Fencing and dressing Qatar 2022



Digital signage Aus / NZ 2023

ASPECTS – VOLUNTEERS AND MARSHALLS





Metro man Qatar 2022



Welcome volunteers Russia 2018



Singing marshall Qatar 2022



Umpire chair Russia 2018



Last Mile marshall Brazil 2014



Call to Action volunteers AUS / NZ 2023



Call to Action Iollipop Qatar 2022



Digital Iollipop Brazil 2014

NOUS SOMMES 265







The FIFA Fan Festival is...

- ...the best place outside of the stadiums to watch FIFA World Cup matches live – in a safe and secure environment!
- ...the central destination for local communities and international fans - to share emotions and celebrate the unique FIFA World Cup.
- ...a event for everyone to celebrate the FIFA
 World Cup and experience the best in
 football, music, entertainment, local culture,
 food, and lifestyle a true festival of
 football.



FIFA

GENERAL PLANNING PRINCIPLES FLEXIBILITY BASED ON HC NEEDS

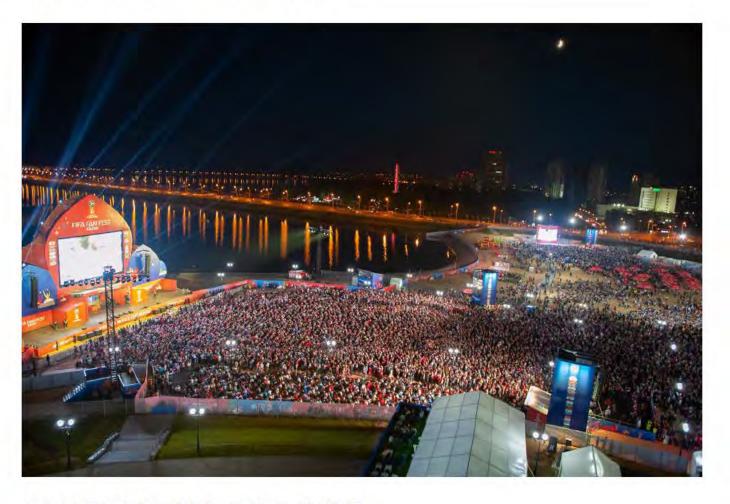






ONE CONCEPT ADOPTED TO LOCAL CIRCUMSTANCES





BEST DAY: 57.000





ONE CONCEPT ADOPTED TO LOCAL CIRCUMSTANCES





BEST DAY: 43.000











BEST DAY: 166.000 City of Vancouver - FOI 2023-699 - Page 61 of 100

FIFA FAN FESTIVAL





FIFA DELIVERABLES



FIFA





s.21(1)



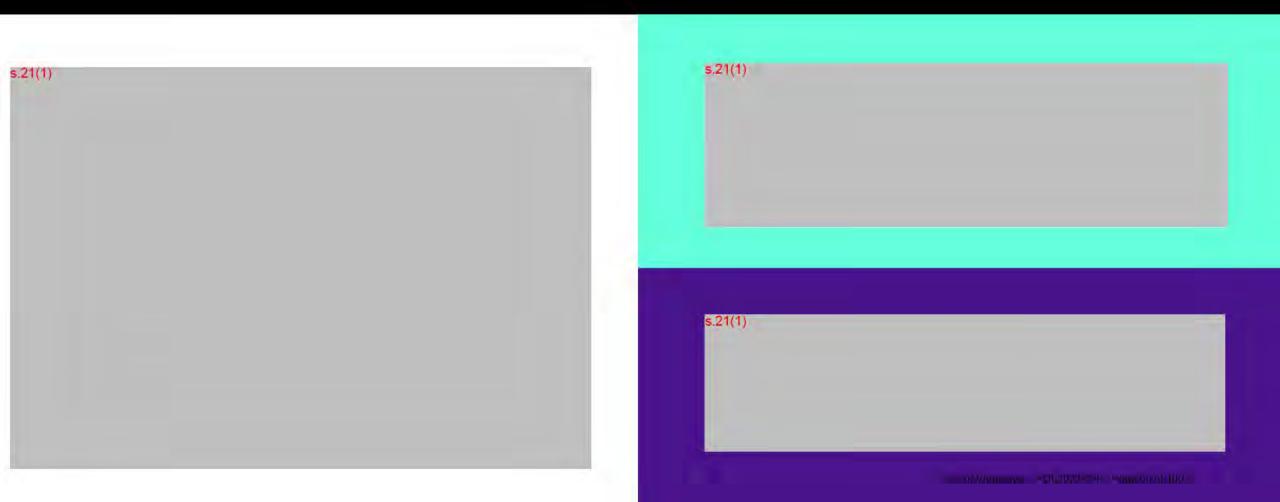


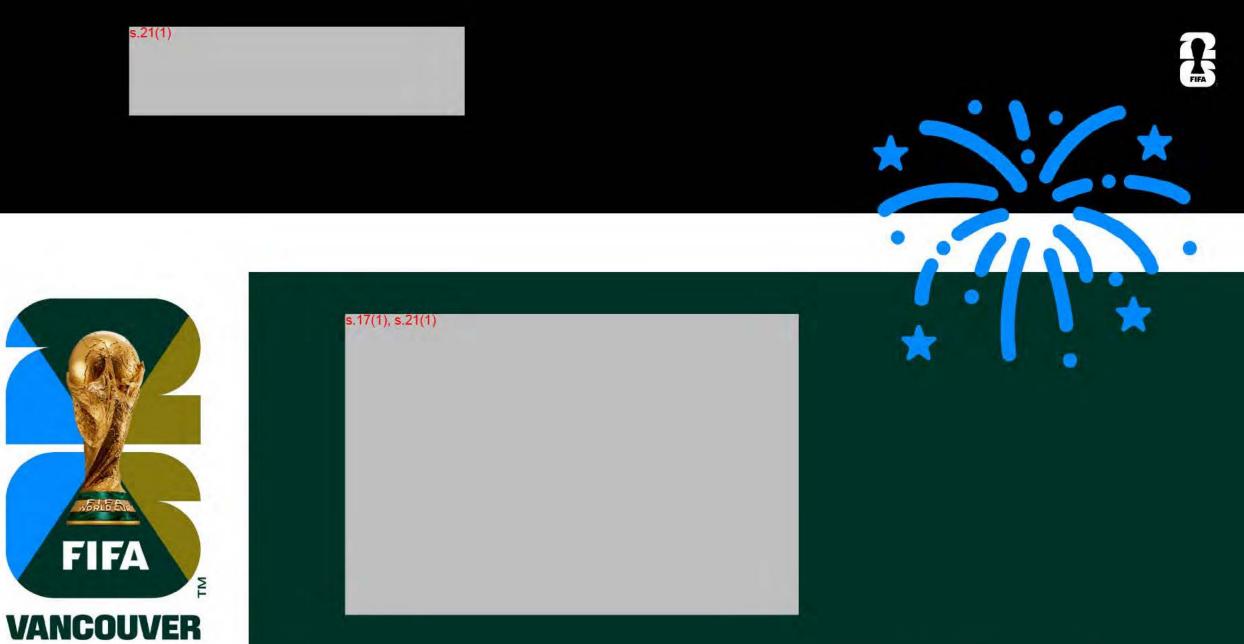
FIFA26 INC.
FIFA FAN FESTIVAL
STAFFING

s.21(1)

TIMELINE / HC COOPERATION









s.17(1), s.21(1)



s.17(1), s.21(1)



s.17(1), s.21(1)









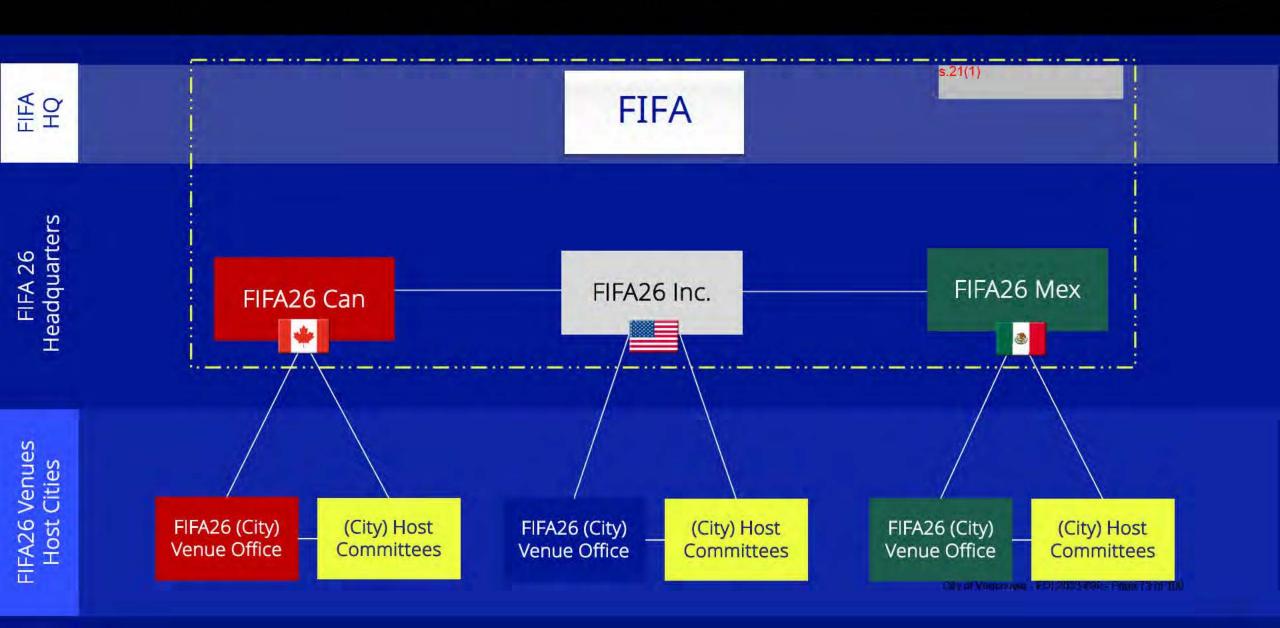
VANCOUVER
City of Vancouver - FOI 2023-699 - Page 70 of 100

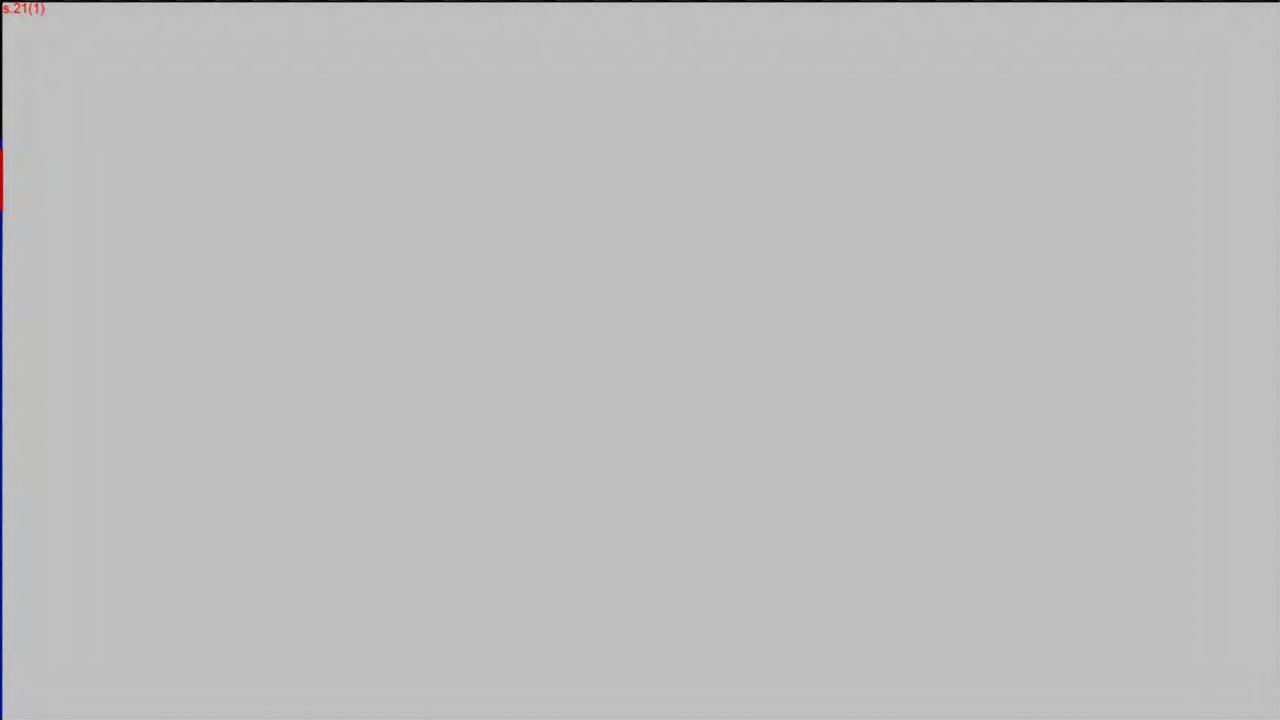




INTER-ORGANISATIONAL STRUCTURE



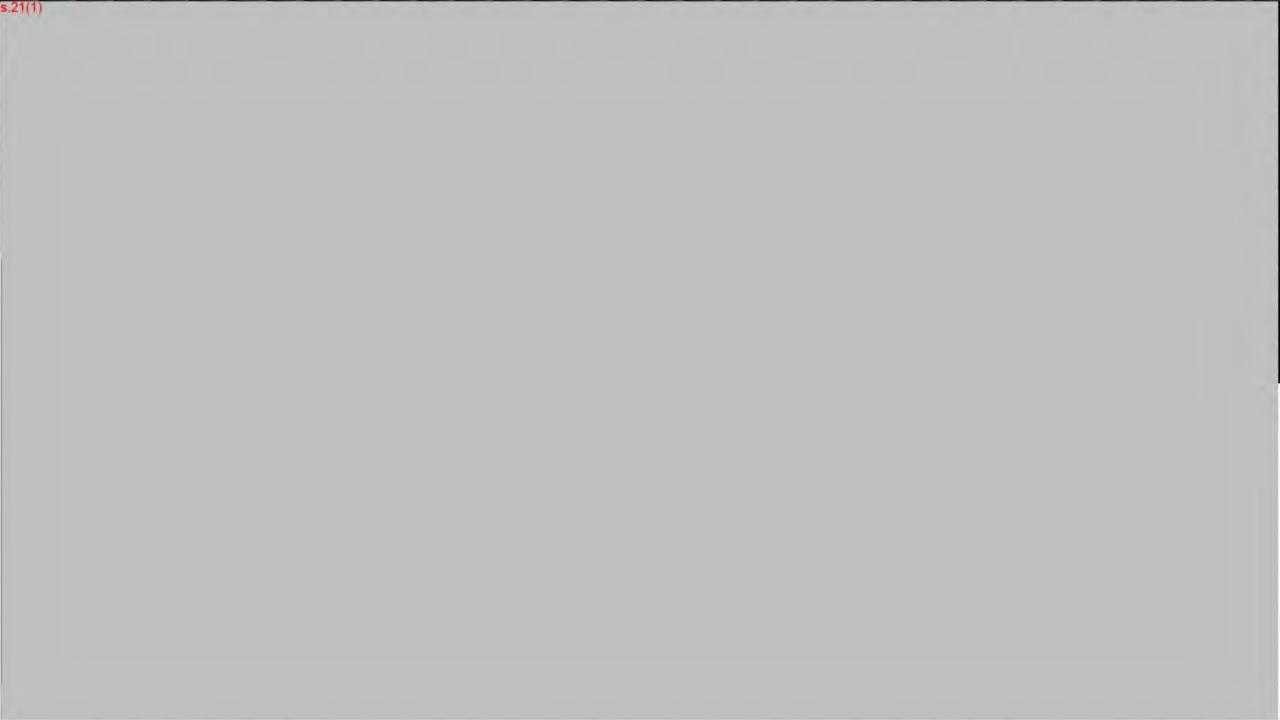




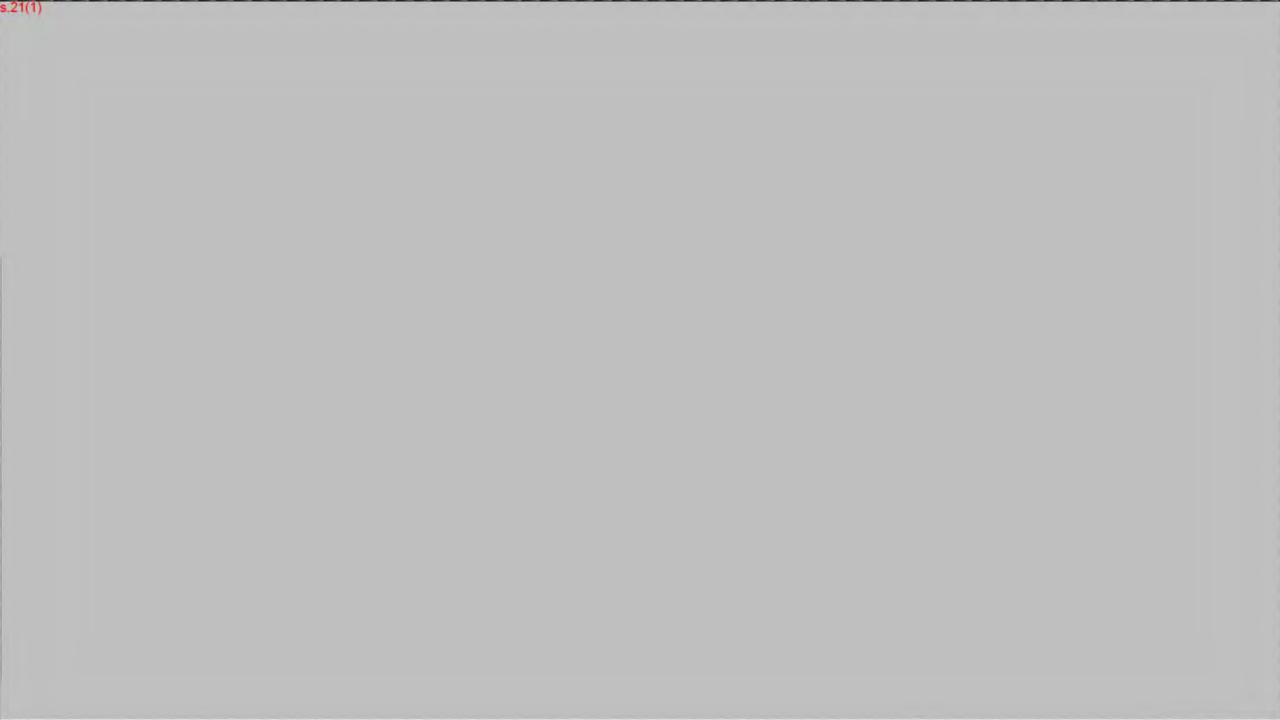












2023 Key Events



CED	
SEP	

SUN	MON	TUE	WED	THU	FRI	SAT
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	1 29	30

OCT

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

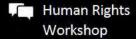
NOV

SUN	MON	TUE	WED	THU	FRI	SAT
П			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

DEC

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SUN	MON	TUE	WED	THU	FRI	SAT
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						











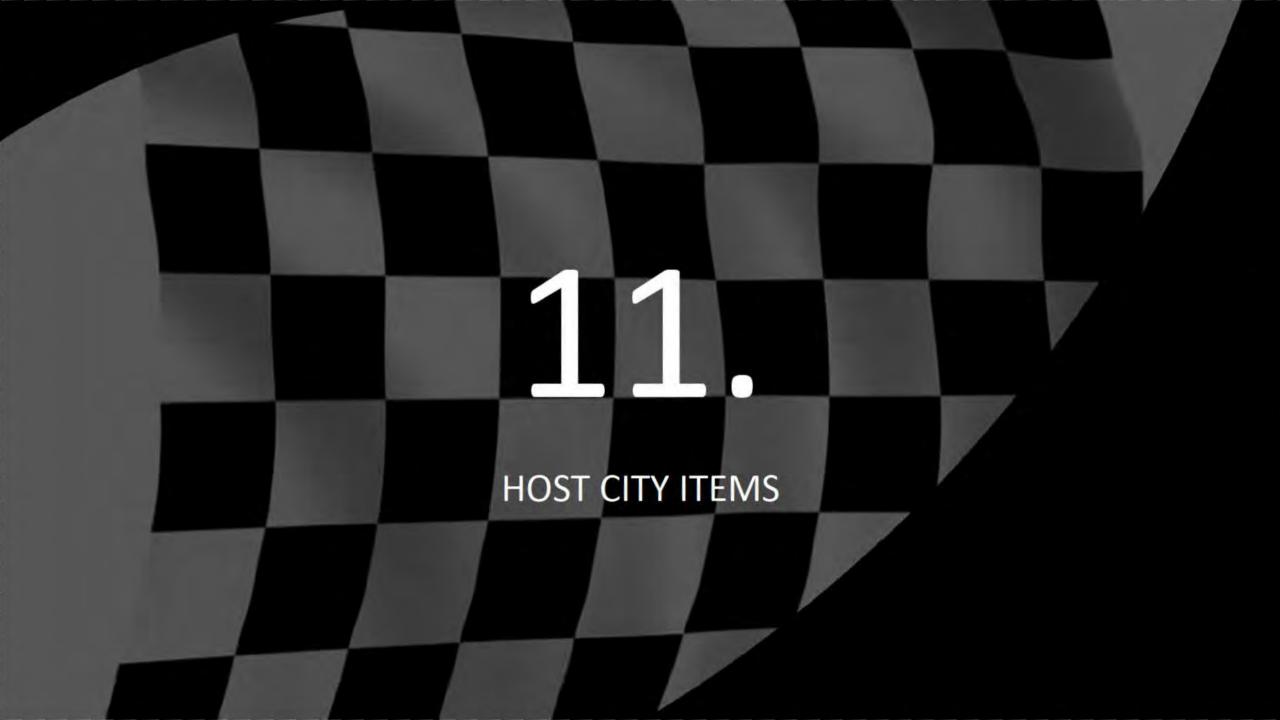
Host Cities Workshop



Match Schedule Announcement







VANCOUVER HOST CITY ITEMS



s.17(1), s.21(1)











CLOSING REMARKS





Nov.3 FIFA Site Visit - Run of Show

Time	Item	
Pre-event (Nov.2/3)		
Thursday, Nov.2 4 pm	Event Set up: Room set up to FIFA specifications in a u-shaped configuration with presentation space. Branded tension and tradeshow banners to be put up to showcase Vancouver brand. Branded name cards (FIFA, COV, PavCo names) to be set up around the table in advance.	Raymond Pan (BCP) Taunya Geelhoed Desiree Gatten Natasha Qereshniku Arthur Ruiz
Friday, Nov.3 8:45 to 9 am	Greeting VIPs and guests as they arrive	Chris May, Doug Campbell and Taunya Geelhoed
Friday, Nov.3 8:30 to 9 am	Breakfast – Coffee and food	All
Event details (Nov.3)		
9 am	Territorial Acknowledgement and Welcome to Vancouver	Doug Campbell, COV Secretariat Leader
9:05 am	Getting the day started	Peter Montopoli, CTO FIFA Canada
9:10 am	:10 am Welcome to BC Place Stadium	
9:15 am	Parties guided to concurrent session locations: Host City/Venue Session, Goalpost and Balcony Lounges Stadium Session, walking tour begins	Guides: Taunya Geelhoed Jenna Visram
9:30 am to noon	Morning sessions	All
Noon to 12:15 pm	Session groups reconvene for lunch session at Edgewater Lounge where lunch is served.	All
12:15 to 1 pm Lunch social, opportunities for FIFA delegates and Host City representatives to connect over lunch Groups relocated to meeting rooms		All



Time	Item	Responsible
1:00 to 1:15 pm	Reconciliation education presentation in Goalpost and Balcony Lounge	Michelle Bryant- Gravelle
1:15 to 3:50 pm Session groups continuation of meetings		All
3:50 to 4 pm	Session wrap-up: Closing remarks	Peter Montopoli
	All move to reception	Chris May
After event social (N	ov.3)	
4 to 6 pm	Social reception at D/6 Lounge (Parq Vancouver)	Rosemary Hagiwara



Fall 2023 Venue Visit September & October 2023

Briefing Document



s.21(1)	



2. Stadium Visit

A typical visit day will be divided as follows:

	Duration	Activity
Morning	30 Minutes	 Welcome Introductions Purpose of visit (FIFA) Agenda of the day (FIFA / Stadium) Overview of the stadium masterplan (FIFA)
Morning	3 to 4 hours	 Stadium visit (inner and outer perimeter) Participants will be split up into smaller groups (see below) Groups to embark on individual tours in order to focus on their relevant areas Meeting with other department to discuss crossfunctional elements s.21(1)
	45 minutes	Lunch break
Afternoon	2 to 3 hours	 Debrief Session Discussion on level-by-level basis Every department to voice their findings and comments Cross-functional discussions of comments Resolutions tracked and implemented in future maps publication Timelines

Participants/Groups

The stadium shall nominate an expert in each subject to guide each group. The table below shows the proposed counterparts for each group (please understand if the titles don't match exactly).

s.21(1)



To make it easier for the various groups, we suggest that in advance the stadium determines the who will be leading and accompanying each group. After the Welcome each stadium group lead will then corral their group.

Each group will be accompanied by a FIFA representative who will indicate the areas to be visited to the stadium counterpart. During the visit, questions will be asked to understand how the stadium normally operates. The stadium counterpart doesn't need to prepare a route as the FIFA representative can indicate/request the areas of interest.

During the visit, different groups will come together to discuss areas of common interest (cross-functional issues, on FIFA's vocabulary). For example:

s.21(1)

- * Please refer to further information in the annex "Stadium areas of interest per constituent group". Division and quantity of groups might change slightly until the visit. Any change will be communicated accordingly.
- * All rooms/spaces within the stadium must be accessible, or someone with keys to all areas must accompany each group.

360° Image Capture

As per previous site visits, we would be grateful if you could provide 2 stadium staff who know the stadium well and who can access all relevant spaces to assist with 360° image capture. FIFA will provide all equipment needed for the image capture.

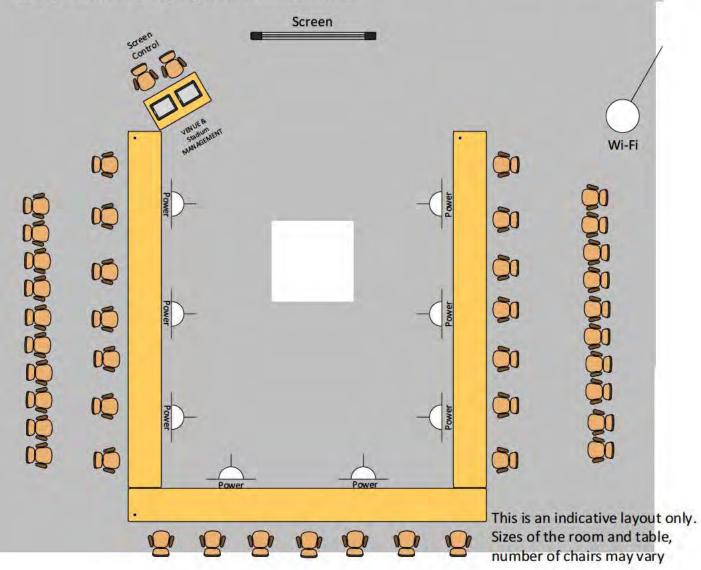
* Please refer to further information in the annex "360 Image Capture".



Meeting Room

Welcomes and introductions, pre-visit presentations, lunch, debrief session should take place in an appropriately sized meeting room within the stadium. Requirements include:

- i. U-shaped seating for around 25 people with desks/tables. A second row of chairs might be necessary depending on final number of attendees.
- ii. Screen (min. 1 of each) for display of maps, presentations, and capturing of notes & comments. Screen should be big enough to provide good visualization (suggested $3m \times 2m \sim 120''$ for 4:3 and 16:9 projections). HDMI connection for ipad or laptop.
- iii. Desk microphones or alternatively handheld microphones. One microphone must be dedicated for the screen control location.
- iv. Wi-fi connection (e.g. each person may connect up to 3 devices) and power bars/outlets with easy access for all people seated on the table.
- v. Dedicated uninterrupted stable wi-fi connection for the screen control location (BIM360 management).
- vi. Break-out areas (e.g. foyer, veranda, lunch area, waiting lounge, etc.) with seats and tables for groups between 4-10 people for side discussions.





3. Venue Working Group Session

The Venue Working Group Session shall take place at the stadium and will run in parallel to the stadium visit described above. Please let us know if there are any other specific topics you would like to consider covering either with the large or a smaller group. Exact order to be finalized based on available FIFA and Host City/Stadium personnel.

Topic	Overview	Presenter
Welcome and introductions	 Introductions Overview of the Agenda Meeting timeline 	FIFA / Host CityFIFAFIFA
Host City Footprint Overview	s.21(1)	• FIFA
s.21(1)		FIFA Host City FIFA
Accommodation	 Status update selection and contracting of FIFA Hotels (HQ and/or VIP hotel, Venue Specific Team Hotels, etc.) 	• FIFA
Transportation / Traffic Management	Overview of key constituent groups Overview of transportation planning and discussion on roles and responsibilities	FIFA Host City
Airport	Overview of key constituent groups and initial discussion on roles and responsibilities	• FIFA
Last Mile Operations	Overview of spectator arrival & departure plans (transportation, information and crowd management)	• FIFA
Safety and Security	Overview of host city security requirements and discussion on roles and responsibilities	• FIFA
FIFA Fan Festival	Status update on FFF concept, location and planning	FIFA / Host City
s.21(1)		FIFA / Host City
Planning Session	 Workforce planning / org structure updates Project timeline / milestones 	FIFA / Host City FIFA
Wrap-Up	Closing remarks	FIFA / Host City



Participants

FIFA

- o Arrivals & Departures/Airport Operations
- Host City Management
- o Planning & Integration
- Venue Operations
- o Accommodation
- o Commercial
- o Transportation
- Safety & Security
- Guest Services
- Team Services (Training sites)

Host City

Please ensure a counterpart that can provide information and speak on each of the areas described in the agenda or at minimum:

- o Lead(s) for Host City Committee
- Training Sites
- o Accommodation
- o Transportation / Traffic Management
- o Airport Authority
- o Host City Safety & Security
- o FIFA Fan Festival
- o s.17(1), s.21(1)

Meeting room

Requirements include:

- i. U-shaped seating for around 20-25 people with desks/tables. A second row of chairs might be necessary depending on final number of attendees.
- ii. Projector/beamer and/or screen. Screen should be big enough to provide good visualization (suggested $3m \times 2m \sim 120$ " for 4:3 and 16:9 projections). HDMI connection for ipad or laptop.
- iii. Desk microphones or alternatively handheld microphones.
- iv. Wi-fi connection (e.g. each person may connect up to 3 devices) and power bars/outlets with easy access for all people seated on the table.
- v. Break-out areas (e.g. foyer, veranda, lunch area, waiting lounge, etc.) with seats and tables for groups between 4-10 people for side discussions.

	HOST CITY/VENUE MEETING	\$1000 PM (ACC) THE COURSE AND A
NAME	FUNCTIONAL AREA	ORGANIZATION
1 Doug Campbell	Host City Manager	City of Vancouver
2 Taunya Geelhoed	Host City Operations	City of Vancouver
Rosemary Hagiwara	Project Management	City of Vancouver
4 Kevin Nguyen	Multiparty and Strategy	City of Vancouver
5 Tiina Mack	Training Sites Capital	City of Vancouver
6 Erica McDonald	Training Sites Operations	City of Vancouver
7 Tim Barton	Transportation and Mobility	City of Vancouver
8 Natasha Qereshniku	Communications and Marketing	City of Vancouver
9 Greg Conlan	Private Security	City of Vancouver
o s.15(1)		
1 Daniel Stevens	Public Safety and Emergency Management	City of Vancouver
Michelle Bryant-Gravelle	Indigenous Relations	City of Vancouver
3 Sandra Nikolic	Intergovernmental Relations	City of Vancouver
4 Jessica McLennan	Transportation and Mobility	City of Vancouver
5 Ivan Tse	Airport	Vancouver International Airport
6 Shelley Lumb	Airport	Vancouver International Airport
₇ s.15(1)		
8		
9		
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1 Kyle Todoruk	Strategy, Planning and Legacy	Province of British Columbia
2 Jonathan Forewaker	Executive Director	Province of British Columbia
3 Erin Kelly	Project Management	Province of British Columbia
4 Phil Adams	Commercial	BC Place Vancouver
5 Colin Whiteside	Commercial	BC Place Vancouver

FIFA DELEGATES

1 Manolo Zubiria	Chief Tournament Officer	FIFA
2 Amy Hopfinger	Chief Strategy and Planning	FIFA
3 Peter Montopoli	Chief Tournament Officer	FIFA
4 Curtis Franks	General Counsel	FIFA
5 Claudio Cailá Müller	Operations	FIFA
6 Boris Mallaschofsky	FIFA Fan Festival	FIFA
7 Ross McCall	Commercial	FIFA
8 Lindsay Mathwich	Host City Management	FIFA
9 Deborah Fales	Transport	FIFA
Maria Rodriguez Ceborro	Team Lead FWC Project Office	FIFA
11 Pedro Coley	Operational Services	FIFA
12 Sandra Gage	Commercial (CAN)	FIFA
Lukas Vieli	Guest Operations	FIFA
14 Tiago Paes	Venue Management	FIFA
L5 Paula D'Arienzo	Hospitality	FIFA
L6 Monize Siqueira	Hospitality	FIFA
L7 Stefan Timmermans	IT	FIFA
L8 Eduardo Vichi	IT	FIFA
19 Fathia Achmoukh	Marketing Rights Delivery	FIFA
20 Jochen Steinhoff	Media Operations	FIFA
21 s.15 (1)		
22 Kaj Heyral	Stadium & Infrastructure	FIFA
23 Gizela Menezes	Stadium & Infrastructure	FIFA
24 Michela Capellini	Ticketing	FIFA
25 Falk Eller	Ticketing & Hospitality	FIFA
Neil Darroch	TV Production (FIFA)	FIFA
27 Philip Medler	TV Production (HBS)	FIFA
28 Delano Forbes	TV Production (HBS)	FIFA
Jenni-lee Van Gelder	Entertainment	FIFA
80 Alvaro Gonzalez	Venue Design	FIFA
Dario Pleic	Infotainment	FIFA
32 Angelika Fink	Stadium & Infrastructure	FIFA
33 Erick de la Fuente	Stadium & Infrastructure	FIFA
34 Eduardo Solis	Commercial	FIFA

35 Anna-Lena Buchwalter	Commercial	FIFA
36 Alex Morrison	Competitions	FIFA
37 Aubrey Walton	Commercial	FIFA

	STADIUM MEETING		
:	NAME	FUNCTIONAL AREA	ORGANIZATION
1	Maya Aleses	Ticketing/Fan Operations/Safety and Security	BC Place Vancouver
2	Lisa Clark	Ticketing/Fan Operations/Safety and Security	BC Place Vancouver
3	Michael Coghlan	Competitions	BC Place Vancouver
4	Ken Cretney		BC Place Vancouver
5	Rehana Din		BC Place Vancouver
6	Dale Doering	Competitions	BC Place Vancouver
7	Mourad El-Khosht	Media and TV	BC Place Vancouver
8	Stephen Goetz	Media and TV	BC Place Vancouver
9	Tim Hemming	Т	BC Place Vancouver
10	Miranda Higgs	Т	BC Place Vancouver
11	Rebecca Jang		BC Place Vancouver
12	Dhilvinder Kaur	Hospitality and Guest Operations	BC Place Vancouver
13	Chris May	Stadium General Manager	BC Place Vancouver
14	Jessica McEwen	Т	BC Place Vancouver
15	Jenny Mckenzie	Marketing	BC Place Vancouver
16	Jon Merrifield	IT/Media and TV	BC Place Vancouver
17	Nick Monpetit	Competitions	BC Place Vancouver
18	Raymond Pan	Infotainment	BC Place Vancouver
19	Dora Patkos	Hospitality and Guest Operations	BC Place Vancouver
20	Anita Sodhi-Cavezza	Hospitality and Guest Operations	BC Place Vancouver
21	Cindy Szutu		BC Place Vancouver
22	Jessy Uppal	Ticketing/Fan Operations/Safety and Security	BC Place Vancouver
23	Liz Urbach	Hospitality and Guest Operations	BC Place Vancouver
24	Jenna Visram	Ticketing/Fan Operations/Safety and Security	BC Place Vancouver
25	Sam Wang	Т	BC Place Vancouver
26	Sherwood Plant	Transportation and Mobility	City of Vancouver
27	Arthur Ruiz	Marketing and Brand Protection	City of Vancouver
28	Desiree Gatten	Host City Operations	City of Vancouver

29 Kirsten Jasper	Public Safety and Emergency Management	City of Vancouver
Mike Gomm	Project Management	City of Vancouver
Christian Galbraith	Police	Vancouver Police Department
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33		
34 Caileigh Kirby	Marketing	BC Place Vancouver
35 Dylan Mattu	Infotainment	BC Place Vancouver