

From: **"Mochrie, Paul"**
To: **"Direct to Mayor and Council - DL"**
Date: 2024-04-15 4:35:14 PM
Subject: 2023 Annual City Clerk's Correspondence Report
Attachments: 2023 Annual City Clerk's Correspondence Report.pdf

Dear Mayor and Council,

Attached for your information is the 2023 Annual City Clerk's Correspondence Report, which summarizes the correspondence data received between January and December 2023.

The correspondence covered in this report relates to Mayor and Council correspondence, which includes feedback on Council meeting and Standing Committee 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 for Council members. Other services also include City Hall tours/official visits, the City Hall Illumination Program, flag half-mastings, events, ceremonies, and micro-weddings.

A full summary of the correspondence data is provided within the 2023 Annual City Clerk's Correspondence Report and key highlights from the report include:

- A total of **10,693** correspondence items were received by Mayor and Council through the [Contact Mayor and Council web form](#), 3-1-1, City Clerk's Office, Mayor's Office, and the councillors' individual emails (when councillors requested for them to be tracked)
 - Popular topics (by number of correspondence received):
 - **Amendment to the Vancouver Charter** motion: 692 correspondence items
 - **Broadway Active Transportation Lanes – Next Steps** staff report: 683 correspondence items
 - **Homelessness and Encampments**: 610 correspondence items
 - **Modernizing the City's View Protection Guidelines to Unlock New Housing & Economic Opportunities** motion: 443 correspondence items
 - **2024 Capital and Operating Budget** staff report: 268 correspondence items
 - Top neighbourhoods (by number correspondence received):
 - **Downtown**: 1,311 correspondence items
 - **Kitsilano**: 698 correspondence items
 - **West End**: 562 correspondence items
 - **Grandview-Woodland**: 545 correspondence items
 - **Mount Pleasant**: 518 correspondence items
 - Response rates:
 - **69%** of correspondence received personalized responses and a total of **7,292** responses were sent, **6,174** from the Council Correspondence Coordinator and **1,118** from department staff
 - Cases were closed within an average of **4.7 business days**, which is within the 10-business day Service Level Agreement
- A total of **2,793** public hearing correspondence items were received by the City Clerk's Office
 - **348** speakers were registered and **337** speakers were heard during public hearings
- Council meeting and Standing Committee speakers:
 - **113** speakers were registered and **94** speakers were heard during Council meetings
 - **713** speakers were registered and **501** speakers were heard during Standing Committee meetings
- The City Clerk's Office processed **117** legal documents, **831** risk management claims, and **469** event invitations, and provided **26** in-person City Hall tours
- External Relations and Protocol managed **25** official visits, **30** events, ceremonies, and recognitions, **132** micro-weddings, **186** City Hall Illuminations, and **18** flag half-mastings

If you have any questions, please contact Katrina Leckovic, City Clerk, at Katrina.Leckovic@vancouver.ca.

Best,
Paul

Paul Mochrie (he/him)
City Manager
City of Vancouver



The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the xʷm̓ k̓ y̓ m (Musqueam), Sḡwx̱w̱ʷm̓š (Squamish), and səliłwətaʔ (Tsleil-Waututh) Nations.



2023 Annual City Clerk's Correspondence Report

City Clerk's Office

April 10, 2024

Contents

- 1. Introduction2
- 2. Summary of 2023 Correspondence Trends.....2
- 3. Correspondence Improvements in 2023.....3
- 4. Mayor and Council Correspondence3
 - 4.1 Categories and Topic Trends 5
 - 4.2 Local Area (Neighbourhood) Volumes and Trends 7
 - 4.3 Correspondence Sources 11
 - 4.4 Correspondence Response Rates 13
- 5. Public Hearing Correspondence..... 17
- 6. Council and Standing Committee Meeting Speakers.....20
- 7. Legal Documents, Risk Management Claims, Event Invitations, and Tours22
 - 7.1 Legal Documents 22
 - 7.2 Risk Management Claims 23
 - 7.3 Event Invitations 23
 - 7.4 City Hall Tours 24
- 8. External Relations and Protocol24
- 9. Looking Ahead to 202427

1. Introduction

The purpose of this report is to provide an annual review of the correspondence received by the Business and Election Services, Legislative Operations, and External Relations and Protocol teams under the City Clerk’s Office in 2023. This excludes correspondence received by Access to Information and Privacy, and Archives, as they report their own metrics. Additionally, the Board of Variance is excluded, 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 meeting and Standing Committee 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 for Council members. Other services also include City Hall tours/official visits, the City Hall Illumination Program, flag half-mastings, events, ceremonies, and micro-weddings. Data from 2023 have been collected for these services and will be discussed in the sections below. Comparisons with data collected in previous years will also be provided if the information is available.

2. Summary of 2023 Correspondence Trends

A summary of the data collected in 2023 is displayed in Table 1 below.

Table 1: 2023 Correspondence Data Summary

Mayor and Council Correspondence	Volumes and Sources	<ul style="list-style-type: none"> • 10,693 correspondence items received in total (26% increase from 2022) <ul style="list-style-type: none"> ○ 4,870 submitted on the Contact Mayor and Council web form ○ 1,378 received from 3-1-1 ○ 209 received individually from councillors* ○ 4,127 received through the Mayor’s Office ○ 109 received by the City Clerk’s Office <p><i>*Only tracked when a Council member requests for them to be entered into the case management system.</i></p>
	Popular Topics (by number of correspondence received)	<ol style="list-style-type: none"> 1. Amendment to the Vancouver Charter*: 692 2. Broadway Active Transportation Lanes – Next Steps*: 683 3. Homelessness and Encampments: 610 4. Modernizing the City’s View Protection Guidelines to Unlock New Housing & Economic Opportunities*: 443 5. 2024 Capital and Operating Budget*: 268 <p><i>*Council meeting and Standing Committee agenda items</i></p>

Mayor and Council Correspondence	Top Neighbourhoods (by number of correspondence received)	<ol style="list-style-type: none"> 1. Downtown: 1,311 2. Kitsilano: 698 3. West End: 562 4. Grandview-Woodland: 545 5. Mount Pleasant: 518
	Response Rates	<ul style="list-style-type: none"> • 69% of correspondence received personalized responses <ul style="list-style-type: none"> ○ 7,292 responses were sent <ul style="list-style-type: none"> ▪ 6,174 from the Correspondence Coordinator ▪ 1,118 from department staff • 3,401 cases were closed with acknowledgement • Cases were closed within an average of 4.7 business days, which is within the 10-business day Service Level Agreement
Public Hearing Correspondence		<ul style="list-style-type: none"> • 2,793 public hearing correspondence items • 348 speakers registered • 337 speakers heard
Council and Standing Committee Meeting Speakers		<ul style="list-style-type: none"> • 113 speakers registered for Council meetings • 94 speakers heard during Council meetings • 713 speakers registered for Standing Committee meetings • 501 speakers heard during Standing Committee meetings
Legals, Risk Claims, Event Invitations, and Tours		<ul style="list-style-type: none"> • 117 legal documents • 831 risk management claims • 469 event invitations • 26 in-person City Hall tours
External Relations and Protocol		<ul style="list-style-type: none"> • 25 official visits • 30 events, ceremonies, and recognitions • 132 micro-weddings • 186 City Hall Illuminations • 18 flag half-mastings

3. Correspondence Improvements in 2023

In 2023, the City Clerk’s Office implemented the following improvements to the correspondence processes:

- Created a new Queue Dashboard for the Council Correspondence team to help search, sort, and filter cases to improve the Council correspondence workflow
- Streamlined the event invitation process so that Council members receive these requests directly in a timely manner, which also saves staff time in processing and distributing these invitations

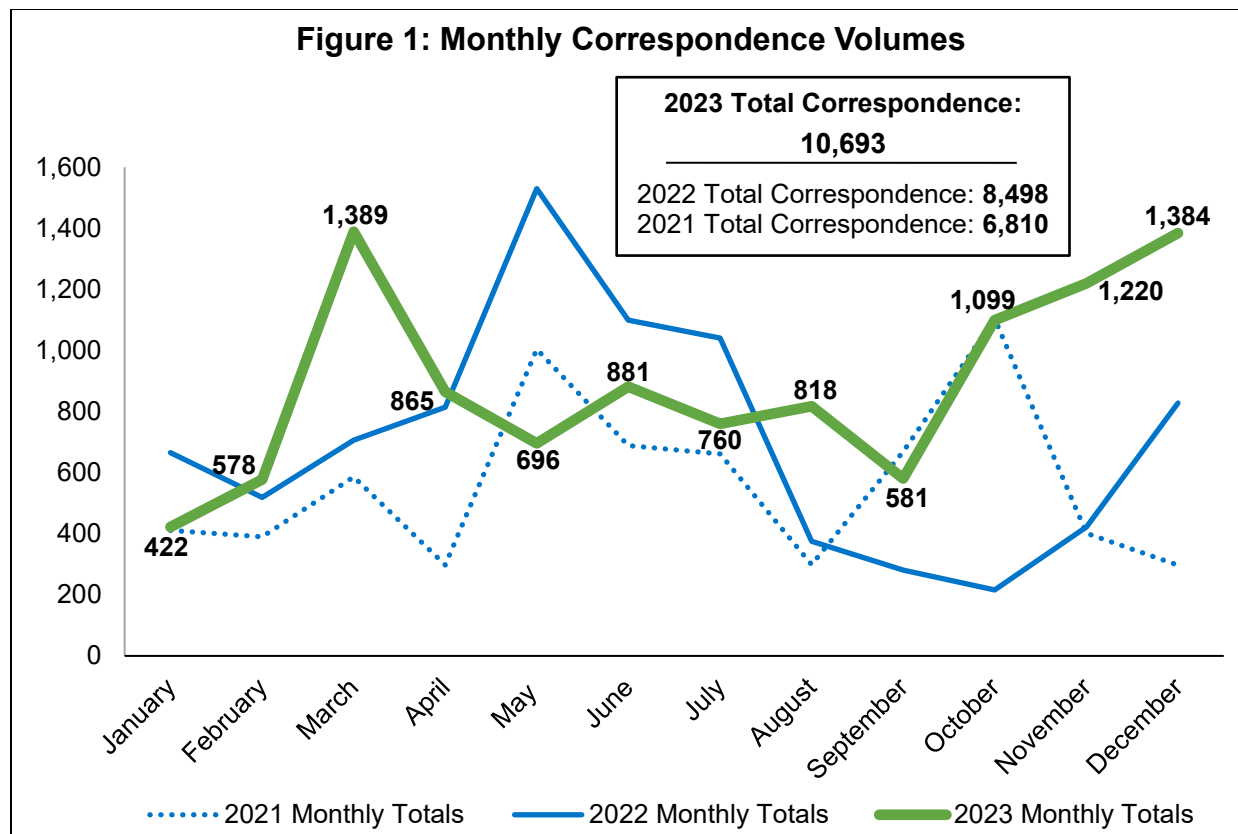
4. Mayor and Council Correspondence

Mayor and Council correspondence is managed by the Council Correspondence Coordinator from the Business and Election Services team. Correspondence received through the [Contact](#)

[Mayor and Council web form](#) are directly integrated and centrally tracked in EM PRO, the current case management system shared with 3-1-1. This correspondence is made available for Council to review through the [Council Correspondence Dashboard](#), which displays high-level correspondence trends as well as the correspondence details. Email updates are also sent out to Council on a regular basis to report tallies of correspondence received regarding upcoming Council meeting and Standing Committee agenda items as well as a monthly report for correspondence trends.

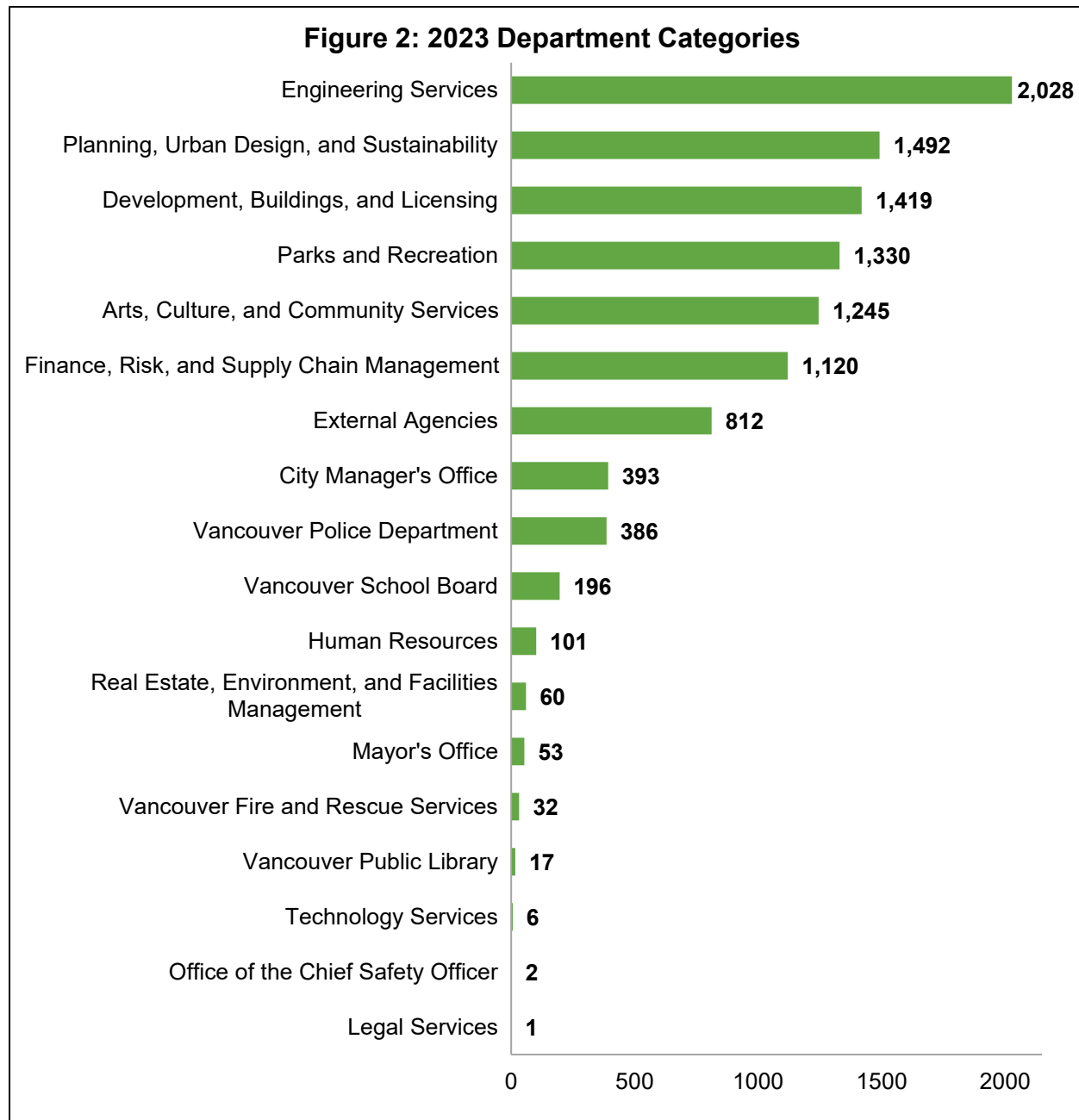
In 2023, Council received a total of 10,693 correspondence items, which was a 26% increase from the 8,498 correspondence items received in 2022. Correspondence volumes typically increase during the weeks Council meetings and Standing Committees are held, and when there are specific topics of interest. As shown in Figure 1, correspondence volume trends throughout the years have been similar. There is usually a decrease during Council breaks in January and between August and September.

In 2023, the highest volumes of correspondence were related to Council meeting and Standing Committee agenda items received in March and between October and December. Most of the comments in March were related to the staff report entitled, *Broadway Active Transportation Lanes – Next Steps*, while most of the comments in October were related to the *Modernizing the City’s View Protection Guidelines to Unlock New Housing and Economic Opportunities* motion. In November, most comments were related to the *Unlocking Shaughnessy: Building Affordable Housing Options for All of Us* motion, the *2023 Budget Adjustments – Vancouver Police and Vancouver Fire and Rescue* staff report, and the Israel-Hamas war. In December, most comments received were related to the *Amendment to the Vancouver Charter* motion as well as the *2024 Capital and Operating Budget* staff report.

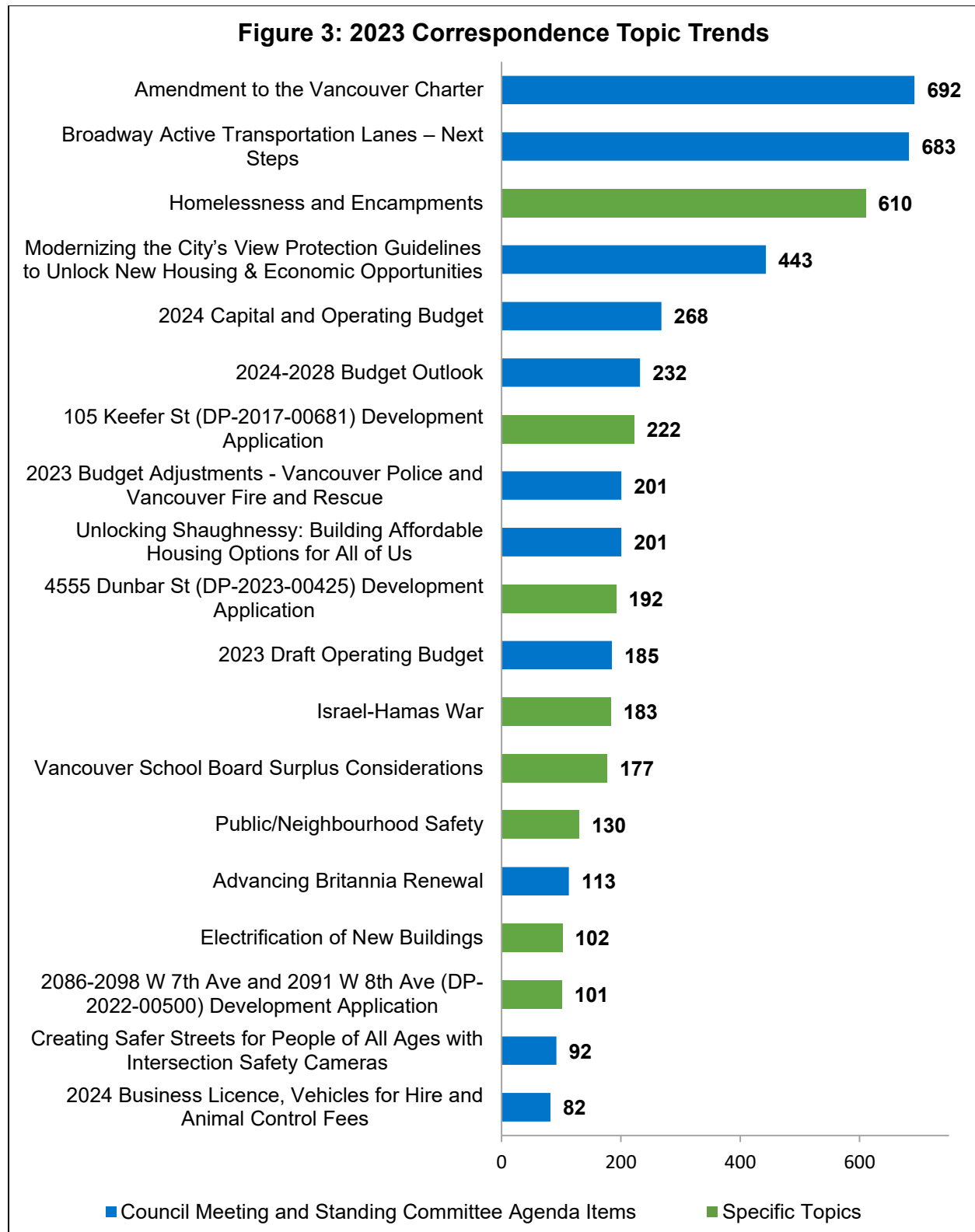


4.1 Categories and Topic Trends

The standard topic categories are aligned with City departments to show which department the correspondence would fall under. As displayed in Figure 2, the highest volume of correspondence received in 2023 fell under the Engineering Services department, which included correspondence related to the staff report entitled, *Broadway Active Transportation Lanes – Next Steps*. A high volume of correspondence related to the *Modernizing the City's View Protection Guidelines to Unlock New Housing and Economic Opportunities* and *Unlocking Shaughnessy: Building Affordable Housing Options for All of Us* motions also fell under the Planning, Urban Design, and Sustainability department, which received the second highest volume of correspondence.



Other important topics were related to the *Amendment to the Vancouver Charter* motion, homelessness issues including encampments, and the *2024 Capital and Operating Budget* staff report. A complete list of the popular topics from 2023 has been provided below in Figure 3.



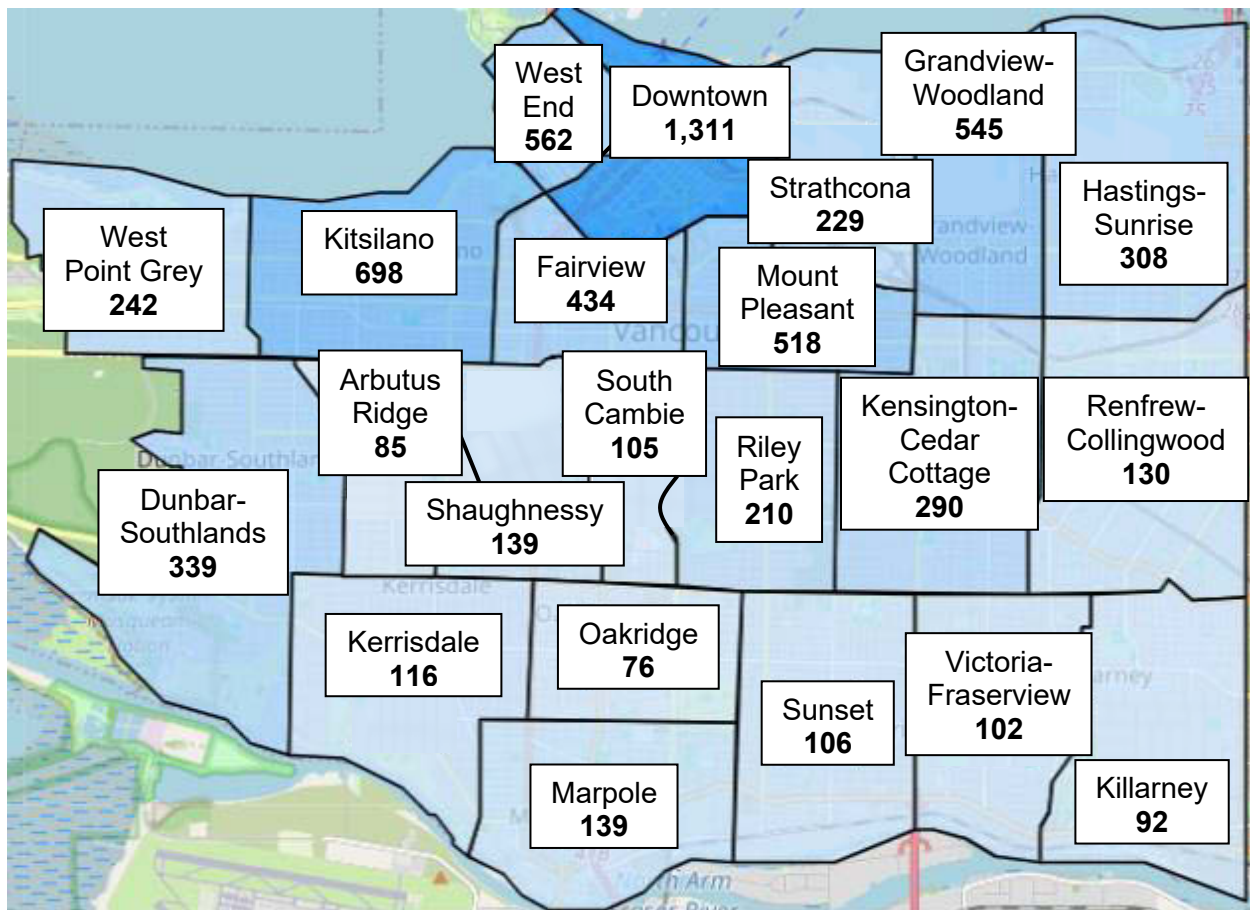
4.2 Local Area (Neighbourhood) Volumes and Trends

There are 22 local areas (neighbourhoods) in the City of Vancouver, which are identified by the constituent’s residence as well as two other classifications below:

- *Non-Vancouver Residence*: Residents who do not live in Vancouver.
- *Unknown Vancouver Residence*: Residents who live in Vancouver but did not provide their address or neighbourhood.

Figure 4 below shows a heat map of the correspondence volumes received in 2023.

Figure 4: 2023 Neighbourhood Volumes



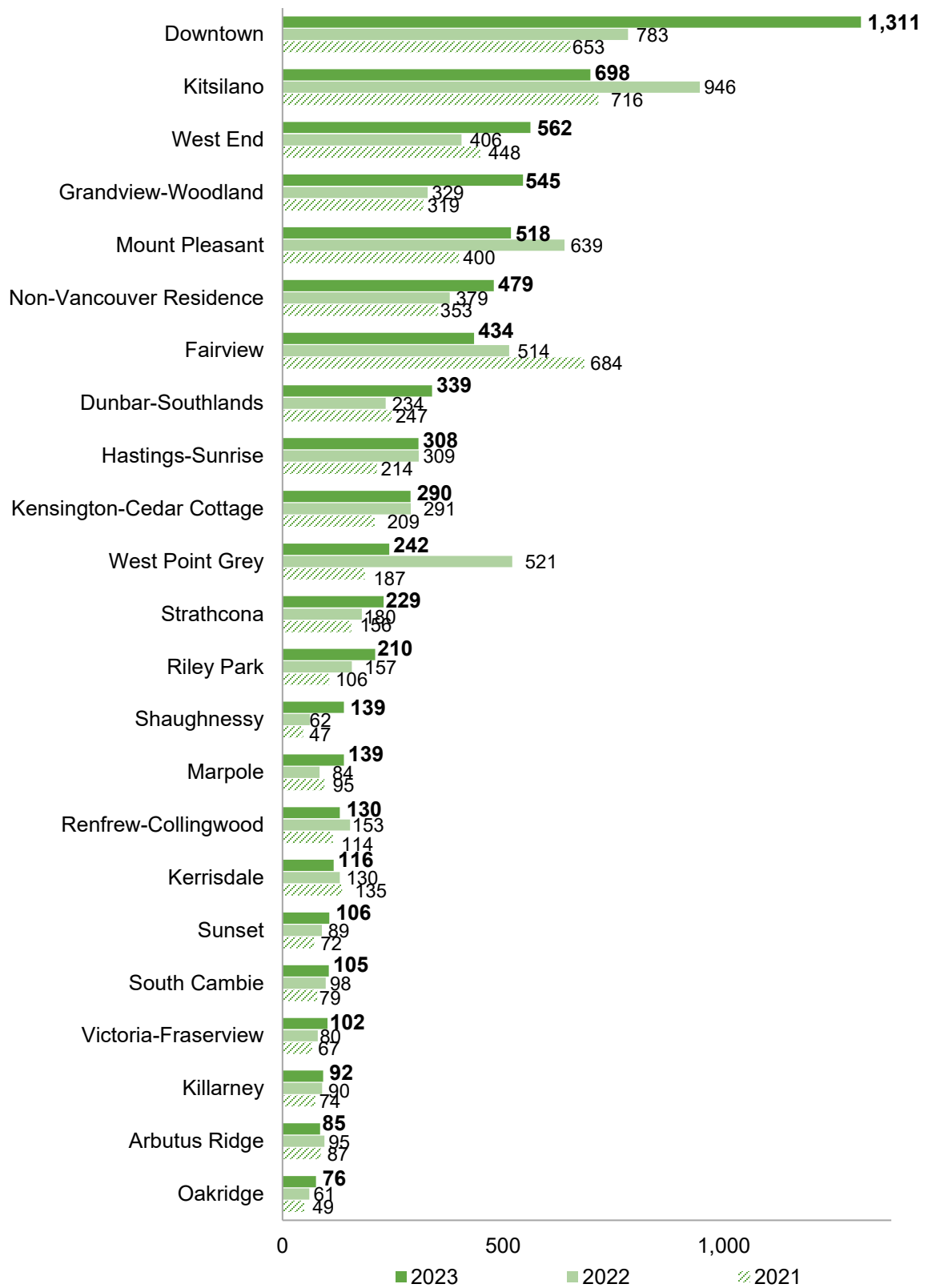
Not Displayed on Map:

Non-Vancouver Residence: **479**

Unknown Vancouver Residence: **3,438**

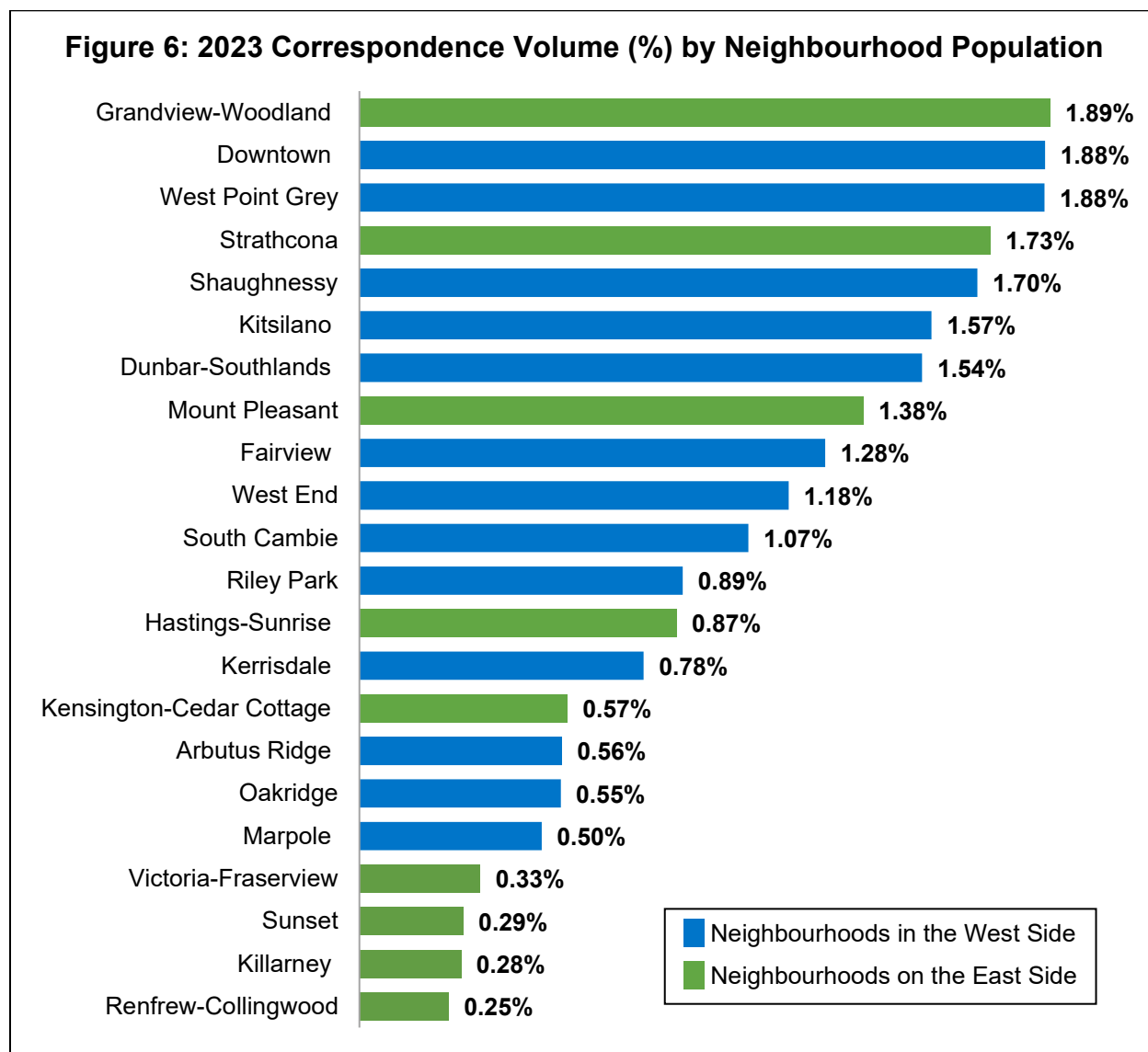
Similar to previous years, the neighbourhoods with the highest volume of correspondence in 2023 were Downtown, Kitsilano, West End, Grandview-Woodland, and Mount Pleasant. Figure 5 below shows the comparison between the correspondence volumes received in each neighbourhood across the past three years.

Figure 5: Neighbourhood Volumes



The neighbourhoods that had the most correspondence based on their population size were Grandview-Woodland, Downtown, West Point Grey, Strathcona, and Shaughnessy. As displayed in Figure 6, based on data from the 2021 Census, 1.89% of Grandview-Woodland residents wrote to Mayor and Council in comparison to 1.88% of Downtown residents (which had the highest number of actual correspondences received).

With a few exceptions, Figure 6 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 topics across the majority of the neighbourhoods were related to the *Amendment to the Vancouver Charter* motion and the *Broadway Active Transportation Lanes – Next Steps* as well as the *2024-2028 Budget Outlook* staff reports. However, Table 2 shows that some other popular topics were also local to the neighbourhood. For example, Grandview-Woodland residents were mostly concerned about the *Advancing Britannia Renewal* motion since the Britannia Community Services Centre is located within that neighbourhood.

Table 2: 2023 Top Correspondence Topics and Volumes by Neighbourhood

Neighbourhoods	Most Popular Topic	Second Most Popular Topic
Grandview-Woodland	Advancing Britannia Renewal (75)	Broadway Active Transportation Lanes – Next Steps (30)
Downtown	Homelessness and Encampments (182)	Public/Neighbourhood Safety (72)
West Point Grey	Amendment to the Vancouver Charter (46)	Jericho Lands (19)
Strathcona	Homelessness and Encampments (20)	105 Keefer St (DP-2017-00681) Development Application (17)
Shaughnessy	Unlocking Shaughnessy: Building Affordable Housing Options for All of Us (88)	2024-2028 Budget Outlook (7)
Kitsilano	Amendment to the Vancouver Charter (83)	Broadway Active Transportation Lanes – Next Steps (40)
Dunbar-Southlands	4555 Dunbar St (DP-2023-00425) Development Application (139)	Amendment to the Vancouver Charter (42)
Mount Pleasant	Broadway Active Transportation Lanes – Next Steps (52)	67 West 6th Avenue – Turntable Hospitality Corporation (“Mount Pleasant Vintage & Provisions”) Dual Licence – Liquor Primary Licence Application Liquor Establishment – Class 2 (47)
Fairview	Broadway Active Transportation Lanes – Next Steps (41)	Amendment to the Vancouver Charter (37)
West End	Beach Avenue (45)	Amendment to the Vancouver Charter (40)
South Cambie	Broadway Active Transportation Lanes – Next Steps (11)	Douglas Park Academy Daycare (9)
Riley Park	Broadway Active Transportation Lanes – Next Steps (17)	Amendment to the Vancouver Charter (14)
Hastings-Sunrise	Amendment to the Vancouver Charter (29)	Homelessness and Encampments (28)
Kerrisdale	Amendment to the Vancouver Charter (15)	2024-2028 Budget Outlook (13)
Kensington-Cedar Cottage	Broadway Active Transportation Lanes – Next Steps (25)	Vancouver School Board Surplus Considerations (21)
Arbutus Ridge	Amendment to the Vancouver Charter (18)	2024-2028 Budget Outlook (6)
Oakridge	Amendment to the Vancouver Charter (6)	Road Maintenance (5)

Neighbourhoods	Most Popular Topic	Second Most Popular Topic
Marpole	Addressing Ongoing Inequities by Improving Social Infrastructure and Access to Services Across South Vancouver and Marpole Neighbourhoods (13)	8902-9001 Heather St and 502 W Kent Ave S 'Marpole Transit Centre' (DP-2022-00957) Development Application (10)
Victoria-Fraserview	2024-2028 Budget Outlook (7)	Addressing Ongoing Inequities by Improving Social Infrastructure and Access to Services Across South Vancouver and Marpole Neighbourhoods (6)
Sunset	Amendment to the Vancouver Charter (23)	2024-2028 Budget Outlook (6)
		Addressing Ongoing Inequities by Improving Social Infrastructure and Access to Services Across South Vancouver and Marpole Neighbourhoods (6)
Killarney	Addressing Ongoing Inequities by Improving Social Infrastructure and Access to Services Across South Vancouver and Marpole Neighbourhoods (8)	2024-2028 Budget Outlook (7)
	Amendment to the Vancouver Charter (8)	
Renfrew-Collingwood	Broadway Active Transportation Lanes – Next Steps (10)	2024-2028 Budget Outlook (9)
	Vancouver School Board Surplus Considerations (10)	

■ Neighbourhoods in the West Side

■ Neighbourhoods in the East Side

4.3 Correspondence Sources

Mayor and Council correspondence is received through the following channels:

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

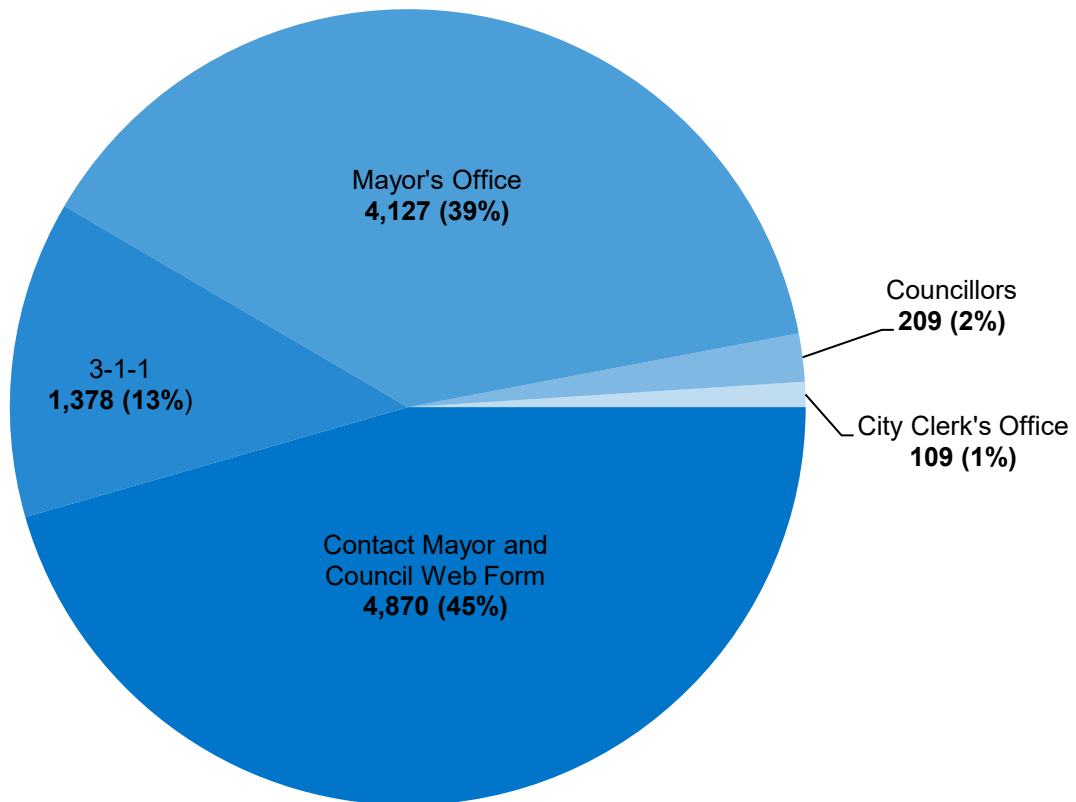
- **City Clerk’s Office**
 - Physical mail
 - Phone calls
 - In-person inquiries

- **Councillors** (only tracked when requested by the Councillor)
 - Individual emails
 - Phone calls
 - Physical mail

- **Mayor’s Office** (only tracked when requested by the Mayor’s Office)
 - Individual emails
 - Phone calls
 - Physical mail

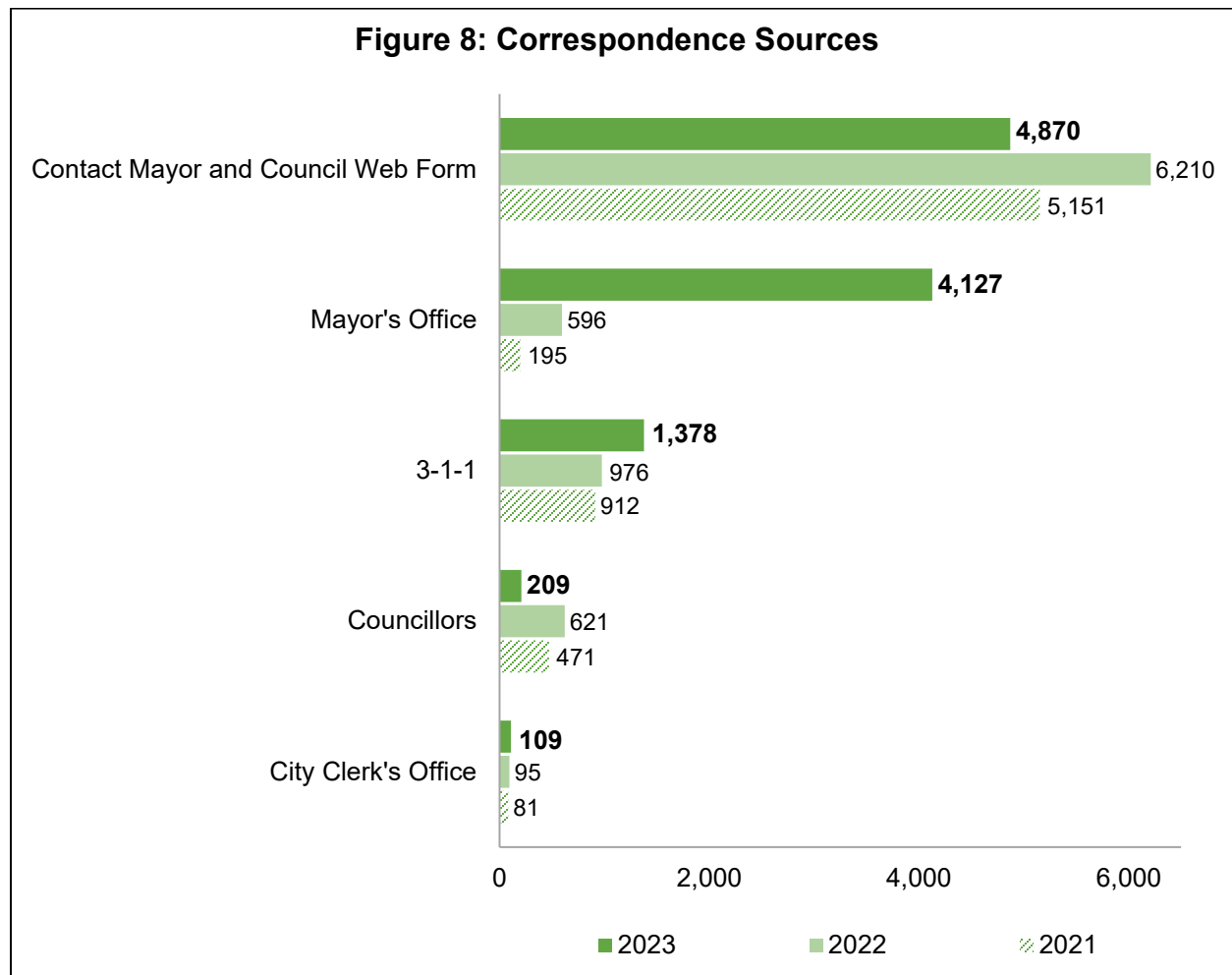
As displayed in Figure 7, **the highest volume of correspondence was received through the Contact Mayor and Council web form at 45% (4,870 correspondence items) in 2023.** As 2023 is the sixth year that the web form has been in place and is the preferred method for receiving correspondence addressed to Mayor and Council for Council meeting and Standing Committee agenda items, most correspondence items are received through this channel.

Figure 7: 2023 Correspondence Sources



In 2023, a decision was made by the Mayor’s Office to enter email campaigns for tracking, which has increased their correspondence volumes in comparison to previous years (see Figure

8 below). However, out of the 4,127 correspondence items entered by the Mayor’s Office, 1,670 were template letters part of email campaigns mostly related to the *Broadway Active Transportation Lanes – Next Steps* staff report, *Modernizing the City’s View Protection Guidelines to Unlock New Housing and Economic Opportunities* motion, Vancouver School Board surplus considerations (including school closures and land sales), 105 Keefer St (DP-2017-00681) Development Application, 4555 Dunbar Street (DP-2023-00425) Development Application, and the electrification of new buildings. Therefore, only 2,444 unique correspondence items were entered by the Mayor’s Office in 2023.

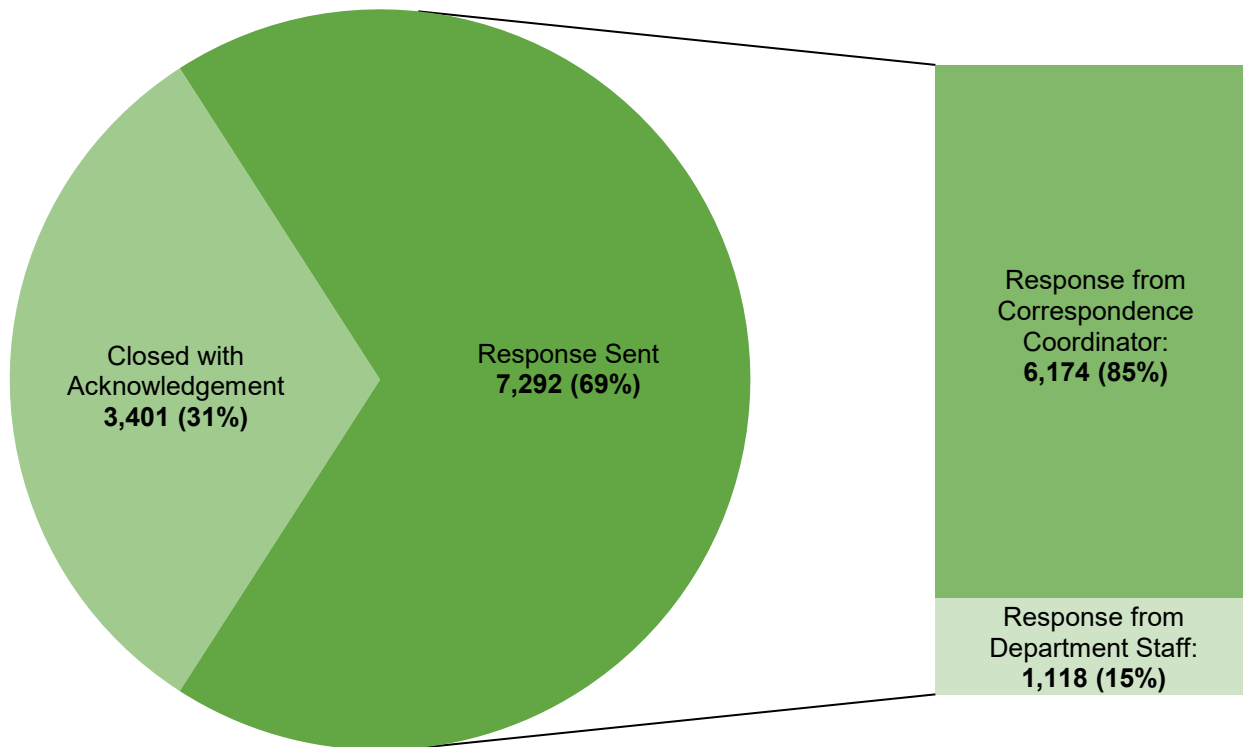


4.4 Correspondence Response Rates

All constituents receive an acknowledgement confirming receipt of their correspondence when they use the Contact Mayor and 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. In 2023, email campaigns received through the Mayor’s public inbox were also submitted for tracking, but did not require a response back from the Council Correspondence Coordinator. Therefore, although staff try to respond back to most of the correspondence received, it is impossible to respond to 100% of them.

In 2023, 69% of the correspondence received a personalized response addressing the constituent’s concerns, which is a 19% decrease from the 88% response rate in 2022. These personalized responses sometimes include links for more information on the City’s website or additional contacts. Out of the 7,292 personalized responses, 6,174 were sent from the Council Correspondence Coordinator, while 1,118 were sent from department staff (see Figure 9 below).

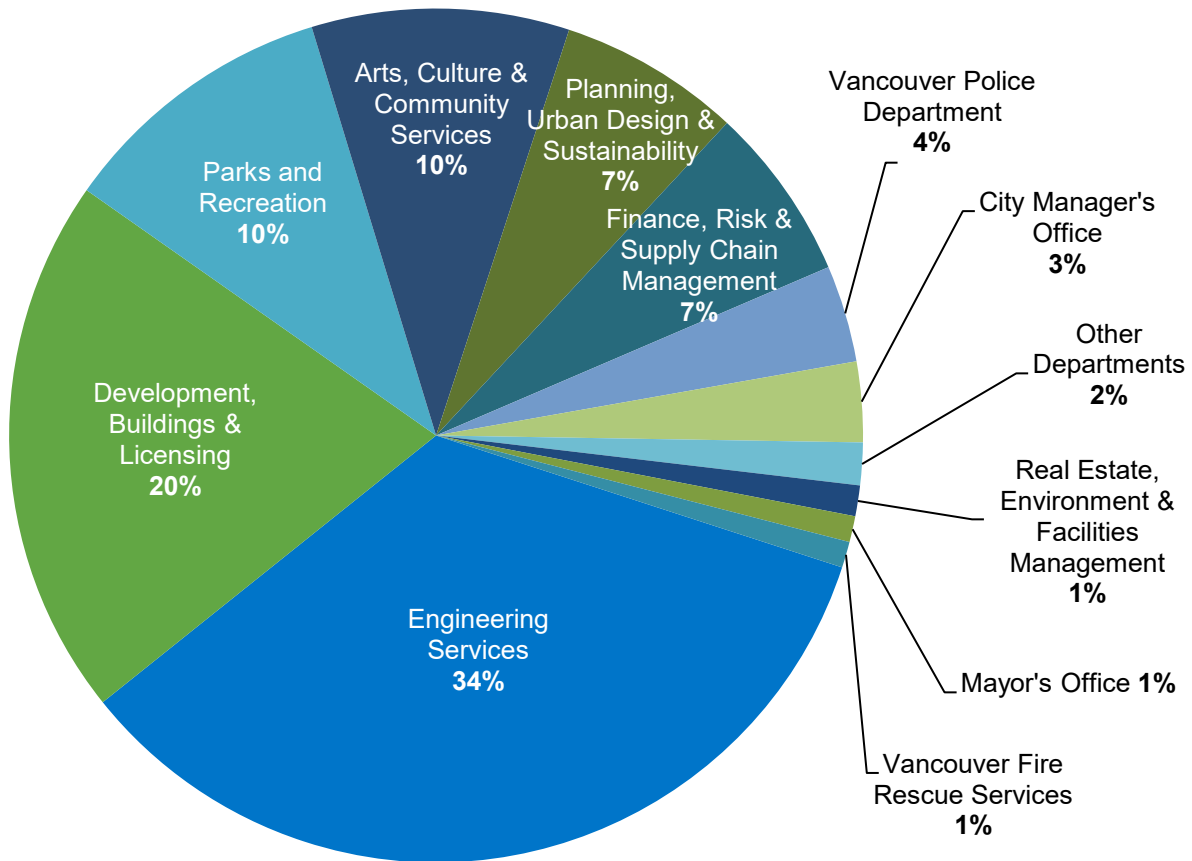
Figure 9: 2023 Response Rates



The majority of responses are provided by the Council Correspondence Coordinator, unless the topic is complex and a specific response is required from department staff. Since 2017, the Council Correspondence Coordinator has developed a response repository consisting of information collected from the Civic Engagement and Communications department, City of Vancouver 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.

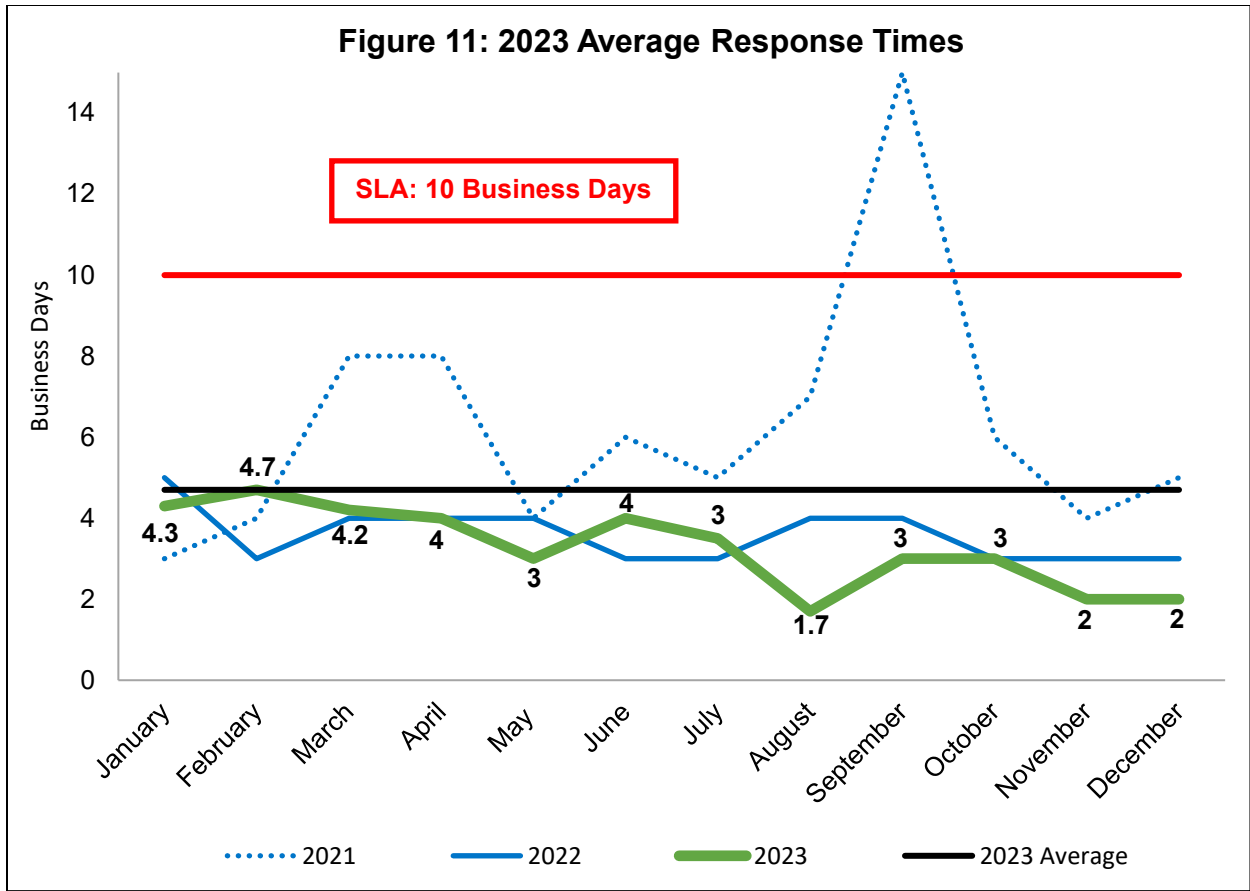
Similar to previous years, the majority of correspondence that required a staff response fell under the Engineering Services (34%) and Development, Buildings & Licensing (20%) departments as the correspondence specified certain projects, sites, and locations. Figure 10 below shows the percentages of correspondence items that were responded to by each department. Other departments include Human Resources, the Vancouver Public Library, Office of the Chief Safety Officer, Legal Services, and Technology Services.

Figure 10: 2023 Staff Responses by Department

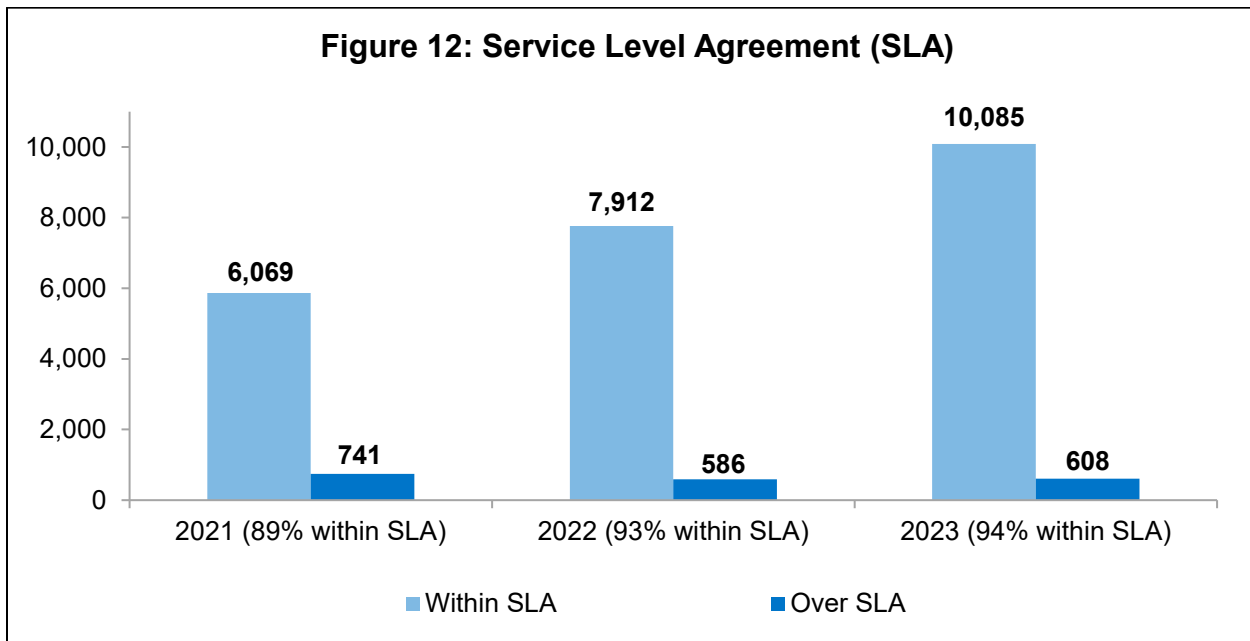


The average correspondence case response time was 4.7 business days in 2023, which is a 34% increase from the 3.5-business day average in 2022 and is within the 10-business day Service Level Agreement (SLA). This increase is due to the increased correspondence volumes in March, which took an average of 4.7 business days to close.

As shown in Figure 11, the average monthly response times improved throughout the year. This can be attributed to the established response repository, which has accumulated messaging for various topics over the past 6 years as well as the additional support from the City Clerk’s administrative staff, who help the Council Correspondence Coordinator in responding back to cases as well as coordinating with staff on responses. The Council Correspondence Coordinator also continuously works with department staff to streamline their case reallocation processes, which helps to improve their response times as well.



In 2023, 94% of correspondence was responded to within the 10-business day SLA, which is a 1% increase from the 93% in 2022. Figure 12 below shows the improvements in SLA over the past three years.



5. Public Hearing Correspondence

Public hearing correspondence is managed by the Meeting Coordinators from the Legislative Operations team. It is received through the [public hearing correspondence web form](#) and 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 2023, 2,793 public hearing correspondence items were received by the City Clerk's Office. The volumes of correspondence usually vary in each public hearing and depends on the public's interest on specific items. The correspondence volumes based on the public hearings scheduled in 2023 are displayed in Figure 13 and the most popular public hearing items are listed by date in Table 3 below.

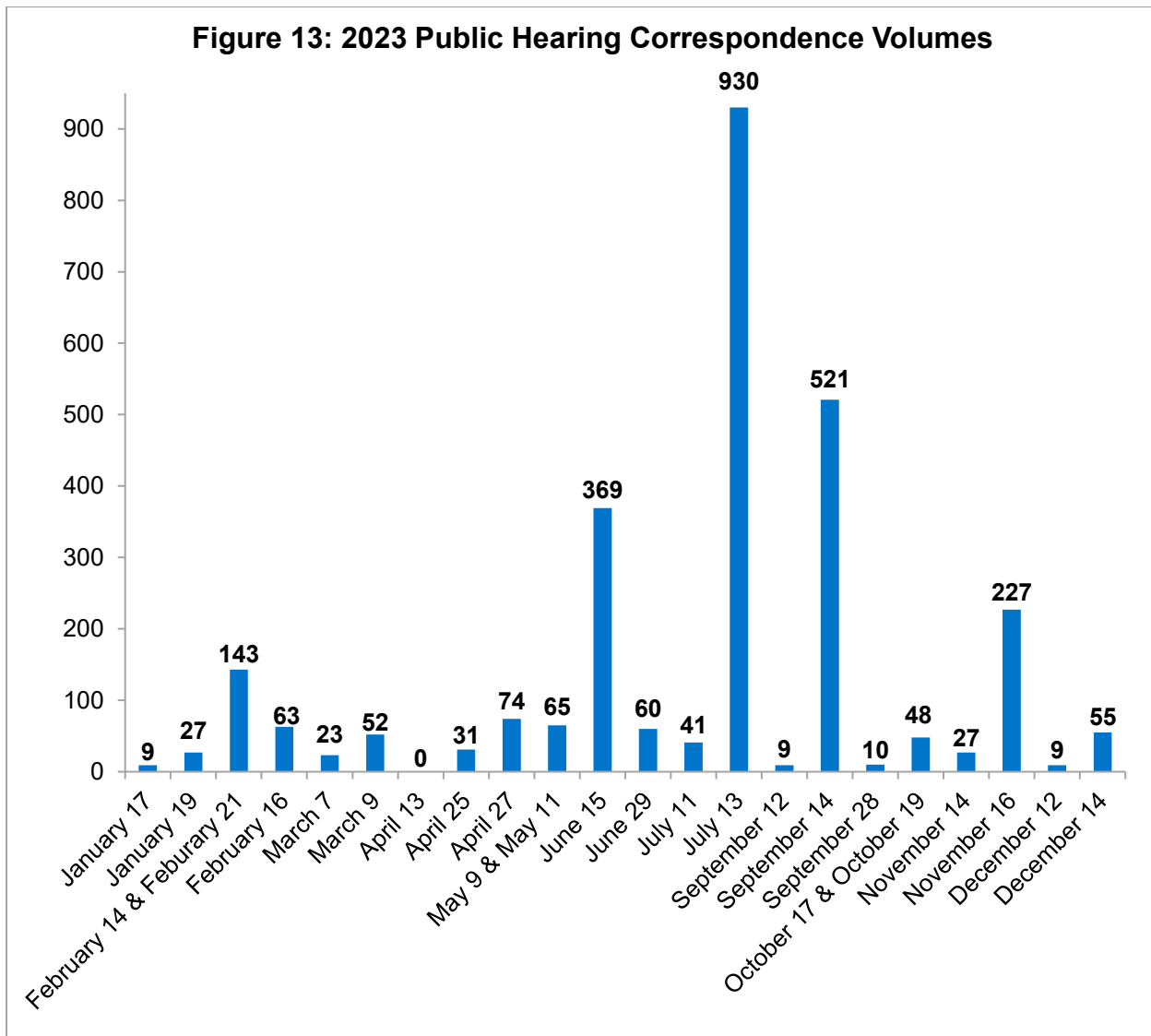
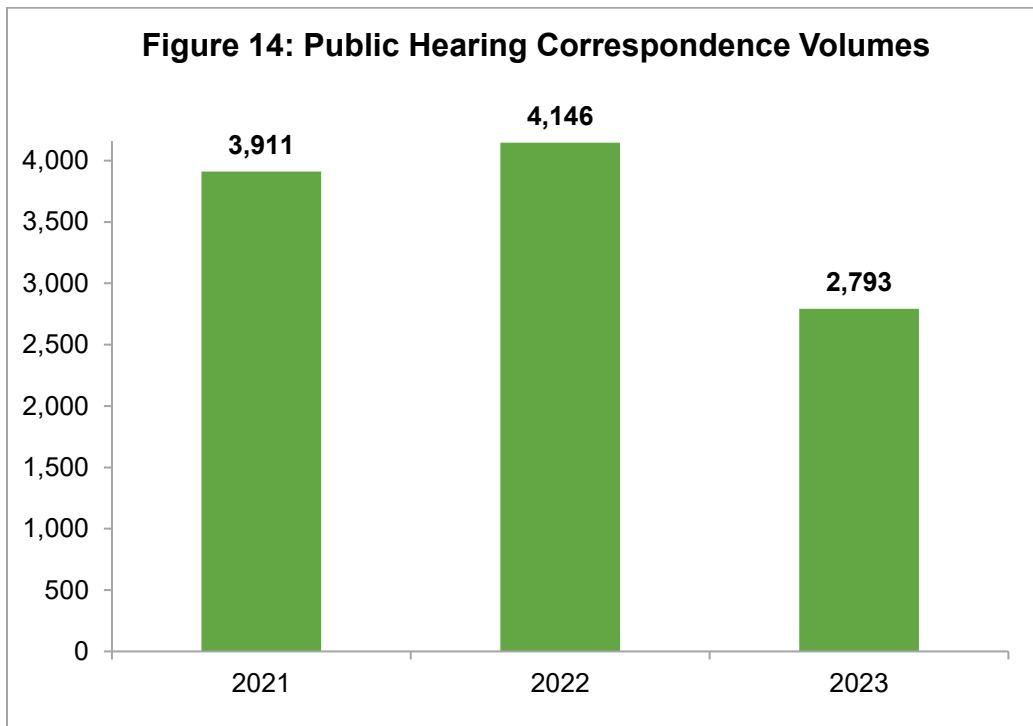


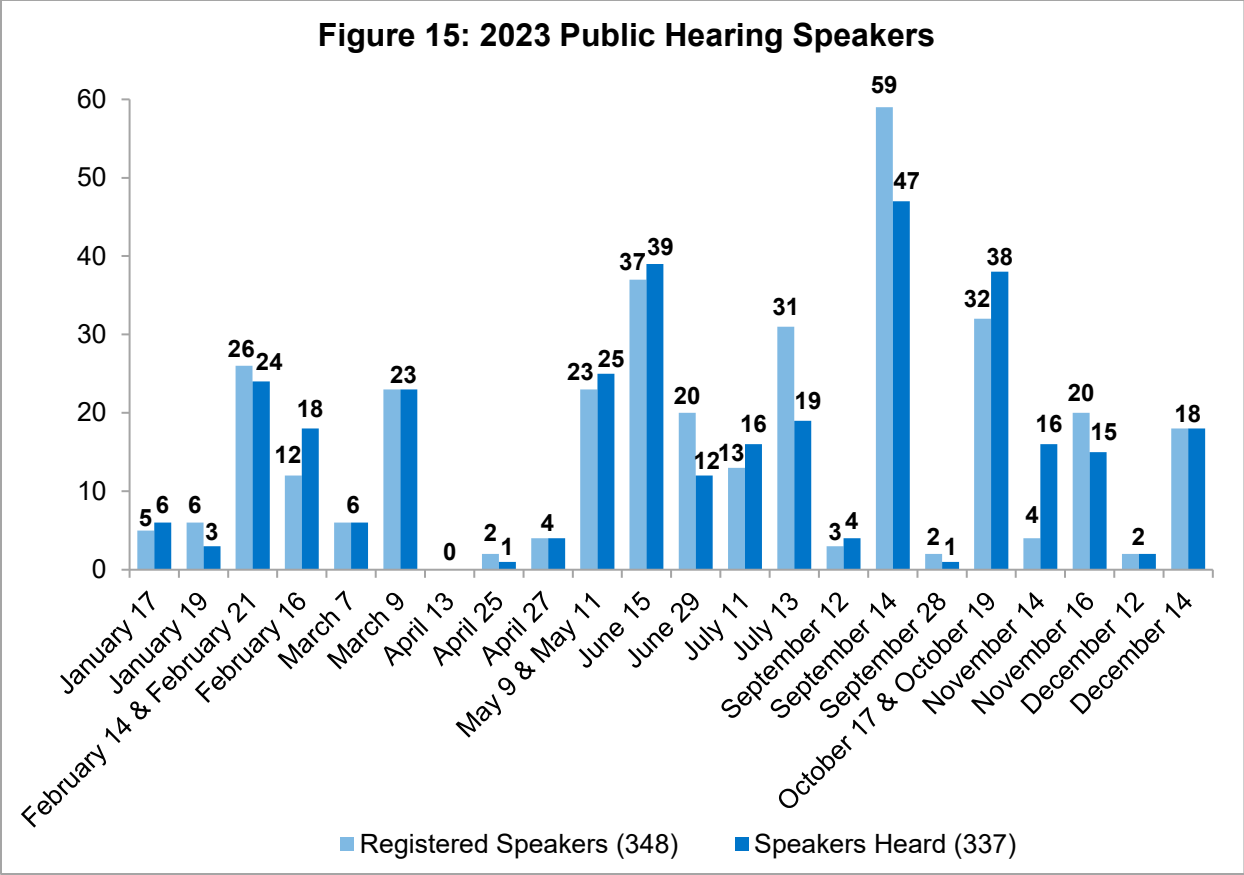
Table 3: 2023 Top Public Hearing Items

Public Hearing Date & Item	Support	Opposed	Other
<i>July 13</i> – False Creek North Social Housing Delivery: Amendments to the False Creek North Official Development Plan and Consequential CD-1 By-law Amendments	851	58	4
<i>September 14</i> – Adding Missing Middle Housing and Simplifying Regulations – Amendments to the Zoning and Development By-law	349	137	35
<i>June 15</i> – Rezoning: 2325-2377 West 49th Avenue	245	46	3
<i>November 16</i> – Rezoning: 6065-6075 Collingwood Place	214	9	0
<i>February 14 & 21</i> – CD-1 Rezoning: 2518-2540 Grandview Highway South	9	77	0

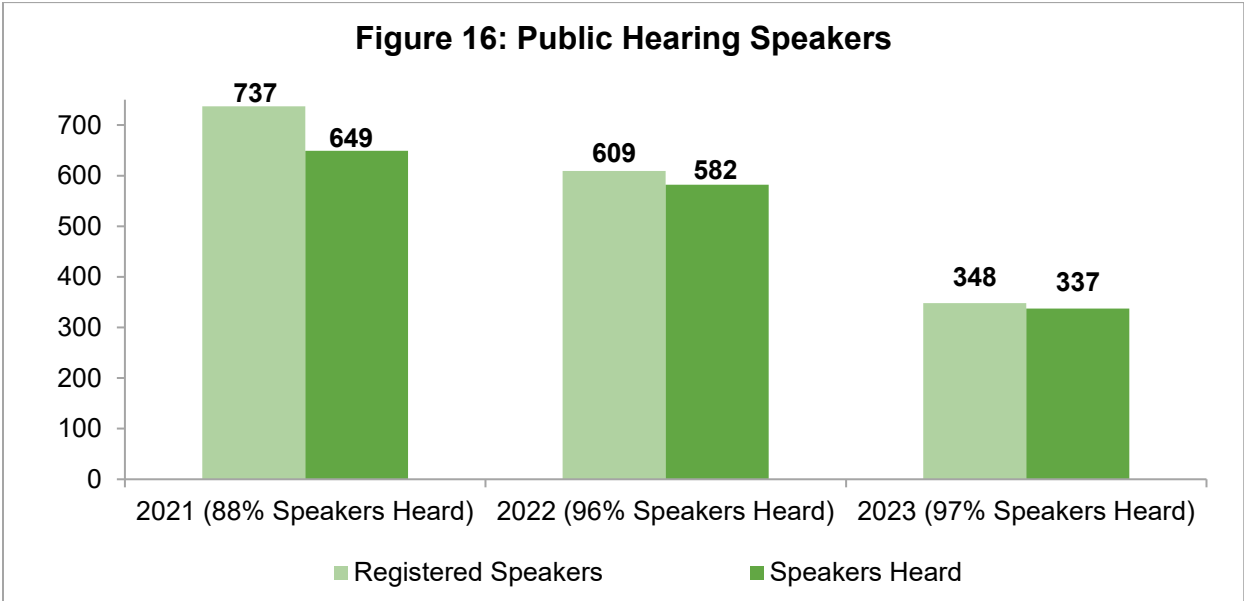
Despite an increase in the number of public hearings, correspondence volumes decreased by 33% in 2023 in comparison to 2022 (see Figure 14 below).



As shown below in Figure 15, 348 speakers were registered and 337 speakers were heard (which included 70 additional speakers) in 2023. 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 list.



As displayed below in Figure 16, the rate of participation (the number of speakers heard out of the number of speakers registered including additional speakers) in 2023 increased to 97%, which has steadily risen in comparison to previous years. This may be attributed to an increased awareness and convenience of the phone-in option that was first introduced in May 2020 due to the COVID-19 pandemic as well as increased public interest on specific public hearing items.

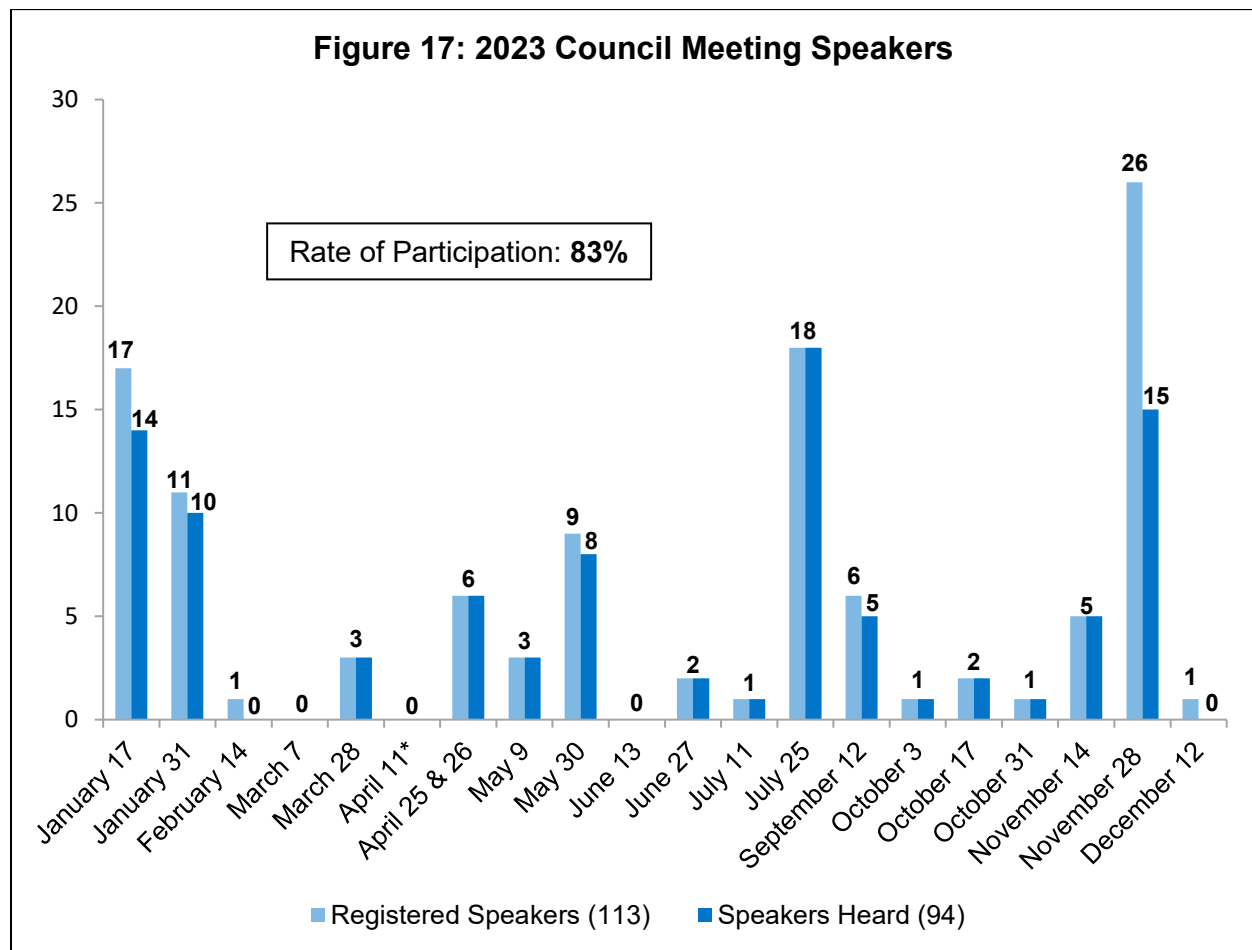


6. Council and Standing Committee Meeting Speakers

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

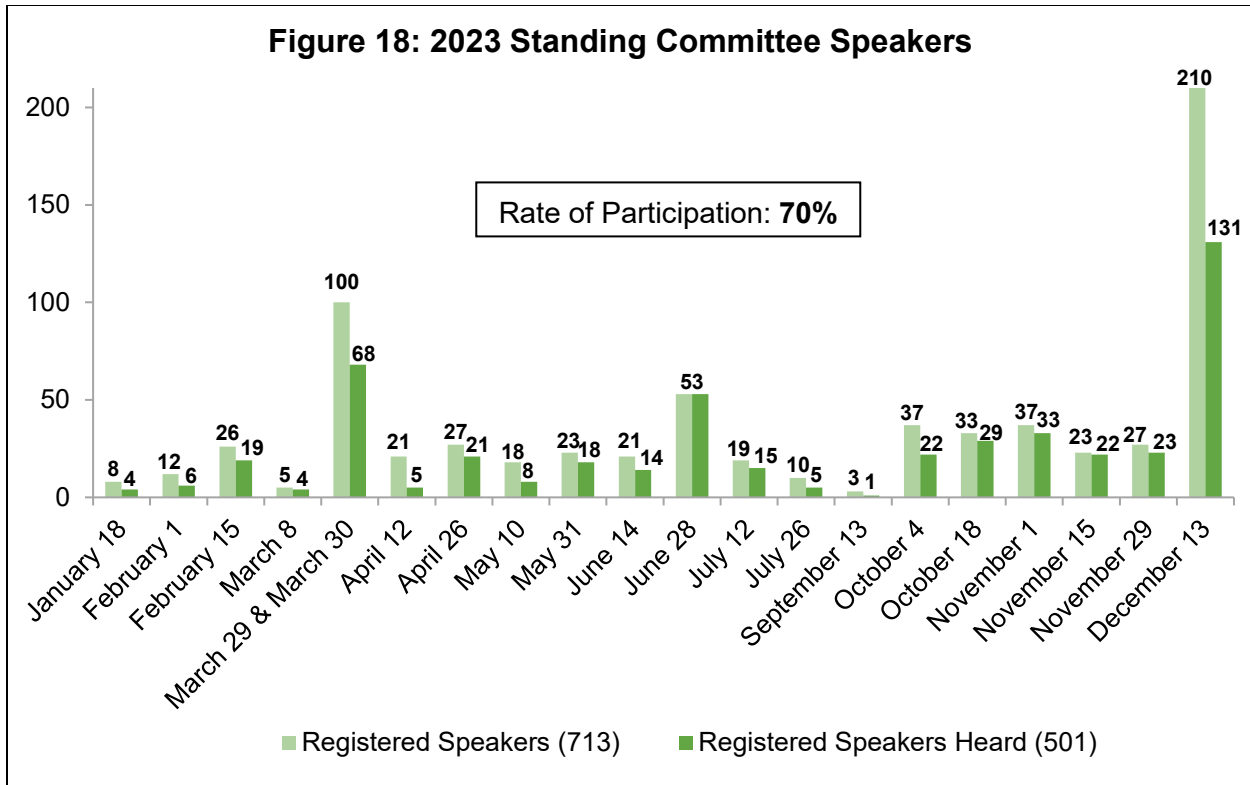
Similar to public hearings, these meetings were previously only held in-person. However, with adjustments to the *Vancouver Charter* and the City's Procedure By-law to permit electronic participation, Council meetings and Standing Committees were convened in a hybrid model in which speakers could attend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

In 2023, 113 speakers were registered, and 94 speakers were heard during Council meetings (see Figure 17 below). The rate of participation amongst registered speakers in 2023 was 83%, which is 4% more than the 79% participation rate in 2022.

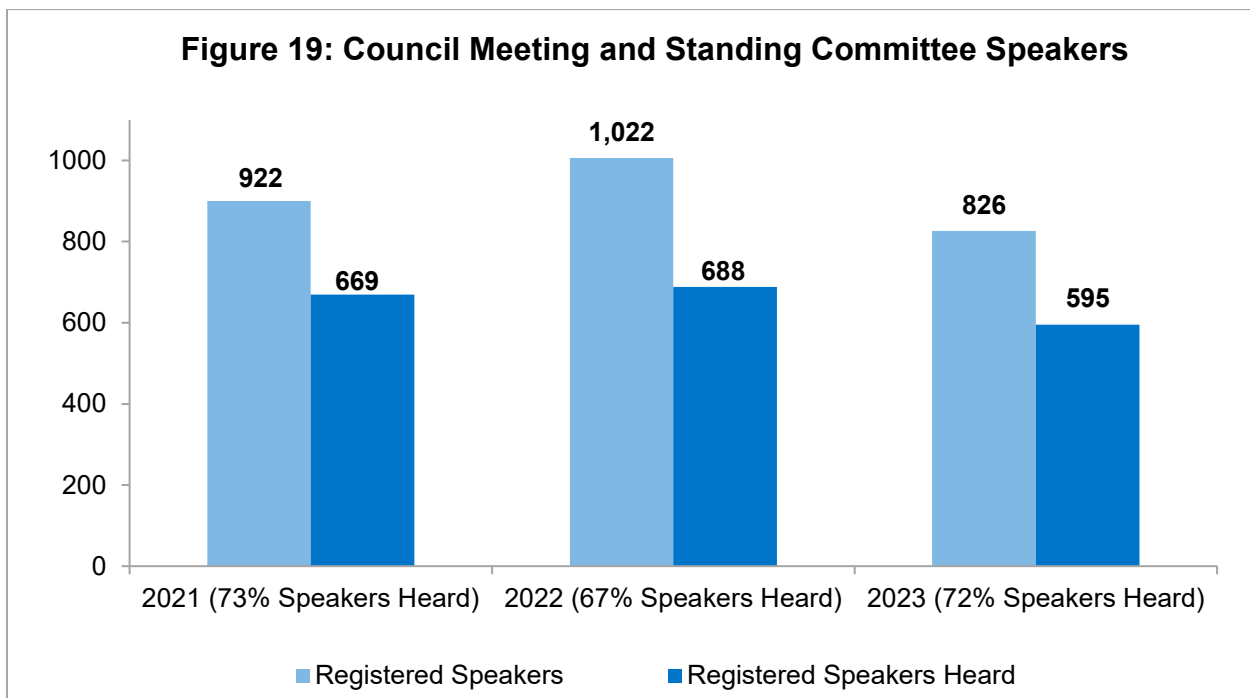


*Registered speakers deferred to Standing Committee on City Finance and Services meeting April 12, 2023

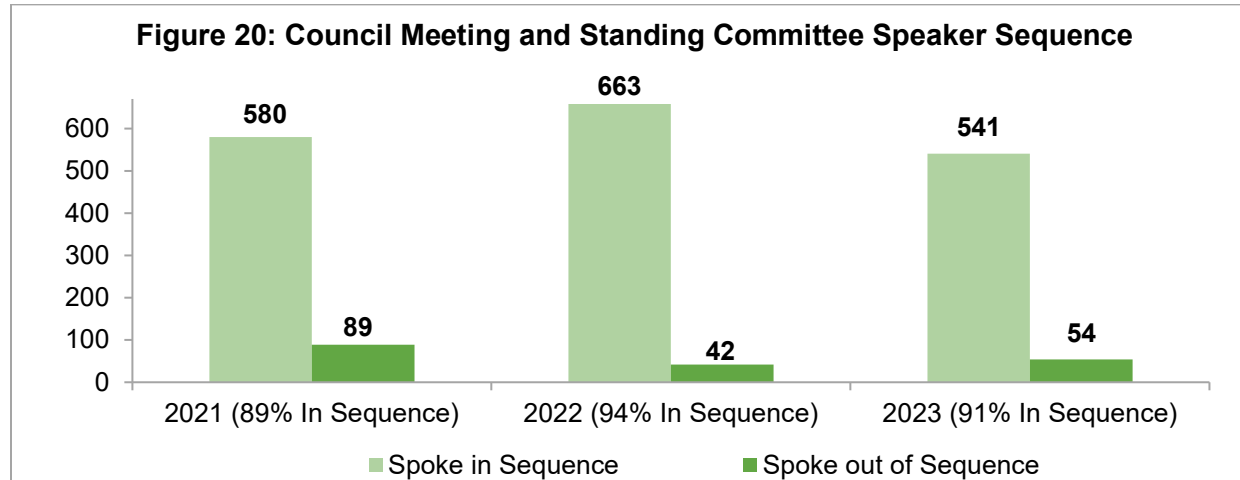
In 2023, there were 713 registered speakers and 501 speakers heard during Standing Committee meetings (see Figure 18 below). The rate of participation in 2023 was 70%, which is a 1% decrease compared to the previous year.



Registered speakers who miss their speaking time for Council meetings and Standing Committees are provided with a second opportunity to speak to Council after the Mayor or Chair have called all registered speakers. **In 2023, 72% of registered speakers were heard at Council meetings and Standing Committees**, which is 5% more than the 67% participation rate in 2022 (see Figure 19 below).



Out of the 595 speakers heard for Council meetings and Standing Committees in 2023, 541 (91%) spoke during their turn and 54 (9%) missed their turn, but were able to speak when the Chair of the meeting went over the registered speaker’s list again (see Figure 20 below). As permitted under the Procedure By-law, this second opportunity to speak provided the speakers with additional flexibility and convenience to participate at the meetings.

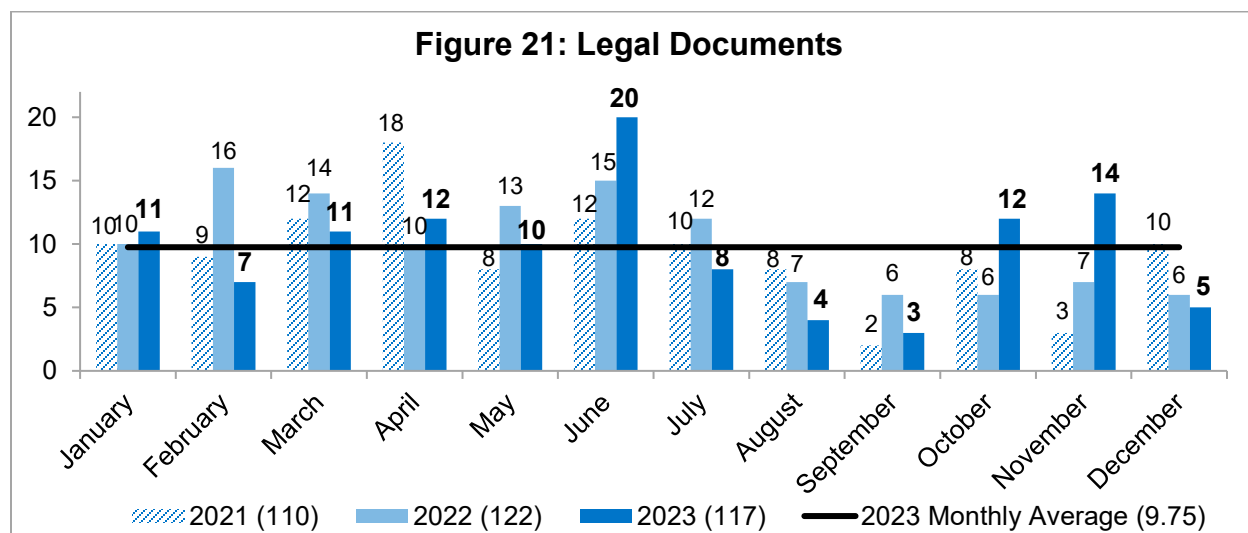


7. Legal Documents, Risk Management Claims, Event Invitations, and Tours

The City Clerk’s Office receives and processes a variety of documents. These include legal documents, risk management claims, and event invitations, which are managed by the administrative staff from the Business and Election Services team.

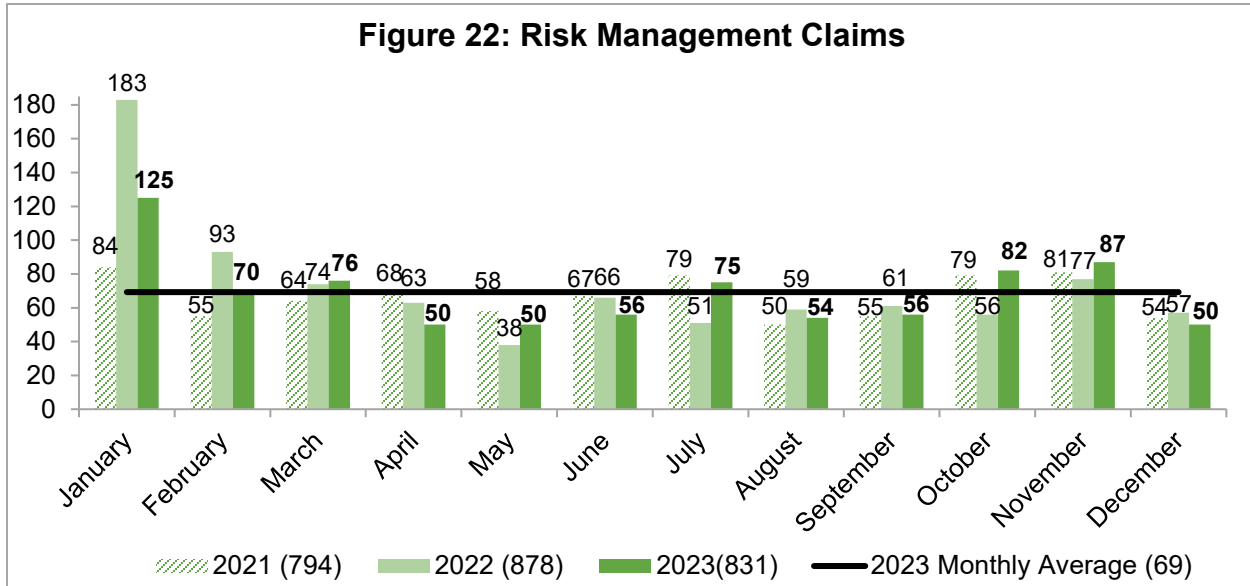
7.1 Legal Documents

In 2023, the City Clerk’s Office received 117 legal documents, which is a 4% decrease from the 122 legal documents received in 2022 (see Figure 21 below).



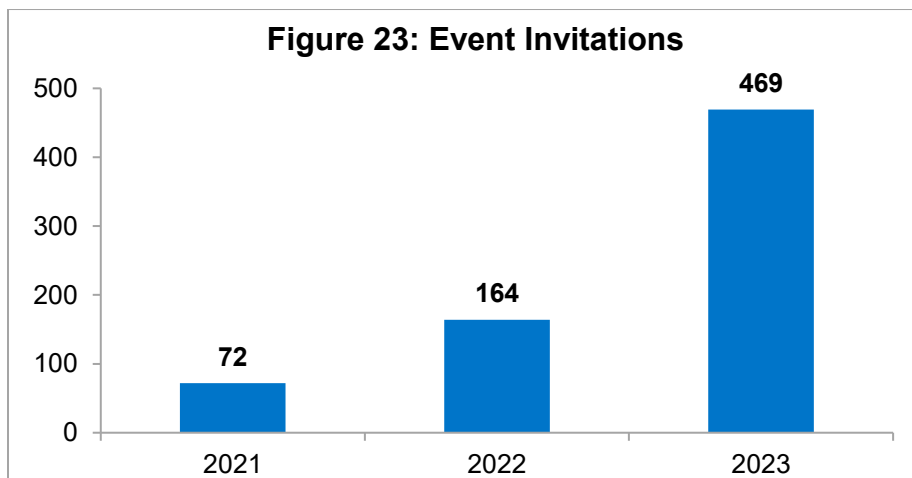
7.2 Risk Management Claims

The City Clerk’s Office receives two types of risk management claims: Charter Notices and ICBC claims. **In 2023, 831 risk management claims were received, which is a 5% decrease from the 878 risk claims received in 2022 (see Figure 22 below).** Similar to the previous year, a high volume of claims was received in January 2023 resulting from the snow conditions on the street.



7.3 Event Invitations

In 2023, 469 event invitations were received through the [event invitations web form](#) on the City’s website (see Figure 23 below). Beginning in May 2023, event invitations were sent directly to the Mayor’s Office and Councillors for review instead of the City Clerk’s Office. This change allowed for expedited approvals and filtering with the high volumes of invitation requests. Council members may also personally receive additional event invitations that are not tracked by the City Clerk’s Office.



7.4 City Hall Tours

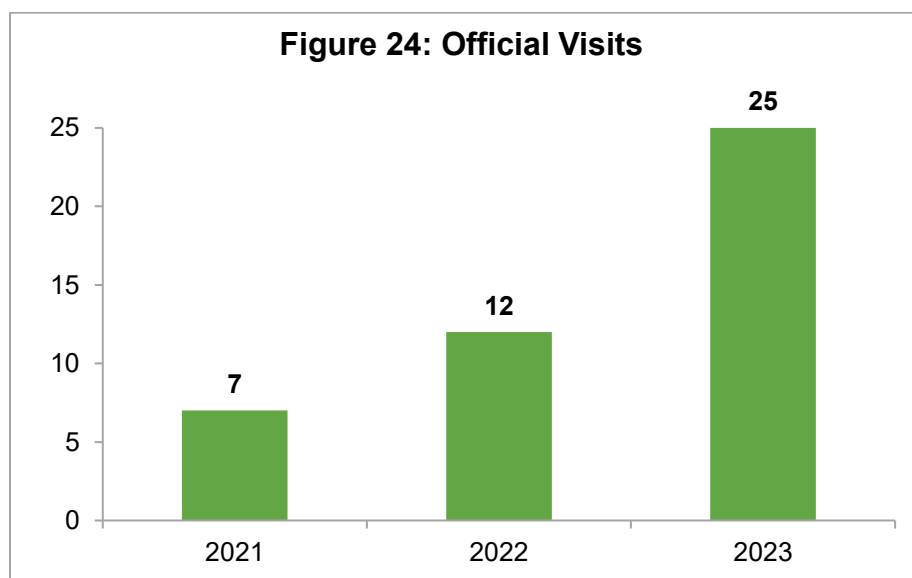
The City Clerk's Office has been offering tours of the City Hall campus since 2009. These tours are led by the administrative staff and are normally provided to new City of Vancouver employees, school groups, and community organizations. Tours provide an opportunity to demystify City Hall, engage with the public and connect them with their elected officials, explain when/where/how processes and decisions take place, and learn about the history of City Hall. These tours are different from the tours for visiting dignitaries, which are primarily administered by the External Relations and Protocol team.

In 2023, a total of 26 tours were provided. Included in the 26 tours were, eight for new employee orientations, six for delegation requests, three for local school groups, among other events and requests from staff, Councillors, and non-profit groups. Unlike previous years, which included other areas of interest at the City Hall campus, the in-person tours provided in 2023 only included the third-floor foyer, Council Chamber, and sometimes the Mayor's Ceremonial meeting room.

8. External Relations and Protocol

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

In 2023, 25 official visits were arranged for dignitaries, elected officials, and delegations, which is a 108% increase from 2022 (see Figure 24 below). Typically, between 15 and 20 official visits are organized per year. These visits played a crucial role in strengthening community relationships and showcasing the vibrant culture of Vancouver. Highlights include hosting a delegation visiting from Guangzhou, China, a sister-city, and organizing a bike tour of Vancouver's cycling infrastructure for a delegation of Parliamentarians from Central Asia.

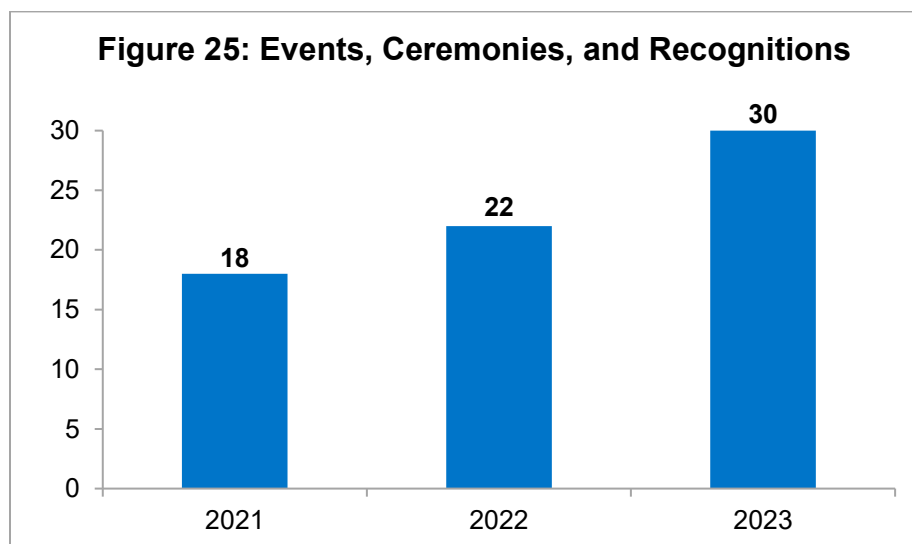


The ERP team organized and supported 30 events throughout the year, a 36% increase from 2022 (see Figure 25 below). This included 18 official celebrations and observances and 11 unofficial recognitions, including the National Day for Truth and Reconciliation, The Women’s Memorial March, and Vancouver’s Birthday. Additionally, the ERP team was instrumental in the planning of the Vancouver Remembrance Day celebration, a significant event that resonates deeply with the community.

ERP, working with the Civic Engagement and Communications and Arts, Culture, and Community Services departments, developed online campaigns to raise awareness and engagement to recognize the 18 official Council approved days of celebration and observances:

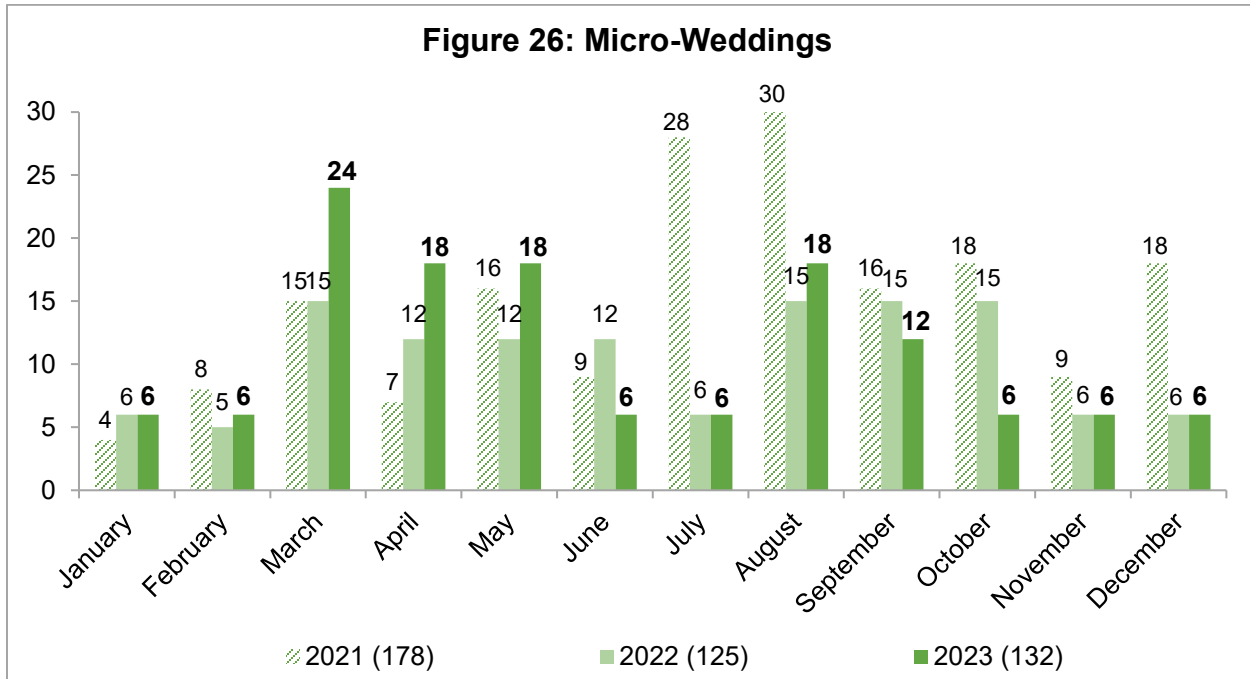
- Lunar New Year
- Black History Month
- International Holocaust Remembrance Day
- Day of Remembrance and Action on Islamophobia
- International Women’s Day
- Nowruz
- International Day for the Elimination of Racial Discrimination
- Ramadan
- Eid al-Fitr
- Komogata Maru Remembrance Day
- Italian Heritage Month
- World Refugee Day
- National Indigenous Peoples Day
- Eid al-Adha
- Pride Week
- Diwali
- International Day for Persons with Disabilities
- Christmas

Additionally, ERP provided support to supplementary events such as National Day for Truth and Reconciliation and Emancipation Day as well as supporting other community-led initiatives. ERP continues to provide extensive support to the Remembrance Day Ceremony at Victory Square.

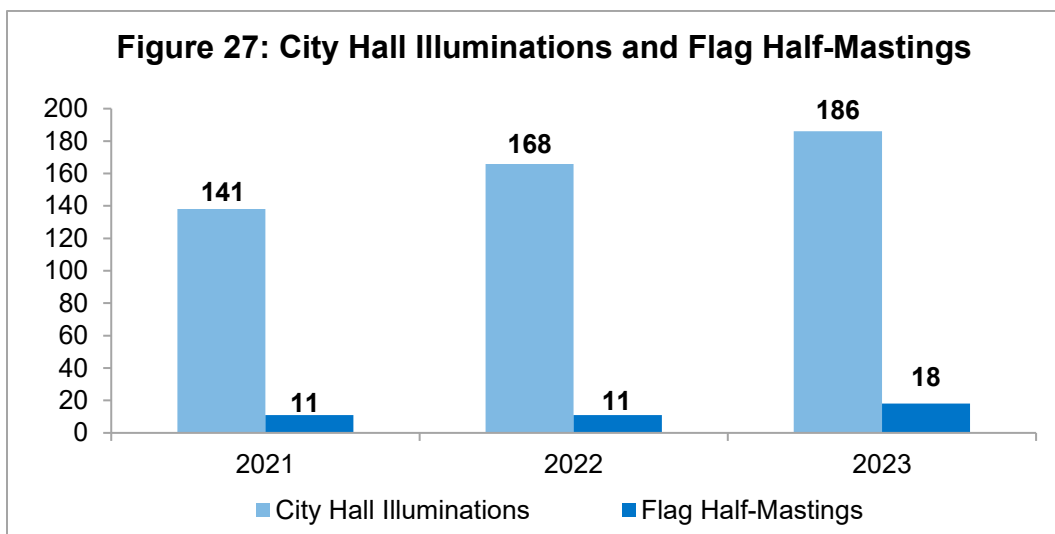


The number of weddings offered increased from 125 in 2022 to 132 weddings available in 2023. **The program managed to sell out 100% of the 132 wedding ceremony timeslots available to book, despite an increased number of offerings (see Figure 26 below).**

There were no increases made to the price per person amount charged, in comparison to the previous year. The program continued to offer a low-cost option for those who chose the lower capacity ceremonies, in addition to, a higher capacity option at the same per-person price point.



In 2023, 186 City Hall Illuminations were organized for a wide range of significant days, an 11% increase from 2022. The Canadian flag was also directed to be lowered for 18 occasions by Canadian Heritage and Council approved policies, which is a significant increase from previous years. Figure 27 below shows the comparison between the City Hall Illuminations and flag half-mastings across the past three years.



9. Looking Ahead to 2024

Building on the improvements made in 2023, staff will work towards the following goals in 2024:

- Assess new options for a Council meeting management system to enable agenda automation workflows
- Identify potential AI solutions to conduct live ASL and language translation for Council proceedings
- Increase the number of wedding ceremony slots available in the current micro-wedding program to accommodate the high demand. Streamline registration process to further enhance program efficiency and user experience.
- Continue to improve the Council Correspondence reporting system to simplify correspondence processes, streamline workflows, and automate time-consuming and manual processes