

File No.: 04-1000-20-2024-313

September 23, 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 May 23, 2024 under the ***Freedom of Information and Protection of Privacy Act*** for:

**Records describing how 3-1-1 service requests (from the citizen) are categorized into the corresponding Service Request Types, as listed in the two public-facing databases: (1) 3-1-1 service requests 2009-2021, and (2) 3-1-1 service requests.  
Date range: January 1, 2022 to May 22, 2024.**

3-1-1 Contact Centre staff have advised that there are no records responsive to your request; however, staff have provided the following information to assist with clarifying the process:

- Service request types are pre-defined and have a corresponding form attached to capture information relevant for the request. The questions and fields presented on these forms are defined through a collaboration with the Customer Experience Team and the business unit responsible for delivering each service.
- When a member of the public makes a service request, the categorization action occurs at the point of intake:
  - If the request is submitted online or through the Van311 app (or the VanConnect app prior to August 2022), the member of the public selects the appropriate form from a list of available options. Van311 "decision tools" were introduced to help guide the user to the most appropriate form and help to improve the accuracy of this categorization.
  - If the request is submitted over the phone with 3-1-1 or through the live chat service staffed by 3-1-1, the 3-1-1 agent will identify the appropriate service request type by following their internal scripting and/or by using the same decision tools available to the public. As with the forms, this scripting is produced by the Customer Experience

- Team in collaboration with the business units responsible for delivering each service.
- The cases are “categorized” based on the nature of the request and the department the request directs to. The process is defined with the respective business unit, a form is created to support the workflow and reporting mechanism, the form is given a Classification (name) for reporting purposes.

Under Part 5 of the Act, 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](mailto:info@oipc.bc.ca) or by phoning 250-387-5629.

If you request a review, please provide the Commissioner's office with: 1) the request number (2024-313); 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**

If you have any questions, please email us at [foi@vancouver.ca](mailto:foi@vancouver.ca) and we will respond to you as soon as possible. You may also contact 3-1-1 (604-873-7000) if you require accommodation or do not have access to email.

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