

File No.: 04-1000-20-2024-392

July 26, 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 June 26, 2024 under the *Freedom of Information and Protection of Privacy Act* for:

1. **The work order to discontinue public access to the QuickFind online staff directory on vancouver.ca; and**
2. **The report, cost/benefit analysis, or briefing note justifying the decision to discontinue public access to QuickFind.**

All responsive records are attached. Some information in the records has been severed (blacked out) under s.13(1) of the Act. You can read or download this section here: http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00.

Please note that staff have confirmed there are no cost/benefit analysis records, or further reports beyond what is included in the attached records.

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 (#04-1000-20-2024-392); 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

Encl. (Response Package)

:lg

Updating contact page to remove QuickFind staff directory- vancouver.ca/contact

Summary: The City has an obligation to provide a safe work environment and regularly reviews and updates security measures. In response to increased harassment and threats to individual staff (within parking enforcement, park rangers and planning) and elected officials, removing the staff directory from vancouver.ca was identified as a way to improve safety.

This change should not impact access as the staff directory doesn't provide an efficient way to contact the City. Our centralized 3-1-1 team has processes in place to provide up-to-date information and ensure feedback or issues are routed to the right people. (Note, staff would still have access to the directory through the City network.)

Related: Authorship of Council reports can remain as they are the subject matter experts, attributed to the work area, and may speak at a Council meeting. We suggest keeping status quo for these.

Local examples:

- [Metro](#) – only provides info centre contact
- [Surrey](#) – lists general dept/team emails; may not have a centralized contact centre similar to 3-1-1

OPTION 1 – recommended

Approach:

- Remove [QuickFind staff directory](#) from vancouver.ca/contact page
- Redirect https://app.vancouver.ca/qf_net/Default.aspx to <https://vancouver.ca/your-government/contact-the-city-of-vancouver.aspx> (people may have this bookmarked)
- Replace box on the contact webpage about QuickFind with the org structure

s.13(1)



Web edits:

<https://vancouver.ca/your-government/contact-the-city-of-vancouver.aspx>

Add intro to webpage: Find information, ask questions, request services, report issues, or share feedback through our live chat, Van311, online forms or by calling 3-1-1. Our 3-1-1 team is a dedicated, centralized resource to help you connect with the City. They assign requests and issues to the right teams and share feedback with relevant departments.

<p>Visit City Hall at 453 W 12th Ave</p> <p>Get location details and hours</p>	<p>Find a City of Vancouver employee Find information about our departments</p> <p>Search our staff directory See our organizational structure</p>
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Reactive key messages (for option 1):

- We offer a number of ways to connect with the City, including 3-1-1. Visit vancouver.ca/contact for options and to find an overview of our organizational structure.
- The 3-1-1 Contact Centre is the most effective way to get in touch with City staff. It is open 7 days a week from 7 am to 10 pm and has more than 70 agents with extensive City knowledge and provides services in over 170 languages through translation services. Agents route questions, feedback, or issues to various City departments to respond as appropriate.
- People can request City services or report issues through:
 - Calling 3-1-1 (604-873-7000)
 - [Van311](#) (mobile application)
 - Live Chat on our website, vancouver.ca
- Contacts for [media enquiries](#) remain the same.

If pushed:

- The City is committed to providing a safe and respectful work environment, and abusive conduct or comments toward staff are not acceptable.
- Harassment and threats directed at individual staff members is an additional reason for the removal of the staff directory from the City’s website.

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OPTION 2

s.13(1)



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Report Title: Requested Item Details
Run Date and Time: 2024-07-03 13:38:16 Pacific Daylight Time
Run by: Russ O'Neill
Table name: sc_req_item

Requested Item

Number:	RITM0291814	Request Requested for:	Kira Hutchinson
Item:	vancouver.ca requests	Opened:	2024-06-17 11:51:29
Request:	REQ0283436	Opened by:	Kira Hutchinson
Due date:	2024-06-22 11:51:28	Stage:	Fulfillment
Configuration item:		State:	Closed Complete
Watch list:		Assignment group:	Digital Services
Follow up:		Assigned to:	
Priority:	3 - Moderate	Field Dispatch:	false

Request Delivery address:

453 W. 12th Ave. 7th Floor
 Vancouver, BC, V5Y 1V4

Request Special instructions:

Short description:

standard_updates requested for webpage

Additional comments:

2024-06-24 12:12:34 - Kira Hutchinson (Additional comments)

reply from: kira.hutchinson@vancouver.ca

Thank you!

If we want to make that change, any time from now is good, please and thank you!

Kira

2024-06-21 16:16:55 - Alaina Saint Amour (Additional comments)

Hi Kira,

No problem, we can do the redirect next week! For now, I've made the update to the page so any new visitors to <https://vancouver.ca/your-government/contact-the-city-of-vancouver.aspx> can click into the organizational chart :)

Have a great weekend,

Alaina

2024-06-21 16:08:07 - Kira Hutchinson (Additional comments)

reply from: kira.hutchinson@vancouver.ca

Thank you!

Will the redirect go to the landing page:

Contact the City | City of Vancouver<<https://review.vancouver.ca/your-government/contact-the-city-of-vancouver.aspx>>?

Importantly, can we wait until after this weekend please? We don't want our after hours media person getting queries about it if we can help it.

Thanks!

Kira

2024-06-21 15:54:51 - Alaina Saint Amour (Additional comments)

Hi Kira,

Good question! I'll make the change to the page, in the meantime I'm gonna have our tech team work to make the redirect for anyone whose saved the old link.

Thanks a lot,

Alaina

2024-06-19 16:33:19 - Kira Hutchinson (Additional comments)

reply from: kira.hutchinson@vancouver.ca

Hi Alaina, this is great, thank you!

One question, what will happen for any redirect for people who bookmarked the links from this page to Quick Find? Would it re-route to the landing page or org chart? I ask because it may annoy some of the high users if they come to a 404 page.

Is this possible?

Many thanks!

Kira

2024-06-19 16:16:56 - Alaina Saint Amour (Additional comments)

Hi Kira,

Thanks for the ticket, this is what we've drafted up to replace the quickfind: <https://review.vancouver.ca/your-government/contact-the-city-of-vancouver.aspx>

If this works for you and your team, let me know and I'd be happy to publish the live changes.

Thanks a lot,

Alaina

Work notes:

2024-06-25 12:53:49 - Norbert Sikolya (Work notes)

Advised Karen Walker about this redirect so Application inventory be updated with this change.

2024-06-25 11:19:47 - Norbert Sikolya (Work notes)

Redirected https://app.vancouver.ca/qf_net/ to <https://vancouver.ca/your-government/contact-the-city-of-vancouver.aspx> as per request

Loaner Start Return Process:

false

Close notes:

Related List Title: Catalog Task List
Table name: sc_task
Query Condition: Request item = RITM0291814
Sort Order: Number in descending order

1 Catalog Tasks

▼ Number	State	Short description	Assignment group	Assigned to	Due date
SCTASK0362152	Closed Complete	standard_updates requested for webpage	Web Architecture		

Related List Title: Interaction List
Table name: interaction
Query Condition: Sys ID in
Sort Order: Number in ascending order

None