

# Access to Information & Privacy

Access to Information and Privacy (ATIP) Division  
City Clerk's Office, City of Vancouver



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## Land Acknowledgement

The City of Vancouver's Access to Information and Privacy (ATIP) Office respectfully acknowledges that it is situated on the unceded traditional territories of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and səlilwətał (Tsleil-Waututh) Nations.

## Introduction

The ATIP Annual Report provides consistent and comparable data on our City service areas, so that our team can assess challenges, find solutions and create opportunities to lead in best practices for management of information, uphold information access, and protection of personal information using B.C.'s Freedom of Information and Protection of Privacy Act (FIPPA). Access to information, also referred to as Freedom of Information (FOI), metrics have been gathered from various public sector municipalities in B.C. The purpose of these metrics are to be collaborative and promote the important work we do, as well as evaluate how we can continually improve and evolve going forward.

## Who we are

ATIP is a division under the City Clerk's Office. Our team oversees management of information, FOI, and protection of privacy by adhering to legal and regulatory requirements. We are focused on promoting trust, openness, transparency and fairness.

## What we do

ATIP manages\*:

- Formal access to information (FOI) requests under Part 2 of FIPPA, including proactive releases
- All aspects of the City's privacy and personal information protection obligations under Part 3 of FIPPA
- Corporate records and information management
- Ombudsperson's complaints and early resolution files for the Vancouver Board of Parks and Recreation, Vancouver Public Library (VPL), Board of Variance, and the Pacific National Exhibition (PNE)

*\*Delegated to administer FOI, privacy, and records and information management for the Vancouver Board of Parks and Recreation (Park Board)*

## Purpose

This report is an annual review of our team's successes and how our service area compares to other municipal public bodies in B.C. Our intent is to showcase what we do, what we have delivered in 2024, and how we keep evolving. The Annual Report is to be used as a resource to be shared with those in our field and publicly to those interested in what we do. Our approach is about raising awareness and creating positive connections with colleagues, citizens and business partners. Detailed metrics and commentary are provided in the following pages.

## Significant 2024 Milestones

The following data is considered items of note in 2024.

### Access to Information – FOI Requests

**17 Days\*** – the average response time for FOI requests in 2024.

- A substantial decrease from 2023 (21 days), and a significant decrease from 2021, which was the highest average at 28 days.

*\*Metric is corrected for the following outliers: FOI files under review at the Office of the Information and Privacy Commissioner (“OIPC”), large files that require an additional OIPC extension under s.10(2) of FIPPA. Files that have been transferred to another public body, abandoned or withdrawn are calculated as zero days (OIPC review = 30 files, abandoned or withdrawn files = 146 files, transferred files = 13).*

**7 per cent** – decrease in the number of formal FOI requests received, compared to 2023.

- After two years of increases in formal FOI intake volume, this year experienced a slight decline (756 requests) compared to the record number of FOI requests received in 2023 (807 requests).<sup>1</sup>

**17 per cent** – percentage of FOI requests from the press/media.

- A one per cent increase from 2023. Despite experiencing a minor percentage increase, the actual number of media requests decreased from 130 in 2023 to 125 in 2024.

**\$0** – amount received for FOI application fees.

- Regarding the passing of Freedom of Information and Protection of Privacy Amendment Act, 2021 (Bill 22) on November 25, 2021, the City continues to observe the right to [not issue an FOI application fee of \\$10](#).

### Protection of Privacy

**67** – total number of Privacy Impact Assessments (PIAs) received.

- A 72 per cent increase from 2023. This number includes both addendums and amendments to existing PIAs. As the Privacy Management Program continues to mature, the Privacy Office is continually developing new procedures and templates to ensure PIAs are maintained as “living documents” that reflect ongoing updates to existing programs.

**290** – total number of external and internal privacy inquiries (reviews and consultations) received.

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<sup>1</sup> It remains worth noting that the FOI Office moved requests for underground storage tank (UST) data into the routine “fee for service” request queue (ATIP received approximately 30 requests per year prior to 2020). This change was initially seen as a contributing factor to lower intake numbers in previous years, but the increased public awareness of access requests appears to have made up for the difference. Requests relating to law enforcement investigations have also been removed from the standard FOI process as of 2023 (see table 6).

- A nine per cent increase from 2023, indicating a slight but continued increase in awareness regarding privacy matters, likely due to the increase in routine quarterly ATIP training promoted across the organization.

**9** – closed-circuit television (CCTV) applications or amendments received.

- A 25 per cent decrease from 2023, no trend has been noted.

**202** – law enforcement requests received.

- A 92 per cent increase since 2023. Law enforcement agencies have been very receptive to the process, which was introduced by the Privacy Office in 2022. Demand is rapidly increasing as law enforcement bodies become aware of this new means to request records.

## Records Management

NOTE: The City of Vancouver uses a centralized records system, referred to in the Annual Report as the Electronic Document and Records Management System (EDRMS), also known as VanDocs, to manage both physical and electronic records.

**15.3 TB** – EDRMS records storage usage at year end.

- This is an increase of 1.2 Terabytes (TB) from 2023 (eight per cent increase).

**4.38 million** – total number of documents in EDRMS in 2024.

- This is a four per cent increase from 2023. The average growth rate for the past five years is 4.71 per cent.

**10,629** – total number of electronic documents transferred from EDRMS to City of Vancouver Archives as part of the annual records disposition process.

- A further 264 boxes of physical records were transferred to the City of Vancouver Archives for preservation and future use.

**207,257** – total number of electronic documents removed from EDRMS, as part of the annual records disposition process.

- As a result of the 2024 annual disposition cycle, we saved 153 gigabytes of data storage (a cost savings of \$1,838). We also destroyed 513 boxes of paper records stored in Iron Mountain, which resulted in an annual storage savings of \$3,153.

## Access to Information

Public access to City records that are not available to the public for free or on a fee for service basis are handled through the FOI process. FIPPA allows applicants to request records from the City of Vancouver and Park Board that are not routinely available on a fee for service basis or free of charge. The City's FOI office has a robust and fully documented process for responding to access to information requests for records. Records are reviewed for exceptions and exemptions under FIPPA prior to public release.

### 2024 Access to Information – Highlights

**Right to Know Week (RTKW)** – recognized across Canada every year in September, it aims to raise Canadians' awareness of their right to access government information and to promote FOI as an essential right in a democracy. This past year, ATIP marked its third annual RTKW by spotlighting the most commonly applied exemptions and exceptions under FIPPA during the review of City records for release.

**FOI case management system** – In 2024, a decision was made to explore building a future in-house FOI case management system that integrates with the City's enterprise framework instead of hiring a third-party vendor. This project will be developed in phases and involve reviewing the entire lifecycle of the FOI request in depth which will involve engaging applicants to ensure the FOI process is easily accessible.

**Proactive release procedure** – Developed a [Proactive Information Disclosure Policy](#) which applies to records that may be approved and scheduled for Proactive Disclosure and posting on the City's external websites on a routine basis. Policy was written to demonstrate ATIP's commitment to transparency.

**Indigenous sovereignty** – Updated notification correspondence when contacting Indigenous public bodies to consult about releasing or withholding their information under sections 16, 18, and 18.1 of FIPPA. The updated approach places greater emphasis on respecting the rights and interests of Indigenous communities, in full compliance with these sections of FIPPA. This revision aims to strengthen relationships and support a more collaborative and culturally sensitive approach to information governance.

**Updated website** – The Access to Information [public facing website](#) has been updated to make it easier and accessible for the public to file an FOI request and better understand what information is publicly available and routinely available for a fee.

### 2024 Access to Information - Service Metrics

After setting a new record-high for formal FOI requests received in 2023 at 807 requests, 2024 saw a seven per cent decrease in the number of requests received – the largest decrease since the transition from 2019 to 2020. Despite this, the number of requests submitted by applicant type continued on a similar trend, with the percentage of media and individual applicants remaining consistent over the past three years. Although the overall number of requests received was 51 less than the previous year, requests received by individuals were only seven less than 2023’s tally, which suggests that increased awareness of the access to information service and the absence of an application fee continues to promote engagement with the individual applicant type (see Table 4).

Table 1 and Figure 1 on the following page provide this information in numeric and graphic form.

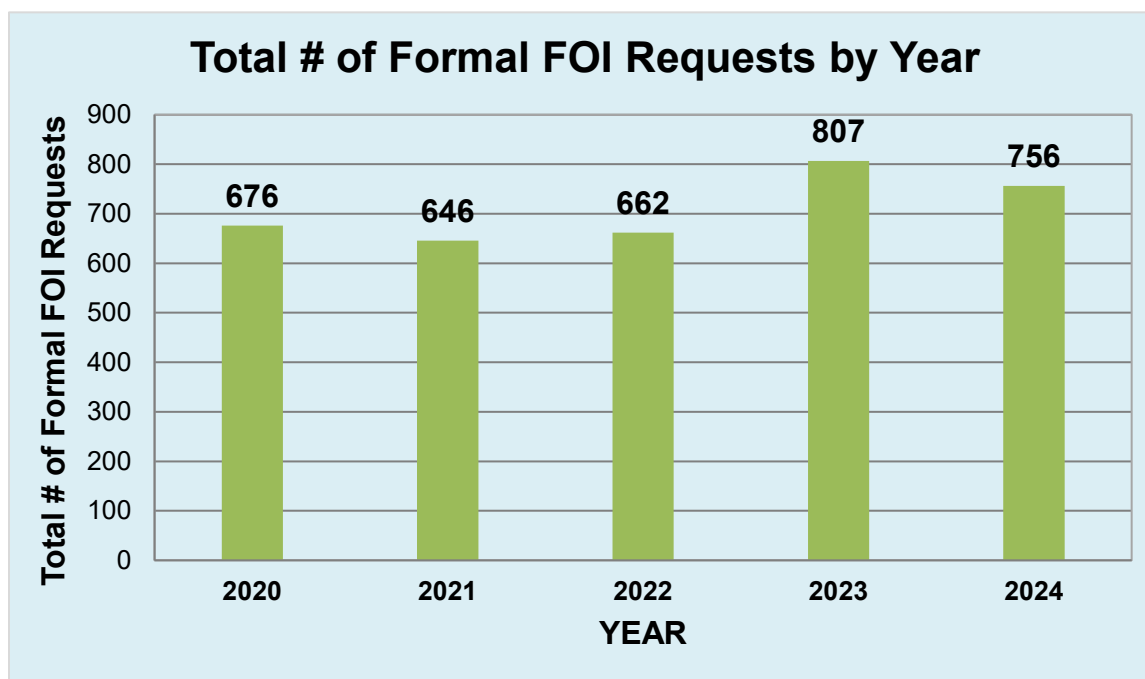
NOTE: In 2020 the decision was made to move routine requests for underground storage tank data, previously handled as FOI requests, to a fee for service queue. In 2020, 16 requests were made for underground storage tank data, 22 requests in 2021, 14 requests in 2022, 12 requests in 2023, and 13 in 2024.

**TABLE 1: Total Number of Formal FOI Requests by Year (2020-2024)**

Year	2020	2021	2022	2023	2024
<b>Total # of FOI requests</b>	676	646	662	807	<b>756</b>
<b>% Increase from previous year*</b>	- 9%	- 5%	3%	20%	<b>-7%</b>

*\*Percentages are rounded to the closest whole number*

**FIGURE 1: Total Number of Formal FOI Requests by Year (2020-2024)**



**BC Public Bodies (Municipalities and Regional Districts) - 2024 Comparative FOI Request Metrics**

A survey of B.C. public bodies was conducted in 2025 to gather 2024 data. The results of the 2024 comparative FOI metrics are provided in Table 2 below with the permission of the participating public bodies.

**TABLE 2: 2024 Freedom of Information Requests – B.C. Public Bodies (Municipalities and Regional Districts)**

Municipality or Regional District	Number of formal FOI requests received	Number of fee estimates issued	Percentage of requests completed within 30 days*
City of Abbotsford	393	92	98%
City of Chilliwack	85	3	96%
City of Delta	147	22	97%
City of Kelowna	97	11	81%
City of New Westminster	66	12	98%
City of North Vancouver	116	5	94%
City of Port Coquitlam	52	2	92%



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City of Port Moody	35	5	46%
City of Surrey	675	11	97%
<b>City of Vancouver</b>	<b>756</b>	<b>166</b>	<b>83%</b>
City of White Rock	37	3	NA
Resort Mun. of Whistler	35	4	86%
<b>Districts</b>			
Fraser Valley Regional	98	52	98%
Hope	56	2	100%
Maple Ridge	223	6	92%
North Vancouver	207	28	98%
<p>*As per FIPPA, the initial 30 business day response deadlines can be extended for several reasons and remain in statutory compliance, most commonly:</p> <ol style="list-style-type: none"> <li>1. request requires clarification, s.10(1)(a); and/or</li> <li>2. a large number of records must be searched and compiled, s.10(1)(b); and/or</li> <li>3. the records require other public body or third party consults, s.10(1)(c).</li> </ol>			
NOTE: *Percentages are rounded to the closest whole number			

**City of Vancouver – Comparative FOI Request Metrics (2020 to 2024)**

The following metrics give an idea of the FOI work that is conducted for the year. Tables 3 and 4 provide detailed metrics whereas Figures 2 and 3 provide visual images to present the information proportionally.

**TABLE 3: Foundation Metrics**

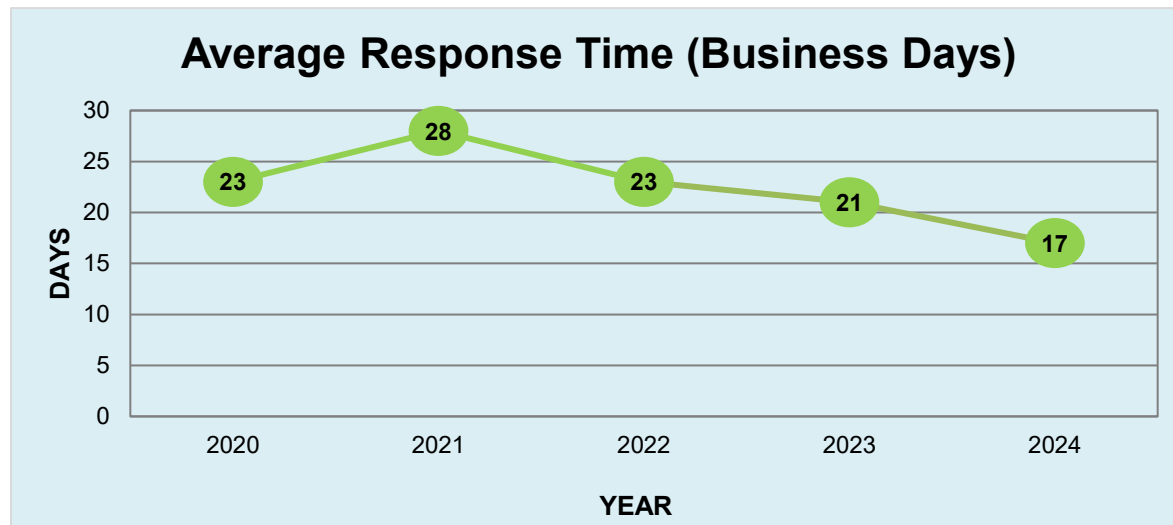
FOI Activities	2020	2021	2022	2023	2024
<b>FOI requests logged</b>	676	646	662	807	<b>756</b>
<b>Total pages released</b>	54,712	31,379	34,425	33,241	<b>20,805</b>
<b>Average response time*</b>	23	28	23	21	<b>17</b>
<b>Number of OIPC reviews**</b>	26	17	23	17	<b>30</b>
<b>OIPC reviews as %</b>	3.85%	2.60%	3.47%	2.11%	<b>3.96%</b>

\*Number of business days

\*\*NOTE: Applicants can request a review by the Office of the Information and Privacy Commissioner (OIPC) if they are dissatisfied with any aspect of the handling of their FOI

request. Third parties can also request a review if the City is unable to withhold their business information under s.21(1) of FIPPA.

**FIGURE 2: Average Response Times (Days) – 2020 to 2024**

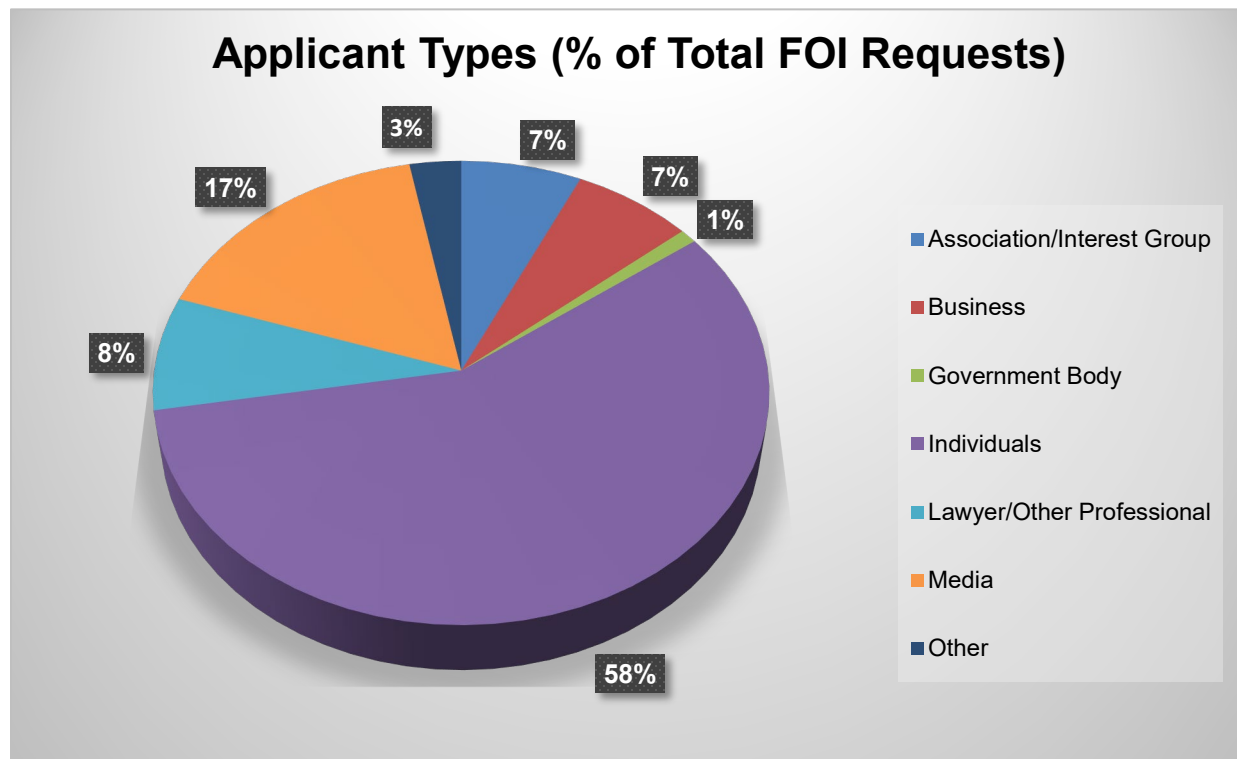


**TABLE 4: Applicant Types – 2020 to 2024**

Applicant Types	2020	2021	2022	2023	2024
Total number of FOI files	676	646	662	807	756
<b>Total Number</b>					
Association/Interest Group	25	36	26	55	52
Business	66	80	57	71	53
Government Body	7	16	14	4	2
Individuals	369	346	356	448	441
Lawyer/Other Professional	119	84	93	95	63
Media	77	67	112	130	125
Other	13	17	4	4	19
<b>Total Percentage*</b>					
Association/Interest Group	4%	6%	4%	7%	7%
Business	10%	12%	8%	9%	7%
Government Body	1%	2%	2%	1%	1%
Individuals	54%	54%	54%	56%	58%
Lawyer/Other Professional	18%	13%	14%	12%	8%
Media	11%	10%	17%	16%	17%
Other	2%	3%	1%	1%	3%

\*Percentages are rounded to the closest whole number (Percentages may not total 100 due to rounding)

**FIGURE 3: 2024 Requester/Applicant Types (% of Total FOI Requests)**



### FOI Proactive Releases

ATIP has been at the forefront of proactive publishing of completed FOI requests since 2016 ([vancouver.ca/your-government/freedom-of-information](https://vancouver.ca/your-government/freedom-of-information)); however, only a percentage of FOI response packages are posted publicly. As per the website, FOI packages that contain personal information, confidential City information, and/or confidential third-party information are not published.

The goal is to provide material that expands the understanding of a topic where there is more fulsome information publicly available, while ensuring personal, sensitive and confidential information is protected.

To be more specific, the following responsive record packages are not posted:

#### Personal information:

- Requested records that have to do with, for example, a residential address, parking tickets, 3-1-1 phone recording, an employee personnel matter, attendance at a community centre or an animal control file (i.e. dog bite).

**Third party or City confidential information:**

- Information in an FOI record package that is actively under review at the Office of the Information and Privacy Commissioner (OIPC).
- Information that has a high level of sensitivity or confidentiality of a matter at present day and currently adds no value (would not enhance or add any information to what has already been made public).
- File has to do with a sensitive or confidential matter (i.e. involving an investigation).

**Also not released:**

- Transferred files (to other public bodies).
- Abandoned or withdrawn files (these are files where an applicant has not paid a fee or clarified a request).

**TABLE 5: Proactive FOI Releases, 2020 to 2024**

	2020	2021	2022	2023	2024
<b>FOI requests proactively released*</b>	249	269	263	322	282

\*Number is the total amount released in that year and does not mean that the file was from that year. For example, a file from 2022 can be released in 2023 or 2024 depending on whether the request was extended or under review at the OIPC.

**Other proactive releases:**

- [Routinely Available Information Catalogue](#) identifies the most requested public records and distinguishes between those available without formal request and those requiring submission of a request under the Freedom of Information and Protection of Privacy Act.
- [In camera decisions and related reports](#) are routinely reviewed on a quarterly basis. Once these documents are no longer deemed confidential, they are made publicly available. Staff appointments made in camera are released shortly after the meeting.
- [City Manager’s emails and memos to Mayor and Council](#) correspondence from the City Manager and Deputy City Managers to the Mayor and Council are regularly reviewed and released to the public monthly. These documents contain only non-confidential, non-privileged information.
- **Mayor and Council Calendars** are released monthly. These calendars can be accessed by the public through the City’s official website under the respective elected official’s profile.

## Corporate Records and Information Management (CRIM)

The ATIP division of the City Clerk's Office administers the CRIM program. Record keeping at the City is governed by the Vancouver Charter, the Records Management By-law No. 9067, and the Records and Information Management Policy (ADMIN-009), and applies to all departments and all records. CRIM is responsible for developing, maintaining and implementing records management policies, standards, guidelines and best practices. In addition to providing advice, guidance and training to departments, CRIM is responsible for VanRIMS (the City's retention policy), VanDocs (the City's EDRMS), off-site storage and records disposition.

### 2024 Corporate Records Management – Highlights

**“DRC Superstar” recognition program** – Departmental Records Coordinators (DRCs) are designated contacts in each business unit who support implementation and adherence to records management policy and procedures. The DRC Superstar contest was held for the sixth year in a row. Two employees were recognized for their support and promotion of compliance with records management policies, procedures and best practice. This award aims to recognize the work carried out by the 320 designated departmental records coordinators who promote good record keeping in their individual work areas.

**Records @ Work** – Recognized *Records @ Work* month through a series of events and communications including a contest and a case study published on the City's intranet. The case study discussed a digitization project highlighting digitization errors to avoid and steps to ensure a successful and cost-effective outcome. In addition, the ATIP team facilitated a town hall presentation where the CRIM panel answered questions submitted by attendees related to records management best practices, EDRMS functionality and digitization.

**Outreach and education** – Initiated work with Technology Services Learning Support Specialists to develop an advanced training course for DRCs. Provided two “Ask Me Anything about RIM” town hall presentations to our DRC community. Published two bulletins targeted towards best practices for bulk importing records into the City's EDRMS, and best practices for sending inactive paper records to off-site storage.

**M365 records governance** – CRIM participated in the Data Governance Standards Working Group, contributing to the City of Vancouver's Data Governance Framework. This framework is a structured and comprehensive set of guidelines, principles, policies, and processes designed to govern the management and use of data at the City. It defines the roles and responsibilities of various stakeholders involved in data governance, establishes decision-making procedures, and outlines the rules for data-related activities throughout the data lifecycle. Guidance developed for M365 and OneDrive to facilitate the migration of records from F Drives (personal) to the cloud (i.e., OneDrive), ensuring alignment with records-keeping best practices.

**Records and Information Management Policy review** – Conducted a detailed review of the [Corporate Records and Information Management Policy](#), as part of the scheduled policy review process. The policy was updated to reflect current records landscape and to reinforce responsibilities of departmental heads.

**Records disposition** – The annual disposition review process experienced a faster approval response rate with 80 per cent of approval packages completed on schedule. All approved records were processed for disposition, including the transfer of eligible physical and digital archival records from EDRMS to the City of Vancouver Archives custody.

**EDRMS upgrade** – EDRMS system upgrade and training guidance completed in August. Phase 2 commenced shortly after to establish integration between the M365 environment and EDRMS. Completion targeted for early 2025. Once in place, users will be able to seamlessly file records from “the cloud” (Exchange Online, Word and Excel Online) to EDRMS and register SharePoint documents in EDRMS, so that they can be managed by VanRIMS.

**EDRMS user account management** – Completed licence review to identify positions that can be shifted from costly read-write licences to less expensive read-only licences. In total, 156 read-write users were demoted to read-only licenses based on the position profile review (a savings of \$161,768).

**Vital records** – Conducted a high-level gap analysis of the current state of vital records protection and identified areas for improvement. Developed a proposed framework for managing the vital records program, including a process for reviewing and identifying vital records that dovetails with the business resumption plan review process.

**Memo to Elected Officials** – Communication sent to Elected Officials sent mid-term as a reminder of information management obligations, [2024-07-19-reminder-information-management-obligations](#).

## 2024 Corporate Records Management – Service Metrics

**292** – staff attended EDRMS instructor-led training (Foundation and DRC) in 2024. Instructor-led courses continued to be delivered online with success.

**764** – visits to the *EDRMS Essentials* e-Learning modules in 2024.

**4.38 million** – documents in EDRMS (4 per cent increase from 2023). The average annual number of new documents added for the past five years is 318,417, while the average annual net growth is 160,306 (4.4 per cent).

**2,843** – technology help calls were resolved (a 6.7 per cent increase over 2023 calls) in 2024. This is the largest number of help calls resolved since 2019.

## Privacy Management Program

Privacy metrics have been documented since 2018, when the City of Vancouver implemented a dedicated Privacy Analyst position. Our current core privacy metrics are the annual number of Privacy Impact Assessments received, the number of closed-circuit television (CCTV) applications and amendments, as well as inquiries from the public and internal staff.

### 2024 Privacy Management Program – Highlights

**Data Privacy Week** – In January 2024, ATIP marked Data Privacy Awareness Week with a campaign focused on educating staff about understanding how to recognize and report a privacy incident. FIPPA requires all privacy incidents that may result in significant harm (e.g. identity theft, bodily harm, humiliation, financial loss, etc.) to be reported to affected individuals and the Privacy Commissioner.

**Public facing website** – A [public-facing website](#) has been developed to inform citizens about how the City handles privacy protection, featuring the Privacy Policy, the Personal Information Directory, steps for filing a privacy complaint, and other related privacy resources.

**Privacy incident protocol** – A robust privacy breach protocol using continuous process improvement (CPI) methodology has been developed and complemented by an incident management team process, developed by the Chief Risk Officer to manage higher risk privacy breaches in a seamless and collaborative manner. Protocol incorporates direction around FIPPA's privacy breach notification requirements and also forms a critical component of the City's larger privacy management program.

**Internal organizational awareness** – Created a privacy awareness poster to complement existing messaging for employees, ensuring accessibility both with and without network access. The poster focused on promoting respect for others' privacy, addressing behaviors like snooping, recording, collecting personal data, and storing sensitive information.

**Targeted awareness for community centres** – Developed specific privacy guidance for community centers, emphasizing that FIPPA applies to the protection of personal information. This includes the handling of both employee and client personal information, regardless of whether the community center is listed under the Joint Operating Agreement (JOA).

**Law enforcement requests** – Developed a formal procedure document to ensure a consistent approach in handling information requests from public bodies related to investigations.

**AI privacy reviews** – Collaboration with business areas across the organization to develop and implement an AI Framework to review the opportunity for efficiencies while ensuring privacy protection on upcoming projects.

## Privacy Management – Service Metrics

### Privacy Impact Assessments (PIAs)

A PIA is a legally required assessment that determines if a program or initiative meets the privacy protection provisions in Part 3 of FIPPA. PIAs are required for any initiative that collects, uses, discloses, stores or destroys personal information. CCTV applications and amendments, which assess the privacy compliance of CCTV installations, are also deemed to be PIAs.

### CCTV Applications

These are a specific type of PIA that solely review City owned and managed camera installations. A CCTV application reviews whether the camera installation has the ability to capture personal information (such as imagery or video of persons), and if it does, records how the personal information is collected, recorded, stored, used, disclosed and destroyed. CCTV applications demonstrate compliance with FIPPA and the City’s CCTV systems policy and procedures.

### Internal and External Inquiries

In addition to collecting metrics on PIAs and CCTV applications, we also collect data on internal consultations (privacy matters) with staff and external (non-staff) inquiries (privacy queries) received. Table 6 and Figure 4 below show all four distinct privacy activities and a comparison to previous years.

**TABLE 6 - 2020 to 2024**

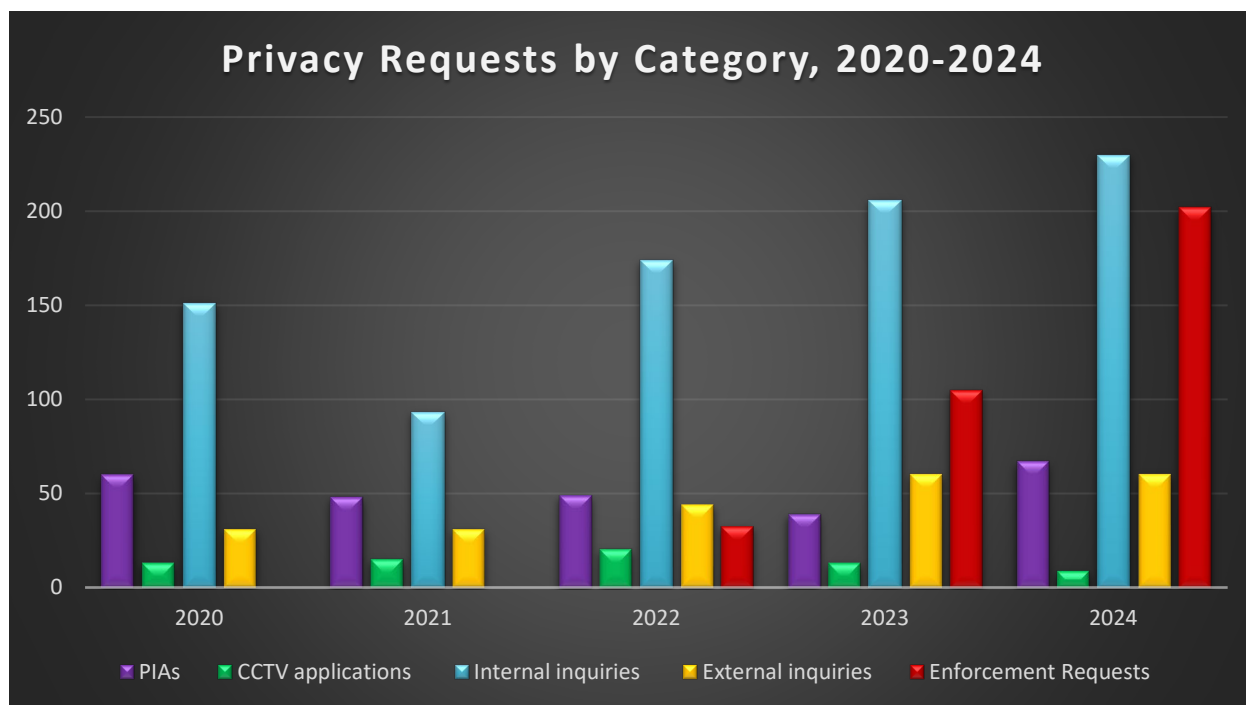
Privacy Activities	2020	2021	2022	2023	2024
Privacy Impact Assessment (PIA) applications received	60**	48*	49	39	67
CCTV applications or amendments	13	15	20	13	9
Internal inquiries (internal privacy matters)	151	93	174	206	230
External inquiries (external privacy queries)	31	31	44	60	60
Enforcement Requests (requests for information under s.33(3)(d) of FIPPA)	N/A	N/A	33	105	202

\*32 PIAs and 16 addendums (an addendum is an additional, secondary PIA that is complementary to the primary PIA)

\*\*50 PIAs and 10 addendums



**FIGURE 4: Number of Privacy Requests by Category (2020-2024)**



### Ombudsperson Complaints

The Provincial Ombudsperson is legislated to handle all complaints regarding administrative fairness of municipalities. The legislation allows the Ombudsperson to investigate as fully and completely as is required to settle the complaint. Complaints for, or about, the City of Vancouver that require a full investigation by the Ombudsperson are handled by the ATIP Director as delegated by the City Clerk. The Ombudsperson publishes an annual report, providing a detailed summary of the work of the office for the previous year.

For the Ombudsperson's detailed annual report (2023/2024), please visit their website at <https://bcombudsperson.ca/annual-reports/>.

### Proof of Residence

Two staff members of our division are Commissioners for Affidavits for B.C. in the course of their duties for the City of Vancouver. The affidavits are specific to legal matters that require a "Proof of Residence." For example, some countries require persons eligible for a pension from their country, who reside in Vancouver on a permanent basis, to provide proof of residence each year in order for them to continue to collect their pension.

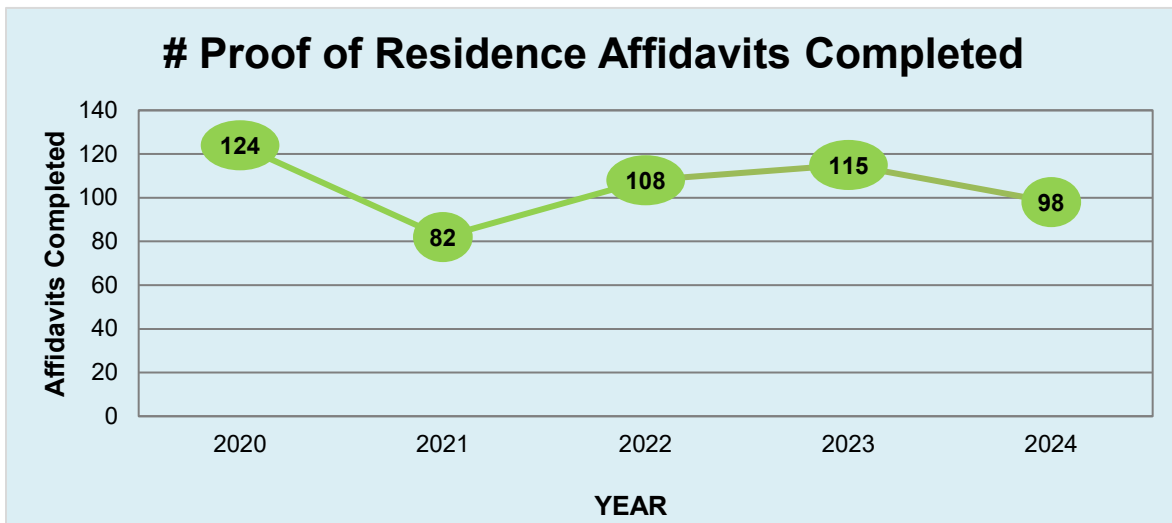
The service is free to Vancouver residents. Most of the people using the service are seniors who might otherwise have to pay a fee to a Notary Public to obtain the same documents.

A total of 98 applications were processed in 2024, which is a decrease in 17 applications compared to the previous year. Our office continues to assist residents requiring statutory declarations (including first-time visitors) in person, and has been able to continue to remotely assist residents who have already been processed in our system in previous years and whose government or pension organization allows their forms to be completed digitally.

**TABLE 6: Proof of Residence Affidavits Completed – 2020 to 2024**

Year	Proof of Residence Affidavits Completed
2020	124
2021	82
2022	108
2023	115
2024	98

**FIGURE 5: 2020 to 2024, Proof of Residence Affidavits Completed**



## Opportunities

### Looking ahead

In 2025, ATIP is excited to advance several initiatives aimed at strengthening information compliance and awareness – several upcoming opportunities are as follows:

- ❑ Development of an information compliance monitoring program, or "health checkup" for 2026 implementation to ensure records, privacy protections and access to information is understood and upheld.
- ❑ Recalibration of existing resources to establish a new Corporate Records Governance Manager position, designated as a position of trust, enhancing oversight and management of corporate records, without additional funding.
- ❑ Recalibration of existing resources to create a new (temporary full time) Privacy Administrator position, supporting the management and protection of privacy-related information.
- ❑ Roll-out of an interactive and inclusive training module, using Articulate software, to clarify employee expectations when it comes to FOI, privacy protection and managing records. This module will be mandatory for all employees across the organization and is designed with accessibility in mind.
- ❑ Review and refresh ATIP positions upon vacancy to build and bolster the organization's information knowledge base.
- ❑ Development of a vital and critical records program for business continuity planning.
- ❑ Preparation for upcoming events, such as the by-election and FIFA to ensure access to information and privacy protections are upheld.
- ❑ Continued exploration of AI efficiencies with a focus on prioritizing personal privacy, transparency and fairness.

Looking forward to sharing highlights and reviewing how things evolve in 2025.

Stay tuned and warm regards,

Cobi Falconer, Director, Access to Information and Privacy, and the ATIP team



[vancouver.ca/freedom-of-information](https://vancouver.ca/freedom-of-information)

The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the xʷməθkʷəy̍əm (Musqueam), Sḵw̓x̓wú7mesh (Squamish), and səliłwətał (Tsleil-Waututh) Nations.