

From: ["van Dyk, Donny"](#)

To: ["Direct to Mayor and Council - DL"](#)

Date: 10/27/2025 8:32:42 AM

Subject: 2024 Annual City Clerk's Correspondence Report

Attachments: 2024 Annual City Clerk's Office Correspondence Report.pdf

---

Dear Mayor and Council,

Please find attached the 2024 Annual City Clerk's Office Correspondence Report, summarizing correspondence data collected from Business and Election Services, Legislative Operations, and the Protocol Office between January and December 2024.

Key highlights from the report include:

- 10,221 correspondence items 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)
  - 52% of correspondence received personalized responses and a total of 5,323 responses were sent, 4,455 from the Council Correspondence Coordinator and 868 from department staff
  - Cases were closed within an average of 3.5 business days, which is within the 10-business day Service Level Agreement
- 473 event invitations processed for Mayor and Council and provided 24 in-person City Hall tours
- 2,009 public hearing correspondence items received by the City Clerk's Office
  - 253 speakers registered and 278 speakers heard during public hearings
- At Council meetings and Standing Committees:
  - 76 speakers registered and 68 speakers heard during Council meetings
  - 773 speakers registered and 582 speakers heard during Standing Committee meetings
- 38 official visits, 30 events, ceremonies, and recognitions, 238 micro-wedding spots, 258 City Hall Illuminations, and 13 flag half-mastings managed by the Protocol Office

If you have any questions, please contact Katrina Leckovic, City Clerk, at [Katrina.Leckovic@vancouver.ca](mailto:Katrina.Leckovic@vancouver.ca)

Thanks,  
Donny

Donny van Dyk (he/him)  
City Manager  
City of Vancouver



(Musqueam), Squamish (Squamish), and Tsleil-Waututh (Tsleil-Waututh) Nations.



# **2024 Annual City Clerk's Office Correspondence Report**

City Clerk's Office

October 20, 2025

# Contents

- 1. Introduction ..... 2
- 2. Summary of 2024 Correspondence Trends ..... 2
- 3. Correspondence Improvements in 2024 ..... 4
- 4. Business and Election Services ..... 4
  - 4.1 Mayor and Council Correspondence ..... 4
    - 4.11 Categories and Topic Trends..... 6
    - 4.12 Local Area (Neighbourhood) Volumes and Trends..... 9
    - 4.13 Correspondence Sources ..... 14
    - 4.14 Correspondence Response Rates..... 16
  - 4.2 Event Invitations ..... 20
  - 4.3 City Hall Tours ..... 20
- 5. Legislative Operations..... 21
  - 5.1 Public Hearing Correspondence ..... 21
  - 5.2 Council and Standing Committee Meeting Speakers ..... 26
- 6. Protocol Office..... 30
  - 6.1 Official Visits ..... 30
  - 6.2 Events, Ceremonies, and Recognitions ..... 30
  - 6.3 Micro-Weddings ..... 32
  - 6.4 City Hall Illuminations and Flag Half-Mastings ..... 33
- 7. Looking Ahead to 2025 ..... 34

## 1. Introduction

The purpose of this report is to provide an annual review of the correspondence processed within the City Clerk’s Office in 2024.

Data from 2024 have been collected from Business and Election Services, Legislative Operations, and the Protocol Office, and will be discussed in the sections below. Comparisons with data collected in previous years will also be provided if the information is available.

Please note that this report 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 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.

## 2. Summary of 2024 Correspondence Trends

A summary of the data collected in 2024 is displayed in Table 1 below.

**Table 1: 2024 Correspondence Data Summary**

<b>Business and Election Services</b>	<b>Mayor and Council Correspondence: Volumes and Sources</b>	<ul style="list-style-type: none"><li>• <b>10,221</b> correspondence items received in total<ul style="list-style-type: none"><li>○ <b>4,643</b> submitted on the Contact Mayor and Council web form</li><li>○ <b>3,827</b> received through the Mayor’s Office*</li><li>○ <b>1,450</b> received from 3-1-1</li><li>○ <b>193</b> received individually from councillors*</li><li>○ <b>108</b> received by the City Clerk’s Office</li></ul></li></ul> <p><i>*Only tracked when entered into the case management system.</i></p>
---	--	---

<b>Business and Election Services</b>	<b>Mayor and Council Correspondence: Popular Topics</b>	<ol style="list-style-type: none"> <li>1. Recertifying Vancouver as a Living Wage Employer*: <b>937</b></li> <li>2. Strata Title and Cooperative Conversion Guidelines: <b>694</b></li> <li>3. Allowing Gas Heating and Hot Water in New Construction*: <b>685</b></li> <li>4. Jericho Lands Policy Statement*: <b>494</b></li> <li>5. Israel 76th Independence Day Illumination: <b>462</b></li> </ol> <p><i>*Council meeting and Standing Committee agenda items</i></p>
	<b>Mayor and Council Correspondence: Top Neighbourhoods</b>	<ol style="list-style-type: none"> <li>1. Downtown: <b>1,156</b></li> <li>2. Kitsilano: <b>711</b></li> <li>3. Mount Pleasant: <b>685</b></li> <li>4. Grandview-Woodland: <b>544</b></li> <li>5. West End: <b>509</b></li> </ol>
	<b>Mayor and Council Correspondence: Response Rates</b>	<ul style="list-style-type: none"> <li>• <b>52%</b> of correspondence received personalized responses <ul style="list-style-type: none"> <li>○ <b>5,323</b> responses were sent <ul style="list-style-type: none"> <li>▪ <b>4,455</b> from the Correspondence Coordinator</li> <li>▪ <b>868</b> from department staff</li> </ul> </li> </ul> </li> <li>• <b>4,898</b> cases were closed with acknowledgement</li> <li>• Cases were closed within an average of <b>3.5</b> business days</li> <li>• <b>95%</b> of cases were closed within the 10-business day Service Level Agreement</li> </ul>
	<b>Mayor and Council Event Invitations</b>	<ul style="list-style-type: none"> <li>• <b>473</b> event invitations for Mayor and Council</li> </ul>
	<b>City Hall Tours</b>	<ul style="list-style-type: none"> <li>• <b>24</b> in-person City Hall tours</li> </ul>
<b>Legislative Operations</b>	<b>Public Hearing Correspondence</b>	<ul style="list-style-type: none"> <li>• <b>2,009</b> public hearing correspondence items</li> <li>• <b>253</b> speakers registered</li> <li>• <b>278</b> speakers heard</li> </ul>
	<b>Council and Standing Committee Meeting Speakers</b>	<ul style="list-style-type: none"> <li>• <b>76</b> speakers registered for Council meetings</li> <li>• <b>68</b> speakers heard during Council meetings</li> <li>• <b>773</b> speakers registered for Standing Committee meetings</li> <li>• <b>582</b> speakers heard during Standing Committee meetings</li> </ul>

<b>Protocol Office</b>	<b>Visits, Events, Weddings, Illuminations, and Half-Mastings</b>	<ul style="list-style-type: none"> <li>• <b>38</b> official visits</li> <li>• <b>30</b> events, ceremonies, and recognitions</li> <li>• <b>239</b> micro-wedding spots offered <ul style="list-style-type: none"> <li>○ <b>223</b> micro-wedding spots sold</li> </ul> </li> <li>• <b>258</b> City Hall Illuminations</li> <li>• <b>13</b> flag half-mastings</li> </ul>
----------------------------	---	--

### 3. Correspondence Improvements in 2024

In 2024, the City Clerk’s Office implemented the following improvements to the correspondence processes:

- Enhanced the Council Correspondence Dashboard for faster performance, auto-refreshing every 30 minutes instead of loading live data, which improved its usability for Council and staff.
- Automated the process for creating the Monthly Council Correspondence Report, which reduced time-intensive manual processes and improved the accuracy for reported data.
- Reduced the volume of manually entered email campaigns and form/template letters in the case management system to decrease staff workload and enhance the quality of the Council correspondence data.
- Supported ongoing improvements to the City’s website to clearly communicate submission deadlines and legal requirements for public hearing materials, including the requirement that submissions received after the closure of comments cannot be accepted.
- Implemented the updated Illumination Policy, which will help reduce ineligible applications by providing clearer guidelines as well as streamlining administrative processes.

### 4. Business and Election Services

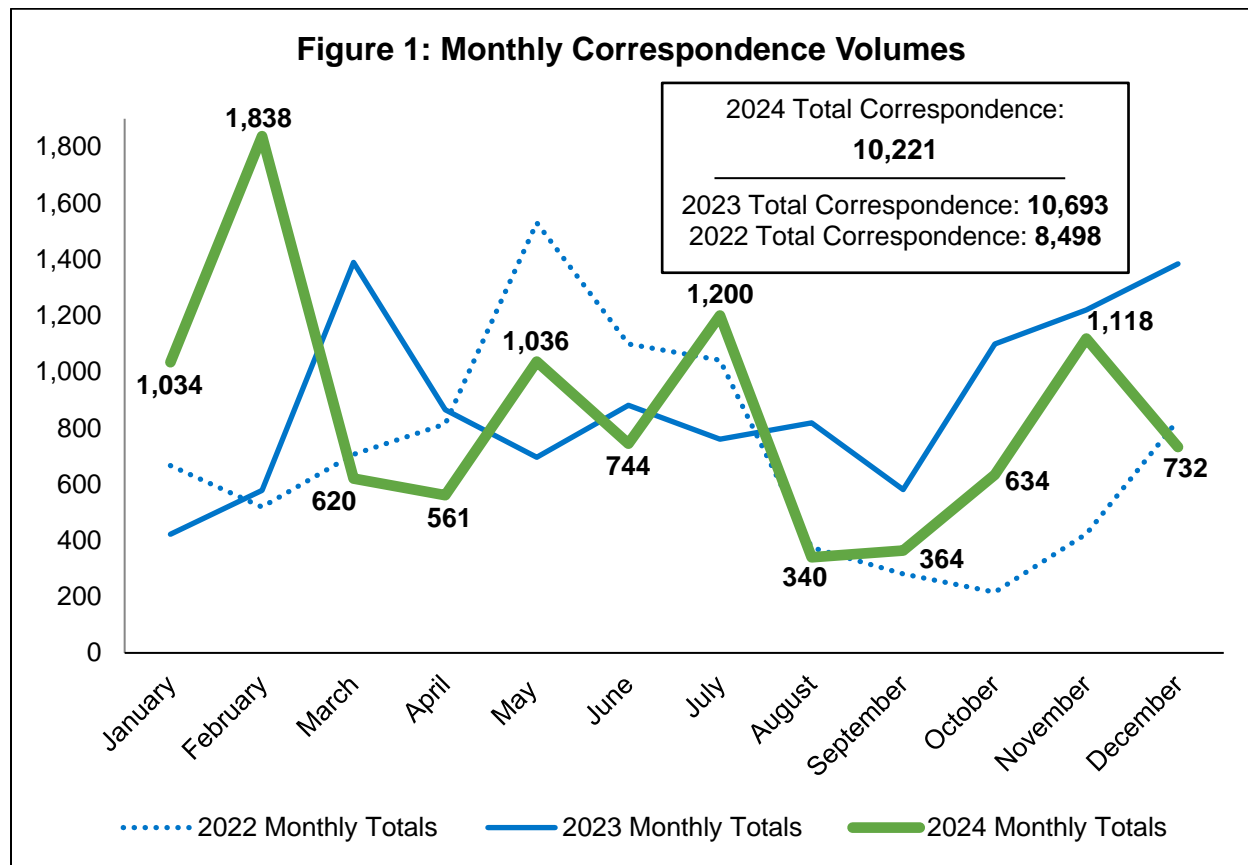
#### 4.1 Mayor and Council Correspondence

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 and several other departments. 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 related to upcoming Council meeting and Standing Committee agenda items as well as a monthly report for correspondence trends.

In 2024, Council received a total of 10,221 correspondence items, which was a 4% decrease from the 10,693 correspondence items received in 2023. This decrease may be attributed to a process change implemented in March 2024, when the tracking of email campaigns consisting of template/form letters received from Council members' individual mailboxes was discontinued due to the limited substantive content in this type of correspondence.

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 below, correspondence volume trends throughout the years have been similar, where there is usually a decrease during the Council break between August and September, and a steady increase after the break.



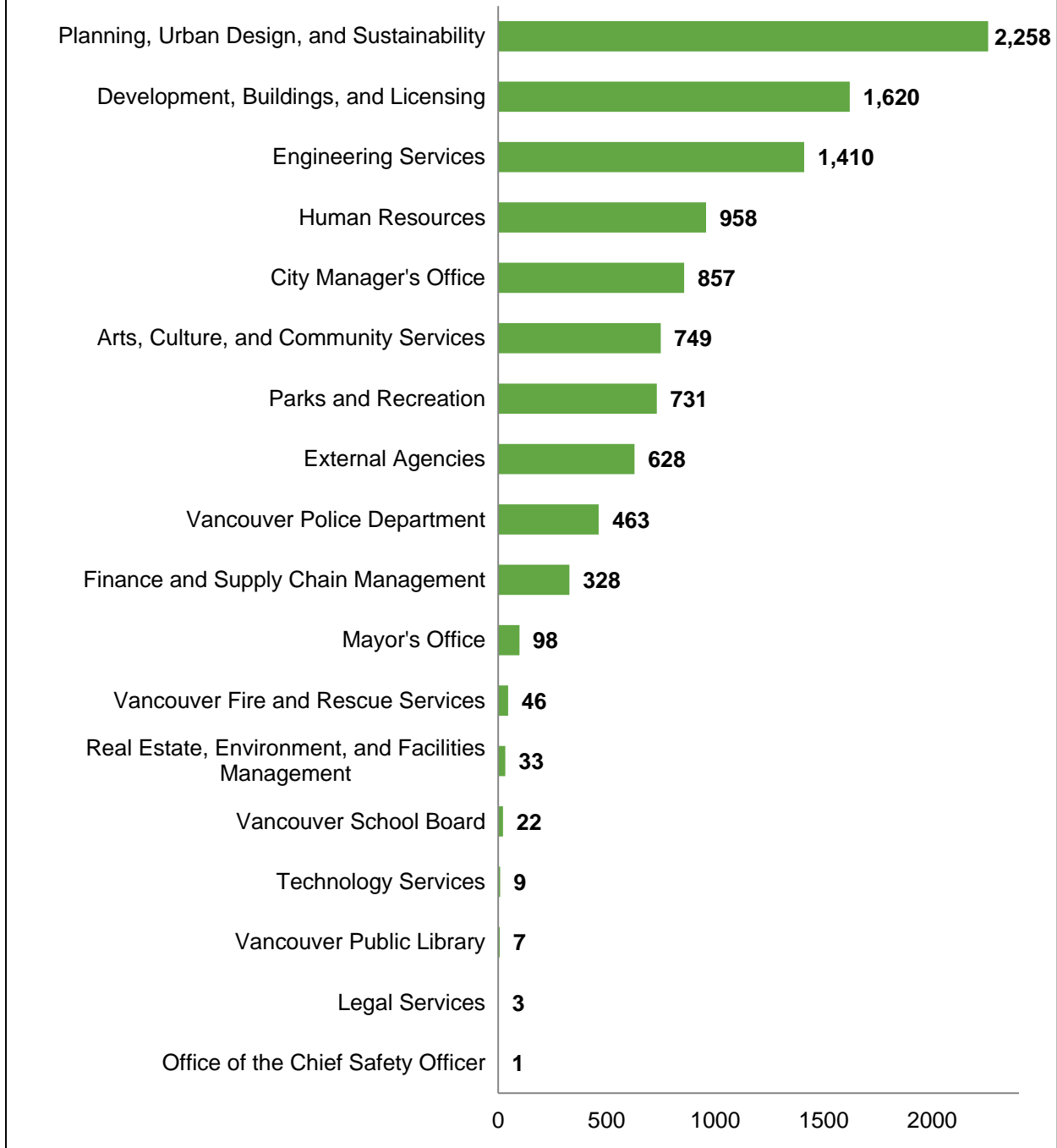
#### 4.11 Categories and Topic Trends

The standard topic categories are based on City departments that the correspondence would fall under. As displayed in Figure 2 below, the highest volume of correspondence received in 2024 fell under the Planning, Urban Design, and Sustainability department, which included correspondence related to some of the popular staff reports below:

- *Allowing Gas Heating and Hot Water in New Construction*
- *Jericho Lands Policy Statement*
- *Broadway Plan Review and Implementation*
- *Citywide Development Guidelines Early Actions – Public Views, Solar Access, and Residential Tower Floorplates*
- *Vancouver Official Development Plan – Project Scope and Terms of Reference*

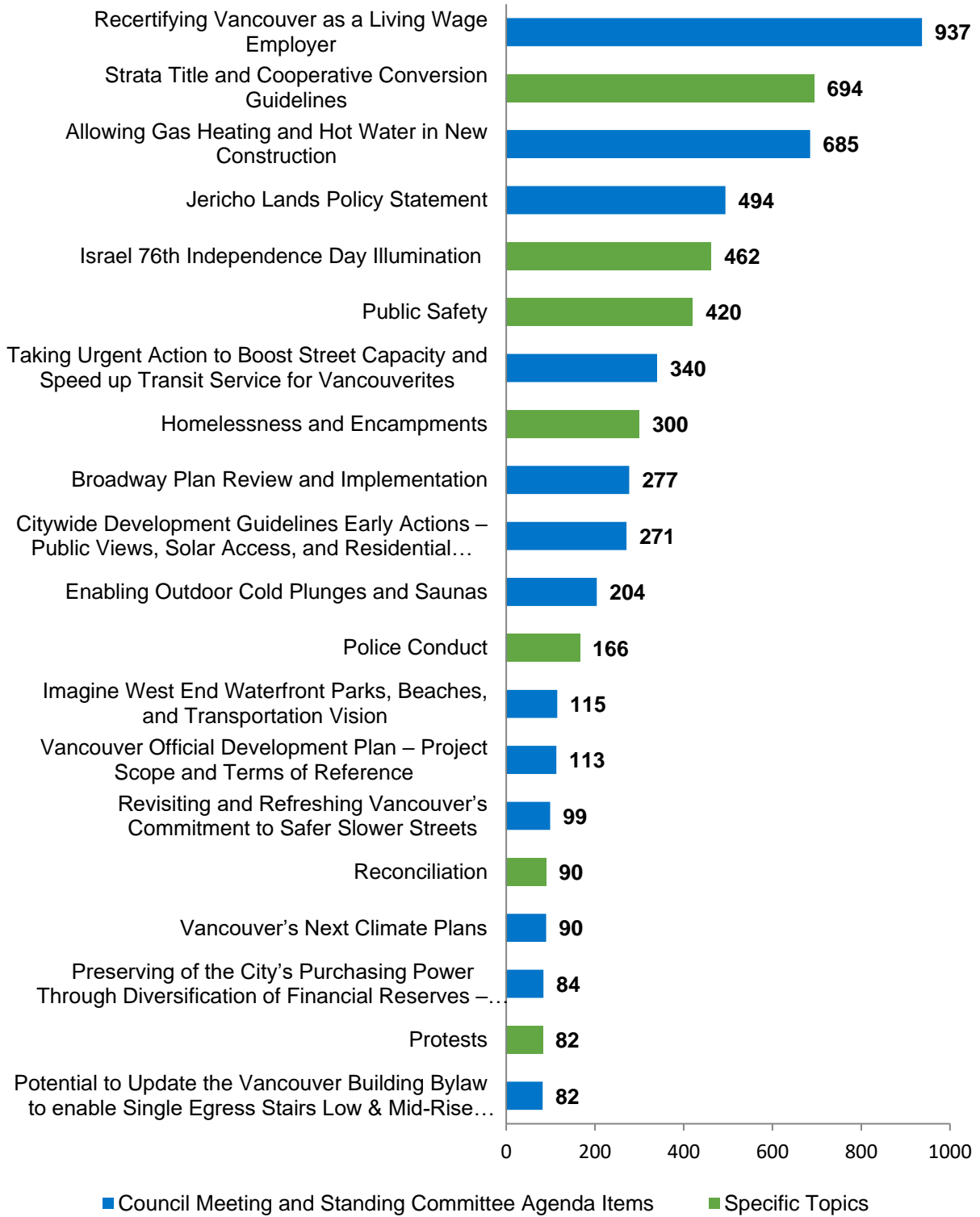
A high volume of correspondence related to Strata Title and Cooperative Conversion Guidelines and the *Enabling Outdoor Cold Plunges and Saunas* motion also fell under the Development, Buildings and Licensing department, which received the second highest volume of correspondence.

**Figure 2: 2024 Department Categories**



Other important topics were related to the *Recertifying Vancouver as a Living Wage Employer* motion, Israel 76th Independence Day Illumination, and general public safety concerns. A complete list of the popular topics from 2024 is provided in Figure 3 below.

**Figure 3: 2024 Correspondence Topic Trends**



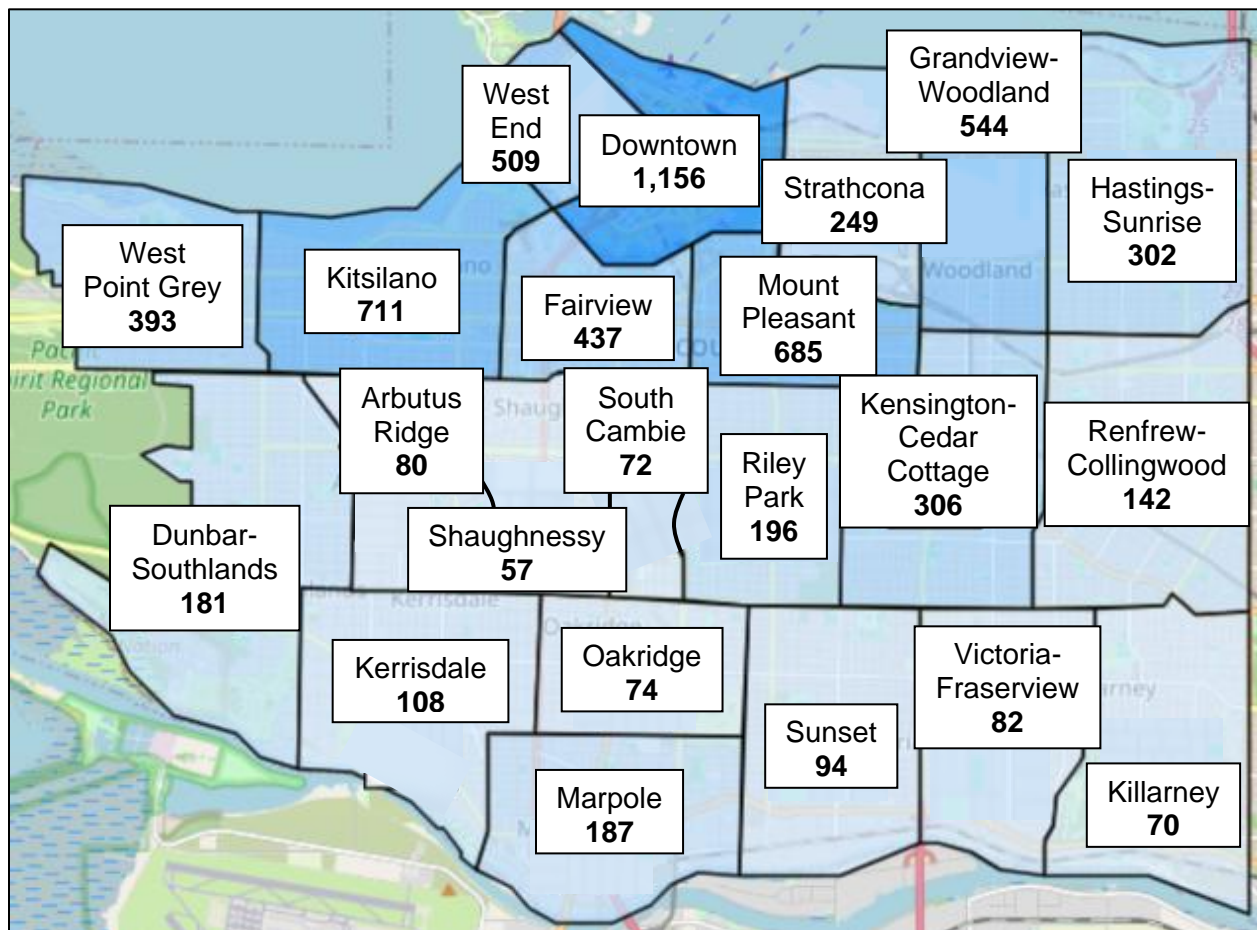
#### 4.12 Local Area (Neighbourhood) Volumes and Trends

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 identify their address or neighbourhood.

Figure 4 below is a heat map of the correspondence volumes received from each neighbourhood in 2024.

**Figure 4: 2024 Neighbourhood Volumes**

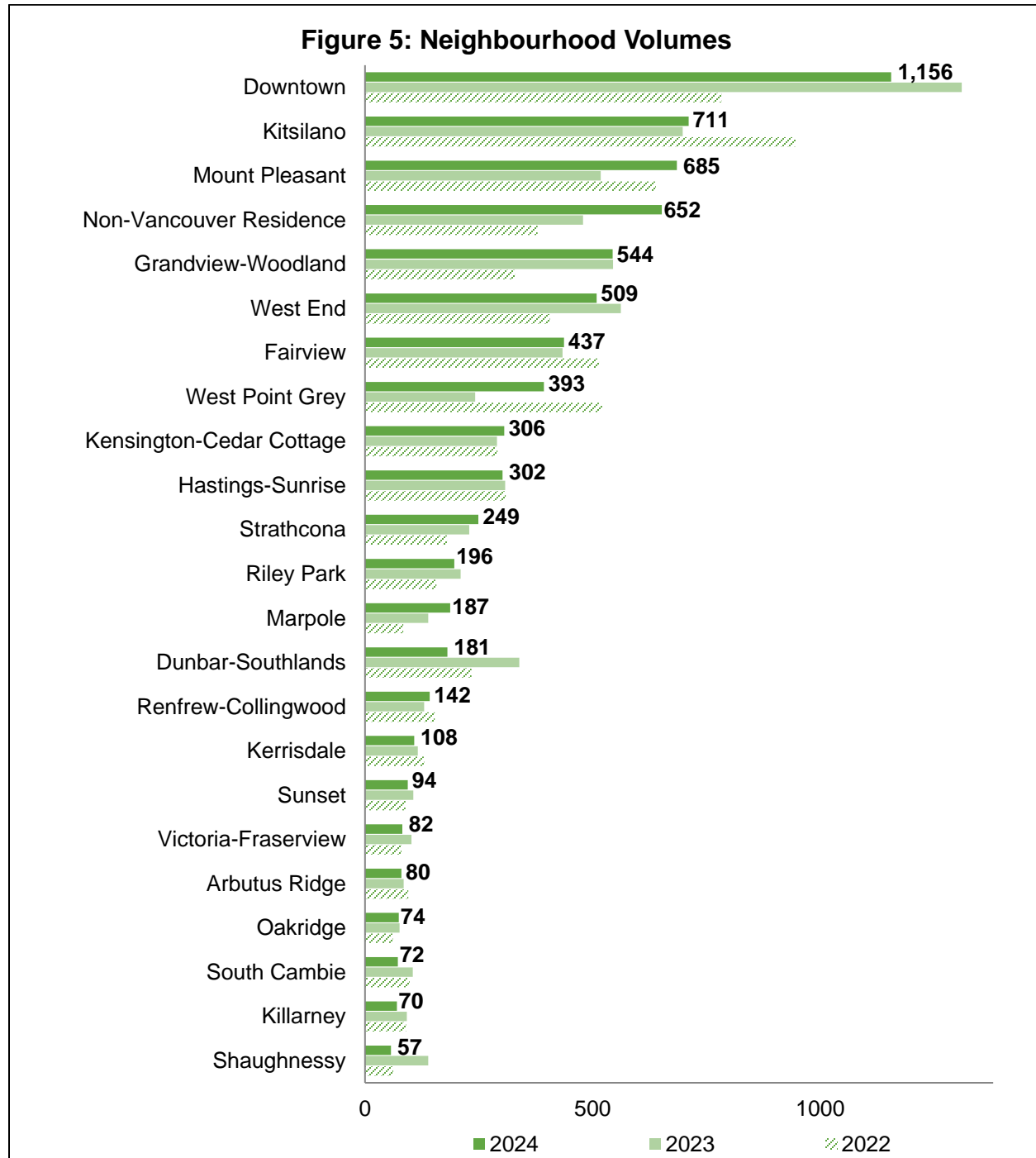


**Not Displayed on Map:**

Non-Vancouver Residence: **652**

Unknown Vancouver Residence: **2.934**

The Downtown, Kitsilano, Mount Pleasant, Grandview-Woodland, and West End neighbourhoods had the highest volume of correspondence in 2024. A high volume of correspondence was also received from residents who do not live in Vancouver. Figure 5 below shows the comparison between the correspondence volumes received in each neighbourhood across the past three years.



The West Point Grey, Grandview-Woodland, Strathcona, Mount Pleasant, and Downtown neighbourhoods had the most correspondence based on population size (see Figure 6 below). Based on data from the 2021 Census, correspondence was received from approximately 3.05% of the West Point Grey population in comparison to 1.66% of the Downtown population, which had the highest number of actual correspondence received.

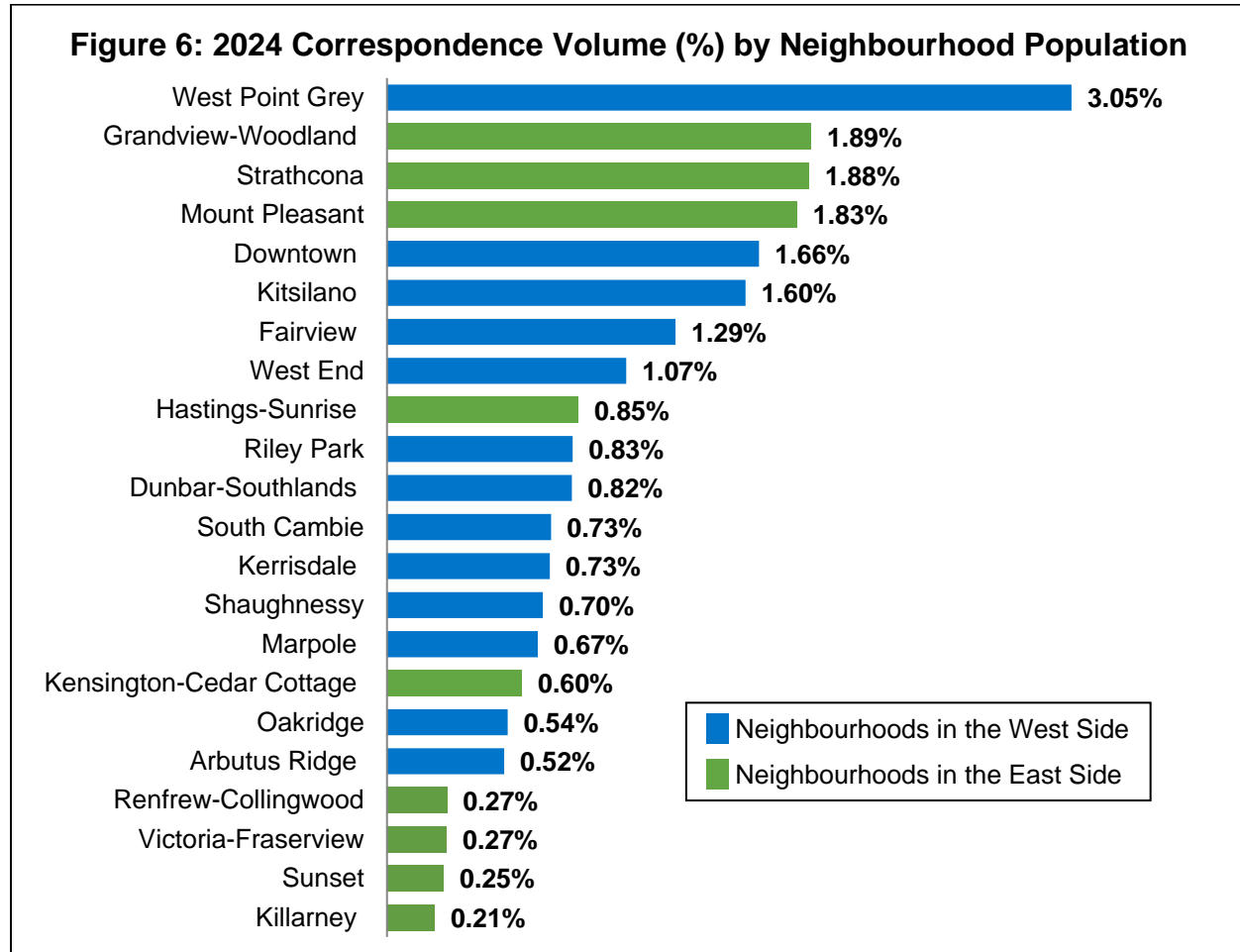


Table 2 below shows the most popular topics by neighbourhood.

**Table 2: 2024 Top Correspondence Topics and Volumes by Neighbourhood**

Neighbourhoods	Most Popular Topic	Second Most Popular Topic
<b>Downtown</b>	Homelessness and Encampments (114)	Israel 76th Independence Day Illumination (58)

<b>Neighbourhoods</b>	<b>Most Popular Topic</b>	<b>Second Most Popular Topic</b>
<b>Kitsilano</b>	Jericho Lands Policy Statement* (108)	Broadway Plan Review and Implementation* (88)
<b>Mount Pleasant</b>	Recertifying Vancouver as a Living Wage Employer* (83)	Israel 76th Independence Day Illumination (66)
<b>Grandview-Woodland</b>	Recertifying Vancouver as a Living Wage Employer* (129)	Reconciliation (36)
<b>Non-Vancouver Residence</b>	Recertifying Vancouver as a Living Wage Employer* (115)	Allowing Gas Heating and Hot Water in New Construction* (54)
<b>West End</b>	Recertifying Vancouver as a Living Wage Employer* (72)	Imagine West End Waterfront Parks, Beaches, and Transportation Vision* (41)
<b>Fairview</b>	Recertifying Vancouver as a Living Wage Employer* (65)	Broadway Plan Review and Implementation* (40)
<b>West Point Grey</b>	Jericho Lands Policy Statement* (190)	Allowing Gas Heating and Hot Water in New Construction* (45)
<b>Kensington-Cedar Cottage</b>	Recertifying Vancouver as a Living Wage Employer* (83)	Israel 76th Independence Day Illumination (24)
<b>Hastings-Sunrise</b>	Recertifying Vancouver as a Living Wage Employer* (47)	Allowing Gas Heating and Hot Water in New Construction* (24)
<b>Strathcona</b>	Protecting and Enhancing Greenspace for the East End, Chinatown, Hogan's Alley and Strathcona* (55)	Recertifying Vancouver as a Living Wage Employer* (25)
<b>Riley Park</b>	Recertifying Vancouver as a Living Wage Employer* (39)	Allowing Gas Heating and Hot Water in New Construction* (18)
<b>Marpole</b>	Property Use and Inspections (45)	Recertifying Vancouver as a Living Wage Employer* (16)

Neighbourhoods	Most Popular Topic	Second Most Popular Topic
Dunbar-Southlands	Jericho Lands Policy Statement* (31)	Broadway Plan Review and Implementation* (14)
Renfrew-Collingwood	Recertifying Vancouver as a Living Wage Employer* (30)	Allowing Gas Heating and Hot Water in New Construction* (13)
Kerrisdale	Israel 76th Independence Day Illumination (12)	Allowing Gas Heating and Hot Water in New Construction* (10)
Sunset	Recertifying Vancouver as a Living Wage Employer* (12)	Allowing Gas Heating and Hot Water in New Construction* (11)
Victoria-Fraserview	Recertifying Vancouver as a Living Wage Employer* (9)	Allowing Gas Heating and Hot Water in New Construction* (5)
Arbutus Ridge	Israel 76th Independence Day Illumination (8)	Allowing Gas Heating and Hot Water in New Construction* (7)
Oakridge	Recertifying Vancouver as a Living Wage Employer* (10)	Israel 76th Independence Day Illumination (6)
South Cambie	Recertifying Vancouver as a Living Wage Employer* (12)	Israel 76th Independence Day Illumination (7)
Killarney	Recertifying Vancouver as a Living Wage Employer* (11)	Taking Urgent Action to Boost Street Capacity and Speed up Transit Service for Vancouverites* (7)
Shaughnessy	Israel 76th Independence Day Illumination (6)	Allowing Gas Heating and Hot Water in New Construction* (4)
		Jericho Lands Policy Statement* (4)
		Recertifying Vancouver as a Living Wage Employer* (4)

\*Council meeting and Standing Committee agenda items

■ Neighbourhoods in the West Side

■ Neighbourhoods in the East Side

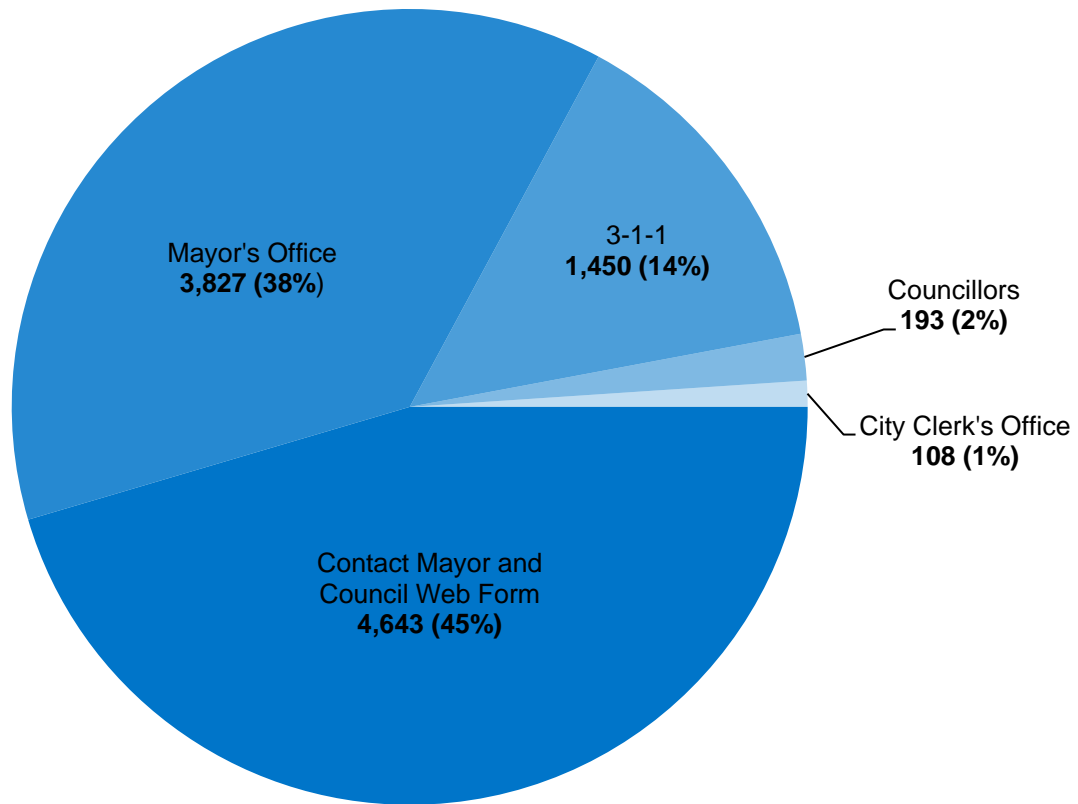
### 4.13 Correspondence Sources

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 below, the highest volume of correspondence was received through the Contact Mayor and Council web form at 45% (4,643 correspondence items) in 2024.

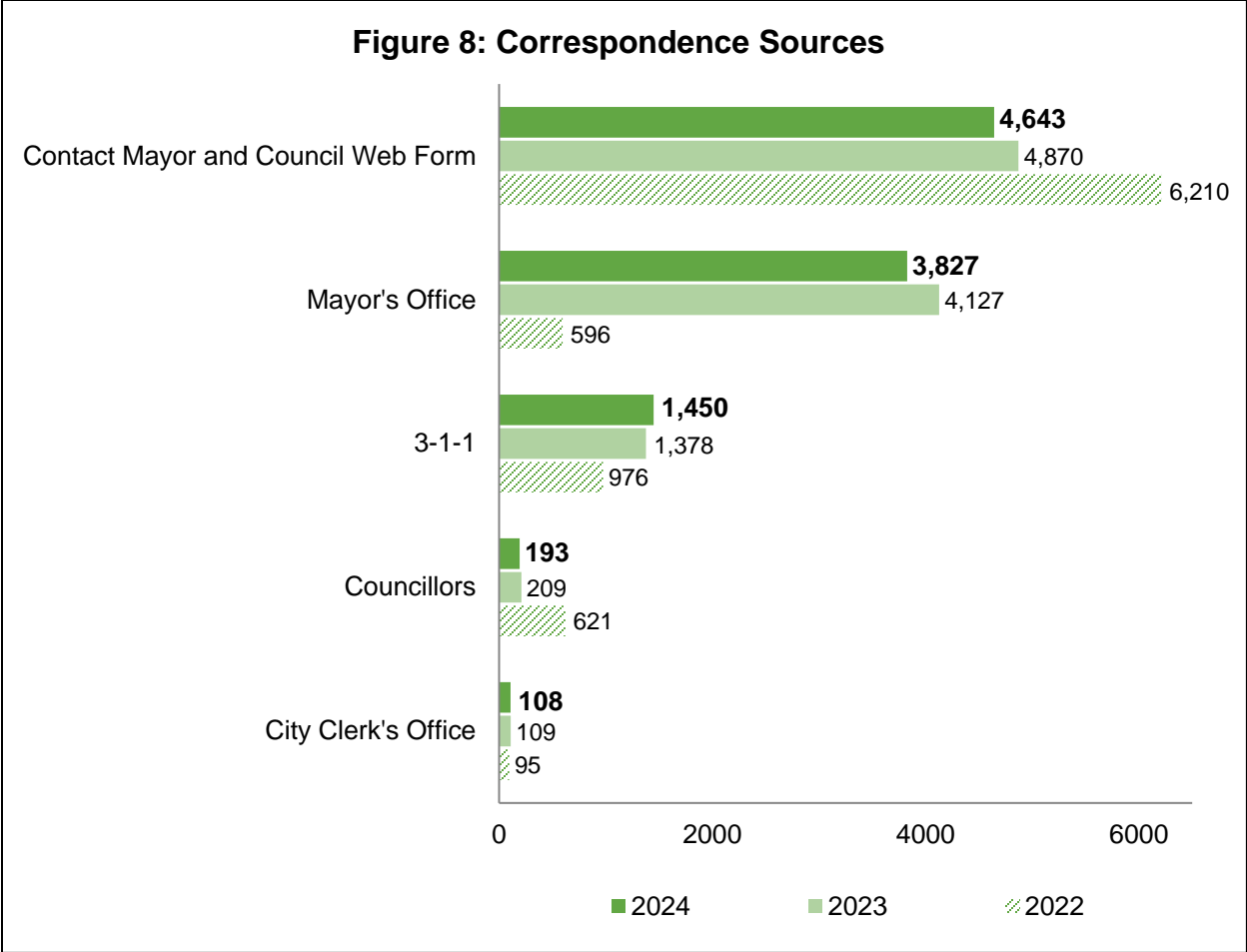
**Figure 7: 2024 Correspondence Sources**



In March 2024, a decision was made to no longer enter email campaigns for tracking from the Mayor's Office and Councillors, which has slightly decreased their correspondence volumes in comparison to previous years (see Figure 8 below). Out of the 3,827 correspondence items entered by the Mayor's Office, 1,837 were template letters as part of email campaigns, and were mostly related to the following topics:

- *Recertifying Vancouver as a Living Wage Employer* motion
- Strata Title and Cooperative Conversion Guidelines
- Israel 76th Independence Day Illumination
- *Allowing Gas Heating and Hot Water in New Construction* staff report
- *Jericho Lands Policy Statement* staff report

Therefore, only 1,990 unique correspondence items were entered by the Mayor's Office in 2024.



**4.14 Correspondence Response Rates**

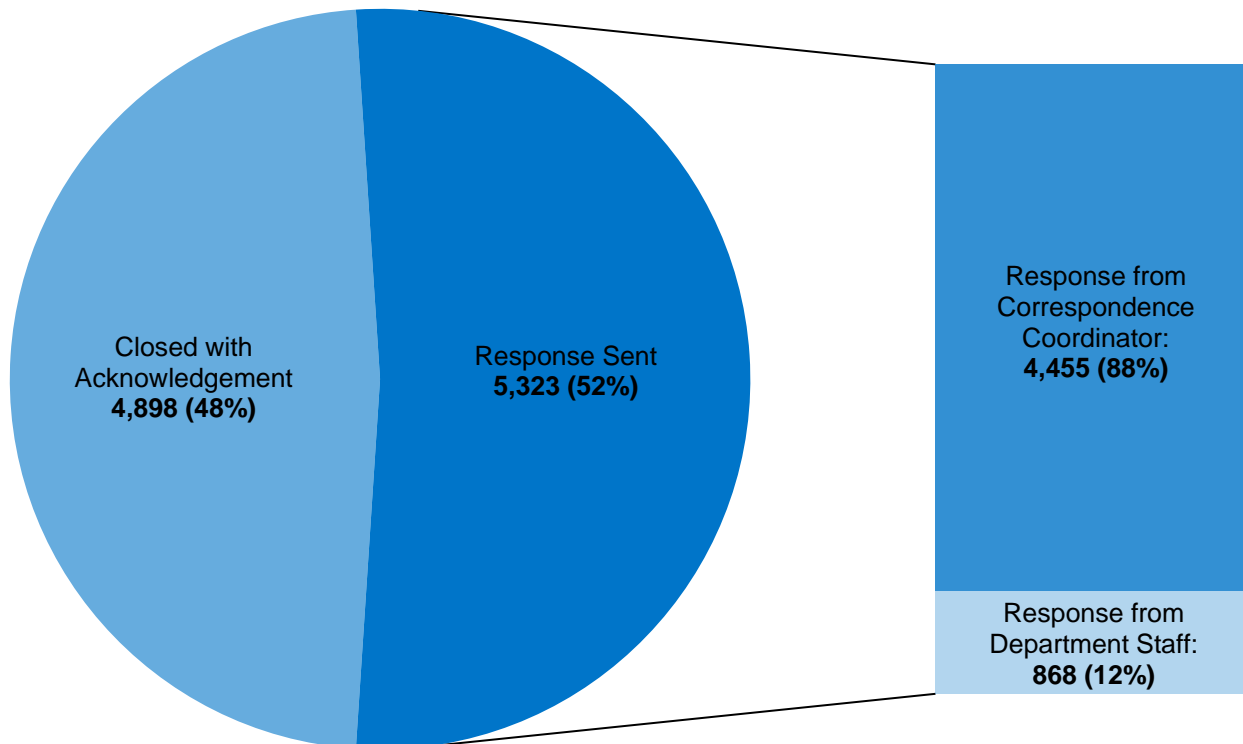
All constituents receive an acknowledgement confirming receipt of their correspondence when they use the Contact Mayor and Council web form or call 3-1-1. However, not all constituents provide their contact information or may provide invalid/incorrect contact information. Some constituents also prefer not to be contacted and want their identity to be anonymous. In 2024, email campaigns received through the Mayor’s public email address were also submitted for tracking up until March. These email campaigns as well as emails related to Council meeting agenda items did not require a response back from the Council Correspondence Coordinator or department staff. Therefore, although staff try to respond back to most of the correspondence received, it is impossible to respond to 100% of the correspondence.

In 2024, 52% (5,323) of the correspondence received a personalized response addressing the constituent’s concerns, which is a 25% decrease from the 69% response rate in 2023. These personalized responses sometimes include links for more information on the City’s website or additional contacts. The decrease in response rate

in 2024 can be attributed to the large volume of email campaigns and political topics, which do not require a personalized response.

Out of the 5,323 personalized responses that were sent out, 4,455 were sent from the Council Correspondence Coordinator, while 868 were sent from department staff (see Figure 9 below).

**Figure 9: 2024 Response Rates**

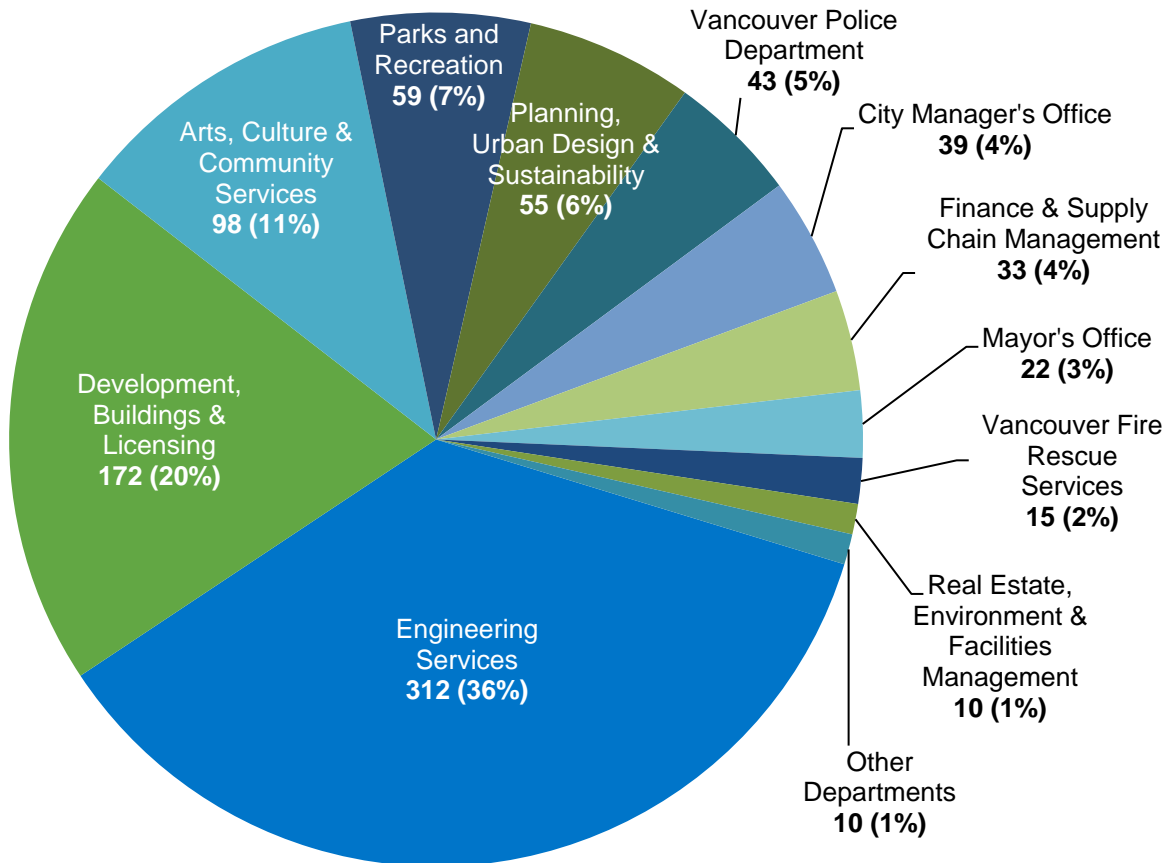


The majority of responses are provided by the Council Correspondence Coordinator, unless the topic is complex and a specific response is required from department staff. Since 2017, the Council Correspondence Coordinator has developed a response repository consisting of information collected from the Civic Engagement and Communications department, City of Vancouver website, past staff responses, information bulletins, news releases, daily media summaries, and Weekly Council Question & Answer Report. These response templates are used to respond to common/hot topics.

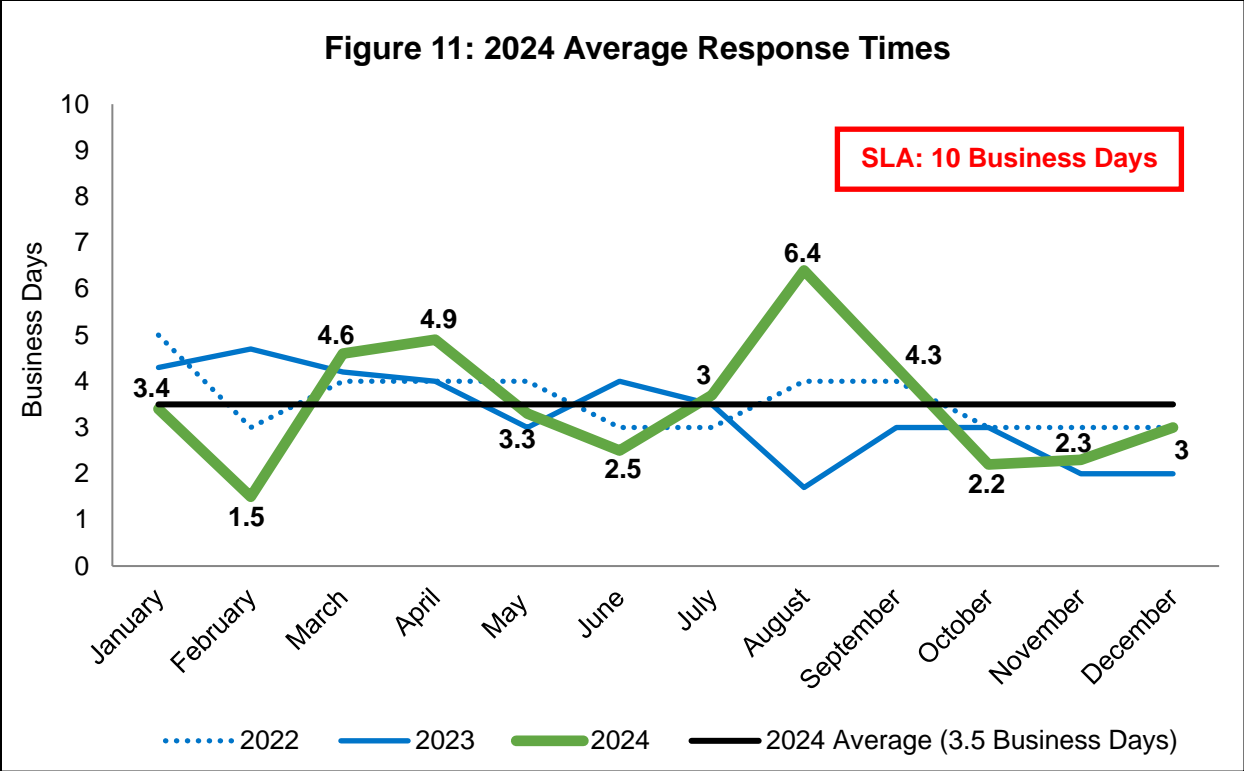
Similar to previous years, the majority of correspondence that required a staff response fell under the Engineering Services (36%) and Development, Buildings, and Licensing (20%) departments as the correspondence specified certain projects, sites, and locations. Figure 10 below shows the percentages of correspondence items that were

responded to by each department. Other Departments include Human Resources, the Vancouver Public Library, Technology Services, and the Office of the Chief Safety Officer.

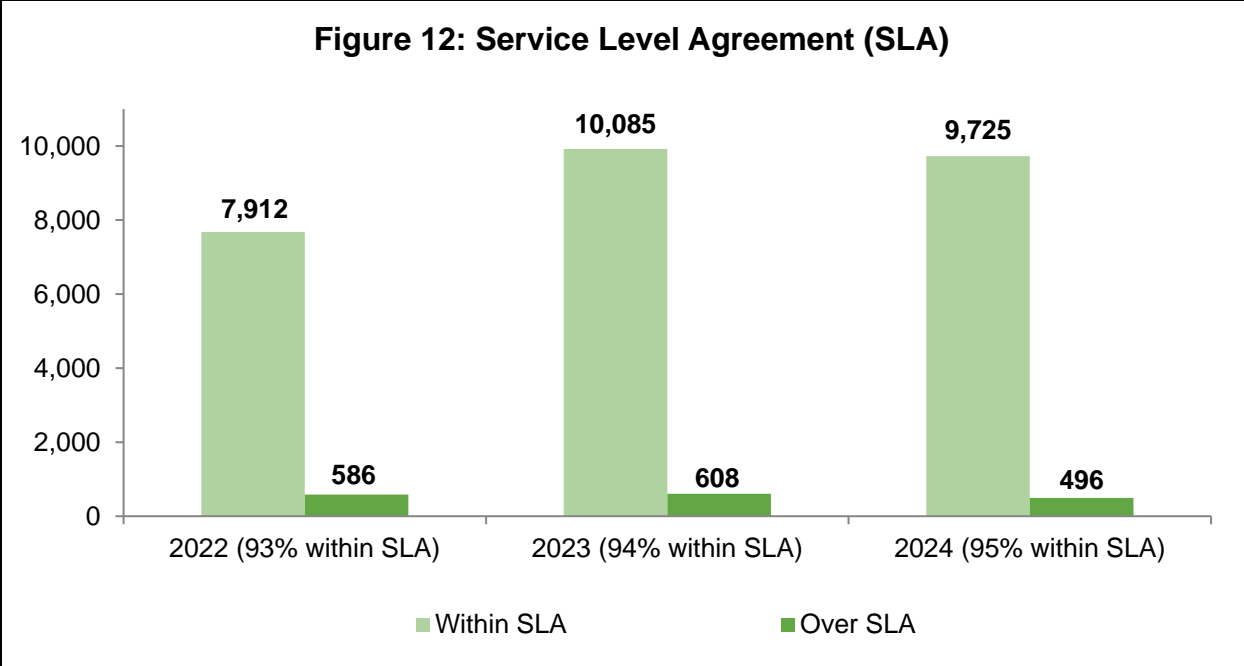
**Figure 10: 2024 Staff Responses by Department**



The average correspondence case response time was 3.5 business days in 2024, which is a 25% decrease from the 4.7-business day average in 2023 (see Figure 11 below) and is within the 10-business day Service Level Agreement (SLA). This can be attributed to the established response repository, which has accumulated messaging for various topics over the past seven years as well as the additional support from the City Clerk's administrative staff, who assist the Council Correspondence Coordinator in responding back to correspondence related to Council meeting agenda items with standard 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.

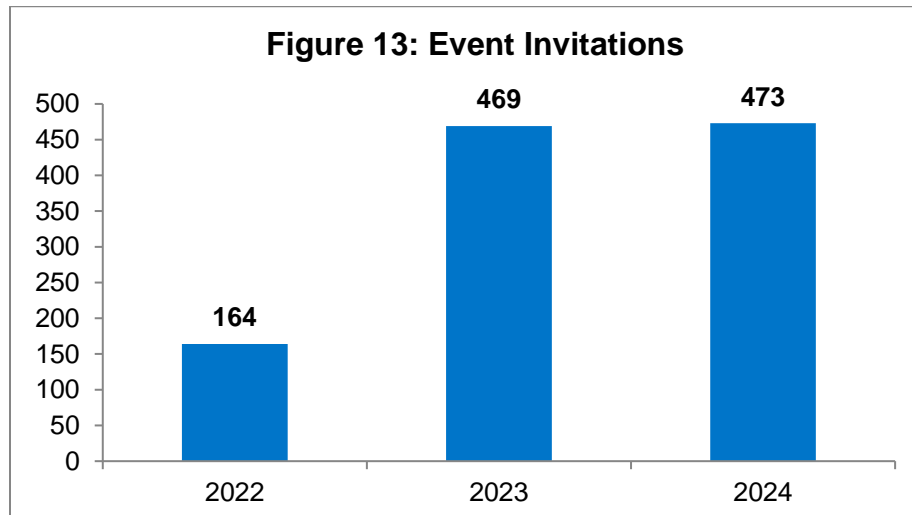


In 2024, 95% of correspondence was responded to within the 10-business day SLA, which is a 1% increase from the 94% in 2023. Figure 12 below shows the improvements in SLA over the past three years.



## 4.2 Event Invitations

Event invitations for the Mayor and Councillors are received through the [event invitations web form](#) on the City’s website and are tracked by the City Clerk’s Office. However, Council members may also personally receive additional event invitations that are not tracked. In 2024, 473 event invitations were received through the event invitations web form, which is a 1% increase from the 469 invitations received in 2023 (see Figure 13 below).



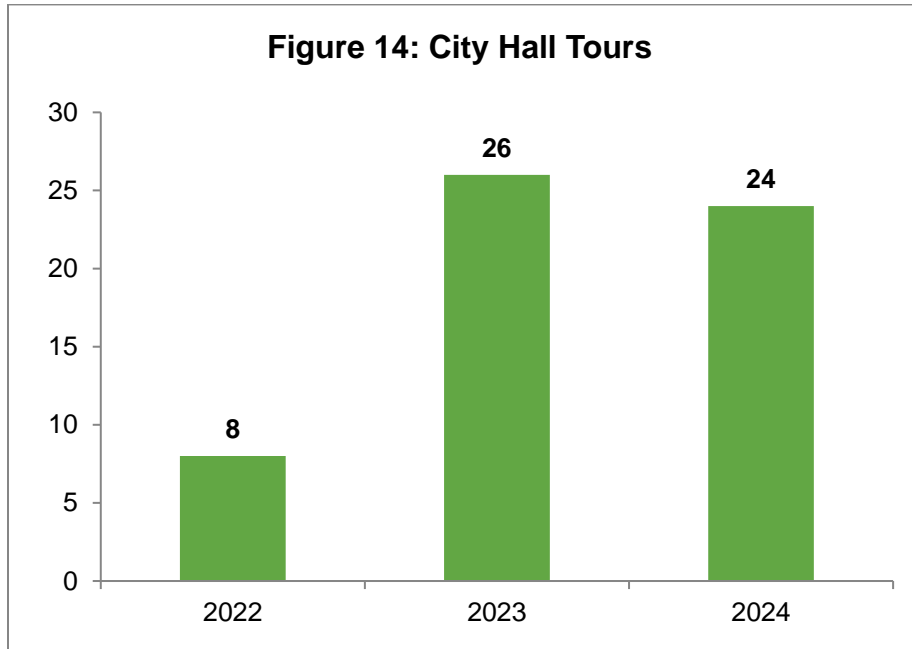
## 4.3 City Hall Tours

The City Clerk’s Office has been offering tours of the City Hall campus since 2009. These tours are led by the City Clerk’s administrative staff in Business and Election Services 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. Prior to the COVID-19 pandemic, in-person tours included areas of interest across the City Hall campus. However, starting in 2023, in-person tours only included the third-floor foyer and Council Chamber. These tours are different from the tours for visiting dignitaries, which are primarily administered by the Protocol team.

In 2024, a total of 24 tours were provided, which is an 8% decrease in comparison to the 26 tours provided in 2023 (see Figure 14 below). City Hall tours were provided to the following groups in 2024:

- 7 new employee orientations
- 5 elementary school groups

- 4 newcomer society groups
- 2 business groups
- 1 American high school group
- 1 Canadian high school group
- 1 delegation
- 1 neighborhood house
- 1 non-profit group
- 1 past employee group

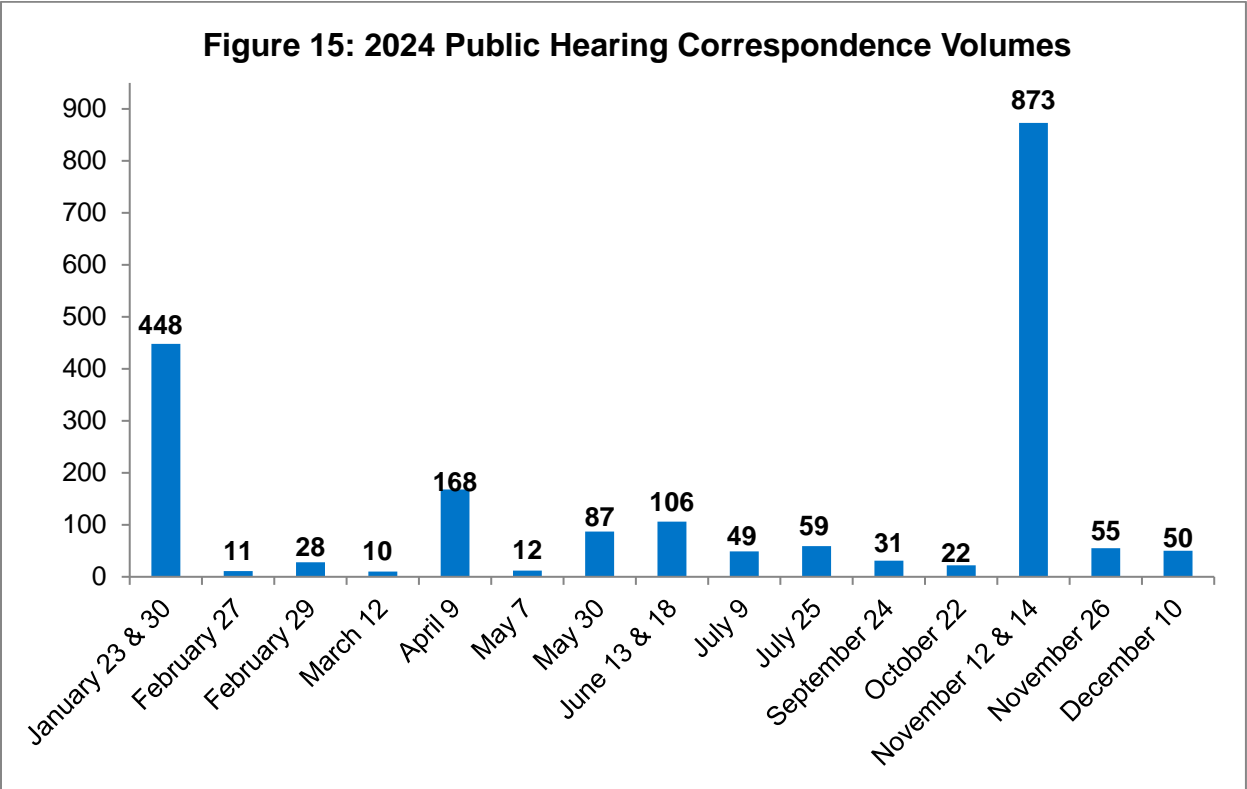


## 5. Legislative Operations

### 5.1 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 is 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.

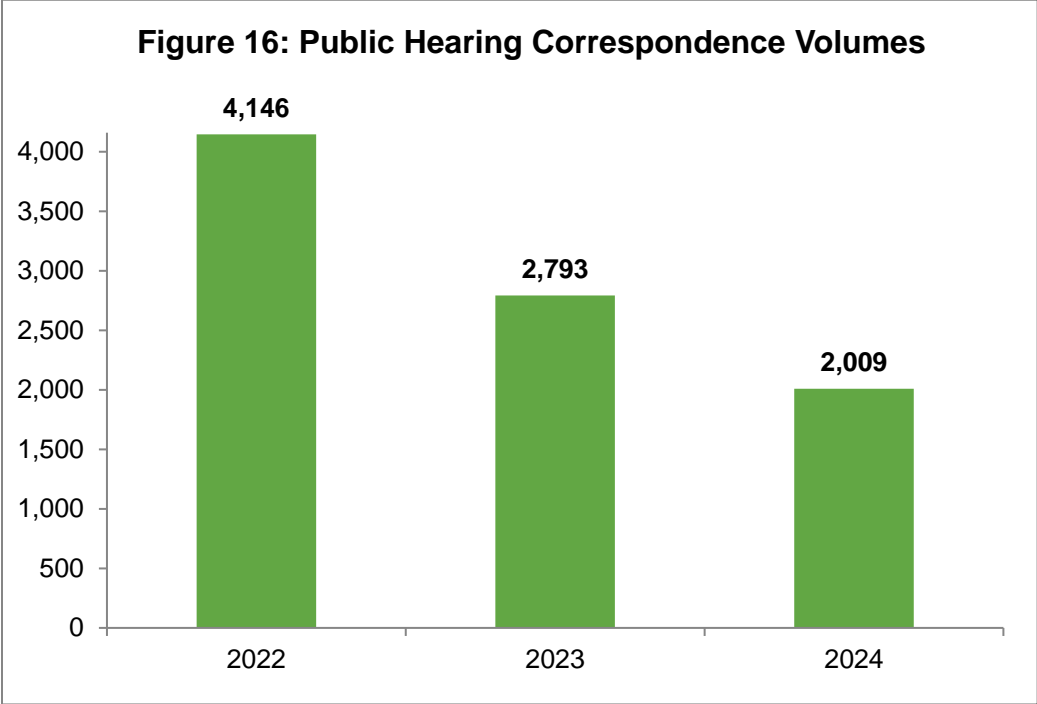
In 2024, 2,009 public hearing correspondence items were received by the City Clerk's Office. The volumes of correspondence usually vary for each public hearing and depends on the public's interest on specific items. The correspondence volumes based on the public hearings scheduled in 2024 are displayed in Figure 15, and the most popular public hearing items are listed in Table 3 below.



**Table 3: 2024 Top Public Hearing Items**

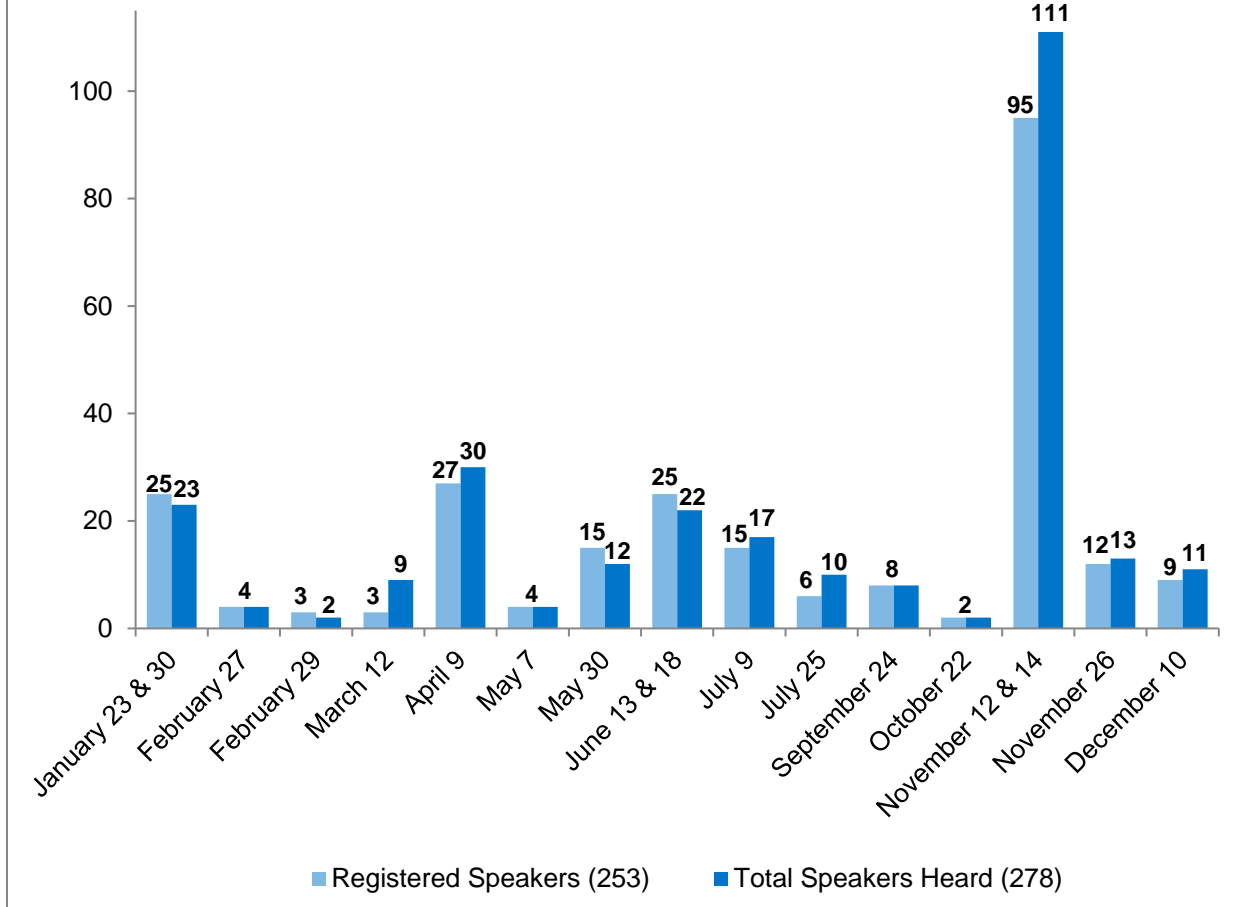
<b>Public Hearing Date – Item</b>	<b>Support</b>	<b>Opposed</b>	<b>Other</b>	<b>Total</b>
<i>November 12 &amp; 14 – CD-1 Rezoning: 2156-2174 West 14th Avenue</i>	268	144	2	414
<i>January 23 – CD-1 Rezoning: 2015 Main Street and 190 East 4th Avenue</i>	336	35	1	372
<i>November 12 &amp; 14 – CD-1 Rezoning: 523-549 East 10th Avenue</i>	90	80	4	174
<i>November 12 &amp; 14 – CD-1 Rezoning: 701 Kingsway</i>	80	33	4	117
<i>April 9 – CD-1 Rezoning: 3329-3429 West 41st Avenue and 5649-5683 Blenheim Street</i>	56	23	11	90
<i>November 12 &amp; 14 – CD-1 Rezoning: 2175 West 7th Avenue</i>	48	40	2	90

Correspondence volumes decreased by 28% in 2024 in comparison to the 2,793 correspondence items received in 2023 (see Figure 16 below). In 2023, there was a higher number of projects received under the Secured Rental Policy, which required more public hearings. In 2024, the number of public hearings decreased, which contributed to an overall decrease in correspondence volumes.



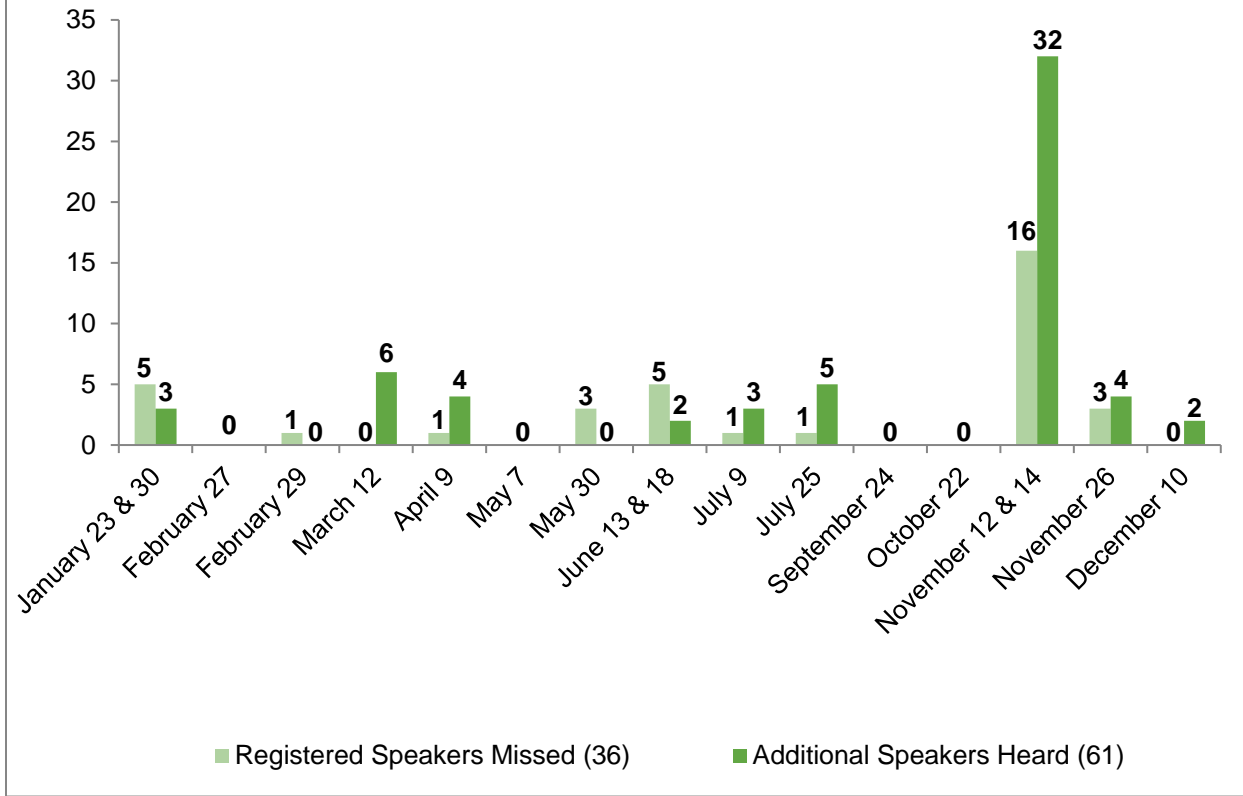
The public can register to speak at a public hearing through the online web form up until 5 pm on the day the meeting is scheduled to begin, or they can call in to register between 5:30 to 6 pm by phone. As shown below in Figure 17, 253 speakers were registered and 278 speakers were heard in 2024. If speakers are not on the registered speakers' list, they can still speak to Council in person or by phone when the Chair calls for additional speakers at the end of the speakers' list. Therefore, the number of speakers heard can sometimes be higher than the number of registered speakers.

**Figure 17: 2024 Public Hearing Speakers**

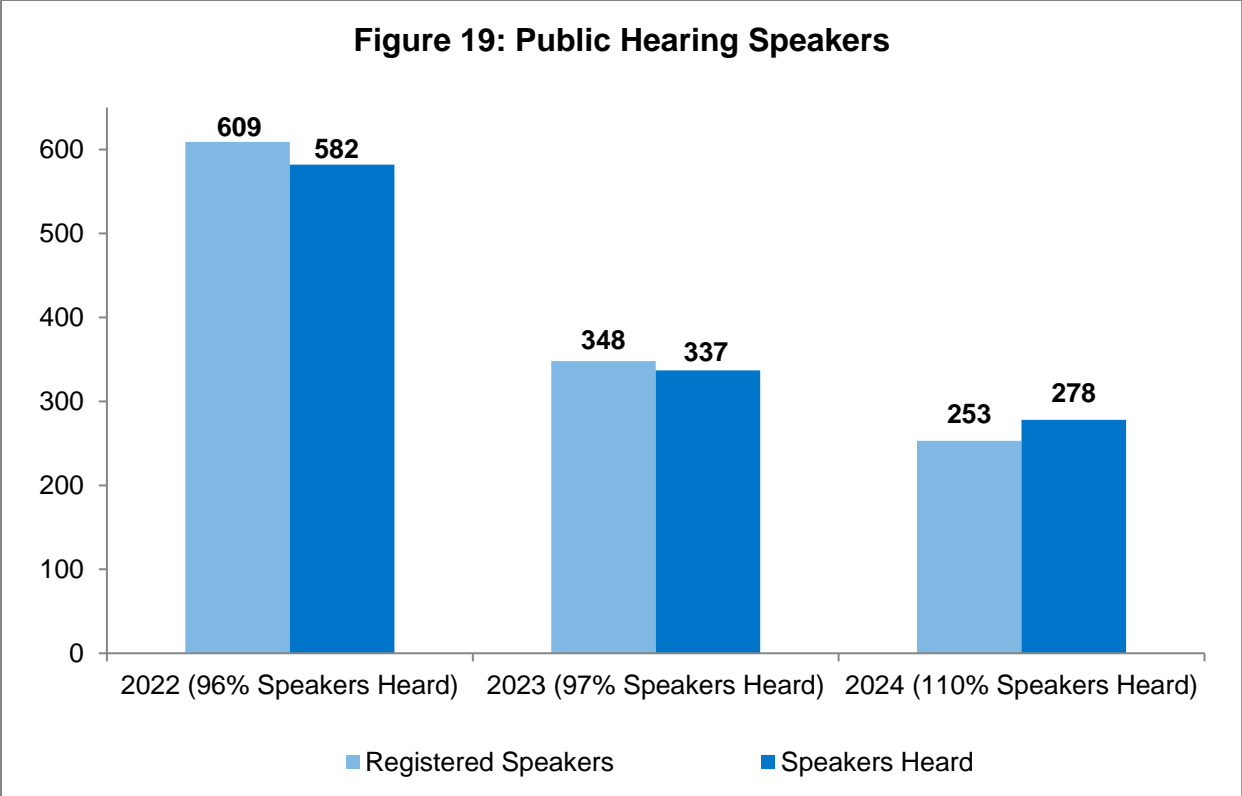


Registered speakers who miss their speaking time during public hearings are provided with a second opportunity to speak to Council after the Chair has called all registered speakers. In 2024, a total of 36 speakers missed their speaking time despite being called to speak after the registered speaker’s list, while 61 additional speakers were heard after the end of the registered speaker’s list (see Figure 18 below).

**Figure 18: 2024 Missed and Additional Public Hearing Speakers**



As displayed below in Figure 19, the rate of participation (the number of speakers heard out of the number of speakers registered including additional speakers) in 2024 increased to 110%, which has steadily risen in comparison to previous years. This is due to a larger volume of additional speakers in comparison to the number of speakers that missed their turn. This may also 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 items.

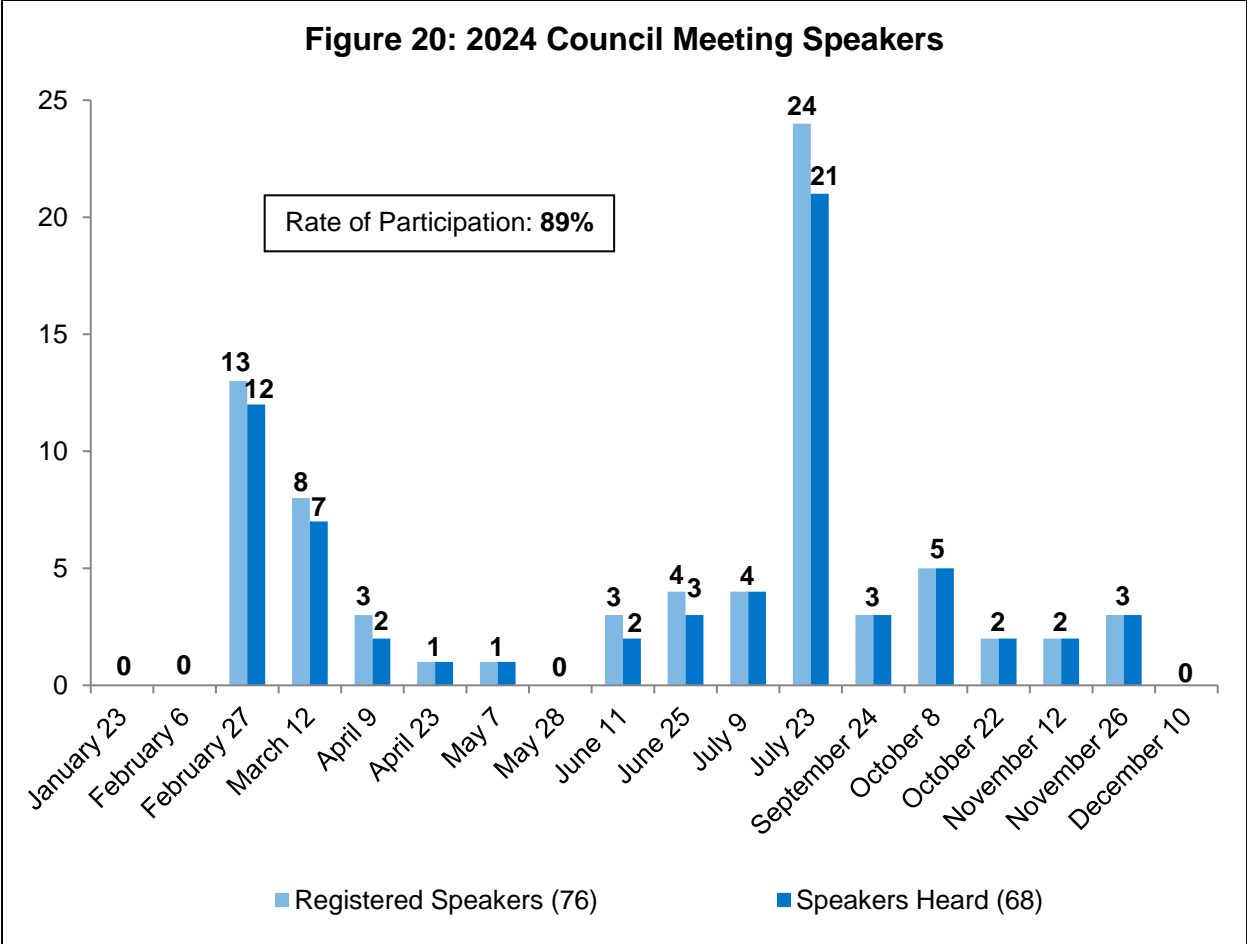


**5.2 Council and Standing Committee Meeting Speakers**

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 5 pm the day before the meeting is scheduled to begin.

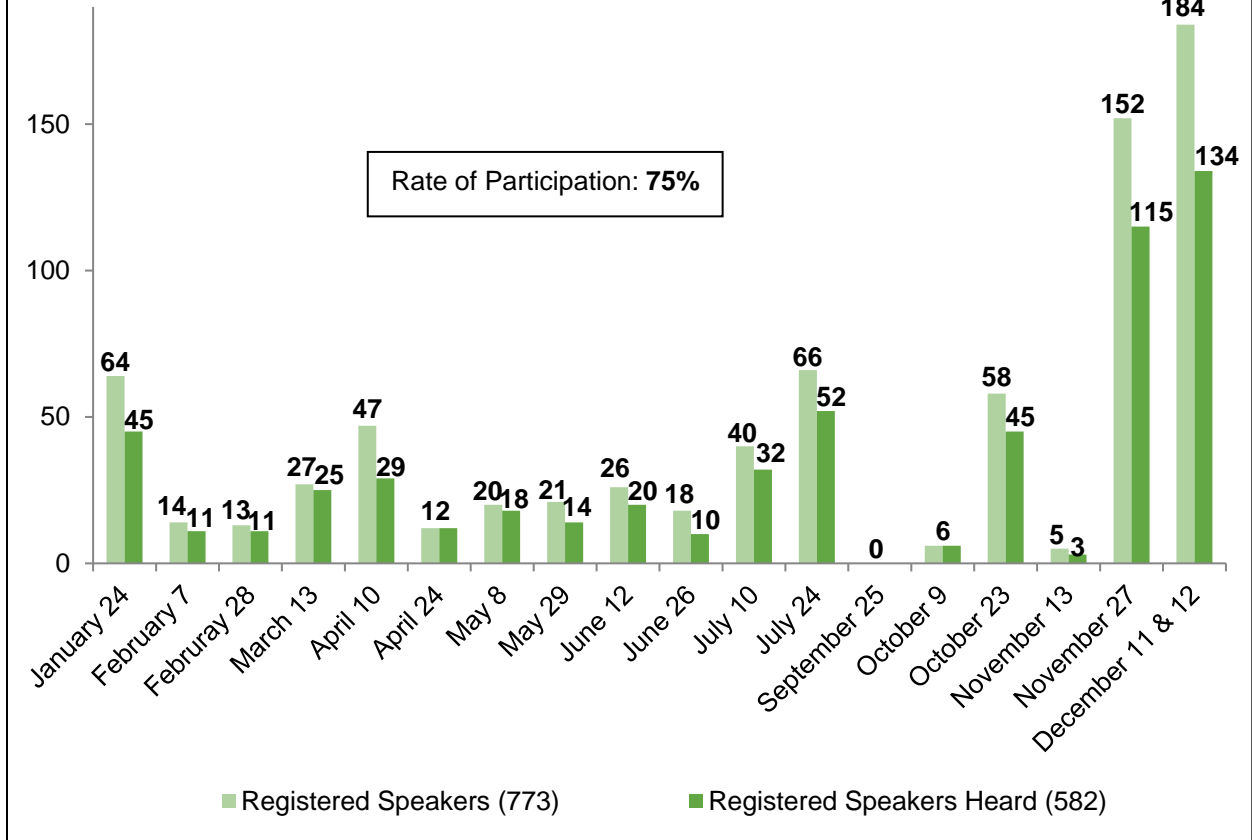
Similar to public hearings, these meetings were previously only held in-person. However, with adjustments to the *Vancouver Charter* and the City’s Procedure By-law to permit electronic participation, Council meetings and Standing Committees are now convened in a hybrid model in which speakers can attend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

In 2024, 76 speakers were registered, and 68 speakers were heard during Council meetings (see Figure 20 below). The rate of participation amongst registered speakers in 2024 was 89%, which is a 7% increase in comparison to the 83% participation rate in 2023.

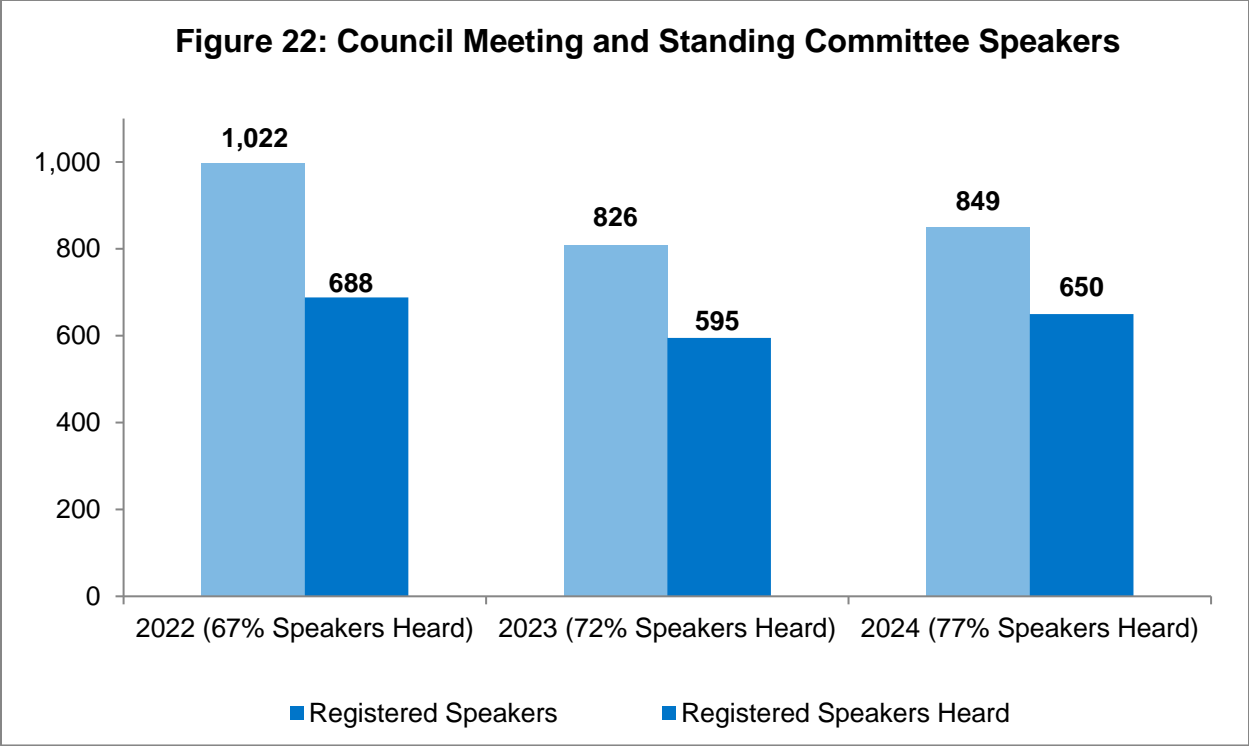


In 2024, there were 773 registered speakers and 582 speakers heard during Standing Committee meetings (see Figure 21 below). The rate of participation in 2024 was 75%, which is a 7% increase to the 70% participation rate in 2023.

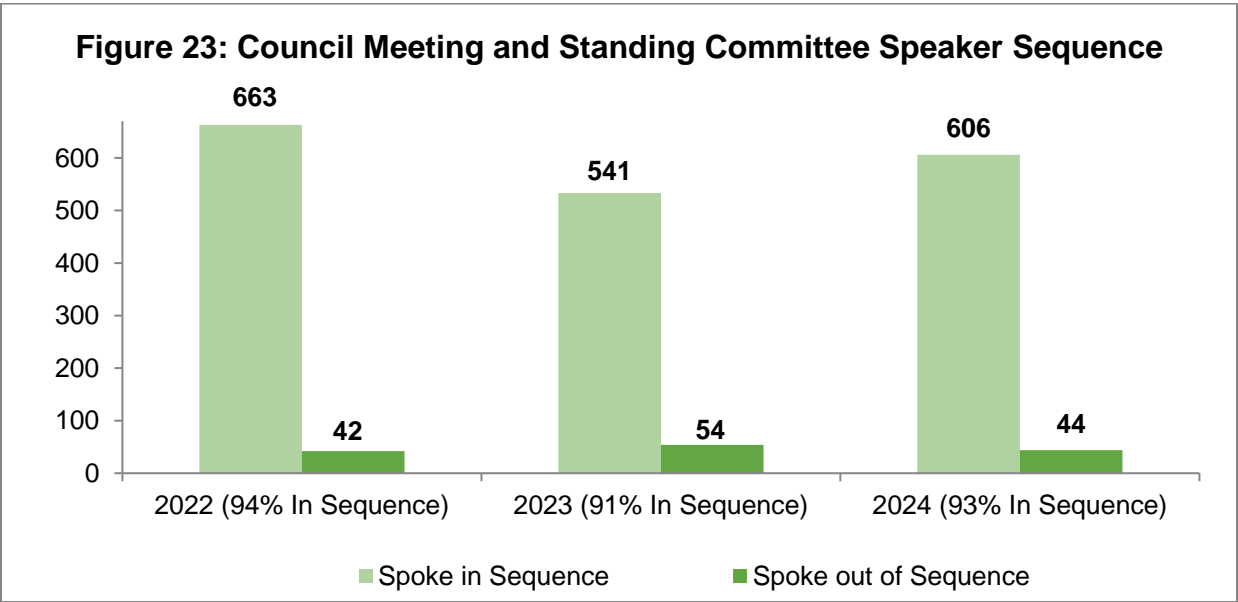
**Figure 21: 2024 Standing Committee Speakers**



In 2024, 77% of registered speakers were heard at Council meetings and Standing Committees, which is a 7% increase to the 72% participation rate in 2023 (see Figure 22 below).



Out of the 650 speakers heard for Council meetings and Standing Committees in 2024, 606 (93%) spoke during their turn and 44 (7%) missed their turn, but were able to speak when the Chair of the meeting went over the registered speaker’s list again (see Figure 23 below). The hybrid model in which speakers can attend by phone or in-person has allowed more flexibility for speakers to attend the meeting and speak during their turn.

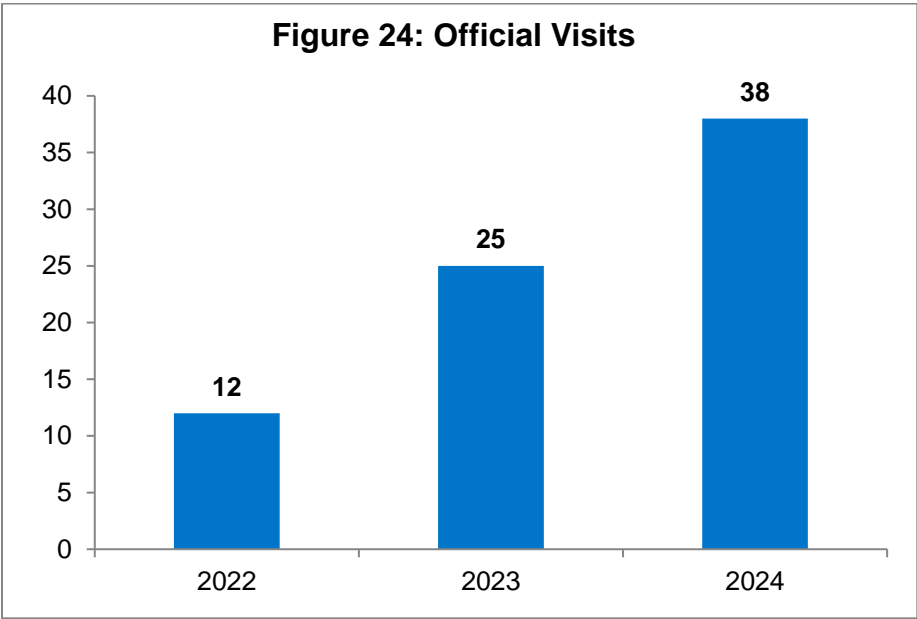


## 6. Protocol Office

The Protocol Office (Protocol) is responsible for arranging official delegations, coordinating study tours, managing international relationships (including BC’s Consular Corps), micro-wedding program, City Hall and Burrard Bridge Illumination Program, and flag half-mastings, overseeing gift protocol, as well as organizing Council awards, honours, events, and ceremonies.

### 6.1 Official Visits

In 2024, 38 official visits were arranged for dignitaries, elected officials, and delegations, which is a 52% increase from the 25 official visits in 2023 (see Figure 24 below). Typically, between 15 and 20 official visits are organized per year, however the number has been growing annually. These visits play a crucial role in strengthening community relationships and showcasing the vibrant culture of Vancouver. Highlights from 2024 included a visit from the Irish Tánaiste and hosting an official visit from Chile with a delegation of 50 people.



### 6.2 Events, Ceremonies, and Recognitions

Protocol organized and supported 30 events throughout the year, the same number from 2023 (see Figure 25 below). This included 18 official celebrations and observances, and 12 unofficial recognitions, including the National Day for Truth and Reconciliation, Women’s Memorial March, and Emancipation Day. Other events in 2024 included the organization and execution of the City Hosted Lunch and Briefing for

International Partners (Consular Corps Luncheon) extended to over 70 partners, and the prestigious Freedom of the City ceremony. Protocol is instrumental in coordinating the City's participation in the Pride Parade as well as hosting the Pride Media Launch event at the start of Pride Week.

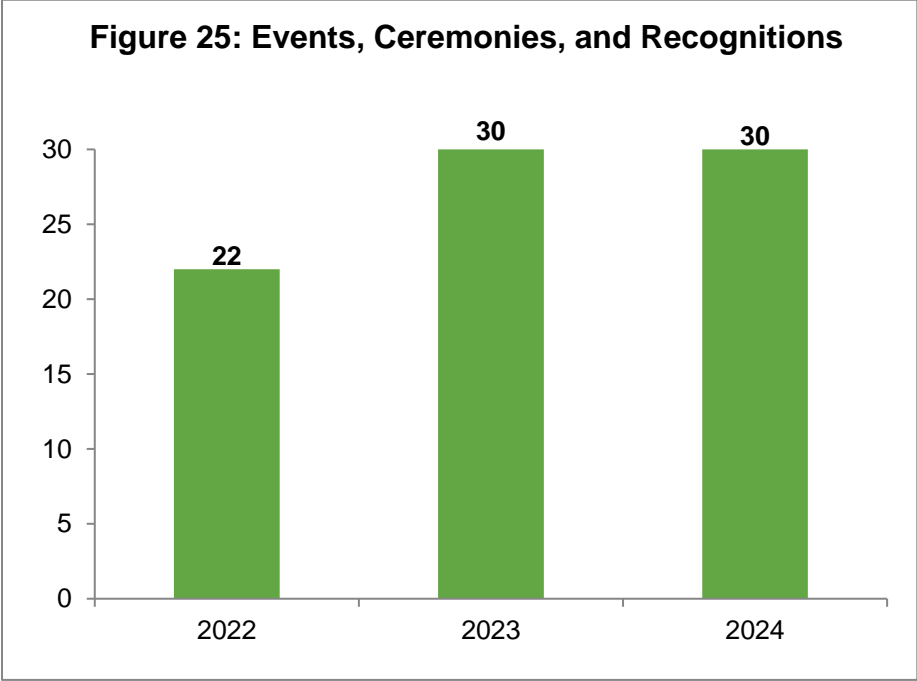
Protocol is also pivotal in the planning and execution of the Vancouver Remembrance Day Ceremony, a significant event that resonates deeply with the community and 2024 marked the 100<sup>th</sup> anniversary of the cenotaph, which included the design and creation of a custom pin as well as other commemorative elements. In 2024, an official Terms of Reference was developed for the Vancouver Remembrance Day Committee (VRDC), gathering information through field interviews and jurisdictional scans. This resulted in a 20-page report containing a plan for the future that more closely aligns this Committee to others at the City, while ensuring succession planning and the sustainability of the VRDC.

Protocol, in collaboration 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, Protocol provided support to supplementary events such as the National Day for Truth and Reconciliation, including chairing organizational meetings in the months leading up to the event, ensuring coordination between all City departments, and providing on-site support for the day itself. Additional support was provided to

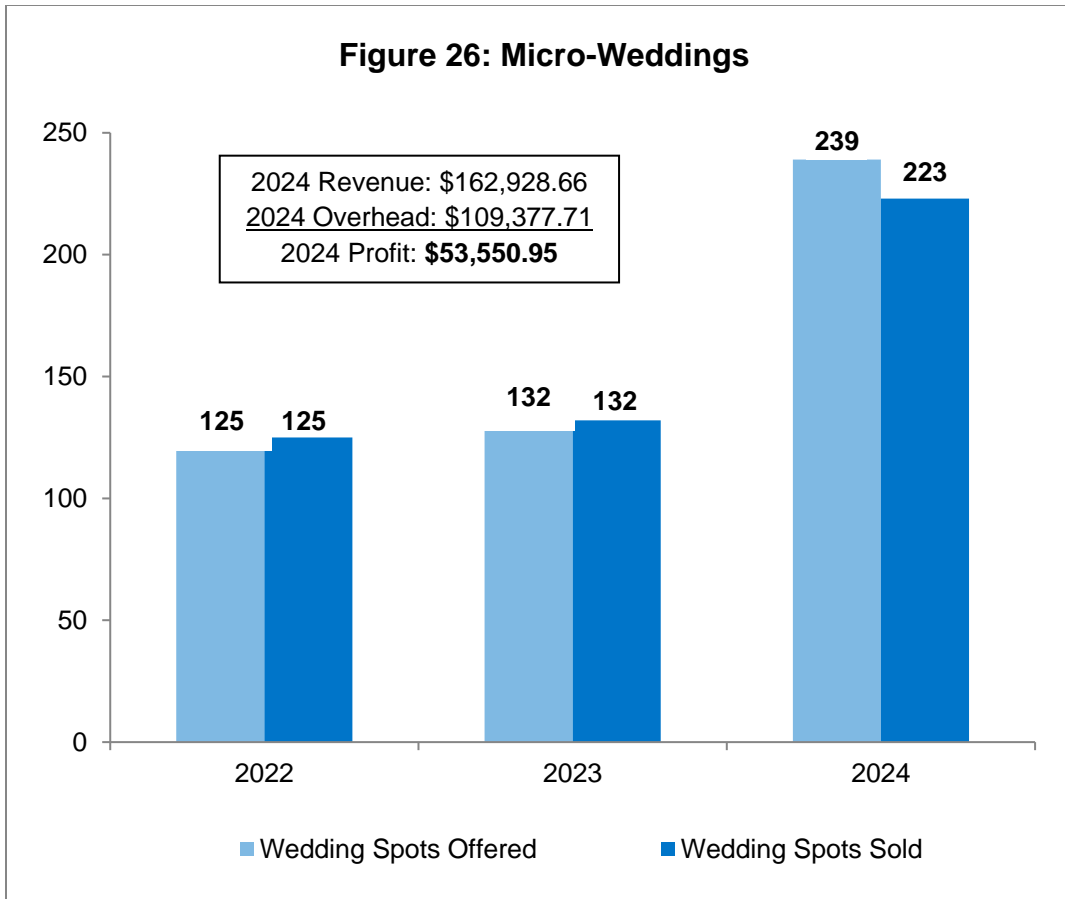
commemorations such as Emancipation Day as well as supporting other community-led initiatives. Protocol responds to triaged 3-1-1 requests and queries as well as provides gifts at all levels including Council to Council gifts with Musqueam, Squamish, and Tsleil-Waututh Councils, incoming delegations and diplomats, Consular Corps members, and staff engaging with the community.



### 6.3 Micro-Weddings

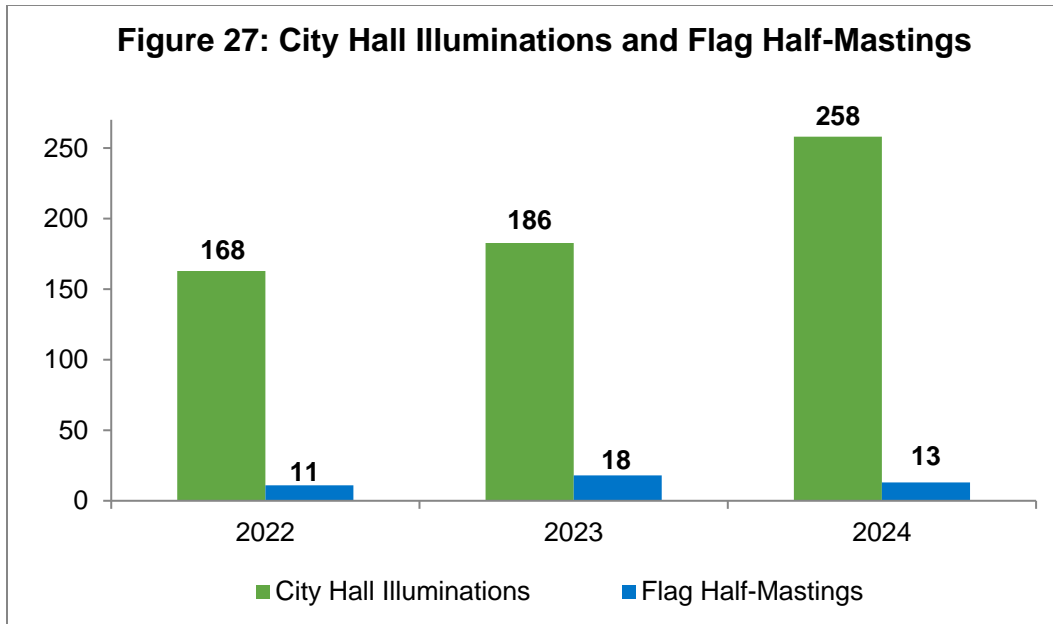
The number of micro-weddings offered increased from 132 in 2023 to 239 in 2024 due to the creation of a full-time Protocol Officer II position dedicated to delivering this highly sought after program. The program received 1,009 applications and sold 223 spots over 39 wedding days, a substantial increase from 2023 (see Figure 26 below). The program began as a cost-recovery pilot to offer couples an affordable wedding venue option, and prices have been raised only one time to adjust for inflation. Protocol will continue to offer low-cost 10-person wedding days to ensure affordability.

The flat rate cost per wedding is \$302.50 plus GST for 10 guests. In 2024, a 20-guest option was introduced at a cost of \$605 plus GST. Protocol accommodated 51 requests for the 20-guest option, which generated an additional \$7,955.75 in revenue.



### 6.4 City Hall Illuminations and Flag Half-Mastings

In 2024, 258 City Hall Illuminations were organized for a wide range of significant days, which is a 39% increase from the 186 illuminations in 2023. In September 2024, the Civic Protocol Policy was updated, which removed the category of illuminations that represent a nation or country other than Canada or *xʷməθkʷəy̓əm* (Musqueam Indian Band), *Skwxwú7mesh Úxwumixw* (Squamish Nation), and *səlilwətał* (Tseil-Waututh Nation), or seeks to commemorate a cultural or heritage day or month linked to another country or nation. This policy change is expected to take a full calendar year to be reflected in the number of illumination requests, as clients become aware of the update. The Canadian flag was also directed to be lowered for 13 occasions by Canadian Heritage and Council approved policies. Figure 27 below shows the comparison between the City Hall Illuminations and flag half-mastings across the past three years.



## 7. Looking Ahead to 2025

Building on the improvements made in 2024, the City Clerk’s Office will work towards the following goals in 2025 related to this report:

- Business and Election Services launched a new Council Correspondence Dashboard on July 15, 2025, with improved loading speed and filtering/search functions, increased metrics, and enhanced visuals to aid Council in their decision-making processes.
- Legislative Operations will phase out the use of Alchemer as the platform for Council meeting speaker registration and transition to an internally supported system using EM Pro and Power BI. This shift will enhance data control, reduce reliance on external vendors, and minimize potential errors in the speaker registration process by leveraging internal tools that offer greater flexibility, oversight, and integration.
- Protocol will continue to seek opportunities to maximize the wedding program and explore additional revenue-generating opportunities. They will continue to update their internal processes for requests from other internal departments and external stakeholders, and are developing efficient ways to streamline and track all requests, primarily from the Consular Corps of British Columbia, related to FIFA World Cup 2026™ Vancouver.