

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 on the unceded traditional territories of the x^wməθk^wəy^əm (Musqueam Indian Band), Sk^wx^wú7mesh Úxwumixw (Squamish Nation), and səliiwətał (Tsleil-Waututh Nation).

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 information management, 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 2025, 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 2025 Milestones

The following data is considered items of note in 2025.

Access to Information – FOI Requests

19 days* – the average response time for FOI requests in 2025.

- A modest increase from 2024 (17 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 = 6 files, transferred files = 23, abandoned or withdrawn files = 221 files).*

29 per cent – increase in the number of formal FOI requests received compared to 2024.

- This year (1016 requests) experienced a significant increase compared to 2024 (756 requests) and 2023 (807 requests)

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

- A 5 per cent decrease from 2024 (125 requests).

\$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 observed the right to [not issue an FOI application fee of \\$10](#) for the year 2025.

Protection of Privacy

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

- A 22 per cent increase from 2024. 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.

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

- A 4 per cent decrease from 2024. Despite this slight decrease, we are continuing to build awareness on privacy matters, assisted by the required online ATIP training promoted across the organization.

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

- A 160 per cent increase from 2024. Note that the majority (16) are amendments to existing installations.

190 – law enforcement requests received.

- A 5 per cent decrease since 2024. Law enforcement agencies continue to be very receptive to the process, which was introduced by the Privacy Office in 2022.

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.

16.7 Terabytes (TB) – EDRMS records storage usage at year end.

- This is a 9 per cent increase of 1.4 TB from 2024.

4.77 million – total number of documents in EDRMS in 2025.

- This is an 8 per cent increase from 2024. The average growth rate for the past five years is 4.71 per cent.

959 – Total number of boxes of records transferred to the City of Vancouver Archives satellite site for permanent preservation.

Access to Information

Public access to City records that are not available 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.

2025 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 fourth annual RTKW by spotlighting section 71 of FIPPA, which mandates public bodies to proactively make available categories of records that do not require an FOI request.

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. The Technology Services-led project saw collaboration and input from the business units who most frequently work with ATIP staff on FOI files, which assisted with the direction and testing of the system.

In September 2025, the City began receiving FOI requests through this new service portal. Additional features of the case management system will be enabled in 2026, as Technology Services works toward delivering the minimum viable product (MVP).

Training - deployed 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 is mandatory for all employees across the organization and is designed with accessibility in mind.

2025 Access to Information - Service Metrics

While 2024 saw a 7 per cent decrease in the number of requests received compared to the record-setting total number of requests in 2023 (807 requests), 2025 saw the largest increase in the past five years (29 per cent) while setting a new record for total number of requests received for the year (1,016 requests).

The applicant types associated with the requests received remained relatively consistent with previous years; the two most notable changes from the previous year being the increase in requests received from individuals (6 per cent) and the decrease in requests received from media (5 per cent).

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The introduction of the online request submission form as part of the FOI case management system also had a direct impact on the submission of requests received. Prior to its implementation, the average number of requests received from January to August was 73; the three months following the implementation saw an average of 116 requests. This drastic increase appears to highlight the continued growth of engagement by the individual applicant type with the FOI process (see Table 4), as well as the success of the online submission form as easing access to the applicant.

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

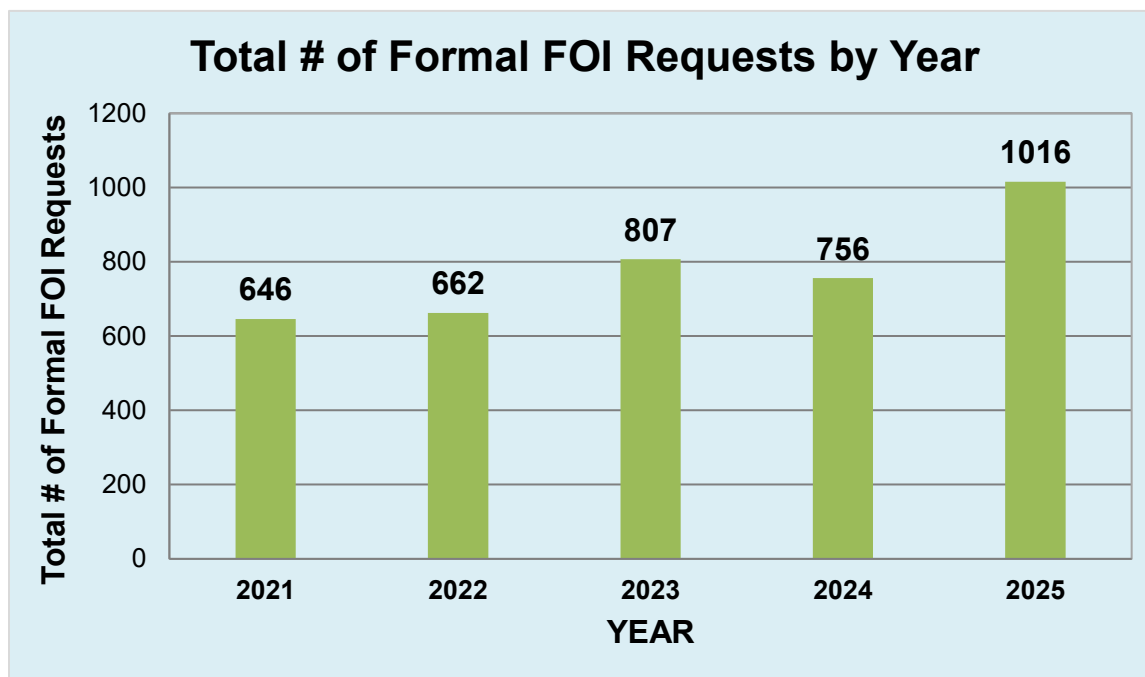
NOTE: In 2020 the decision was made to move routine requests for underground storage tank data, previously handled as FOI requests, to a fee for service queue. In 2021, 22 requests were made for underground storage tank data; 14 requests in 2022; 12 requests in 2023; 13 requests in 2024; and 12 in 2025.

TABLE 1: Total Number of Formal FOI Requests by Year (2021-2025)

Year	2021	2022	2023	2024	2025
Total # of FOI requests	646	662	807	756	1,016
% variation from previous year*	- 5%	3%	20%	-7%	29%

**Percentages are rounded to the closest whole number*

FIGURE 1: Total Number of Formal FOI Requests by Year (2021-2025)



BC Public Bodies (Municipalities and Regional Districts) - 2025 Comparative FOI Request Metrics

A survey of B.C. public bodies was conducted in 2026 to gather 2025 data. The results of the 2025 comparative FOI metrics are provided in Table 2 below with the permission of the participating public bodies.

TABLE 2: 2025 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	482	110	99%
City of Chilliwack	122	3	93.4%
City of Delta	181	16	97%
City of Kelowna	121	9	89.8%
City of Surrey	632	5	97%
City of Vancouver	1,016	217	85%
City of Victoria	284	37	75%
Districts			

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Fraser Valley Regional	103	76	93%
Hope	61	0	100%
Maple Ridge	201	11	90.2%
North Vancouver	203	7	94%
<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"> 1. request requires clarification, s.10(1)(a); and/or 2. a large number of records must be searched and compiled, s.10(1)(b); and/or 3. the records require other public body or third-party consults, s.10(1)(c). <p>NOTE: *Percentages are rounded to the closest whole number</p>			

City of Vancouver – Comparative FOI Request Metrics (2021 to 2025)

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	2021	2022	2023	2024	2025
FOI requests logged	646	662	807	756	1,016
Total pages released	31,379	34,425	33,241	20,805	25,514
Average response time*	28	23	21	17	19
Number of OIPC reviews**	17	23	17	30	52
OIPC reviews as %	2.60%	3.47%	2.11%	3.96%	5.12%

*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) – 2021 to 2025

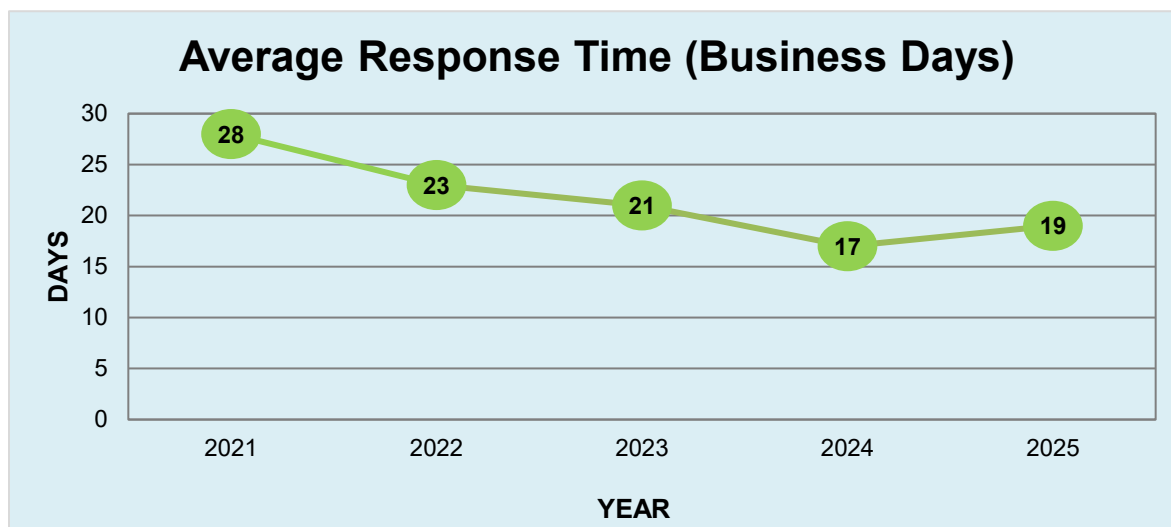
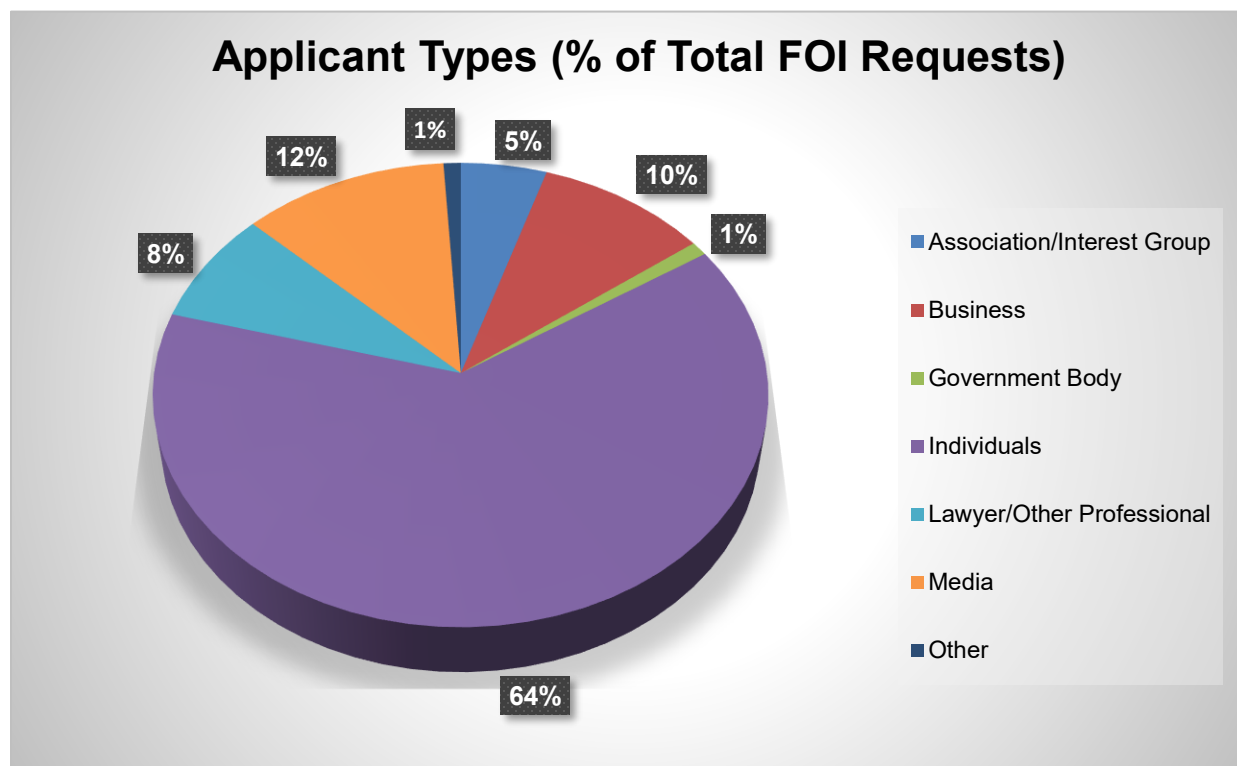


TABLE 4: Applicant Types – 2021 to 2025

Applicant Types	2021	2022	2023	2024	2025
Total number of FOI files	646	662	807	756	1016
Total Number					
Association/Interest Group	36	26	55	52	46
Business	80	57	71	53	106
Government Body	16	14	4	2	5
Individuals	346	356	448	441	649
Lawyer/Other Professional	84	93	95	63	81
Media	67	112	130	125	118
Other	17	4	4	19	12
Total Percentage*					
Association/Interest Group	6%	4%	7%	7%	5%
Business	12%	8%	9%	7%	10%
Government Body	2%	2%	1%	1%	1%
Individuals	54%	54%	56%	58%	64%
Lawyer/Other Professional	13%	14%	12%	8%	8%
Media	10%	17%	16%	17%	12%
Other	3%	1%	1%	3%	1%

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

FIGURE 3: 2025 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); however, only a percentage of FOI response packages are posted publicly. As of 2025, ATIP finalized the Proactive Information Disclosure Policy (<https://policy.vancouver.ca/ADMIN001.pdf>) to help define the criteria applied when determining what information is to be proactively released. As per the policy, FOI records that contain the following types of information are not published on the website:

- may harm a third party’s business interests; and/or
- may threaten the safety or harm a person; and/or
- may threaten the safety or harm of the public body; and/or
- contains information that is not considered accurate or complete.

The goal is to provide material that expands the understanding of a topic where there is more complete 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, 2021 to 2025

	2021	2022	2023	2024	2025
FOI requests proactively released*	269	263	322	282	326

*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 2023 can be released in 2024 or 2025 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 FIPPA.
- [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](#) 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.

“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 award was held for the seventh year in a row, recognizing one employee for their support and promotion of compliance with records management policies, procedures and best practice. This award aims to highlight 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 published guidance article introducing staff to the concept of vital records protection. The theme for Records @ Work this year was, “protecting our records”.

M365 records governance – Guidance developed for M365 and OneDrive to facilitate the migration of records from network and personal drives to the cloud (i.e., OneDrive), ensuring alignment with records-keeping best practices.

Records disposition – The annual disposition review process experienced a fast approval response rate with 78 per cent of approval packages completed on schedule. Just under 1,000 cartons of records were transferred to the City of Vancouver Archives for permanent preservation.

Team development – Recalibrated 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.

EDRMS upgrade – Completed a system upgrade of the City’s EDRMS (VanDocs) and training guidance. In addition, completed functional and user testing of a web version of VanDocs, which is designed to integrate with the online version of Microsoft Office. The web version will be deployed to users in late 2026 and will be used in tandem with the desktop version.

Training / outreach activities – ATIP launched a new mandatory eLearning course, alongside supplemental training presentations, to all staff in the City Clerk’s Office which includes corporate records management materials along with guidance on privacy protection and FOI.

Vital Records Protection – Developed a framework for Vital Records Program, that outlines the identification, classification, protection, and management of critical records. This plan includes clear processes, classification criteria, security measures, and a timeline for implementation. Initiated stakeholder awareness campaign as part of a soft launch of the Vital Records Program including guidance documents, templates and forms published to internal website updates and communications to stakeholders

2025 Corporate Records Management – Service Metrics

257 – staff attended EDRMS instructor-led training (Foundation and DRC) in 2025. Instructor-led courses continued to be delivered online with success.

599 – visits to the *EDRMS Essentials* e-Learning modules in 2025.

4.77 million – documents in EDRMS (8 per cent increase from 2024). The average annual number of new documents added for the past five years is 334,461, while the average annual net growth is 206,444 (4.4 per cent).

2,464 – technology help calls were resolved (a 13 per cent reduction over 2024 calls) in 2025.

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.

2025 Privacy Management Program – Highlights

Data Privacy Week – In January 2025, 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.

Privacy Guidance – Developed specific privacy guidance for drone use to educate staff on how to adhere to FIPPA requirements for lawful collection, use and disclosure of information and updated related guidelines on video surveillance technologies.

AI privacy reviews – Ongoing 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

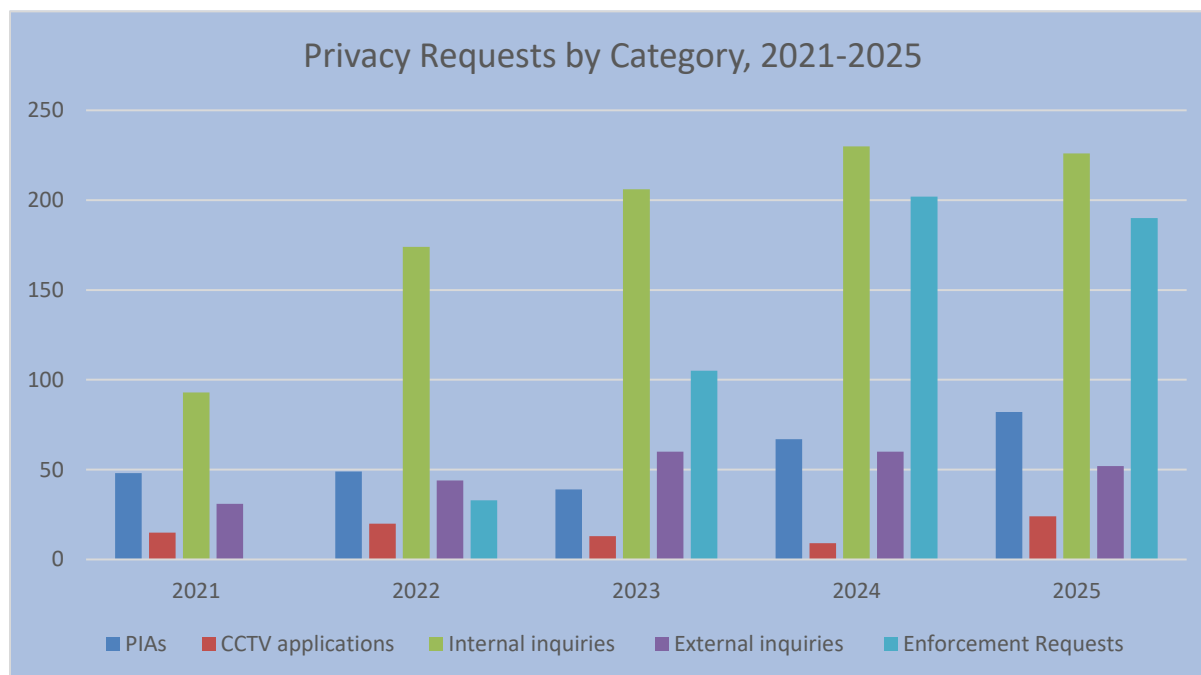
In addition to collecting metrics on PIAs and CCTV applications, we also collect data on internal consultations (privacy matters) with staff and external (non-staff) inquiries (privacy queries) received. Table 6 and Figure 4 below show all four distinct privacy activities and a comparison to previous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

TABLE 6 – 2021 to 2025

Privacy Activities	2021	2022	2023	2024	2025
Privacy Impact Assessment (PIA) applications received	48*	49	39	67	82
CCTV applications or amendments	15	20	13	9	24
Internal inquiries (internal privacy matters)	93	174	206	230	226
External inquiries (external privacy queries)	31	44	60	60	52
Enforcement Requests (requests for information under s.33(3)(d) of FIPPA)	N/A	33	105	202	190

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

FIGURE 4: Number of Privacy Requests by Category (2021 to 2025)



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 (2024/2025), please visit their website at <https://bcombudsperson.ca/annual-reports/>.

Proof of Residence

The service was discontinued mid-year. Individuals requiring proof of residence can continue to obtain the same documents from a Notary Public.

TABLE 6: Proof of Residence Affidavits Completed – 2021 to 2025

Year	Proof of Residence Affidavits Completed
2021	82
2022	108
2023	115
2024	98
2025	65

Opportunities

Looking ahead

In 2026, 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.
- Deployment of a vital and critical records program for business continuity planning.
- Preparation for upcoming events, such as the election and FIFA World Cup 2026 Vancouver™ 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 2026.

Stay tuned and warm regards,

Siân Madsen, Acting Director, Access to Information and Privacy, and the ATIP team



vancouver.ca/freedom-of-information

The City of Vancouver acknowledges that it is on the unceded traditional territories of the $x^w m \theta k^w \acute{y} \acute{a} m$ (Musqueam Indian Band), $S_k w_x w \acute{u} 7 m e s h \acute{U} x w u m i x w$ (Squamish Nation), and $s \acute{a} l i l w \acute{e} t \acute{a} \acute{t}$ (Tsleil-Waututh Nation).