

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

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

Date: 5/4/2026 9:11:49 AM

Subject: 2025 Annual City Clerk's Office Correspondence Report

Attachments: CC - COR - 2025 Annual City Clerk s Office Correspondence Report .pdf

Dear Mayor and Council,

Please find attached the 2025 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 2025.

Key highlights from the report include:

- 8,205 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)
 - 68% of correspondence received personalized responses and a total of 5,545 responses were sent, 4,881 from the Council Correspondence Coordinator and 664 from department staff
 - Cases were closed within an average of 3.3 business days , which is within the 10-business day Service Level Agreement
- 461 event invitations processed for Mayor and Council
- 5,030 public hearing correspondence items received by the City Clerk's Office
 - 1096 speakers registered and 870 speakers heard during public hearings
- At Council meetings and Standing Committees:
 - 118 speakers registered and 87 speakers heard during Council meetings (excl. Draft Budget meeting)
 - 1,014 speakers registered and 715 speakers heard during Standing Committee meetings
 - 631 speakers registered and 384 speakers heard during Draft Budget meetings
- 32 official visits, 30 events, ceremonies, and recognitions, 183 micro-wedding spots sold, 161 City Hall Illuminations, and 18 flag half-mastings managed by the Protocol Office

If you have any questions, please contact Katrina Leckovic, City Clerk, at Katrina.Leckovic@vancouver.ca

Thanks,

Donny

Donny van Dyk (he/him)

City Manager

City of Vancouver



The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and səliłwətaʔ (Tsleil-Waututh) Nations.



2025 Annual City Clerk's Office Correspondence Report

City Clerk's Office

April 30, 2026

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1. Introduction

The purpose of this report is to present an annual review of correspondence processed within the City Clerk's Office in 2025, along with other notable public engagement data captured throughout the year. This report provides information to Council to support them in their work and outlines correspondence, and public relations related work conducted on behalf of Council.

Data from 2025 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 2025 Correspondence Trends

A summary of the data collected in 2025 is displayed in Table 1 below.

Table 1: 2025 Correspondence Data Summary

Business and Election Services	Mayor and Council Correspondence: Volumes and Sources	• 8,205 correspondence items received in total ○ 5,648 submitted on the Contact Mayor and Council web form ○ 943 received through the Mayor's Office* ○ 1,247 received from 3-1-1 ○ 261 received individually from councillors* ○ 106 received by the City Clerk's Office <i>*Only tracked when entered into the case management system (EM Pro).</i>
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Business and Election Services	Mayor and Council Correspondence: Popular Topics	1. 2026 Capital and Operating Budget*: 1,401 2. Traffic Management and Safety: 440 3. Public Safety: 392 4. Contract Award for Operator (Lease) for VanDusen Botanical Garden Restaurant*: 271 5. Temporarily Pausing Net-New Supportive Housing Investments in Vancouver to Prioritize Replacing Existing Stock and Promoting Regional Equity*: 247 <i>*Council meeting and Standing Committee agenda items</i>
	Mayor and Council Correspondence: Top Neighbourhoods	1. Downtown: 1,023 2. Mount Pleasant: 680 3. Kitsilano: 590 4. Grandview-Woodland: 532 5. West End: 498
	Mayor and Council Correspondence: Response Rates	• 68% of correspondence received personalized responses ○ 5,545 responses were sent ▪ 4,881 from the Correspondence Coordinator ▪ 664 from department staff • 2,660 cases were closed with acknowledgement • Cases were closed within an average of 3.5 business days • 97.5% of cases were closed within the 10-business day Service Level Agreement
	Mayor and Council Event Invitations	• 461 event invitations for Mayor and Council
Legislative Operations	Public Hearing Correspondence	• 5030 public hearing correspondence items • 1096 speakers registered • 870 speakers heard
	Council and Standing Committee Meeting Speakers	• 118 speakers registered for Council meetings (excl. Budget) • 87 speakers heard during Council meetings • 1014 speakers registered for Standing Committee meetings • 715 speakers heard during Standing Committee meetings • 631 speakers registered for Draft Budget meetings

		• 384 speakers heard during Draft Budget meetings
Protocol Office	Visits, Events, Weddings, Illuminations, and Half-Mastings	• 32 official visits • 30 events, ceremonies, and recognitions • 183 micro-wedding spots sold • 161 City Hall Illuminations • 18 flag half-mastings

3. Correspondence Improvements in 2025

In 2025, the City Clerk's Office implemented the following improvements to the correspondence processes:

- 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.
- The Legislative Operations Team supported ongoing reviews of the City's website to clearly communicate submission deadlines and legal requirements for public hearing materials, including the requirement that submissions must be received prior to the close of the comment period. As well, the website was enhanced to support residents registering to speak and preparing for Council meetings. Improvements include plain-language written guidance, a plain-language instructional video, and clearer explanations of participation expectations.
- The Protocol Team updated the Illumination request portal and the delegation/visit request portal to streamline triaging requests and reduce the number of ineligible applications submitted.

4. Business and Election Services

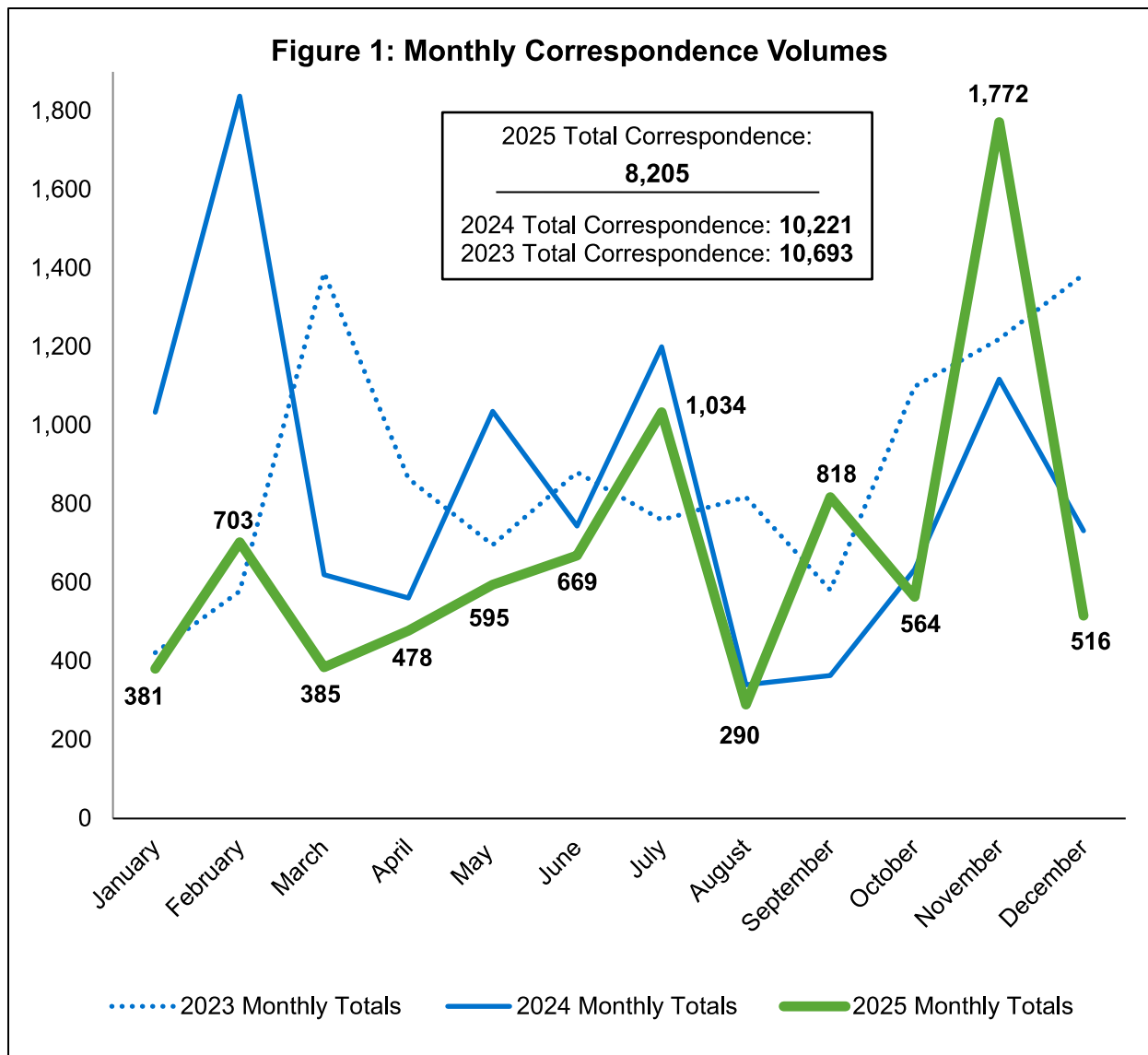
4.1 Mayor and Council Correspondence

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 2025, Council received a total of 8,205 correspondence items, which was a 20% decrease from the 10,221 correspondence items received in 2024. This decrease can 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 breaks in January, March, August, and December, and an increase before/after the breaks in February, July, September, and November.



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 2025 fell under the Finance and Supply Chain Management department, which included correspondence related to some of the popular Council meeting agenda items below:

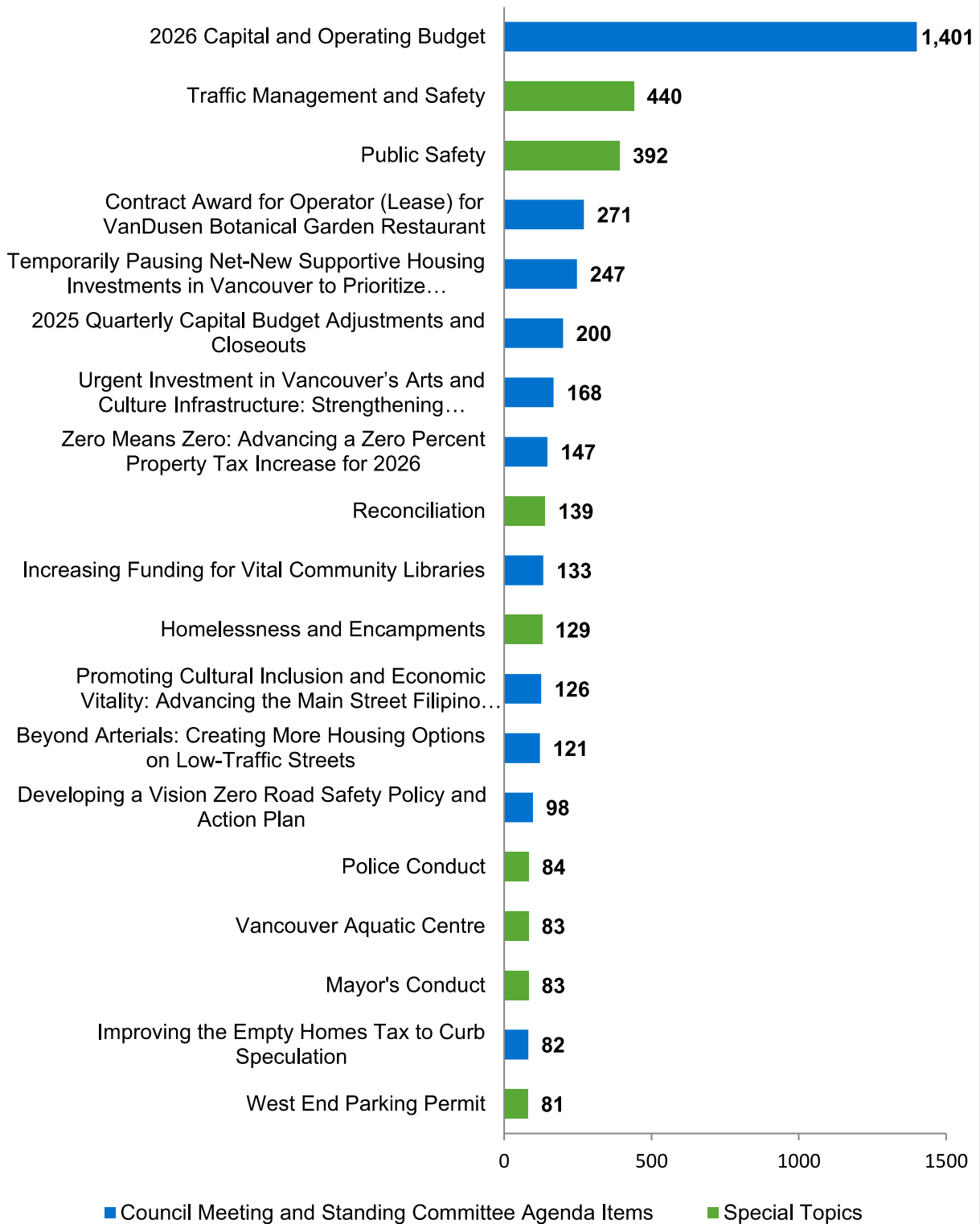
- *2026 Capital and Operating Budget*
- *2025 Quarterly Capital Budget Adjustments and Closeouts*
- *Zero Means Zero: Advancing a Zero Percent Property Tax Increase for 2026*
- *Improving the Empty Homes Tax to Curb Speculation*

The Engineering Services department received the second highest volume of correspondence as a high volume of correspondence related to traffic management and safety concerns were received.



Other popular topics were related to public safety and the following staff reports: *Contract Award for Operator (Lease) for VanDusen Botanical Garden Restaurant* and *Temporarily Pausing Net-New Supportive Housing Investments in Vancouver to Prioritize Replacing Existing Stock and Promoting Regional Equity*. A complete list of the most popular topics from 2025 is provided in Figure 3 below.

Figure 3: 2025 Correspondence Topic Trends



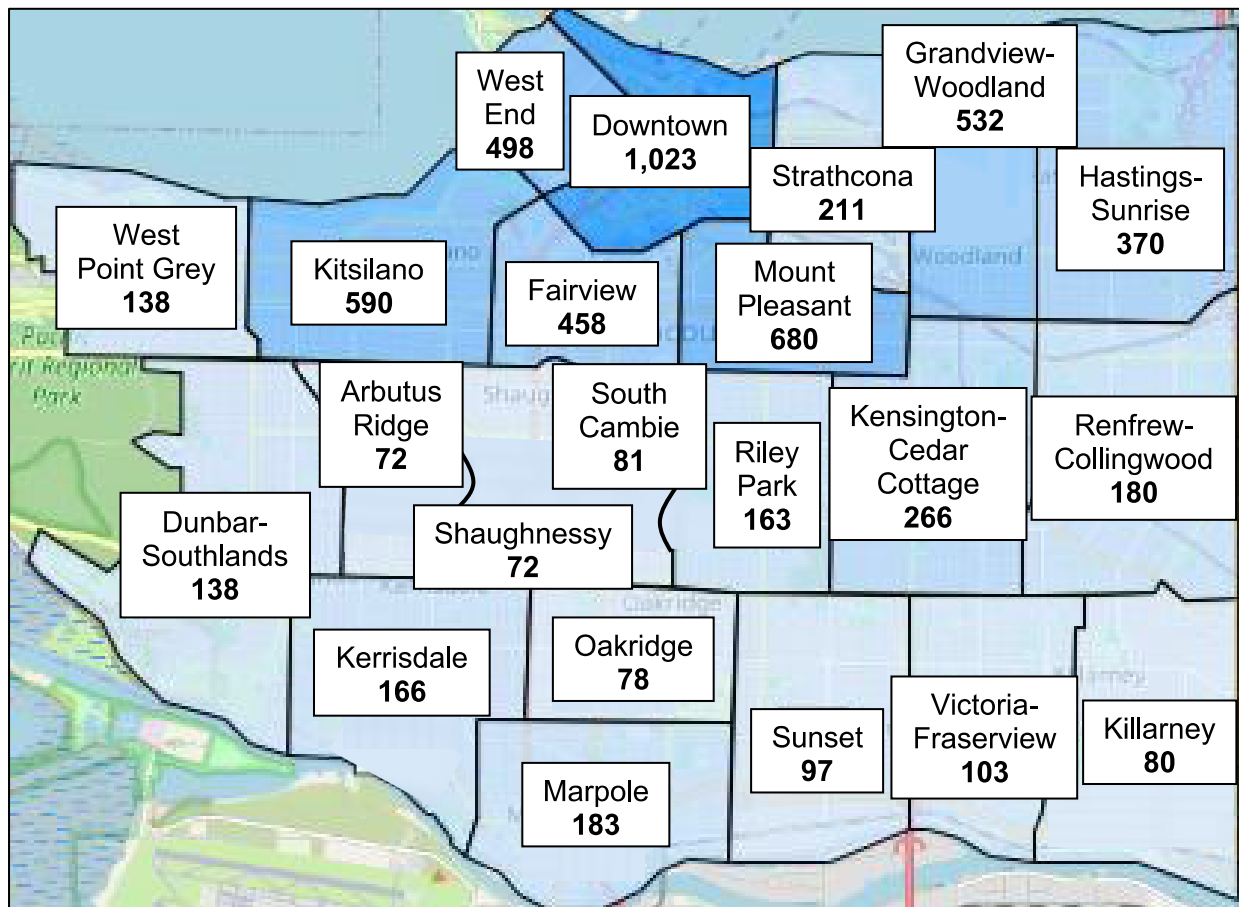
4.12 Local Area (Neighbourhood) Volumes and Trends

There are 22 local areas (neighbourhoods) in the City of Vancouver, which are identified by the constituent's residence and used to track the origin of correspondence volumes. In addition to neighbourhoods, there are two other classifications used to track the origin of correspondence volumes:

- *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.

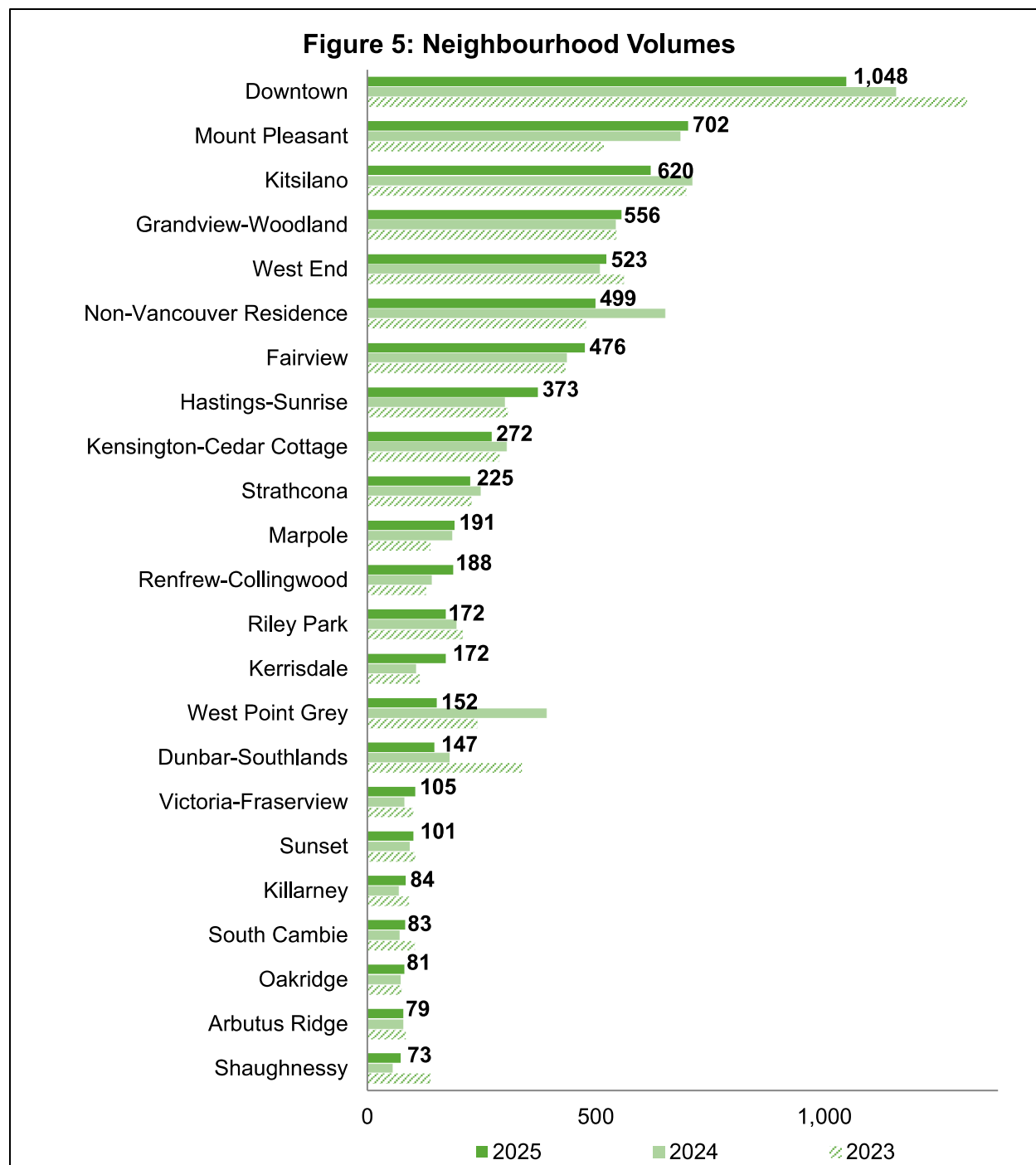
Figure 4 below is a heat map of the correspondence volumes received from each neighbourhood in 2025.

Figure 4: 2025 Neighbourhood Volumes



Not Displayed on Map:

The Downtown, Mount Pleasant, Kitsilano, Grandview-Woodland, and West End neighbourhoods had the highest volume of correspondence in 2025. Figure 5 below shows the comparison between the correspondence volumes received in each neighbourhood across the past three years.



The Grandview-Woodland, Mount Pleasant, Strathcona, Downtown, and Fairview 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 1.95% of the Grandview-Woodland population in comparison to 1.5% of the Downtown population, which had the highest number of actual correspondence received.

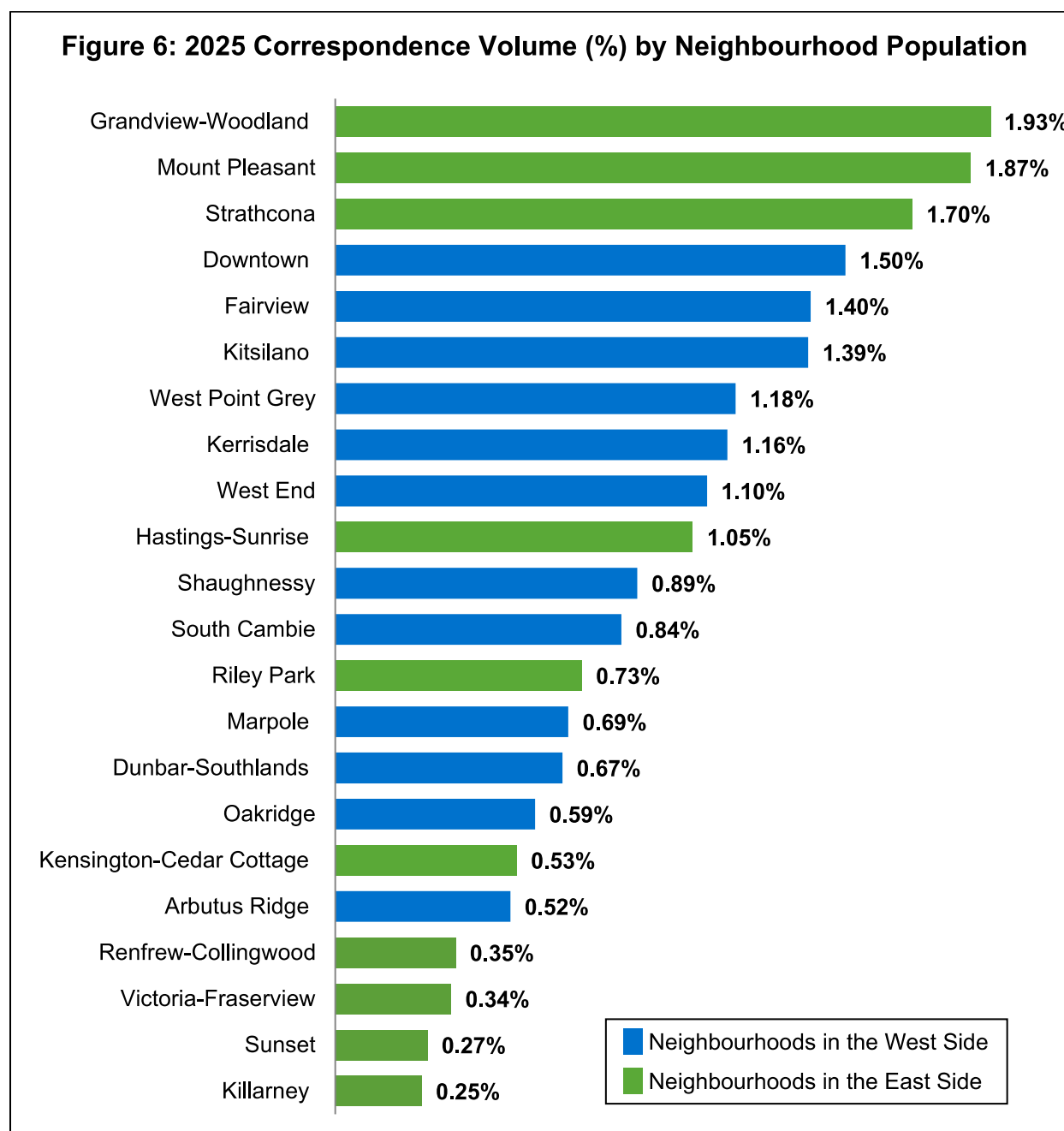


Table 2 below shows the most popular topics by neighbourhood.

Table 2: 2025 Top Correspondence Topics and Volumes by Neighbourhood

Neighbourhoods	Most Popular Topic	Second Most Popular Topic
Downtown	2026 Capital and Operating Budget* (116)	2025 Quarterly Capital Budget Adjustments and Closeouts* (48)
Mount Pleasant	2026 Capital and Operating Budget* (226)	Traffic Management and Safety (33)
Kitsilano	2026 Capital and Operating Budget* (125)	Temporarily Pausing Net-New Supportive Housing Investments in Vancouver to Prioritize Replacing Existing Stock and Promoting Regional Equity* (97)
Grandview-Woodland	2026 Capital and Operating Budget* (160)	Increasing Funding for Vital Community Libraries* (19)
		Urgent Investment in Vancouver's Arts and Culture Infrastructure: Strengthening Vancouver's Cultural Sustainability and Economic Impact* (19)
		Vancouver Dyke March (19)
West End	West End Parking Permit (74)	2026 Capital and Operating Budget* (66)
Non-Vancouver Residence	Promoting Cultural Inclusion and Economic Vitality: Advancing the Main Street Filipino Cultural Centre and Hotel Project* (60)	2026 Capital and Operating Budget* (50)
Fairview	2026 Capital and Operating Budget* (122)	Contract Award for Operator (Lease) for VanDusen Botanical Garden Restaurant* (22)

Neighbourhoods	Most Popular Topic	Second Most Popular Topic
Hastings-Sunrise	2026 Capital and Operating Budget* (93)	Reopening Clark Drive: Protecting East Vancouver's Liveability and Port Access* (20)
Kensington-Cedar Cottage	2026 Capital and Operating Budget* (67)	Traffic Management and Safety (21)
Strathcona	2026 Capital and Operating Budget* (39)	Don't let Chinatown's Postal Service be Stamped Out* (11)
		Harm Reduction Site (11)
Marpole	Traffic Management and Safety (25)	Standards of Maintenance By-law (24)
Renfrew-Collingwood	2026 Capital and Operating Budget* (51)	Accelerating the Turf Field Upgrade at Beaconsfield Park for Inclusion in the 2027-2030 Capital Plan* (11)
Riley Park	2026 Capital and Operating Budget* (39)	Contract Award for Operator (Lease) for VanDusen Botanical Garden Restaurant* (10)
Kerrisdale	2026 Capital and Operating Budget* (25)	Contract Award for Operator (Lease) for VanDusen Botanical Garden Restaurant* (14)
West Point Grey	2026 Capital and Operating Budget* (30)	Contract Award for Operator (Lease) for VanDusen Botanical Garden Restaurant* (13)
Dunbar-Southlands	2026 Capital and Operating Budget* (19)	Contract Award for Operator (Lease) for VanDusen Botanical Garden Restaurant* (12)
Victoria-Fraserview	2026 Capital and Operating Budget* (19)	Creating Connections: Advancing a Transformative Active Transportation Pathway in South Vancouver* (13)
Sunset	2026 Capital and Operating Budget* (17)	Lapu Lapu Day Incident (6)

Neighbourhoods	Most Popular Topic	Second Most Popular Topic
		Zero Means Zero: Advancing a Zero Percent Property Tax Increase for 2026* (6)
Killarney	2026 Capital and Operating Budget* (23)	Protecting the Champlain Heights Forest Trail Network for Future Generations and Residents* (11)
South Cambie	2026 Capital and Operating Budget* (18)	Residential Parking (6)
Oakridge	2026 Capital and Operating Budget* (10)	Contract Award for Operator (Lease) for VanDusen Botanical Garden Restaurant* (8)
		Residential Parking (8)
Arbutus Ridge	2026 Capital and Operating Budget* (11)	Temporarily Pausing Net-New Supportive Housing Investments in Vancouver to Prioritize Replacing Existing Stock and Promoting Regional Equity* (8)
Shaughnessy	Contract Award for Operator (Lease) for VanDusen Botanical Garden Restaurant* (18)	2026 Capital and Operating Budget* (12)

*Council meeting and Standing Committee agenda items

■ Neighbourhoods in the West Side ■ Neighbourhoods in the East Side

4.13 Correspondence Sources

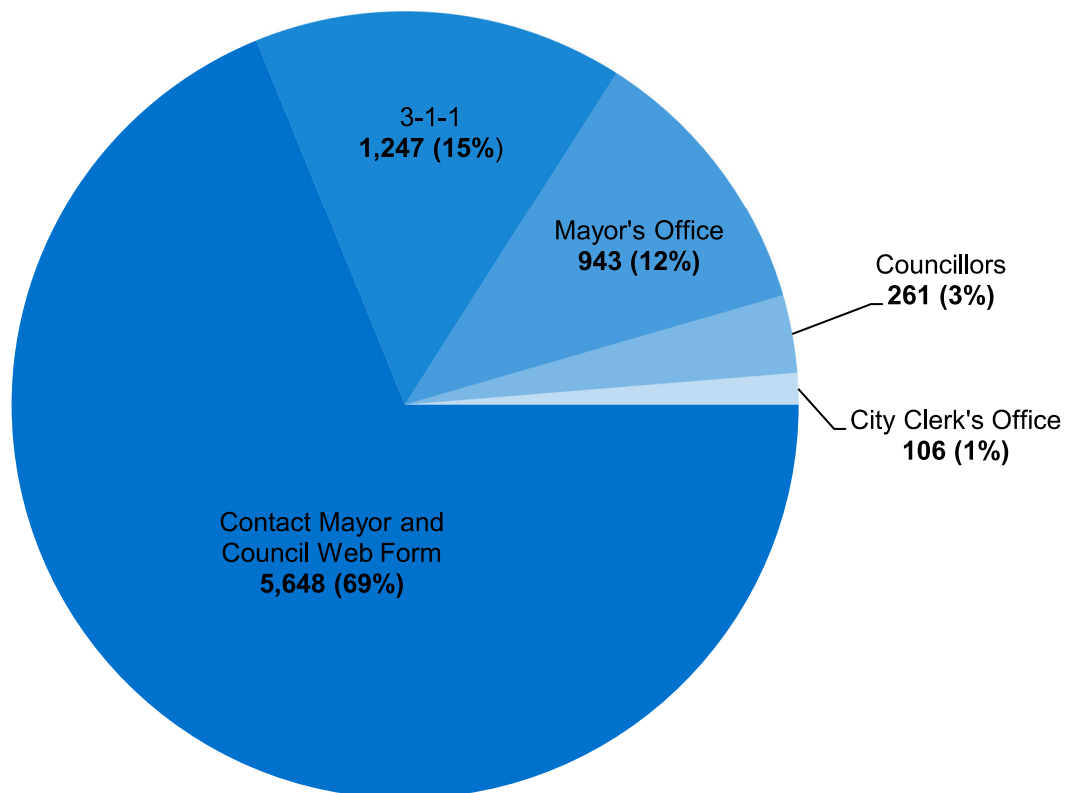
Mayor and Council correspondence is received through the following channels:

- [Contact Mayor and Council web form](#)
- **3-1-1**
 - Phone calls
 - Live chat
 - [Tell Us Online web form](#)
 - Social media

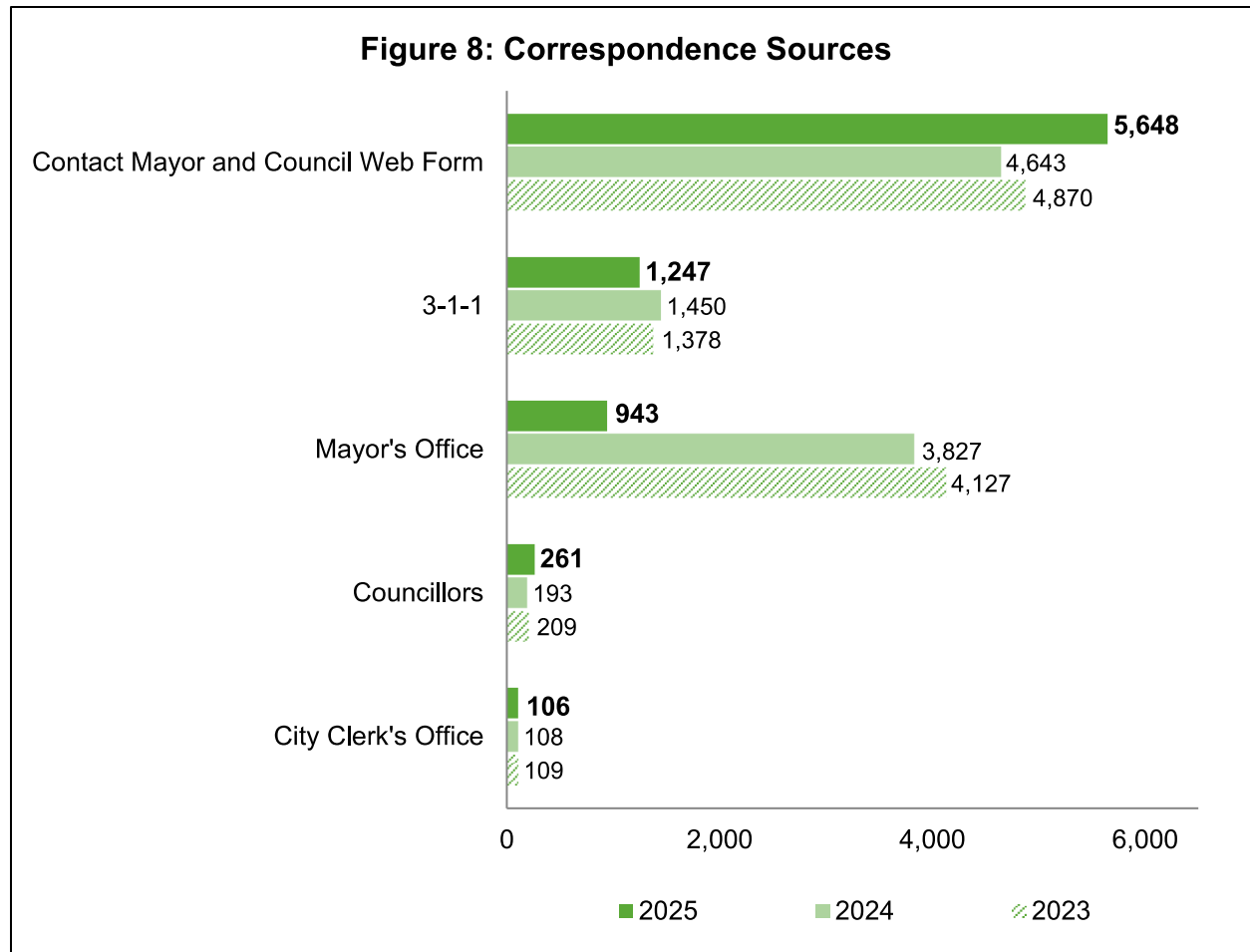
- **City Clerk's Office**
 - Physical mail
 - Phone calls
 - In-person inquiries
- **Councillors** (only tracked when requested by the Councillor)
 - Individual emails
 - Phone calls
 - Physical mail
- **Mayor's Office** (only tracked when requested by the Mayor's Office)
 - Individual emails
 - Phone 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 69% (5,648 correspondence items) in 2025.

Figure 7: 2025 Correspondence Sources



In March 2024, a decision was made to no longer enter email campaigns for tracking from the Mayor's Office and Councillors. As displayed in Figure 8 below, correspondence tracked from the Mayor's Office has significantly decreased since 2024.

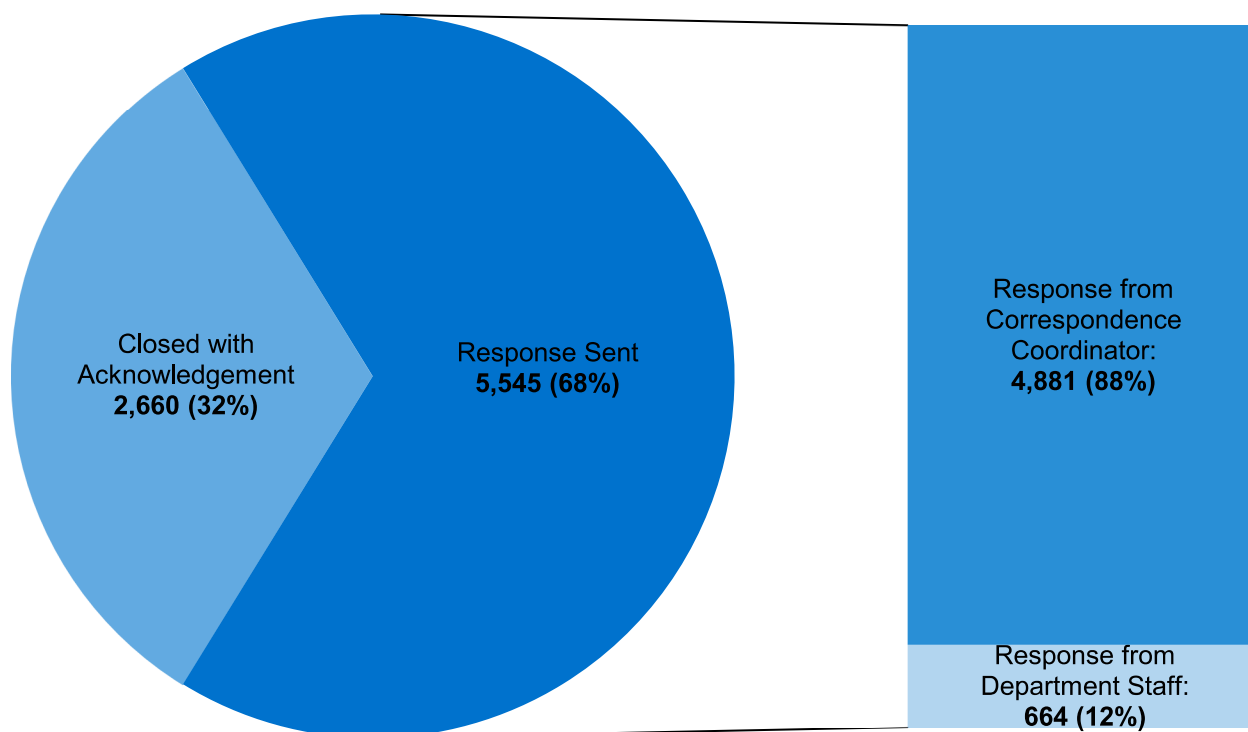


4.14 Correspondence Response Rates

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. City staff are also unable to respond back to contentious topics or subjects that are political in nature. Therefore, although staff try to respond to most of the correspondence received, it is impossible to respond to 100% of the correspondence.

In 2025, 68% (5,545) of the correspondence received a personalized response addressing the constituent's concerns, which is a 31% increase from the 52% response rate from 2024. These personalized responses sometimes include links for more information on the City's website or additional contacts. Out of the 5,545 personalized responses that were sent out, 4,881 were sent from the Council Correspondence Coordinator, while 510 were sent from department staff. Alternatively, 32% (2,660) did not receive a personalized response and the cases were closed in EM Pro noting the correspondence was "Received for Information" (see Figure 9 below).

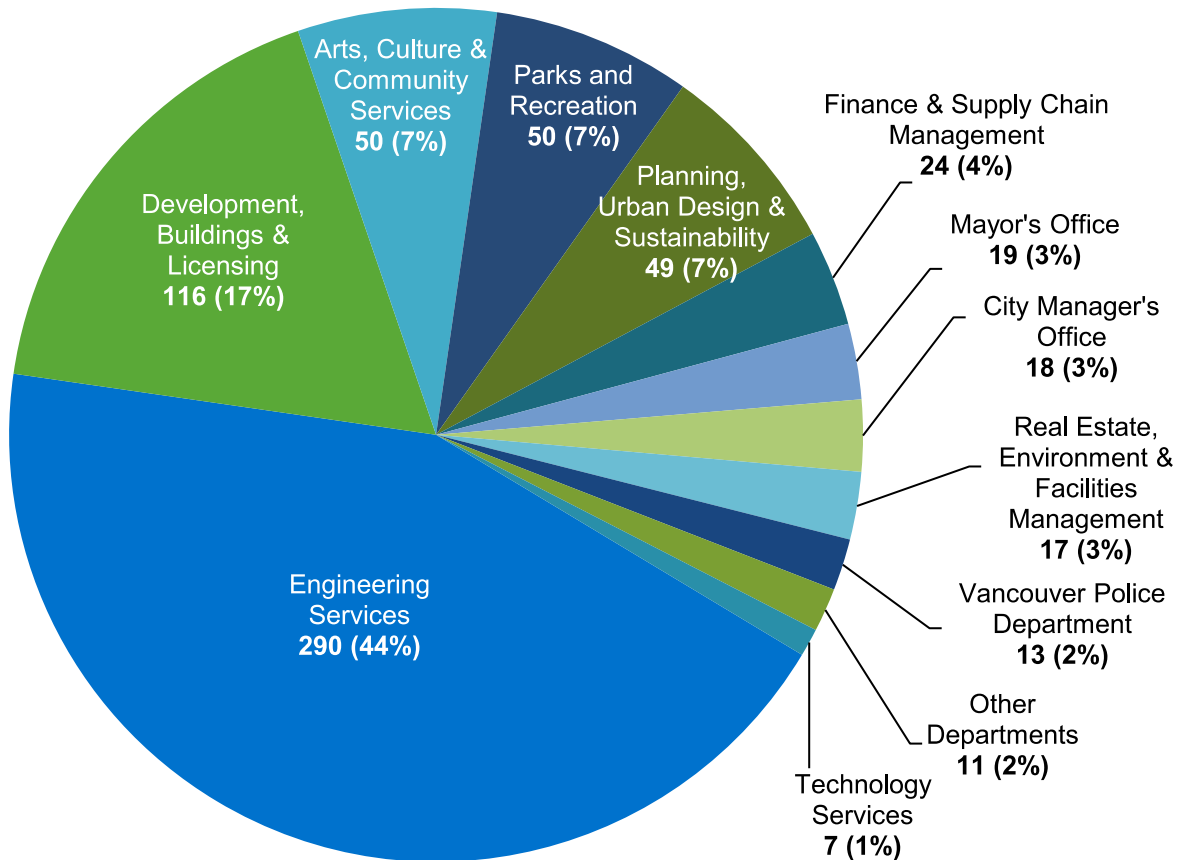
Figure 9: 2025 Response Rates



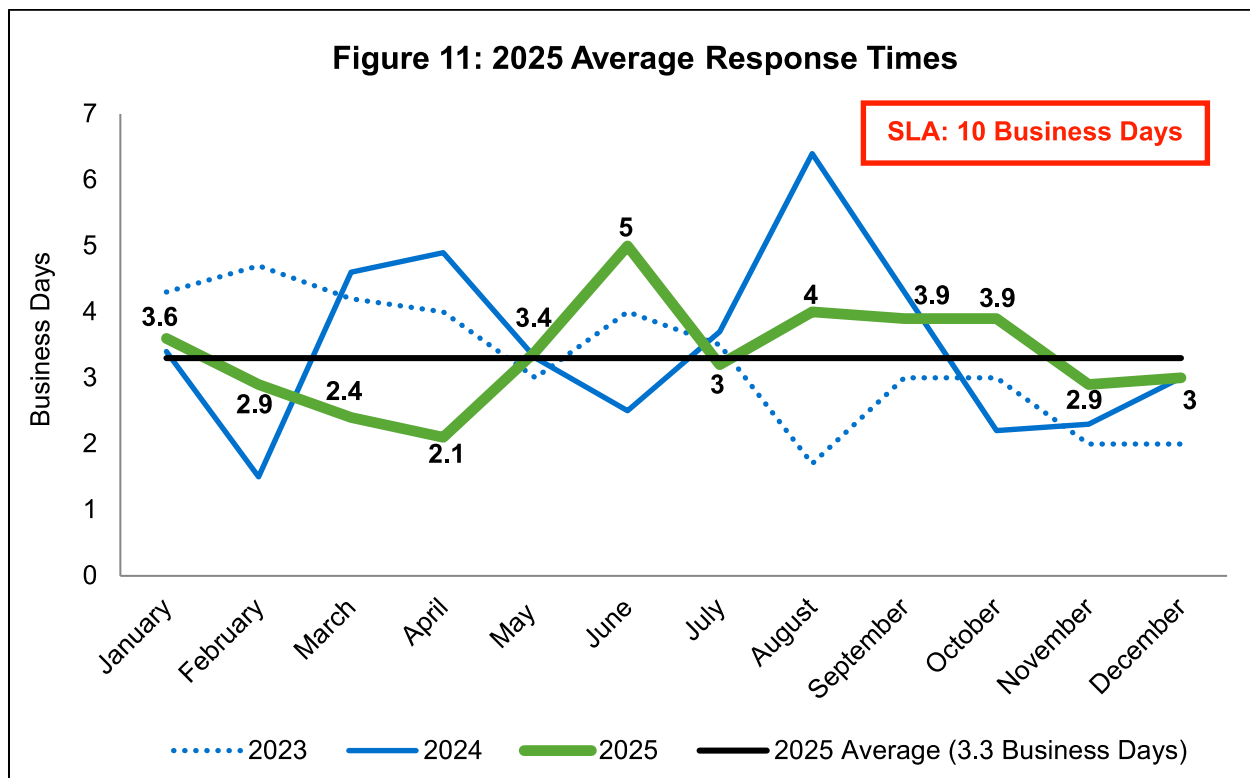
The majority of responses are provided by the Council Correspondence Coordinator, unless the topic is complex and a specific response is required from department staff. Since 2017, the Council Correspondence Coordinator has developed a response repository consisting of information collected from the 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.

Similarly to previous years, the majority of correspondence that required a staff response fell under the Engineering Services (44%) and Development, Buildings, and Licensing (17%) 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, and Vancouver Fire and Rescue Services.

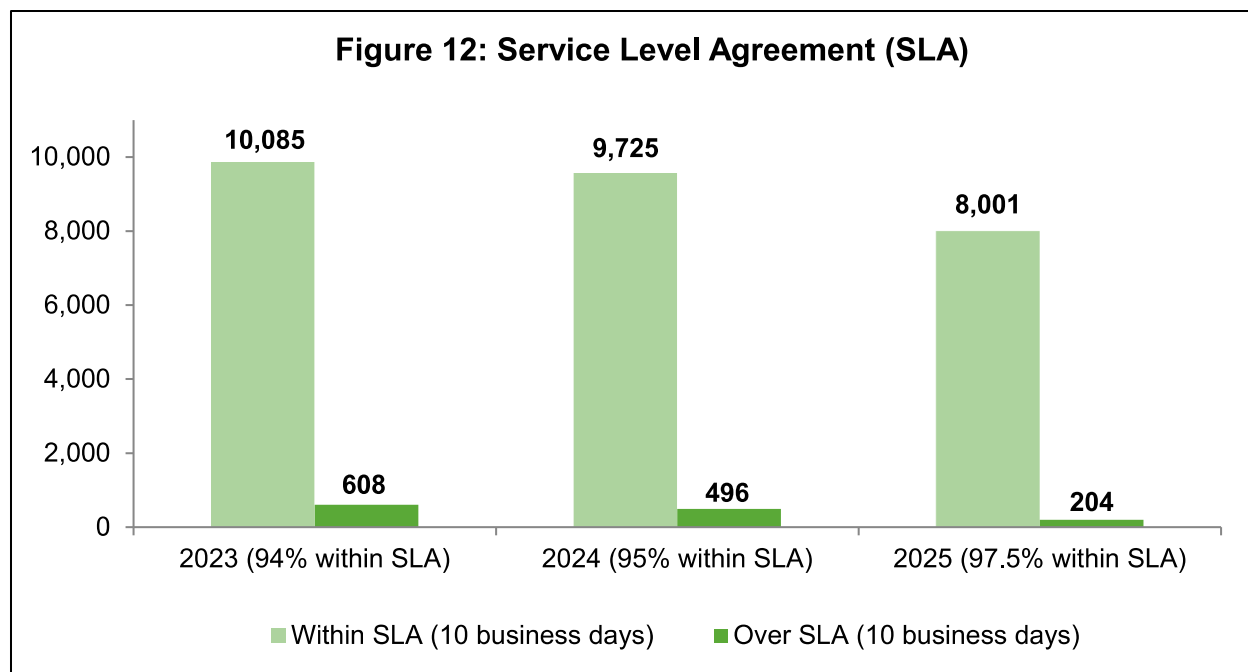
Figure 10: 2025 Staff Responses by Department



The average correspondence case response time was 3.3 business days in 2025, which is a 6% decrease from the 3.5-business day average in 2024 (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 eight 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 2025, 97.5% of correspondence was responded to within the 10-business day SLA, compared to the 95% in 2024. 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 2025, 461 event invitations were received through the event invitations web form, which is similar to previous years (see Figure 13 below).

