

File No.: 2026-507

July 10, 2026

By Email: [REDACTED]

Dear [REDACTED]

Re: **Request for Access to Records under the Freedom of Information and Protection of Privacy Act (the "Act")**

I am writing regarding your request of June 8, 2026 under the *Freedom of Information and Protection of Privacy Act* for:

The following aggregate records* from the Vancouver Board of Parks and Recreation Aquatics program for each Swim for Life level (Preschool levels, Swimmer 1 through Swimmer 10, and the Swim Patrol levels) for each registration session in 2022, 2023, 2024, and 2025:

- 1. the number of unique participants registered in that level; and**
- 2. of those, the number who had also been registered in the same level at any time in the preceding 24 months (e.g. participants repeating** a level).**

Date range: January 1, 2022 to December 31, 2025.

***Underlying data may be held in the "Customer Skills" report (which records, per participant, each skill, its evaluation date, and its qualification date) and/or in "Registration Roll-Over Results". Applicant is requesting aggregate counts only, by level and session.**

****If the Aquatics program does not produce re-enrolment or repeat-registration figures in any standard report, please confirm that in writing and identify which records, if any, would have to be compiled to answer items 1 and 2.**

Please note, due to the estimated staff time required to search, compile, and process records, a fee has been issued. If you wish to potentially reduce the estimated fee amount, you may want to consider narrowing the scope of your request by reducing the date range and reducing the number of data points specified in your request.

Please be advised that Park Board Recreation Software Analysts indicated to our office that there is no report to show repeat registration or re-enrollment; therefore staff will have to manually cross-reference customer IDs with lesson registrations, lesson levels, seasons, and years.

Please also be advised that Park Board Recreation staff do not use the 'Customer Skills' feature nor the 'Registration Roll-Over Results' report in ActiveNet. Additionally, they would not be pertinent to this request as they do not show repeat enrollments.

Fees: Under section 75 of the Act and Schedule A of the *Freedom of Information and Protection of Privacy By-law* we are permitted to charge fees for processing your request.

Deposit: As indicated in the enclosed fee estimate, we require you to send us a deposit. Although the Act imposes time limits on our response to your request, the time that elapses as we wait for the deposit will not be used to calculate our response time.

Fee Waiver: The Act provides that we may excuse you from paying all or part of the fee if you cannot afford to pay or there are other reasons that justify excusing the fee, or if the record relates to a matter of public interest. If you believe that we should excuse the fee in your case, you must provide us, in writing, with the reasons or grounds on which you believe that the fee should be excused. In the alternative, if you can narrow your request, please let me know.

Review of Fee: The Act also provides that you may ask the Information and Privacy Commissioner to review this fee estimate or any other aspect of our response. The Act allows you 30 business days from the date you receive this notice to request a review by writing to Office of the Information and Privacy Commissioner, info@oipc.bc.ca or by phoning 250-387-5629.

If you request a review, please provide the Commissioner's office with: 1) the request number (2026-507); 2) a copy of this letter; 3) a copy of your original request; and 4) detailed reasons why you are seeking the review.

If the fee deposit is not received within 30 business days from the date of this letter (August 24, 2026), this file will be closed as abandoned.

Yours truly,

■■■■■ FOI Case Manager, for

[Signed by ■■■■■ ■■■■■]

Siân Madsen, MA, MAS
Acting Director, Access to Information & Privacy

If you have any questions, please email us at foi@vancouver.ca and we will respond to you as soon as possible. You may also contact 3-1-1 (604-873-7000) if you require accommodation or do not have access to email.

Encl. (Fee estimate)

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FEE ESTIMATE

Date: July 10, 2026

File No.: 2026-507

To: [REDACTED]

Re: Freedom of Information Request – Processing Fees

FEE ESTIMATE

DETAILS

AMOUNT

Locating, retrieving and producing records, and preparing them for disclosure:

Time required: Approx. 161.0 hours @ \$3.75 per ¼ hour

\$2,415.00

First 3 hours free @ \$3.75 per ¼ hour

(\$45.00)

TOTAL AMOUNT PAYABLE

\$2,370.00

This is a fee estimate. The actual cost of providing the records may be higher or lower. If you wish to accept this estimate, please send us a deposit of 50% (\$1,185.00).

ONLY SEND THE 50% DEPOSIT AMOUNT

Payment Options

Please carefully review and confirm the information is correct prior to sending a deposit. Your payment deposit will need to be received within thirty business days from receiving your Invoice.

Pay Online (Recommended)

Please refer to the e-mail accompanying this letter to access the “Pay now” link in order to pay by credit card.

Cheque

Please make cheque payable to City of Vancouver.

Mail to the following address:

Attention: FOI OFFICE
City Clerk's Department
3rd Floor, Vancouver City Hall
453 West 12th Avenue V5Y 1V4

We request that you include your 7 digit FOI file number (2026-507) on the cheque when sending your payment. This helps us track your payment.

We will confirm we've received your cheque by emailing you within 5 business days of receipt.