

All phone numbers begin with the area code 604, unless otherwise indicated.

CITY BOARDS, DEPARTMENTS, SERVICE GROUPS

City Hall (main switchboard)	873.7011
Board of Variance, 304-456 W. Broadway	873.7723
City Clerk's Department	873.7276
Agendas, Council/Standing Committees/Commissions (recorded message)	873.7471
Archives, 1150 Chestnut St.	736.8561
Elections and Voters List	873.7681
City Manager's Office	873.7625
Equal Employment Opportunity (EEO) Program	873.7786
Civic Theatres	665.3050
Community Services	
Development Services Phone Centre	873.7611
Building Permit Information	873.7611
Carnegie Centre	665.2220
Drug Policy	871.6040
Gathering Place	665.2391
Housing Centre	871.6434
Inspections Information	873.7601/7603
Licence Office	873.7568
Non-Market Housing	873.7437
Office of Cultural Affairs	871.6434
Permits and Licences Department	873.7611
Planning Department	873.7344
Social Planning Department	873.7487
Zoning Information	873.7611
Corporate Services	
Accounting Division	873.7780
Accounts Payable	873.7823
Accounts Receivable	873.7202
Budgets Office	871.6375
Building Services	873.7201
By-law Fines	873.7642
Risk Management	873.7700
Facilities Design and Management	873.7137
Property Tax	873.7633
Purchasing Services	873.7263
Real Estate Services	873.7620
Utility Billings	873.7644
Engineering Services	873.7323
Office of Emergency Management	215.4878
Manitoba Works Yard	326.4650
National Works Yard	871.6200
Fire and Rescue Services Administration	665.6000
Fire Investigation, 900 Heatley Ave.	665.6078
Fire Prevention, 201-456 W. Broadway	873.7595
Human Resource Services	873.7663
Law Department	873.7512
Library Management, 350 W. Georgia St.	331.4000
Library Quick Information Service	331.3603
Parks and Recreation Services	257.8400
Corporate Services	257.8446
Planning and Operations	257.8463
Queen Elizabeth District	257.8689
Stanley District	257.8486/8480
Vancouver East District	257.8613
Vancouver Police	717.3535
Crime Reports (non-emergency)	717.3321
Victim Services Unit	717.2737

ELECTED CITY OFFICIALS (2008 – 2011)

Mayor Gregor Robertson			873.7621
Councillors		Councillors' Reception	873.7273
Suzanne Anton	873.7248	Raymond Louie	873.7243
David Cadman	873.7244	Geoff Meggs	873.7249
George Chow	873.7245	Andrea Reimer	873.7241
Heather Deal	873.7242	Tim Stevenson	873.7247
Kerry Jang	873.7246	Ellen Woodsworth	873.7240
Park Board Commissioners			
Constance Barnes	999.0384	Stuart Mackinnon	778.389.1956
Sarah Blyth	724.0043	Ian Robertson	961.9059
Raj Hundal	715.3096	Loretta Woodcock	377.3927
Aaron Jasper	669.3131		

■ indicates City of Vancouver operations

City Hall 453 West 12th Avenue, Vancouver, BC V5Y 1V4
 East Wing 2675 Yukon Street, Vancouver, BC V5Y 3P9

EMERGENCY NUMBERS

Terasen Gas Emergency Services	1.800.663.9911
BC Hydro Power Outage and Repair Line	1.888.769.3766
Crisis Intervention/Suicide Prevention	872.3311
Suicide Line	1.800.784.2433
■ Drainage Problems	326.4650
Employment and Assistance, after-hours line	660.3194
Family and Child Abuse (24 hrs.)	660.4927
Help Line for Children	310.1234
Poison Control Centre, St. Paul's Hospital	682.5050 or 1.800.567.8911
■ Police, Fire, Ambulance	911
Rape Relief and Women's Shelter	872.8212
VictimLINK (crime, family, sexual violence - 24 hrs.)	1.800.563.0808
■ Water Services	326.4650

INFORMATION NUMBERS

Alcoholism and Narcotic Addiction Services	
Alcohol and Drug Information and Referral, 202-3102 Main St.	660.9382
Addiction Services, 2110 W. 43rd Ave., 3rd Flr.	267.3970
See also health centres and clinics under "Health Services"	
Salvation Army Harbour, Light Detox Centre, 119 E. Cordova St.	646.6808

Animals

■ Animal Services/City Pound, 1280 Raymur Ave.	871.6888
■ Dog Hotline (including barking dogs)	871.6888(MUTT)
■ Dog Licences, Permits and Licences, E. Wing, 2nd Flr. SPCA, 1205 E. 7th Ave.	871.6888
Emergencies	879.7343
Lost and Found	879.7721
Spaying, Neutering, Shots, etc. (SPCA Hospital)	879.3571
■ Dead Animals	326.4600

Arts and Cultural Affairs

■ Office of Cultural Affairs, 330-555 W. 12th Ave.	871.6434
Vancouver Art Gallery, 750 Hornby St.	662.4700

Automobiles

■ Abandoned Vehicles, Parking Enforcement, 700-1125 Howe St.	257.8709
Court Dispute, 281-800 Hornby St.	665.3387
ICBC Dial-A-Claim	520.8222
Motor Vehicle Traffic Fines (speeding tickets) (paid at Driver Services Centres) see telephone book blue pages	
Parking Tickets, City Hall, Main Flr.	873.7642

Births, Deaths and Marriages

BC Vital Statistics Agency, Vancouver Office, 250-605 Robson St.	660.2937
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Building, Electrical and Plumbing

■ Building Permits and Information	873.7611
■ Inspectors, Health, 1200-601 W. Broadway	675.3800
■ Inspectors, Information (building, electrical, gas, plumbing, sprinklers), E. Wing, Main Flr.	873.7601/7603

Bus (see "Transportation")

Certificates

Births, Deaths, Marriages, 250-605 Robson St.	660.2937
BC Safety Authority, Safety Officers, 400-88 6th St., New Westminster	660.6286/6222

Childcare

■ Child and Youth Social Planner	871.6032
■ Child Development Coordinator	871.6042
Licensing, Vancouver Coastal Health	675.3800
Westcoast Childcare Resource Centre	709.5699

Children and Family Development Ministry, Regional District

601-700 W. Georgia St.	660.2433
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Citizenship and Immigration Canada

1148 Hornby St.	1.888.242.2100
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Claims

■ Against the City, Claims Division, Risk Management	873.7700
Land Title Office, 300-88-6th St., New Westminster	660.2595
Small Claims Court, 100-800 Hornby St.	660.8989

Complaints

Better Business Bureau	682.2711
Business Practices and Consumer Protection	320.1667
Complaints Against Municipal Police	660.2385
Vancouver Coastal Health, 1200-601 W. Broadway	675.3800
■ Graffiti Hotline	873.7161
Residential Tenancy Office, 400-5021 Kingsway, Burnaby	660.3456
Small Claims Court, 100-800 Hornby St.	660.8989
■ Untidy Premises	873.7398

Disaster Planning/Information

E-Comm (Emergency Communications) for Southwest BC	215.5000
■ Office of Risk Management, 403-515 W. 10th Ave.	873.7700

Discrimination

BC Human Rights Tribunal	
1170-605 Robson St.	1-888.440.8844/775.2000
Legal Services Society, 400-510 Burrard St.	601.6000

Drainage Problems

■ Sewer Line Locations, City Hall, 4th Flr.	873.7357
■ Sewer Backups	326.4680

Driver's Licence Information

Driver Services Centre, 8:30am-4:30pm	661.2255
1055 W. Georgia St., 4126 MacDonald St. or 11th and Commercial Drive	
ICBC (driver testing and vehicle information)	661.2255
■ Municipal Plates, E. Wing, 2nd Flr.	873.7568

Vancouver Economic Development Commission

1620-1075 W. Georgia St.	632.9668
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Employment

Employment Standards Branch	1.800.663.3316
■ Human Resources Department (City of Vancouver)	873.7663
Manitoba Yard, 250 W. 70th Ave.	326.4650
Labour Relations Board of BC, 600-1066 W. Hastings St.	660.1300

Employment Standards Branch (non-union)

210-4946 Canada Way, Burnaby	660.4946
■ Park Board, 2099 Beach Ave.	257.8400
Public Service Commission-Infotel, 210-757 W. Hastings St.	1.800.645.5605
Service Canada	
Employment Insurance, Telephone Information Service	1.800.206.7218
100-4242 Fraser St.	666.2306
125 E. 10th Ave.	872.7431
415-757 W. Hastings St.	681.8253

Family Service Bureaus

Ministry of Children and Family Development	
Emergency Service (24 hrs.)	660.4927
Toll-free (province-wide - 24 hrs.)	1.800.663.9122
Ministry of Housing and Social Development	
Vancouver Coastal Regional Office	660.3224
After Hours (emergency service - 24 hrs.)	660.3194
Help Line for Children (toll-free, no area code required - 24 hrs.)	310.1234
Westcoast Family Information and Referral, Mon-Fri, 9am-5pm	709.5699

Fire Prevention and Permits

■ Fire Department Administration Office	665.6000
■ Fire Investigations	665.6078
■ Fire Prevention	873.7595
■ Pre-fire Planning	665.6085
Office of the Fire Commissioner (provincial)	1.888.988.9488

Garbage

■ Billing	873.7644
■ City Collection, Solid Waste and Landfill	326.4600
■ City Disposal, 5400-72nd St., Delta	326.4600
■ City Recycling Hotline	326.4600
■ City Transfer Station, 377 W. Kent Ave. North	326.4600
■ Compost Hotline, 2150 Maple St.	736.2250
■ Environmental Protection (reception)	871.6540
■ Recycling Council of BC Hotline (Mon-Fri, 9am-4pm)	732.9253
■ Sanitation	326.4600
■ Yellow/Blue Bags and Bins Information	326.4600
■ Graffiti Hotline	873.7161

Health Services, Public

Special listing under Government - Federal, Provincial	see telephone book blue pages
Hearing Tests-Community Audiology Centre, 999 W. Broadway, 3rd Flr.	659.1100
Care Cards	
Claims and Other Enquiries (automated)	683.7151
Registrations and Premiums	683.7151
Downtown Community Health Centre, 569 Powell St.	255.3151
Environmental Health, 1200-601 W. Broadway	675.3800
Evergreen Community Health Centre, 3425 Crowley Dr.	872.2511
North Community Health Office, 200-1651 Commercial Dr.	253.3575
Pacific Spirit Community Health Centre, 2110 W. 43rd Ave.	261.6366
Pine Clinic, 1985 W. 4th Ave. (for youths up to 24 yrs.)	736.2391
Raven Song Community Health Centre, 2450 Ontario St.	709.6400
Permits - Social Planning and Research Council (SPARC)	
4445 Norfolk St., Burnaby	718.7744
South Community Health Centre, 6405 Knight St.	321.6151
Three Bridges Community Health Centre, 1292 Hornby St.	736.9844
Travel Clinic, Unit L-5, 601 W. Broadway (booking appointments)	736.9244

Heating

■ Apartments and Rental Houses (private property)	873.7398
■ City Property Use Inspectors	873.7398

Heritage Enquiries

	873.7141
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Housing

■ Age of house	873.7644
■ Property Information	873.7537/7997
BC Housing	433.2218
Housing Repairs (Residential Rehabilitation Assistance Program, CMHC)	731.5733
■ House Size Regulations	873.7613
Low Income Housing (senior citizens, family, disabled)	
BC Housing Management Commission	
601-4555 Kingsway, Burnaby	433.2218
Residential Tenancy Branch, 400-5021 Kingsway, Burnaby	660.1020
■ Secondary Suites Program	873.7945
■ Sub-standard Housing, Property Use Inspectors	873.7398
■ Tenant Assistance Program	873.7488
■ Zoning Regulations	873.7613

Immigration

Citizenship and Immigration, 1148 Hornby St.	1.888.242.2100
Immigrant Services Society of BC	
501-333 Terminal Ave.	684.2561

Information

Canada/BC Small Business Services Society, Station Building, 601 W. Cordova St.	775.5525
■ City of Vancouver	873.7011
Government of Canada	1.800.OCANADA/1.800.622.6232
Inform Vancouver (Information and referral services)	875.6381
Landlord and Tenant Problems, Residential Tenancy Office (24 hrs.)	660.1020
Residential Tenancy Office	
400-5021 Kingsway Ave., Burnaby	660.3456
Tenants Rights Action Coalition Hotline	255.0546
BC Provincial Ombudsman	1.800.567.3247
Red Book: Directory of Information Services for the Lower Mainland	875.6381
Service BC (Vancouver area)	660.2421
Service BC (Victoria)	1.250.387.6121
Statistics Canada (general information)	1.800.263.1136

Law Courts

BC Court of Appeal, Registries, 800 Smithe St.	660.2858
Divorce Registry (family and divorce), 800 Smithe St.	660.2843
Provincial Courthouse Registry, 800 Smithe St.	660.8989
Supreme Court Registry (civil), 800 Smithe St.	660.2845
Supreme Court Registry (criminal), 800 Smithe St.	660.2874

Legal Services

Lawyer Referral Services	687.3221/1.800.663.1919
Legal Services Society, 400-510 Burrard St.	601.6000
Legal Services Society Intake Clinic (legal aid applications and enquiries), 425-510 Burrard St.	601.6206

Library, Vancouver Public

■ Central Library, 350 W. Georgia St.	331.3603
■ Library Management Team	331.3603

Liquor Distribution Branch

2625 Rupert St.	252.3000
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Licences

■ Business Licences, E. Wing, 2nd Flr.	873.7568
■ Dog Licences, E. Wing, 2nd Flr.	873.7568
Liquor Control and Licensing	775.0100
Liquor Distribution Branch, 2625 Rupert St.	252.3000
Liquor Licence (single event)	enquire at BC Liquor Store
Marriage Licences, 250-605 Robson St.	660.2937

Lighting		
BC Hydro (customer service and billing)	224.9376	
■ Street Lights and Electrical Traffic Signals/Signs (emergency dispatch)	871.6200	
Litter		
Health Inspectors	604.675.3800	
■ In Public Places, Garbage Collection	326.4600	
■ Litter Receptacles	326.4600	
■ On Private Property (property use inspectors)	873.7398	
Lots		
■ Size of Lot, Land Survey, City Hall, Main Flr.	873.7330	
Map Sales		
■ Engineering Client Service Centre, City Hall, Main Flr.	871.6439/873.7216	
Mortgages		
Canada Mortgage and Housing Corporation, 200-1111 W. Georgia St.	731.5733	
Land Title Office, 88-6th St., New Westminster	660.2595	
Museums and Planetarium		
H. R. MacMillan Space Centre/Planetarium, 1100 Chestnut St., Vanier Park	738.7827	
Vancouver Maritime Museum, 1905 Ogden Ave.	257.8300	
Vancouver Museum, 1100 Chestnut St., Vanier Park	736.4431	
Noise, Excessive		
■ Barking Dogs	871.6888(MUTT)	
■ City Health Inspector, 800-601 W. Broadway	675.3800	
Parking		
■ Abandoned Vehicles, 700-1125 Howe St.	257.8709	
■ By-law Fines	873.7642	
■ Commercial Vehicle Licence Plates (municipal), E. Wing, 2nd Flr.	873.7568	
Disability/Permits Parking, SPARC, 4445 Norfolk St. Burnaby	718.7744	
Impounded Vehicle: Busters	685.7246	
■ Parking Enforcement Request	257.8727	
■ Pay Parking Tickets (Visa or MasterCard accepted - 24 hrs.)	871.6365	
■ Residential Parking Permits, City Hall, Main Flr.	873.7338	
■ Ticket Enquiries	257.8732	
Towing: Busters	685.8181	
Parking Meters		
Defective Meters	871.6219	
Permits		
■ Addresses, Changes and Additions	873.7986/7784	
■ Building Permits	873.7611	
■ Electrical, Plumbing, Gas, Sprinkler, Special Inspections, Street Occupancy E. Wing, 2nd Flr.	873.7600/7608/7062/7052	
■ Development Zoning	873.7611	
■ Information	873.7611	
■ Occupancy Permits (commercial)	873.7539	
■ Occupancy Permits (1 and 2 family dwellings)	873.7539	
■ Property Use Inspectors	873.7398	
■ Sign Permits (information)	871.6714	
■ Street Use Permits	873.7322/7773/7298	
■ Tree Cutting Permit, E. Wing, 2nd Flr.	871.6378	
■ Tree Hotline	871.6378	
■ Truck Permits (overweight vehicles and wide loads)	873.7216/871.6439	

Pest Complaints		
Pest Control, Public and Private Property	873.7871	
Planning		
■ Board of Variance, 304-456 W. Broadway	873.7723	
■ Development Permit Board, E. Wing, 3rd Flr.	873.7469	
■ Enquiries (zoning counter), E. Wing, 2nd Flr.	873.7613	
■ First Shaughnessy Advisory Design Panel, E. Wing, 3rd Flr.	873.7929	
■ Urban Design Panel, E. Wing, 3rd Flr.	873.7469	
■ Vancouver City Planning Commission Vancity Building, 406-515 W. 10th Ave.	873.7269	
Poison		
Poison Control Centre, 1081 Burrard St. (St. Paul's Hospital)	682.5050	
Police		
■ Block Watch, 2120 Cambie St. (Tues-Fri, 8 am-5pm)	717.2857	
■ Correspondence Unit, 312 Main St.	717.3000	
■ Crime Reports (non-emergency)	717.3321	
■ Emergency	911	
■ Impounded Cars, 312 Main St.	717.3535	
■ Police Station, 312 Main St. (main switchboard)	717.3535	
■ Victim Service Unit, 2120 Cambie St.	717.2737	
Pollution		
Air Quality complaints (outdoor - 24 hrs.)	436.6777	
■ Air Quality (inside apartments)	873.7871	
Environment Canada, Pacific and Yukon Region	664.9100	
■ Environmental Protection Branch, 301-456 W. Broadway	871.6540	
Ozonation of water	436.6777	
Post Office		
■ Customer Service (general information)	1.800.267.1177	
■ Postal Code Information (charge service)	1.900.565.2633	
Pound		
■ Animal Services, 1280 Raymur Ave.	871.6888	
Public Guardian and Trustee of BC		
700-808 W. Hastings St.	660.4444	
Recreation and Entertainment		
■ Board of Parks and Recreation, 2099 Beach Ave.	257.8400	
H. R. MacMillan Space Centre/Planetarium, 1100 Chestnut St.	738.7827	
Pacific National Exhibition, 2901 E. Hastings St.	253.2311	
■ Queen Elizabeth Park, Bloedel Conservatory, 33rd Ave. and Cambie St.	257.8570	
■ Vancouver Aquarium, 845 Avison Way, Stanley Park	659.3474	
■ Vancouver Art Gallery, 750 Hornby St.	662.4700	
Vancouver Maritime Museum, 1905 Ogden Ave.	257.8300	
■ Vancouver Museum, 1100 Chestnut St	736.4431	
■ Vancouver Tourist Infocentre	see "Visitors"	
■ VanDusen Botanical Garden, 5251 Oak St. (at W. 37th Ave.)	878.9274	
Recycling		
■ City Recycling Hotline	326.4600	
Composting Hotline, 2150 Maple St.	736.2250	
Recycling Council of BC Hotline	732.9253	
Residential Parking Permits		
City Hall, Main Flr.	873.7338	
Schools		
Vancouver School Board	713.5000	
See Vancouver telephone directory, yellow and white pages, for schools and community colleges		

Senior Citizens		
Suicide Line	1.800.784.2433	
Crisis Centre (24 hrs.)	1.866.661.3311 or 872.3311	
Housing Services		
BC Housing Management Commission	433.2218	
Old Age Security and Canada Pension Plan	1.800.277.9914	
411 Seniors Centre, 411 Dunsmuir St.	684.8171	
South Granville Seniors Centre, 1420 W. 12th Ave.	732.0812	
Sexually Transmitted Diseases		
BC Centre for Disease Control, 655 W. 12th Ave.	660.0584	
STI/HIV Prevention Control, 655 W. 12th Ave.	660.6161	
Sidewalk Inspections		
■ Construction Sites	873.7216	
■ Repair and Maintenance	871.6200	
Social Services		
Ministry of Housing and Social Development, Regional Office	660.3224	
Statistics		
BC Vital Statistics Agency, 250-605 Robson St.	660.2937	
Statistics Canada	1.800.263.1136	
Strata Title Enquiries		
■ Planning Department, E. Wing, 3rd Flr.	873.7721/871.6627	
Streets and Lanes		
■ Boulevard Maintenance	871.6200	
■ Boulevard and Street Trees (public property)	257.8600	
■ Driveways and Crossings (regulations)	873.7317	
■ Local Improvements for Streets, Sidewalks, etc.	873.7206	
■ Petitions (lighting improvements, street and sidewalk improvements)	873.7928	
■ Street Cleaning	326.4600	
■ Street Light Replacement	871.6200	
■ Street Repair	871.6200	
■ Street Vending	873.7339	
■ Trees in Back Lane	871.6200	
Subdivision/Strata Title Enquiries		
E. Wing, 3rd Flr.	871.6627/873.7721/873.7556	
Taxes and Assessments		
BC Assessment, 200-295 Virtual Way, (Renfrew St. and East Broadway)	739.8588	
Consumer Taxation Branch and Information Services		
800-360 W. Georgia St.	660.4524	
Information for Individual Tax Filers	1.800.959.8281	
■ Property Tax	873.7633	
Provincial Sales Tax	660.4524	
■ Secondary Suites, E. Wing, 2nd Flr.	873.7945	
Theatres		
■ Orpheum, Smithe St. at Seymour St.	665.3050	
■ Queen Elizabeth Theatre, Hamilton St. at Georgia St.	665.3050	
■ Vancouver Playhouse, Hamilton St. at Dunsmuir St., Audience Services (box office)	873.3311	
Tickets (parking)		
■ By-law Fines Collection	873.7642	
■ Dispute Office, 281-800 Hornby St.	665.3387	
Towing		
■ By-law Infractions, Busters, 1410 Granville St.	685.7426	
Traffic Signs, Signals and Street Lights		
■ Inoperative Traffic Signals (24 hrs.)	871.6200	
■ Replace Street Light Bulbs	871.6200	
■ Sign Maintenance	871.6200	

■ Traffic Signal Enquiries	873.7910	
Traffic Tickets		
ICBC Driver Licensing	1.800.950.1498	
Transportation		
BC Ferries, 1112 Fort St., Victoria (24 hrs.)		
Reservations	1.888.BC FERRY (223.3779)	
Cell phone (Rogers or Telus Mobility networks)	*BCF (*223)	
Canada Line Rapid Transit Inc.		
Construction Related Enquires	605.5997	
Traffic Disruptions, Construction and Project Information	608.0200	
Car Pool Information, Jack Bell Foundation	879.7433	
■ Downtown Historic Railway	871.6930/873.7309	
TransLink		
Lost Property, Stadium SkyTrain Station, 590 Beatty St.	682.7887	
TransLink Schedules	953.3333	
VIA Rail (reservations, arrivals, departures)		
1150 Station St.	1.888.842.7245	
Utilities		
Terasen Gas (emergency line)	1.800.663.9911	
Terasen Gas (customer service)	1.888.224.2710	
BC Hydro Customer Service	224.9376	
BC Hydro Power Outage and Repair Line	1.888.769.3766	
TELUS		
Business Service	310.3282	
Directory Assistance	411	
Residential Service	310.2255	
Telephone Repair	611	
■ Billing (water, sewer, garbage and recycling)	873.7644	
Visitors		
Tourism BC/Hello BC	435.5622	
Vancouver Tourist Infocentre, Plaza Level, 200 Burrard St.	683.2000	
Volunteers		
■ Emergency Social Services	215.4878	
■ Board of Parks and Recreation	257.8400	
Vancouver Health Units	see under "Health Services"	
Volunteer Vancouver	875.9144	
Voting Information and Registration		
Elections BC	1.800.661.8683	
■ Vancouver Voters List	873.7681	
Water Service		
■ Emergency Service (24 hrs.)	326.4650	
■ Water Billing Information	873.7644	
■ Water Connections (residential)	873.7357	
■ Water Connections (commercial)	873.7311	
Water Conservation Hotline	873.7350	
■ Water Rate Inspectors	326.4614/4615	
■ Water Quality Complaints	873.7351	
■ Waterworks Operations (24 hrs.)	326.4800	
Welfare		
Ministry of Housing and Social Development		
Regional Office, Library Square, 910-360 W. Georgia St.	660.3224	



2009 TELEPHONE REFERENCE GUIDE



For more information on your city, visit: vancouver.ca

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