

From: "Mochrie, Paul" <Paul.Mochrie@vancouver.ca>
To: "[Direct to Mayor and Council - DL](#)"
CC: "[City Manager's Correspondence Group - DL](#)"
Date: 1/7/2021 6:12:14 PM
Subject: Upcoming IB: Quirky calls to 3-1-1 in 2020

Dear Mayor and Council,

As we move into 2021, we are highlighting the wide-ranging work done by 3-1-1 contact centre staff last year. We will issue an information bulletin tomorrow (Friday) that looks back on the quirkiest calls of 2020, high-level figures on 3-1-1 interactions, and serve as a reminder for how residents can ask 3-1-1 for City information and non-emergency services.

Best,
Paul

Paul Mochrie (he/him)
Acting City Manager
City of Vancouver
paul.mochrie@vancouver.ca
604.873.7666



The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the Musqueam, Squamish, and Tsleil-Waututh peoples.