

From: ["Levitt, Karen" <karen.levitt@vancouver.ca>](mailto:karen.levitt@vancouver.ca)
To: ["Direct to Mayor and Council - DL"](#)
Date: 8/18/2021 5:59:06 PM
Subject: RE: 311 protocol

Thanks for this Councillor Bligh, you raise a really important point.

Branislav is doing some work with 311, Sanitation, Parking Enforcement and VPD to ensure that when any of these groups are approached by a member of the public about an encampment, the Managing Director of Homelessness Services and Affordable Housing Programs is notified immediately so that an Outreach Team can be deployed.

Alongside this, as you have noted below, we will work on messaging provided by 311 when members of the public call in to report an encampment.

All the best,

Karen

Karen Levitt, Deputy City Manager (she/her)
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The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the xʷməθkʷəy̓əm/Musqueam, Sḵwx̱wú7mesh/Squamish and səlilwətaʔ/Tsleil-Waututh nations.

From: Bligh, Rebecca <Rebecca.Bligh@vancouver.ca>
Sent: Wednesday, August 18, 2021 4:36 PM
To: Mochrie, Paul <Paul.Mochrie@vancouver.ca>; Levitt, Karen <karen.levitt@vancouver.ca>
Cc: Direct to Mayor and Council - DL
Subject: 311 protocol

Hi Paul and Karen,

I am raising an issue that I have heard now from a number of businesses regarding calls to 311 related to growing encampments, whether structures or RV's, and I am wondering what is the protocol in terms of 311 response?

The reason I ask is that it seems the common response from 311 is that there isn't anything that can be done. Given two scenarios within a week, and number previous, I am prompted to raise this question.

Beta5 Chocolates is the most recent who seems to have had good experiences raising the issue directly with city depts. and this time did not get the same response. The other is Business in Vancouver head office at 303 West 5th that has an RV encampment out front of their office, daily dealings etc. growing in its footprint and becoming more rooted in its location, without bylaw interactions etc.

It goes without saying these concerns are being raised by folks with compassion for the challenges the city and individuals are dealing with regarding housing or a lack of and there is an expectation these growing issues receive some attention and action to improve the situation within the city's jurisdiction.

Thank you in advance for the forthcoming response.

Rebecca

Councillor Rebecca Bligh

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