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To: ["Direct to Mayor and Council - DL"](#)
Date: 4/8/2022 4:02:10 PM
Subject: [Services Centre Reopening plan](#)

Dear Mayor and Council,

With the recent updates from the Provincial Health Officer, I would like to provide an update regarding our reopening plan for the Development and Building Services Centre.

While the Services Centre continued to offer an appointment booking option throughout the closure for those enquiries that could not be resolved on-line or digitally, staff have now launched a phased re-opening plan.

The doors to the Services Centre are open and walk-in customers can now visit the concierge counter to schedule appointments and request other services such as viewing microfiche, dropping of documents, and making payments. Staff are also able to use these interactions to introduce customers to our online services and direct them to digital platforms for the future.

Staff are fully committed to supporting the digital first channel, and continue to accept online web form inquiries and permit applications 24/7 and 3-1-1 continue to create web forms for any enquiries that require a Tier 2 escalation within DBL.

Staff recognize the pre-pandemic model employed in the Services Centre is not sustainable and in order to best support our ongoing digital transformation, the Services Centre will be moving to a customer centric approach, incorporating feedback we have received over the last 10 months. During this first phase of the reopening, we will leverage the reception log to track any interactions and inquiries from walk-in customers to help inform future state planning. Further, DBL and REFM are partnering to design a more interactive and customer focussed Services Centre layout for the future.

Here is a timeline for actions the team has planned for the coming months:

- April
 - Launch an external customer survey to capture the voice of our customers to further understand their needs and explore several ideas to inform future state planning.
 - Increase availability of staff for in-person appointment bookings
- June
 - In-person information sessions
 - Trial customer driven appointments

Please let me know if you have any questions.

Best,
Paul

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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.