

From: **"Singh, Sandra"**  
To: **"Direct to Mayor and Council - DL"**  
Date: 2024-07-31 12:45:39 PM  
Subject: RE: Missing online staff directory

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Good afternoon Councillor,

Public access to QuickFind was removed on June 24 in response to the City's commitment to providing a safe and respectful work environment.

For reference, many Canadian municipalities do not publish staff directories. City of Vancouver staff can be reached through 3-1-1. Agents route questions, feedback, or issues to various City departments to respond as appropriate and this enables a better approach at connecting with the right teams/staff.

For residents and businesses to contact the City:

- The City offers a number of ways to connect with the City, including 3-1-1. Visit [vancouver.ca/contact](https://vancouver.ca/contact) for options and to find an overview of our organizational structure.
- The 3-1-1 Contact Centre is open 7 days a week from 7 am to 10 pm. It has more than 70 agents with extensive City knowledge and provides services in over 170 languages through translation services. Agents route questions, feedback or issues to various City departments to respond as appropriate.
- People can request City services or report issues through:
  - Calling 3-1-1 (604-873-7000)
  - **Van311** (mobile application)
  - Live Chat on our website, [vancouver.ca](https://vancouver.ca)
  - Contacts for [media enquiries](mailto:media@vancouver.ca) remain the same ([media@vancouver.ca](mailto:media@vancouver.ca))

Mayor and Council and staff still have access to QuickFind through Currents.

In retrospect, we should have identified this change for Council in the event you received questions from the public. We will note this step for any future similar changes should they arise.

Thank you,

Sandra

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**From:** Klassen, Mike <Mike.Klassen@vancouver.ca>

**Sent:** Wednesday, July 31, 2024 11:32 AM

**To:** Levitt, Karen

Singh, Sandra

Amrolia, Armin

**Cc:** Direct to Mayor and Council - DL

**Subject:** Missing online staff directory

Good morning. I've received requests asking why the city's online staff directory has been taken down. Can you please respond with more information about this matter?

Thank you.

**Mike Klassen** (*he/him*)

Councillor – City of Vancouver

453 W. 12<sup>th</sup> Avenue, Vancouver, BC V5Y 1V4

604-873-7240 | [Mike.Klassen@vancouver.ca](mailto:Mike.Klassen@vancouver.ca)

**Links:** <https://about.me/mikeklassen>

**Assistant**

**Maria Rojas** (*she/her*)

604.871.6714 | [maria.rojas@vancouver.ca](mailto:maria.rojas@vancouver.ca)

I am humbly thankful that I live and work on the territories of the xʷməθkeṣəy̓ (Musqueam), Skwx̌u817\_wú7mesh (Squamish) and səl̓ilwətaṗ / sel̓ilwít (Tsleil-Waututh) Nations.