

From: ["Singh, Sandra" <Sandra.Singh@vancouver.ca>](mailto:Sandra.Singh@vancouver.ca)

To: ["Direct to Mayor and Council - DL"](#)

Date: 7/15/2025 5:03:44 PM

Subject: Update: Access to and from City Hall once north stairs re-open next week

Hello Mayor and Council,

Further to the update below regarding the entrance to City Hall, we will be making some adjustments to access for City Hall for Mayor and Council:

- Mayor and Council and the Mayor's Office staff will be able to use the North Doors as an entrance.
- Please note that we will be maintaining signage at the North Doors that identifies these doors as emergency exit only and will continue to direct the public to the south doors
- All City staff will continue to be directed to the two lower deck staff entrances or the south entrance.

The changes for M&C access and MO staff are anticipated to be in effect by mid-morning tomorrow morning.

Thank you,

Sandra

From: Singh, Sandra

Sent: Wednesday, July 9, 2025 5:01 PM

To: Direct to Mayor and Council - DL

Cc: City Manager's Correspondence Group - DL

Subject: Update: Access to and from City Hall once north stairs re-open next week

Good afternoon Mayor and Council,

As the construction work of the stairs at the north end of City Hall is nearing completion (the north staircase set to open next week), I am writing to remind you that the West 12th Ave entrance will remain designated as the only public entrance to City Hall.

As we have discussed with Council previously, this is being implemented in response to the City Hall security review and is one of many measures City Protective Services (CPS) is implementing to ensure the ongoing safety of Council, staff, and visitors in a changing environment.

We will be implementing some new signage that supports visitors arriving from the north to locate the 12th Ave entrance. Information on these signs will be available in multiple languages. You may receive some concerns or questions from visitors to City Hall, but hopefully fewer than might otherwise be anticipated given the north doors have been closed for months now, so access patterns have already changed.

Below are suggested talking points you could choose to use when responding to questions. While we do not expect significant media attention, should you be approached, please feel free to direct media queries to media@vancouver.ca or please consider using the suggested messages below:

- The north staircase is set to reopen next week following repairs needed to protect the building from leaks and ensure structural safety.
- Designating the 12th Ave entrance as the public entrance and exit for City Hall improves safety for both visitors and those who work in the building.
- Signage will be installed on and in front of the north doors to direct visitors arriving from the north to the 12th Ave entrance.

The update below will be shared with staff in an article on Currents and in City Insider tomorrow, July 10, 2025.

Best,

Sandra

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City Hall West 12th Ave entrance to remain as only public entrance

July 10, 2025 – Staff who work at or regularly visit City Hall might have noticed that the work on the north staircase is nearing completion. Many thanks to the REFM team who organized these repairs that were needed to protect the building from leaks and ensure structural safety. The north staircase is set to re-open next week.

To enhance safety for Council, staff, and visitors, public access to and from City Hall will remain consolidated to the West 12th Ave doors/entrance. The north doors on the main level will remain closed to daily use, except for use as an emergency exit.

When working at City Hall or visiting the building, staff can use either the West 12th Ave entrance or enter through the subground doors (Helena Gutteridge Plaza level) using your City ID access card.

In an emergency, use the closest and safest exit to you. All emergency exits, including the north doors, remain unlocked from the inside.

Signage will be installed on and in front of the north doors to redirect public visitors coming from the upper surface parking lot or up the north staircase from the lower garden.

Additional safety and security measures for City Hall are planned for the future, including improved access control, upgrades to the accessible entrance, and improved lighting.

If you have questions, please contact Jennifer Black, Manager, Physical Security at jennifer.black@vancouver.ca or 604-871-6997.