

Telephone Reference Guide

FEDERAL - F PRIVATE - N PROVINCIAL - P

For more information on City of Vancouver services:

info@city.vancouver.bc.ca
www.city.vancouver.bc.ca

City of Vancouver
453 West 12th Avenue
Vancouver, BC V5Y 1V4

Faxback	604-871-6266
Telephone Device for the Deaf	604-873-7193
City Hall	604-873-7011
Mayor's Office	604-873-7621
Councillors' Offices	604-873-7273

CITY BOARDS/DEPARTMENTS/SERVICE GROUPS

City Hall (main switchboard)	604-873-7011
City Clerk's Department	604-873-7276
City Manager's Office	604-873-7625
Equal Employment Opportunity (EEO) Program	604-873-7786
Civic Theatres Department	604-665-3050
Community Services	
Development Planning & Application Centre	604-873-7613
Housing Centre	604-873-7487
Non-Market Housing	604-873-7437
Permits & Licences Department	604-873-7611
Building Permit Information	604-873-7611
Inspections	604-873-7601/02
Business Licence Information	604-873-7568
Planning Department	604-873-7344
Zoning Information	604-873-7613
Social Planning Department	604-873-7487
Carnegie Centre	604-665-2220
Gathering Place	604-665-2391
Office of Cultural Affairs	604-873-7487
Corporate Services	
Accounting Division	604-873-7780
Accounts Payable	604-873-7767
Budgets Division	604-871-6375
Building Management	604-873-7201
By-law Fines Office	604-873-7642
Risk & Emergency Management Office	604-873-7700
Facilities Development	604-873-7137
Property Tax Branch	604-873-7633
Purchasing Division	604-873-7263
Real Estate Services	604-873-7620
Engineering Services	604-873-7323
Fire & Rescue Services/Administration	604-665-6000
Human Resources Services	604-873-7663
Law Department	604-873-7512
Library Management, 350 W. Georgia St.	604-331-4000
Library Quick Information Service	604-331-3603
Parks & Recreation Services	604-257-8400
Vancouver Police	604-717-3535
Crime Reports (non-emergency)	604-717-3321
Victim Service Unit	604-717-2739

Emergency Services

Police	
Emergencies	911
Non-emergencies	604-717-3535
C.P.O. Central	604-717-2687
Fire and Rescue Services	
Emergencies	911
General information	604-665-6000
Fire prevention	604-873-7595

Emergency Numbers

E-Comm (Disaster Emergency)	604-215-5000
B.C. Gas Emergency Services - N	604-298-1400
B.C. Hydro Emergency Services Electric - P	1-800-764-3766
Crisis Intervention/Suicide Prevention - N	604-872-3311
Drainage Problems	604-323-7650
Family & Child Abuse	604-660-4927
Help Line for Children	604-310-1234
24-hour Emergency Food & Shelter Line	604-660-3194
Poison Control Centre, St. Paul's Hospital - P	604-682-5050
Police, Fire, Ambulance	911
Rape Relief & Women's Shelter - N	604-872-8212
Water Services	604-323-7650

Arts & Cultural Affairs

Office of Cultural Affairs	604-873-7487
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Automobiles

ICBC Claims - P	604-520-8222
Motor Vehicle Traffic Fines (speeding tickets) (paid at Driver Services Centres) - P	See blue pages
Parking Tickets, 453 W. 12th Ave.	604-873-7642

Bicycles

Bicycle Hotline	604-871-6070
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Births, Deaths & Marriages - P

B.C. Vital Statistics Agency	(toll free line) 1-800-663-8328
Vancouver Office	604-660-2937

Building & Electrical & Plumbing

Building Permits & Information	604-873-7611
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Childcare

Westcoast Information Daycare	604-709-5699
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Complaints

Better Business Bureau - N	604-682-2711
Complaints Against Municipal Police - P	604-660-2385
Graffiti Removal Line	604-873-7161
Residential Tenancy Office, 3rd Flr., 1190 Melville St.	604-775-2829

Disaster Planning/Information

E-Comm (Vancouver area)	
Emergency Communications for S.W. BC	604-215-5000/5007

Discrimination

BC Human Rights Commission	604-660-6811
Legal Services Society	604-601-6300

Dogs & Cats

Animal Control/City Pound	604-251-1325
Dog Hotline	604-871-MUTT (6888)
Dog Licences, Permits & Licences	604-873-7568

Drivers' Licence Information

ICBC (hrs. & locations of all offices) - P	604-661-2255
Driver Services Centre	
8:30am-4:30pm - P	604-661-2255

Employment

City Hall Human Resources Department	604-873-7663/4
Human Resources Centre of Canada	
Employment (24 hrs.) - F	604-682-5400
415-757 W. Hastings St.	604-681-8253
125 E. 10th Ave.	604-872-7431
4242 Fraser St.	604-666-2306

Telephone Reference Guide

Family Service Bureaus

After Hours (Emergency Service - 24 hrs.) - P 604-660-3194

Fire Prevention & Permits

604-873-7595

Garbage

City Collection 604-323-7710
 Composting Hotline, 2150 Maple St. 604-736-2250
 Hazardous Waste/Environmental Protection 604-873-7567/7528
 B.C. Recycling Hotline (general information) - P 604-732-9253
 Yellow/Blue Bags & Bins Information 604-323-7710

Health Services, Public

Downtown Community Health Centre 604-255-3151
 Evergreen Community Health Centre 604-872-2511
 Pacific Spirit Community Health Centre 604-261-6366
 Raven Song Community Health Centre 604-709-6400
 Three Bridges Community Health Centre 604-736-9844
 South Community Health Office 604-321-6151
 North Community Health Office 604-253-3575

Housing

B.C. Housing - P 604-433-2218
 B.C. Housing Management Commission - P
 601-4555 Kingsway, Burnaby 604-433-2218
 Residential Tenancy Office, 604-660-3400
 Tenant Emergency Assistance Program (City only) 604-873-7488

Immigration

Citizenship & Immigration, 1148 Hornby St. - F 604-666-2171

Information

City of Vancouver (Civic Government) 604-873-7011
 Federal Government 1-800-OCANADA/1-800-622-6232
 Information Services Vancouver 604-875-6381
 Provincial Government Information - P 604-660-2421
 24 Hour Information Line, Residential Tenancy Office 604-660-1020

Law Courts - P

Divorce Registry, 800 Smithe St. (family & divorce) 604-660-2843
 Provincial Courthouse, 222 Main St. (registry) 604-660-4200
 Small Claims Court, 800 Hornby St. 604-660-8989

Legal Services

Legal Aid - Legal Services Society 604-601-6300

Library, Vancouver Public

Please see page 26 in this guide

Licenses

Business Licenses, 2nd Fl., E.Wing 604-873-7568
 Dog Licenses, 2nd Fl., E.Wing 604-873-7568
 Liquor Control & Licensing - P 604-586-2641
 Marriage Licenses, 250-605 Robson St. - P 604-660-2937

Lighting

Street Lights & Electrical Traffic Signals/Signs 604-871-6200

Museums & Planetarium

Vancouver Maritime Museum 604-257-8300
 H.R.MacMillan Space Centre/Planetarium 604-738-7827
 Vancouver Museum 604-736-4431

Noise, Excessive

Barking Dogs 604-665-3528
 City Health Inspector 604-736-2866

Parks and Recreation

604-257-8400

For Community Centres, please see page 16 in this guide

Parking

Abandoned Vehicles 604-257-8709
 By-law Fines 604-873-7642
 Handicap Parking Decal, SPARC 604-718-7744
 Parking Enforcement Requests 604-257-8727
 Residential Parking Permits 604-873-7338
 Ticket Enquiries 604-257-8732
 Impounded Vehicle: Buster's 604-685-7246
 Pay Parking Tickets (Visa or Mastercard accepted) 604-871-6365

Permits

Addresses, Changes & Additions 604-873-7986
 Development Zoning 604-873-7613
 False Alarm Reduction Program 604-871-6150
 Information 604-873-7611
 Tree Cutting Permit, 2nd Fl., E.Wing 604-873-7167
 Tree Hotline 604-871-6378

Planning

Board of Variance, Sub-ground 604-873-7723
 Development Permit Board, 3rd Fl., E.Wing 604-873-7469
 First Shaughnessy Panel, 3rd Fl., E.Wing 604-871-6396
 Enquiries (Zoning counter), 2nd Fl., E.Wing 604-873-7613
 Vancouver City Planning Commission (VCPC),
 VanCity Bldg. 604-873-7477
 Urban Design Panel, 3rd Fl., E.Wing 604-873-7936

Police

Block Watch, 2120 Cambie St. 604-717-2857
 Crime Reports (non-emergency) 604-717-3321
 Emergency 911
 Impounded Cars, 312 Main St. 604-717-3198
 Traffic Records, 312 Main St. 604-717-3000
 Police Station, 312 Main St. 604-717-3535
 Victim Service Unit, 2120 Cambie St. 604-717-2737

Recycling

City Recycling Hotline 604-323-7710
 Composting Hotline, 2150 Maple St. 604-736-2250

Schools

See Vancouver Telephone Directory for
 Schools and Community Colleges see yellow & white pages

Senior Citizens

Crisis Line (24 hr.) - N 604-872-3311
 Old Age Security & Canada Pension Plan - P
 Services to Seniors Society 604-684-8171

Sidewalk Inspections

Streets Administration, 2nd Fl. 604-873-7216

Streets & Lanes, Petitions, Repairs & Maintenance

Boulevard Maintenance 604-323-7651
 Boulevard and Street Trees 604-257-8600
 Petitions, (lighting improvements) 604-873-7183/7928/7206
 Street Cleaning 604-323-7724
 Street Light Replacement 604-871-6200
 Street Repair 604-323-7651

Taxes & Assessments & Tickets (parking)

Property Tax Branch 604-873-7633

Telephone Reference Guide

Theatres

Orpheum, Seymour St. & Smithe St.	604-665-3035
Queen Elizabeth Theatre, Georgia St. & Hamilton St.	604-665-3050
QET Restaurant, Georgia St. & Hamilton St.	604-665-2373
Vancouver Playhouse, Hamilton St. & Dunsmuir St.	604-665-3050

Transportation

BC Ferries, 1112 Fort St.,	Victoria (24 hrs.) - P
1-888-BC FERRY (223-3779)	
Translink (Bus Information) - P	604-521-0400
B.C. Rail Ltd., 1311 W. 1st St., North Vancouver - P	604-631-3500

Visitors

Vancouver Tourist Infocentre, Waterfront Centre	604-683-2000
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Volunteers

Volunteer Vancouver, 301-3102 Main St. - N	604-875-9144
Volunteers for Seniors, 2610 Victoria Dr.	604-734-1221

Voting Information, Registration

Provincial Voters' List, 100-475 E. Broadway - P	604-660-6848
Vancouver Voters' List, City Clerk's Department	604-873-7681

Water Service

Emergency Service (24 hr.)	604-606-2676
Water Billing Information	604-873-7644
Water Quality Complaints	604-736-2866






Local Multilingual Television (LMTV)
wishes to thank the community for their support

Congratulations to the City of Vancouver
for this important publication

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