



MOTION on NOTICE

Improving Visitor Services and Operational Efficiency at the Stanley Park Information Booth

SUBMITTED BY: Commissioner Haer

WHEREAS

1. AAA Horse & Carriage in Stanley Park Ltd. has operated in Stanley Park since 1985 and operated the Stanley Park Information Booth from 1985 to 1999 and again from 2016 to the present;
2. AAA Horse & Carriage in Stanley Park Ltd. entered into an agreement in 2012 to relocate its carriage departure location and subsequently invested approximately \$800,000 in improvements associated with the current location, including measures intended to improve public safety, accessibility and service for individuals with mobility challenges;
3. AAA Horse & Carriage in Stanley Park Ltd. staffs and manages the Information Booth throughout the year, provides information to park visitors and sells carriage tour tickets and tickets for other attractions;
4. In 2016, Gerry O'Neil incorporated 1080419B.C. Ltd. for the administration and operation of the Stanley Park Information Booth agreement with the Vancouver Park Board;
5. The current arrangement requires significant administrative coordination among Park Board staff, AAA Horse & Carriage in Stanley Park Ltd. and 1080419B.C. Ltd. and has created unnecessary complexity and operational inefficiencies;
6. Restrictions on the sourcing and sale of food and beverages limit the operator's ability to respond to visitor demand, showcase local products and generate sufficient revenue to support year round staffing and operations;
7. The operator has advised that Information Booth employees are paid above the living wage, while annual labour costs have exceeded the revenue generated under the existing arrangement, requiring AAA Horse & Carriage in Stanley Park Ltd. to subsidize the operation;
8. The objective of the Think Big Action Plan is to generate responsible revenue from Park Board assets and facilities, improve public services and pursue fair and transparent partnerships without placing additional pressure on taxpayers;
9. Enhancing hospitality, improving concession offerings and featuring quality products from Vancouver and British Columbia businesses would strengthen the Stanley Park visitor experience while supporting local economic activity;
10. The 2027 to 2030 Park Board Capital Plan commits approximately \$67 million toward park buildings and infrastructure, including washrooms and concessions, and the operator has



indicated a willingness to make additional investments in equipment and facility improvements;

11. A modernized operating agreement provides an opportunity to reduce administrative duplication, improve accountability, generate revenue and provide better service to residents and visitors;

THEREFORE BE IT RESOLVED

- A. THAT the Vancouver Board of Parks and Recreation direct the General Manager to negotiate an amended operating agreement with 1080419 B.C. Ltd., in consultation with AAA Horse & Carriage in Stanley Park Ltd., and complete the negotiations by the end of the first quarter of 2027, with the amended agreement to:
 - i. Consolidate and clarify responsibility for operating the Stanley Park Information Booth, providing visitor information, selling carriage tour tickets and selling tickets for other Stanley Park and Vancouver attractions;
 - ii. Provide 1080419 B.C. Ltd. with greater operational responsibility for the sourcing, ordering and sale of food and beverages, with an emphasis on showcasing products from Vancouver and British Columbia businesses;
 - iii. Permit the operator to pursue the future sale of alcohol at the Information Booth, subject to all applicable Park Board approvals, provincial licensing requirements, public safety requirements and other regulatory conditions;
 - iv. Replace the current administrative and revenue arrangement with a commercially reasonable percentage of gross sales model that provides fair value and ongoing revenue to the Vancouver Park Board;
 - v. Establish the operator's financial commitments toward equipment, exterior furniture, lighting, accessibility and other facility improvements;
 - vi. Reduce unnecessary administrative duplication and establish clear performance, financial reporting, maintenance and accountability requirements; and
 - vii. Ensure that the amended agreement complies with all applicable legal, procurement, financial, insurance, licensing and risk management requirements; and
- B. THAT, if staff determine that a specific term cannot be implemented because of a legal, procurement or regulatory requirement, staff provide the Board with the closest viable alternative and written reasons rather than delaying the entire amendment.