

From: Korey Klein [REDACTED]
Sent: Saturday, April 18, 2020 11:19 AM
To: corporate <corporate@whistler.ca>
Subject: To Mayor and Council from Korey Klein 8222 Mountain View Drive Whistler BC V8E1G3

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Dear Sirs/Madams:

Re: Whistler Wood Fired Pizza Company; Operating Food Service During COVID 19 Crisis

My name is Korey Klein and I am the owner/operator of the Whistler Wood Fired Pizza Company since 2010 with my wife, Tess Klein, and daughter, Talula. I am respectfully requesting consideration for review of the Parking and Zoning regulations as it relates to my current business licence 73878.

Our family has been living in Whistler since 1995 and we have deep roots in the community. Talula attends Whistler Secondary School and she is an active member of the Whistler Sea Wolves team as well as being a blackbelt in Whistler's Taekwondo program. My wife Tess, was one of the original artists at the Whistler Farmers Market and this is her primary occupation.

Growing up in Whistler, Talula has experienced the importance of community. Whistler is a unique place where local residents all say hello to one another and, more importantly, take care of each other like a family does in times of need. Most of us do not have extended family here, so this precious quality is vital. We love our village! We love living in Whistler and the amazing community that has evolved into what it is today.

The whole World has been taken completely by surprise by an unprecedented, global health crisis. I think the worst hit industries relate to travel and tourism, economically crippling a place like Whistler. And even though the world has turned upside down, Whistler's incredibly energetic and resourceful people are doing all they can to survive and look after one another. The medical staff are working day and night to keep us safe, the groceries stores are bending over backwards to ensure we have food and that it is supplied in a safe manner, and many local businesses are finding creative ways to provide the many services a community needs. This includes food service. Not everyone is able to shop and cook all the time and many of us just appreciate a small break from the daily chores of making a family three meals every day.

I want to reiterate, that this request is only Temporary, not a regular business model. In fact there are home based business popping up all over Whistler that seemingly don't have any proper certification, not VCH and/or Fire approved and certainly don't have any type of business licence whatsoever. They are offering to make, sell and deliver meals. There are hardworking, creative people like Chef Steph and Babalicious in Whistler's Winter Face Book

Page who offer to sell and deliver meals, running their business from their homes. Brick-and-mortar restaurants and cafes have switched to a delivery or pick up model. All of these small business owners are trying their best to not only survive this Pandemic, but also survive financially. There needs to be a Whistler community when all of this is over and it is hoped that the RMOW can support these creative efforts until we return to normal.

My wife's primary business is inactive given that people are not shopping for jewelry during these hard times. Thus, my family's financial survival depends on the sole income produced by Whistler Wood Fire Pizza Company. It is one of the very few mobile food companies in Whistler. We play a niche role in the business community by participating in farmers markets and supplying food to outdoor events. We compliment all the various, forms of food service in Whistler that cater to a variety of tourists in a variety of formats.

The Government of Canada wants us all to survive. The Government of British Columbia has declared food service and essential service. They have insisted that we work from home and that we socially isolate. But, as an essential service, our government wants us to continue operating. These two objectives are almost irreconcilable unless accommodation is made for many operators. Although we are inspected and approved by Vancouver Coastal Health and the fire department as well as have been issued a Whistler Business Licence to provide food, I have received a warning from the Bylaw Department about operating from my driveway. The issue seems to be my location, being in a residential area. With gatherings and events being prohibited, we have no specific location where we can operate. My temporary idea was to provide the Alpine Meadows neighbourhood with a food option that was efficient and safe, and provide a benefit to the community. I have set up all ordering and payment online so no money or cards change hands and the time to retrieve a pizza is limited to under a minute. Cars will not become backed up because of this format; especially because most people pick up their pizza on foot. We have special protocols in place to ensure that our ingredients and product are not contaminated by us or anyone else. Best of all, *I have tied donations to the food bank with sales so that the whole community benefits from our success.* In fact, we donate one slice per large and some neighbours have purchased entire pizzas for the food bank.

We are in a really difficult situation because we do not operate a more traditional food service. Most of our events this summer have been cancelled in the upcoming 2-3 months and there is concern that the entire summer's events will follow suit. Like a standard food operator, we have substantial overhead that costs us money, even when we do not operate. For example, we had huge capital costs to buy our specialized equipment and vehicles as well as office space. In addition, we have spent extra money on a new website that permits payment and ordering time for the current circumstances. We have a mortgage like everyone else. We understand that the RMOW wants businesses to comply with all zoning and bylaws but we are hoping that you will give special consideration to our situation as a temporary solution during these extraordinary times. We hope that we are seen in the same light as any other food service operator trying to survive.

We know that the Bylaw Officers are trying to do their job, but hope that you can appreciate the extent to which we have gone to cause minimal impact on the neighbourhood. We do not know who might have complained about our operation but so many immediate neighbours and other locals have thanked us profusely for providing a food option that does not require driving a vehicle and/or attending premises where many people are gathering to wait and work. There are no nearby food service operations running right now (e.g. Alpine Café). Our customers appreciate an option that manages social distancing so well. In our experience, our neighbours have given us complete support and they truly understand we are all just trying to survive and pay our expenses. I am attaching some examples of the support we have received thus far. There are many others that have been communicated verbally.

The Governments of Canada, British Columbia, and the RMOW want us to minimize interpersonal mingling and contact, but they also want us to survive economically. But if we cannot operate our business, we will not survive through this crisis. As mentioned above, we have a strict protocol regarding ordering and pick up. Only one party may pick up food at a time, and everyone must order online (no cash, no tap). People must keep two metres from our food-truck and, since their food is ordered online, we are able to control the environment and eliminate lineups. We are keeping our neighbours and ourselves safe. We are sticking to all the recommended requirements and adding a few additional safety measures. Of course, this is all temporary until the crisis passes.

The heart of the matter is we want don't want to lose our business. And, we want to help our community, especially those people who require food at the Whistler Food Bank.

Korey Klein
Whistler Wood Fired Pizza Company
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