

From: Nancy [REDACTED]
Sent: Thursday, June 04, 2020 12:47 PM
To: corporate <corporate@whistler.ca>
Subject: Concessions at parks

To: Mayor and Council;

Please find below correspondence between myself and RMOW staff. I wish for your input on my request for a moratorium on the food truck program at Whistler parks this year for the reasons laid out in my emails below.

Regards,

Nancy MacConnachie
Ingrids Village Café
Owner/Operator
102-4305 Village Stroll
Whistler, BC, V8E 0C5
[REDACTED]
[REDACTED]

From: Nancy [REDACTED]
Sent: June 4, 2020 12:40 PM
To: 'Lucy Pocock' <lucypocock@whistler.ca>
Cc: 'resortexperience' <resortexperience@whistler.ca>; 'Jack Crompton' <jcrompton@whistler.ca>; [REDACTED]
Subject: RE: Concessions at parks

Hi Lucy,

Thanks for your reply.

In a normal summer season I would agree with all the your comments below, but as mentioned this is not a normal summer season. Your tax paying, year round static F & B locations are dealing with lost or no revenue for 11 plus weeks and a reduced customer base going forward for the summer.

The fact that you are increasing the number of F & B outlets in the valley (regardless of location) is pulling business away from the static F & B outlets. A visitor will only eat one lunch, or treat their family to one ice cream a day and if they do that at the park they will not bother coming into the village.

I have since read on the RMOW's facebook site more disturbing news regarding the food truck program:

1. The food trucks are starting earlier this year, operating on weekends in June! Your towns own restaurants barely have enough business to open on the weekends, definitely not during the week yet.

2. You are touting the food truck program as an opportunity for existing Whistler businesses to expand, we have all exhausted our cash reserves and savings and are in no position to expand at present.
3. All the vendors, except one, are from Squamish and are not supporting local Whistler residents and families.

I urge you to consider a moratorium on the food truck program this year.

Regards,

Nancy

Nancy MacConnachie, AAT, CPA, CMA
Ingrid's Village Cafe
Owner/Operator

From: Lucy Pocock <lpocock@whistler.ca>

Sent: June 2, 2020 3:42 PM

To: 'Nancy' [REDACTED]

Cc: resortexperience <resortexperience@whistler.ca>; Jack Crompton <jcrompton@whistler.ca>; [REDACTED]

Subject: RE: Concessions at parks

Hi Nancy,

Thank you for your email and I hope you are well.

There is, and historically has been, only one truck each day in two parks (predominately at Rainbow Park and Lost Lake Park). The program provides options on site and is an important service to our park users.

The food trucks are not permitted to operate anywhere close to the Village and have not been in direct competition with Village restaurants, as they are servicing guests outside of the Village zone. We will continue to monitor the service, the areas serviced, and the products provided, while there are no plans to extend beyond the current park locations.

Thank you for your understanding.

Kind regards,

Lucy Pocock
RESORT MUNICIPALITY OF WHISTLER
TEL: 604-935-8307

From: Nancy [REDACTED]

Sent: Tuesday, June 02, 2020 11:19 AM

To: resortexperience <resortexperience@whistler.ca>; Jack Crompton <jcrompton@whistler.ca>

Cc: [REDACTED]
Subject: Concessions at parks

Hi there,

I am writing to express concern regarding a comment in the Pique a couple of weeks ago regarding the operation of food concession trucks in the parks this summer.

As we know Whistler has enough static food and beverage establishments to serve a busy summer or winter day of 30,000 people or more. For the last few years Whistler's summers have far exceeded every ones expectations and the food trucks have been a welcome addition to compliment our F & B establishments.

I am concerned for the summer of 2020 with regional business being predicted at only 20-25% of our regular summer business that the food trucks will pull "take out" business away from our static F & B establishments which are only allowed to operate at 50% of dine in capacity or just do takeout if they cannot meet the BC health requirements of physical distancing within their establishments.

I urge those who plan and book the food trucks to reconsider that option for this summer in these uncertain times as the long standing F & B establishments of Whistler struggle to recover, with huge overheads, from 10 weeks of closure and potentially minimal summer business.

This summer will not be business as usual (cancellation of crankworx, summer ski camps, race events, concerts etc) and we need to reconsider every decision we normally make.

Thank you for your consideration,

Nancy

Nancy MacConnachie, AAT, CPA, CMA
Ingrid's Village Cafe
Owner/Operator