

From: "Johnston, Sadhu" <Sadhu.Johnston@vancouver.ca>
To: "Direct to Mayor and Council - DL"
CC: "City Manager's Correspondence Group - DL"
"Singh, Sandra" <Sandra.Singh@vancouver.ca>
Date: 11/20/2019 5:38:14 PM
Subject: Staff Response - Vancouver Civic Theatres not taking cash

Dear Mayor and Council,

Many of you recently received an email from a Tourism Vancouver volunteer regarding the ability to pay for drinks using cash.

VCT has been working to modernize its operations for the past years, from implementing automated parking management to digitizing theatre technology.

A significant piece of this work is the implementation of new digital point-of-sale technology that would enable cash registers, sales tracking, and digital inventory management for our concession sales. This system is in the process of being implemented now and will enable VCT to move from wholly manual sales and manual tracking of multiple concession service points across multiple venues (including the thousands of transactions per show and extensive inventory) and is a much anticipated step forward in ensuring appropriate management and accountability for both inventory and City revenues.

Given the amount of staff time it was taking to handle cash – floats, cash drawer balancing at the end of the night for multiple tills, etc. – cash handling was a significant time and hence cost over the many shows every year. Part of the way that VCT is able to finance the installation of the sales technology noted above is to offset the costs of implantation with operating savings. The staff savings anticipated by going largely cashless is a significant component of what is paying for the new sales and inventory management technology.

At the same time, staff recognized that not everyone has a credit card or debit card. Every VCT location has one service point that accepts cash – it is a shared service point with the coat check where we also take cash. All product offerings except alcohol are available through this shared service point.

As VCT implements the new technology, staff are reviewing how they can either transfer cash sales from the shared cash service point to one of the bars or staff may enable cash at one service point that serves alcohol. It is something that is actively under review.

For now, to respond to this patron who has emailed many of you, we would request that you note the matter has been referred to staff and they will receive a response from VCT management.

If you have any further questions, please feel free to contact Sandra Singh at Sandra.singh@vancouver.ca.

Best,
Sadhu

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Pronouns: he, him, his



The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the Musqueam, Squamish, and Tsleil-Waututh peoples.