

File No.: 04-1000-20-2020-420 (Phased Release 2)

May 5, 2021

s.22(1)

Dear s.22(1)

Re: **Request for Access to Records under the Freedom of Information and Protection of Privacy Act (the "Act")**

I am responding to your request of July 14, 2020 for:

**All correspondence to and from Park Board staff and Commissioners related to:**

- 1) Records related to closing Stanley Park to cars.**
- 2) Records related to the implementation of the plan to close Stanley Park to cars and/or reduce the access of cars to Stanley Park.**

**Date range: March 6, 2020 to June 8, 2020**

All phase two responsive records are attached. Phase one records were provided to you February 24, 2021. This is the final responsive record package.

Under section 52 of the Act, and within 30 business days of receipt of this letter, you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your FOI request by writing to: Office of the Information & Privacy Commissioner, [info@oipc.bc.ca](mailto:info@oipc.bc.ca) or by phoning 250-387-5629.

If you request a review, please provide the Commissioner's office with: 1) the request number (#04-1000-20-2020-420); 2) a copy of this letter; 3) a copy of your original request; and 4) detailed reasons why you are seeking the review.

Yours truly,

[Signature on file]

**Barbara J. Van Fraassen, BA**  
**Director, Access to Information & Privacy**

[Barbara.vanfraassen@vancouver.ca](mailto:Barbara.vanfraassen@vancouver.ca)  
453 W. 12th Avenue Vancouver BC V5Y 1V4

\*If you have any questions, please email us at [foi@vancouver.ca](mailto:foi@vancouver.ca) and we will respond to you as soon as possible. Or you can call the FOI Case Manager at 604.871.6584.

Encl.

:dp

From: "Collins, Tim" <Tim.Collins@vancouver.ca>

To: "Dejong, Uultsje" <Uultsje.Dejong@vancouver.ca>

"Pottinger, Guy" <guy.pottinger@vancouver.ca>

"Dunlop, Emily" <Emily.Dunlop@vancouver.ca>

"Nayeri, Ali" <Ali.Nayeri@vancouver.ca>

"Gore, Amy" <Amy.Gore@vancouver.ca>

"Lulic, Dane" <Dane.Lulic@vancouver.ca>

Date: 4/8/2020 11:17:52 AM

Subject: Fwd: [EXT] Re: Stanley Park Road Closure • Important Information on Vehicle Access - Paid Parking

Attachments: image001.jpg  
image002.jpg

Hey guys

The rowing club and yacht club have their own parking lots and their Paton and contractors will be using them

Please convey to front line staff

See below

Tim

Sent from my iPhone

Begin forwarded message:

From: Marcus D'Aubin <marcus.daubin@royalvan.com>

Date: April 8, 2020 at 11:11:55 AM PDT

To: "Collins, Tim" <Tim.Collins@vancouver.ca>

Subject: [EXT] Re: Stanley Park Road Closure • Important Information on Vehicle Access - Paid Parking

\u-257 ? **City of Vancouver security warning:** Do not click on links or open attachments unless you were expecting the email and know the content is safe.

Hi Tim,

you may have heard this already but apparently the officers at the park barricade are telling people there is no access with or without a decal/pass as of 1pm today, and that they must park off of pipeline rd. by the aquarium?

Maybe a few bugs to workout.

Marcus

On Apr 8, 2020, at 8:53 AM, Collins, Tim <Tim.Collins@vancouver.ca> wrote:

\u-257 ?

Good morning Marcus,

As the contractors will be parking in your own lot and nowhere else, there is no need to pay.

Tim

---

**From:** Marcus D'Aubin [mailto:marcus.daubin@royalvan.com]

**Sent:** Wednesday, April 8, 2020 8:51 AM

**To:** Collins, Tim

**Subject:** [EXT] RE: Stanley Park Road Closure – Important Information on Vehicle Access - Paid Parking

**City of Vancouver security warning:** Do not click on links or open attachments unless you were expecting the email and know the content is safe.

Hi Tim, I do have one question. Normally the contractors pay for parking in the unreserved section of the parking lot. Some have an annual pass.

Shall we instruct them to continue paying as usual as well as displaying the access pass?

Marcus

<image001.jpg>

Marcus D'Aubin

Harbour Master, Coal Harbour

Royal Vancouver Yacht Club

3811 Point Grey Road

Vancouver BC V6R 1B3

Tel 604.688.4578

Fax 604.688.1805

[www.royalvan.com](http://www.royalvan.com)

*RVYC is the proud recipient of the  
CSCM 2018 Club of the Year award!*

<image002.jpg>

---

**From:** Collins, Tim [mailto:Tim.Collins@vancouver.ca]

**Sent:** April-07-20 9:26 PM

**To:** Marcus D'Aubin <marcus.daubin@royalvan.com>

**Subject:** Stanley Park Road Closure – Important Information on Vehicle Access

Hello Marcus,

As you know, the Vancouver Park Board is closing roadways in Stanley Park to vehicles to enable physical distancing in response to the risk of COVID-19. The closure was formally announced to the public as of this morning, and will take effect tomorrow (April 8<sup>th</sup>).

You have been identified as a key stakeholder in the Park who needs ongoing access through this temporary closure. This email is to provide with you with further information on access protocols.

#### ROAD CLOSURE DETAILS

To remind you, the road closures in Stanley Park include Stanley Park Drive, and all access roads and parking lots connected to it. The following roads will remain open to all traffic:

- ☐ The causeway (HWY 99)
- ☐ The Georgia street exit (northbound toward the roundabout)
- ☐ Park Lane
- ☐ West End Neighborhood streets



- South Lagoon Drive and a small segment of Park Lane near the Stanley Park Brewery will be open to local traffic only

There will be checkpoints located just beyond the roundabout both in the eastbound direction of Park Drive, and northbound on Pipeline Road. There will also be checkpoints located at the west side of the park at Beach Avenue and at South Lagoon Drive and Park Lane. The exit gate off of HWY 99 (south of the Lions Gate Bridge) will be closed.

## ACCESS & ROUTING

While select vehicle access is permitted through the park, we are aiming to limit the amount and frequency of vehicles in the park at all times. Therefore, we are implementing a Zoned Access system, to ensure that vehicles entering the Park are going directly where they need to go, and then out again.

For your staff, contractors and patrons, we are asking that you provide your organizations identification to Check Point staff to confirm your identity and purpose in the Park. Identification should be placed as close to the lower driver side window, dash or attached to the rear view mirror for ease of recognition. Please avoid rolling down the vehicle windows in order to minimize face to face contact.

Emergency Services and Key Park Operations will have unrestricted access throughout the park and will be identified using service vehicle and driver identification. For all other vehicles entering the park, an official pass will be required to enter. Please note that you will be expected to only enter through:

## ZONE 1

Please take note of the following key entry points and exit points for your zone, taking into consideration the checkpoints and physical barriers that will be in place.

ZONE	Stanley Park Entry Point	Stanley Park Exit Point
ZONE 1	Park Drive (at the Roundabout)	South on Pipeline Road
ZONE 2	Pipeline Road (at the Roundabout)	Park Drive west around to North Lagoon Drive
ZONE 3	South Lagoon Drive (off Park Lane)	Park Drive southeast out to Park Lane (at Beach Avenue)

*Attached is an interim PDF pass for contractor access to the Park, when providing contractors with passes please keep track of how many you issue (we would like to measure traffic volume), and advise the contractor that there is no parking anywhere within the park other than the designated areas. There is no exits other than the dedicated ingress and egress points. They should print it in advance of arriving at the park.*

## RULES OF THE ROAD

Driving in the park is now the exception and not the rule, and so we are asking all drivers to adhere to the following protocols when driving through the Park during this time. This should take effect the exact time that you enter the park or past a check point:

1. Put on hazard lights (or flashers)
2. Maintain a speed of 15km per hour (max)
3. Yield to and look out for cyclists – Stanley Park Drive is now dedicated for cyclists and pedestrians to enable social distancing
4. Please stay to the left hand side of Stanley Park Drive to pass
5. Do not park anywhere except for the VRC designated location
6. Obey all existing and temporary traffic symbols and signage

Should you have any questions or clarifications, please check with the appropriate authorities at the check-point or contact myself if you have any questions.

We recognize that changing usual habits for access and shortcuts can be an adjustment, but we hope this system will be functional while also maintain safety and functionality for all throughout the Park. We plan to roll this out and adjust our

strategies as we go, so please do not hesitate to contact us with any questions or concerns.

Sincerely,

**Tim Collins**  
**Supervisor of Commercial Operations**  
[Tim.collins@vancouver.ca](mailto:Tim.collins@vancouver.ca)

From: "Collins, Tim" <Tim.Collins@vancouver.ca>  
To: "Nayeri, Ali" <Ali.Nayeri@vancouver.ca>  
"Dunlop, Emily" <Emily.Dunlop@vancouver.ca>  
"Gore, Amy" <Amy.Gore@vancouver.ca>  
"Pottinger, Guy" <guy.pottinger@vancouver.ca>  
"Lulic, Dane" <Dane.Lulic@vancouver.ca>

Date: 4/8/2020 11:07:33 PM

Subject: Fwd: [EXT] Re: Stanley Park Road Closure • Important Information on Vehicle Access - Paid Parking

Looks like a busy day for contractors at RVYC can we get the check point staff aware of this?

Thanks  
Tim

Sent from my iPhone

Begin forwarded message:

From: Marcus D'Aubin <marcus.daubin@royalvan.com>  
Date: April 8, 2020 at 5:04:15 PM PDT  
To: "Collins, Tim" <Tim.Collins@vancouver.ca>  
Subject: [EXT] Re: Stanley Park Road Closure • Important Information on Vehicle Access - Paid Parking

\u-257 ? **City of Vancouver security warning:** Do not click on links or open attachments unless you were expecting the email and know the content is safe.

10 passes issued for tomorrow for contractors so far. Count on 5 more methinks.  
Probably a couple of deliveries aside from my boom lift delivery. We can dial it in a bit tighter for you tomorrow.

Marcus

On Apr 8, 2020, at 4:31 PM, Collins, Tim <Tim.Collins@vancouver.ca> wrote:

\u-257 ?

Do you have an estimate of the number of deliveries and contractors for the RVYC specifically.

It would be good to have advanced notice for the RVYC contractors / delivery as well as the boat maintenance contractors.

We are trying to figure out a best approach to this.

Tim



**From:** Marcus D'Aubin [mailto:marcus.daubin@royalvan.com]  
**Sent:** Wednesday, April 8, 2020 4:28 PM  
**To:** Collins, Tim  
**Subject:** [EXT] Re: Stanley Park Road Closure – Important Information on Vehicle Access - Paid Parking

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---

Thanks. We are coordinating and logging all passes distributed. There are other contractors coming for vessel maintenance.

Assuming deliveries will be obvious enough without a pass as they're not parking.

Marcus

On Apr 8, 2020, at 4:24 PM, Collins, Tim <Tim.Collins@vancouver.ca> wrote:

\u-257 ?

No please proceed with the repairs, I have attached a contractor pass for you to email and the contractor can print and place on the dash board.

Do you have many other contractors expected?,  
if boaters are scheduling contractors we will need a way to coordinate this.

Thanks  
Tim

---

**From:** Marcus D'Aubin [mailto:marcus.daubin@royalvan.com]  
**Sent:** Wednesday, April 8, 2020 2:46 PM  
**To:** Collins, Tim  
**Subject:** [EXT] Re: [EXT] Re: Stanley Park Road Closure Y Important Information on Vehicle Access - Paid Parking

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---

Hi Tim, We're all being diverted to the mini-train lot.

I had scheduled a boom lift for maintenance of our parking lot lighting tomorrow at 9am. With electricians as well.

Wondering if I should cancel.

Marcus

On Apr 8, 2020, at 11:24 AM, Collins, Tim <Tim.Collins@vancouver.ca> wrote:

\u-257 ? I asked that the front line staff are made aware that you are to park in your own lots

My apologies

Tim

Sent from my iPhone

On Apr 8, 2020, at 11:11 AM, Marcus D'Aubin



\u-257 ? **City of Vancouver security warning:** Do not click on links or open attachments unless you were expecting the email and know the content is safe.

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**Subject:** [EXT] RE: Stanley Park Road Closure Y Important Information on Vehicle Access - Paid Parking

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<image001.jpg>  
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please do not hesitate to contact us with any questions or concerns.

Sincerely,

**Tim Collins**  
**Supervisor of Commercial Operations**  
[Tim.collins@vancouver.ca](mailto:Tim.collins@vancouver.ca)

<STAKEH~2.PDF>



**From:** Marcus D'Aubin [mailto:marcus.daubin@royalvan.com]  
**Sent:** Tuesday, June 2, 2020 4:41 PM  
**To:** Dunlop, Emily  
**Cc:** Collins, Tim; Jung, Jenny  
**Subject:** RE: Stanley Park - Road Closures during Memorial

Thanks Emily and team!

Can I ask one favour. Regarding member identification – can we continue with the current methods of identification?

1. either the blue decal on the windshield (for member vehicles)
2. Or the same contractor pass that's being used for trades vehicles who don't have the decal.

Marcus



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**From:** Dunlop, Emily [mailto:Emily.Dunlop@vancouver.ca]  
**Sent:** June-02-20 4:10 PM  
**To:** Marcus D'Aubin <marcus.daubin@royalvan.com>  
**Cc:** Collins, Tim <Tim.Collins@vancouver.ca>; Jung, Jenny <jenny.jung@vancouver.ca>  
**Subject:** Stanley Park - Road Closures during Memorial  
**Importance:** High

Hi Marcus,

Thank you for the chat this morning and for your understanding and support of the upcoming memorial service on Thursday. As promised, please find attached traffic plan and the following key notes regarding this closure:

- ☐ On Thursday, June 4th between the hours of 10am and 2pm, local traffic will be redirected up Avison Way
- ☐ For those members of the RVYC that need to get between 10am and 2pm will need to show their member pass to the VPD officer
- ☐ We ask that members limit their exit to the park during this time, but that there may be 30 mins between 12pm and 2pm where the road will be fully closed

Please advise if you have any questions or need to discuss anything else at all. My contact details are below.

Thank you,  
Emily



Emily Dunlop, MBCSLA, CSLA, BLA | Park Planner  
Vancouver Board of Parks and Recreation | 2099 Beach Avenue  
t. 604.257.8424 c. 604.354.6409  
[emily.dunlop@vancouver.ca](mailto:emily.dunlop@vancouver.ca)  
[\[facebook.com\]](#) [\[twitter.com\]](#) [\[instagram.com\]](#)

From: "Jung, Jenny" <jenny.jung@vancouver.ca>  
To: "Dunlop, Emily" <Emily.Dunlop@vancouver.ca>  
Date: 6/3/2020 8:42:55 AM  
Subject: RE: Stanley Park - Road Closures during Memorial

Can you send me images of the passes?

---

**From:** Dunlop, Emily  
**Sent:** Tuesday, June 2, 2020 4:43 PM  
**To:** Jung, Jenny  
**Subject:** RE: Stanley Park - Road Closures during Memorial

Hi Jenny,

Do we need to confirm with VPD that they will permit these two types of vehicles past Avison way with these two criteria? The Rangers on site will know what these are and can work with the VPD at the roundabout checkpoint.

Thanks,  
Emily

---

**From:** Marcus D'Aubin [mailto:marcus.daubin@royalvan.com]  
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Thanks Emily and team!

Can I ask one favour. Regarding member identification can we continue with the current methods of identification?

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**From:** Dunlop, Emily [mailto:Emily.Dunlop@vancouver.ca]  
**Sent:** June-02-20 4:10 PM



To: Marcus D'Aubin <marcus.daubin@royalvan.com>

Cc: Collins, Tim <Tim.Collins@vancouver.ca>; Jung, Jenny <jenny.jung@vancouver.ca>

Subject: Stanley Park - Road Closures during Memorial

Importance: High

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[\[facebook.com\]](#) [\[twitter.com\]](#) [\[instagram.com\]](#)

f00



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[\[facebook.com\]](https://www.facebook.com/emilydunlop) [\[twitter.com\]](https://twitter.com/emilydunlop) [\[instagram.com\]](https://www.instagram.com/emilydunlop)

f000000

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"Nayeri, Ali" <Ali.Nayeri@vancouver.ca>  
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"Pottinger, Guy" <guy.pottinger@vancouver.ca>  
"Lulic, Dane" <Dane.Lulic@vancouver.ca>  
Date: 4/3/2020 4:09:23 PM  
Subject: RVYC accessing Stanely park during C-19 - 950 Stanley Park Drive

FYI – this appears to be inline with the other operating stakeholders.

See below  
Tim

---

**From:** Marcus D'Aubin [mailto:marcus.daubin@royalvan.com]  
**Sent:** Friday, April 3, 2020 12:46 PM  
**To:** Collins, Tim  
**Cc:** Carmen Derricott  
**Subject:** [EXT] RE: RVYC accessing Stanely park during C-19 - 950 Stanley Park Drive

**City of Vancouver security warning:** Do not click on links or open attachments unless you were expecting the email and know the content is safe.

Hi Tim, Thanks for reaching out. We are at located 950 Stanley Park Drive.

We are currently operating with restrictions. The vessels and the marina facility need to be maintained to avoid break down.

We are receiving deliveries. Deliveries can happen anytime during the day, 7am and usually no later than 5pm.

We are staffed 24/7 with the shift changes occurring at 8am, 4pm and midnight for watch keep. Maintenance / admin staff arrive between 6:30 and 9:00 departing no later than 5pm.

With the Parking Lot adjacent and Loading Zone off our driveway. We have been asked to maintain the barricades and monitor the lots. FYI we are getting a high level of compliance but it does require vigilance as you can imagine.

The signs on the barricades are obvious and bold but do get ignored. (Members of the public have been part of this issue)

The barricades are not always respected... They must be moved and replaced by hand for entry and exit.

The parking lot has been dedicated for RVYC member and staff only and the vehicles are identified by a blue decal in the windshield, usually on the lower left. The Loading Zone has been dedicated to outside contractors who can be onsite for essential maintenance. Contractors are required to display a large blue, 8.5 x 11 parking pass, which is controlled by our dock office.

Park Rangers have indicated that vehicles not displaying appropriate identification will be subject to removal by tow truck.

We normally have allowance for overnight parking but are not allowing it, at the request of the Rangers and your team. We have advertised this extensively among our membership. As you can imagine, there is a strong desire to have the privilege restored but we also understand that now may not be the right time.

FYI- Concerns we have going forward are related to security and are considering doubling up if trespass or break-ins occur.

Marcus



Marcus D'Aubin  
Harbour Master, Coal Harbour  
Royal Vancouver Yacht Club  
3811 Point Grey Road  
Vancouver BC V6R 1B3  
Tel 604.688.4578  
Fax 604.688.1805  
[www.royalvan.com](http://www.royalvan.com)

*RVYC is the proud recipient of the  
CSCM 2018 Club of the Year award!*



lyy



From: "Collins, Tim" <Tim.Collins@vancouver.ca>  
To: "Gore, Amy" <Amy.Gore@vancouver.ca>  
"Pottinger, Guy" <guy.pottinger@vancouver.ca>  
"Lulic, Dane" <Dane.Lulic@vancouver.ca>  
"Nayeri, Ali" <Ali.Nayeri@vancouver.ca>  
"Dunlop, Emily" <Emily.Dunlop@vancouver.ca>  
Date: 4/3/2020 5:00:59 PM  
Subject: VANAQUA access via Avison Way just past info both Confirmed

I have confirmed that the aquarium is good with using Avison way just past the info both for both staff and deliveries and parking close to the main building.

Thanks  
Tim

---

**From:** Collins, Tim  
**Sent:** Friday, April 3, 2020 4:09 PM  
**To:** Gore, Amy; Nayeri, Ali; Dunlop, Emily; Pottinger, Guy; Lulic, Dane  
**Subject:** RVYC accessing Stanely park during C-19 - 950 Stanley Park Drive

FYI @this appears to be inline with the other operating stakeholders.

See below  
Tim

---

**From:** Marcus D'Aubin [mailto:marcus.daubin@royalvan.com]  
**Sent:** Friday, April 3, 2020 12:46 PM  
**To:** Collins, Tim  
**Cc:** Carmen Derricott  
**Subject:** [EXT] RE: RVYC accessing Stanely park during C-19 - 950 Stanley Park Drive

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The barricades are not always respected... They must be moved and replaced by hand for entry and exit.

The parking lot has been dedicated for RVYC member and staff only and the vehicles are identified by a blue decal in the windshield, usually on the lower left. The Loading Zone has been dedicated to outside contractors who can be onsite for essential maintenance. Contractors are required to display a large blue, 8.5 x 11 parking pass, which is controlled by our dock office.



Park Rangers have indicated that vehicles not displaying appropriate identification will be subject to removal by tow truck.

We normally have allowance for overnight parking but are not allowing it, at the request of the Rangers and your team. We have advertised this extensively among our membership. As you can imagine, there is a strong desire to have the privilege restored but we also understand that now may not be the right time.

FYI- Concerns we have going forward are related to security and are considering doubling up if trespass or break-ins occur.

Marcus



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*RVYC is the proud recipient of the  
CSCM 2018 Club of the Year award!*



lyyyyyy

multiple ways of identifying who has access (passes, IDs, decals, etc.) I thought once the dust settles a bit, there might be an option of allow access for people with SPARC passes to drive into the park at some designated hours. The number of active permits scares me a bit, but there might be a way of piloting and measuring usage.

I don't know if Paul and Shira should be looped into this since they may have better research and data on this.

Just a thought for next week. All the best with the roll out today,  
Ali

---

**From:** Lorraine Copas [mailto:lcopas@sparc.bc.ca]  
**Sent:** Wednesday, April 08, 2020 10:54 AM  
**To:** Nayeri, Ali; Jayd Ursulak  
**Subject:** [EXT] RE: SPARC Permits

**City of Vancouver security warning:** Do not click on links or open attachments unless you were expecting the email and know the content is safe.

---

Thanks Ali

Now I understand better the request    Hopefully this information is helpful to you    .

Across the Metro Vancouver region, there are approximately 40,000 active permits    This would include approximately 10,000 in the City of Vancouver, 10,000 in Surrey/White Rock, 5,000 in the City of Richmond, 5,000 in the City of Burnaby and about 2,200 in Delta and approximately 3,000 on the North Shore    The remainder would be in the other communities that fall within the Metro Vancouver region (Langley City/District, Maple Ridge, Pitt Meadows, Coquitlam and Port Coquitlam.)    There are an additional 7,000 to 8,000 permits in the Fraser Valley Regional District (including Abbotsford, Chilliwack, Hope and Mission).

We have been working with BC Parks to look at the different patterns of use of B.C. Parks (including local parks) and I can see if there is any information that might be useful to you in terms of this research.    As well, we do have the data on people with health and activity limitations from the Census and we would have this at the neighbourhood level.    This includes different types of disabilities and might be useful at some point in the future.

Thanks so much for reaching out and for giving this type of consideration to the needs of people with disabilities.

All my best

Lorraine Copas  
Executive Director  
Social Planning and Research Council (SPARC BC)  
4445 Norfolk Street, Burnaby, B.C. V5G 0A7  
(604) 718-7736





**From:** Nayeri, Ali <Ali.Nayeri@vancouver.ca>  
**Sent:** April 7, 2020 5:22 PM  
**To:** Jayd Ursulak <JUrsulak@sparc.bc.ca>  
**Cc:** Lorraine Copas <lcopas@sparc.bc.ca>  
**Subject:** RE: SPARC Permits

Hi Jayd,

Thanks for the quick reply. My main intent was to find out an aggregate count of active permits at the current time for the Lower Mainland (could be an approximate) in order to figure out what is the impact of road and parking lot closures in parks on people facing mobility challenges. I know this may not be the best proxy, but I thought the number of potential permit holders in Vancouver and immediate neighbouring municipalities (North Shore, Burnaby, Richmond, Surrey and Delta in particular) might be a good starting point on direct impact.

I don't know if you have any data on frequency of travel or any other anecdotal information from your previous research that may be useful to our quick analysis. I am sure you are working on your own response to the pandemic and might be hearing from your clients on how recent changes are affecting them. Any thoughts or ideas you have would be quite useful.

Regards,  
Ali

---

**From:** Jayd Ursulak [<mailto:JUrsulak@sparc.bc.ca>]  
**Sent:** Tuesday, April 07, 2020 4:45 PM  
**To:** Nayeri, Ali  
**Cc:** Lorraine Copas  
**Subject:** [EXT] RE: SPARC Permits

**City of Vancouver security warning:** Do not click on links or open attachments unless you were expecting the email and know the content is safe.

Hi Ali,

I talked to my Executive Director about your information request and I guess that we might need to have a bit more information about the specific details of your request.

In particular, your request is fairly large to compile in terms of all of the statistics for the entire region and potentially even outside of the immediate Metro Vancouver region. This would require us to make a number of passes through our database and would be quite labour intensive.

Perhaps it would be helpful to have a bit more information as to the question that you are trying to answer through this request and we can look at the best, most reliable information to assist you.

We are happy to help but would need to know a bit more information about the context and purpose of the request including how it fits within the park development role within parks and recreation. Typically we work with the City's engineering department as well as by-law enforcement. However, we have worked with other parks and recreation departments on various inclusion projects but rather than looking at Parking Permit Holders, we typically guide people to the health and activity limitations data available through *Statistics Canada* as this is a more reliable measure of demand across different age groups and disabilities.

Warmest regards,

**Jayd Ursulak** (She/Her/Hers)  
*Administrative Assistant to Lorraine Copas, Executive Director*  
**Social Planning and Research Council of British Columbia (SPARC BC)**  
4445 Norfolk Street, Burnaby, B.C. V5G 0A7



T: 604.718.7745  
E: [jursulak@sparc.bc.ca](mailto:jursulak@sparc.bc.ca)  
W: [www.sparc.bc.ca](http://www.sparc.bc.ca)



people. planning. positive change.

*SPARC BC works with communities in building a just and healthy society for all.*

*SPARC BC's office is located within/on the unceded, traditional, ancestral territories of the Skwxwúmesh (Squamish), xʷməθkóy̓,əm (Musqueam), and sɪl̥wətaʔ (Tsleil-Waututh) Nations.*

---

**From:** Nayeri, Ali <[Ali.Nayeri@vancouver.ca](mailto:Ali.Nayeri@vancouver.ca)>

**Sent:** April 7, 2020 10:28 AM

**To:** Jayd Ursulak <[JUrsulak@sparc.bc.ca](mailto:JUrsulak@sparc.bc.ca)>

**Subject:** SPARC Permits

Hi Jayd,

Thanks for taking my call. I am hoping to get some aggregate totals of active SPARC parking permits for the Metro Vancouver region, preferably broken down by municipality or region (e.g. Vancouver, Burnaby, North Shore, Fraser Valley, etc.). It would also be good to know on average how many new permits are issued each month in total for the region.

Many thanks for your help,  
Ali

**Ali Nayeri | Park Development | Board of Parks & Recreation**

2099 Beach Avenue, Vancouver, BC V6G 1Z4

Tel: 604-257-8461 | Cell: 604-353-1896

Email: [ali.nayeri@vancouver.ca](mailto:ali.nayeri@vancouver.ca)

*I am grateful to live and work on the unceded, ancestral territories of the Musqueam, Squamish and Tsleil-Waututh Nations*

From: "Collins, Tim" <Tim.Collins@vancouver.ca>  
To: "Dunlop, Emily" <Emily.Dunlop@vancouver.ca>  
CC: "Gandha, Amit" <Amit.Gandha@vancouver.ca>  
Date: 4/9/2020 8:43:02 AM  
Subject: Aquarium feedback

Thanks Amit,

I am not clear as to why Guy is asking that the aquarium staff park in the lower lot, as you know the VANAQUA has requested to park at the lot directly beside the aquarium via Aviston Way for safety and security purposes.

This is the same route as the VANAQUA deliveries are occurring, this would solve a lot of the VANAQUA interaction that is occurring.

Tim

---

**From:** Dunlop, Emily  
**Sent:** Thursday, April 9, 2020 8:37 AM  
**To:** Collins, Tim  
**Subject:** FW: feedback

---

**From:** Gandha, Amit  
**Sent:** Thursday, April 9, 2020 8:36 AM  
**To:** Gore, Amy  
**Cc:** Dunlop, Emily; Pottinger, Guy  
**Subject:** FW: feedback

Hi Amy,

Can we have Karen's concerns below discussed, for today's meeting.

Thank you,

Amit Gandha  
Manager of Park Operations  
955 Evans Ave, Vancouver BC  
V6A 4C8

---

**From:** Karen Howe [mailto:Karen.Howe@ocean.org]  
**Sent:** Thursday, April 09, 2020 8:29 AM  
**To:** Gandha, Amit  
**Subject:** [EXT] feedback

**City of Vancouver security warning:** Do not click on links or open attachments unless you were expecting the email and know the content is safe.

Hi Amit- just heading into a meeting but have some feedback from this morning from other staff. And thought this was interesting to share as so different from my experience today?

Zero access issues for overnight staff on 11/11;30 shifts thanks for that.

Photos sent re exit questions for all staff on pipeline road

Today 5:45 am- all roads barricaded with no park staff present. Employee move pipeline road barrier and replaced- parked in police lot

Approx 6:30am employee was told they had no authority to park in VPD lot and would be towed at their own expense

despite telling ranger? Police officer? that is where we have been directed to park and having ID and pass?

Talk later  
k

**Karen Howe**

DIRECTOR OF VISITOR EXPERIENCE, VANCOUVER AQUARIUM  
D 604 659 3477 | M 778-668-1163

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is an [accredited](#) facility. Explore with us at [vanaqua.org](http://vanaqua.org)

Our vision is a world in which oceans  
are healthy and flourishing. | [ocean.org](http://ocean.org)





From: "Karen Howe" <Karen.Howe@ocean.org>  
To: "Collins, Tim" <Tim.Collins@vancouver.ca>  
Everyone <Everyone@ocean.org>  
CC: "Dejong, Uultsje" <Uultsje.Dejong@vancouver.ca>  
"Wong, Daniel" <Daniel.Wong@vancouver.ca>  
"Pottinger, Guy" <guy.pottinger@vancouver.ca>  
"Gandha, Amit" <Amit.Gandha@vancouver.ca>  
"Gore, Amy" <Amy.Gore@vancouver.ca>  
"Dunlop, Emily" <Emily.Dunlop@vancouver.ca>  
"Nayeri, Ali" <Ali.Nayeri@vancouver.ca>  
Date: 4/16/2020 5:19:22 PM  
Subject: [EXT] Re: Aquarium Staff Parking in Stanley Park

**City of Vancouver security warning:** Do not click on links or open attachments unless you were expecting the email and know the content is safe.

Good afternoon everyone. I want to advise you all that as of today the Parks Operations team have requested that **ALL** Aquarium staff should park in the triangle parking lot directly adjacent to the Aquaquest entrance.

After observations and review of the process and feedback they feel this will better serve the Aquarium as well as the gate security staff and patrollers by having a single route and destination for Aquarium bound vehicles. This adjustment should mitigate any further confusion with access to the park.

All staff are reminded that they should display the authorized blue Aquarium parking pass clearly on their dash for the rangers and patrollers to see as well as have ID on hand (particularly for those few staff members that may be coming in for the first time since we closed and don't have a pass. Security will provide you one at reception)

Please let me know if you have any questions and thank you for your support and patience during this process

Karen

---

From: Collins, Tim <Tim.Collins@vancouver.ca>  
Sent: Thursday, April 16, 2020 4:52 PM  
To: Karen Howe <Karen.Howe@ocean.org>; Corey Johnston <Corey.Johnston@ocean.org>  
Cc: Dejong, Uultsje <Uultsje.Dejong@vancouver.ca>; Wong, Daniel <Daniel.Wong@vancouver.ca>; Pottinger, Guy <guy.pottinger@vancouver.ca>; Gandha, Amit <Amit.Gandha@vancouver.ca>; Gore, Amy <Amy.Gore@vancouver.ca>; Dunlop, Emily <Emily.Dunlop@vancouver.ca>; Nayeri, Ali <Ali.Nayeri@vancouver.ca>  
Subject: Aquarium Staff Parking in Stanley Park

Hello Karen,

I just wanted to follow up with you and confirm that moving forward that Aquarium staff should park in the lot directly adjacent to the Aquarium main entrance as we discussed last week.

We all agree that this will better serve the Aquarium as well as our security staff and patrollers with having a single route

and destination for Aquarium bound vehicles; this adjustment should mitigate any further confusion with access to the park.

If you can please reaffirm this adjustment with your staff and our team will do the same on our end.

Thanks for your constructive comments and patience during this process.  
Please let me know if there are any further questions or concerns.

All the Best!

Tim

X\_\_\_\_\_



From: "Karen Howe" <Karen.Howe@ocean.org>  
To: "Collins, Tim" <Tim.Collins@vancouver.ca>  
CC: "Dejong, Uultsje" <Uultsje.Dejong@vancouver.ca>  
"Wong, Daniel" <Daniel.Wong@vancouver.ca>  
"Pottinger, Guy" <guy.pottinger@vancouver.ca>  
"Gandha, Amit" <Amit.Gandha@vancouver.ca>  
"Gore, Amy" <Amy.Gore@vancouver.ca>  
"Dunlop, Emily" <Emily.Dunlop@vancouver.ca>  
"Nayeri, Ali" <Ali.Nayeri@vancouver.ca>  
"Clint Wright" <Clint.Wright@ocean.org>  
"Spencer Pierre" <Spencer.Pierre@ocean.org>  
Date: 4/16/2020 5:27:17 PM  
Subject: [EXT] Re: Aquarium Staff Parking in Stanley Park

**City of Vancouver security warning:** Do not click on links or open attachments unless you were expecting the email and know the content is safe.

Thank you so much everyone- you will see my note to all staff shortly and just an FYI we have closed our main entrance so I adjusted the information slightly to reflect the Aquaquest entrance which is now our only point of entry to the facility  
take care and thanks for the work you all have done to the manage changes to the Park entry process and flow work in these unusual times  
don't hesitate to contact me at anytime  
karen

From: Collins, Tim <Tim.Collins@vancouver.ca>  
Sent: Thursday, April 16, 2020 4:52 PM  
To: Karen Howe <Karen.Howe@ocean.org>; Corey Johnston <Corey.Johnston@ocean.org>  
Cc: Dejong, Uultsje <Uultsje.Dejong@vancouver.ca>; Wong, Daniel <Daniel.Wong@vancouver.ca>; Pottinger, Guy <guy.pottinger@vancouver.ca>; Gandha, Amit <Amit.Gandha@vancouver.ca>; Gore, Amy <Amy.Gore@vancouver.ca>; Dunlop, Emily <Emily.Dunlop@vancouver.ca>; Nayeri, Ali <Ali.Nayeri@vancouver.ca>  
Subject: Aquarium Staff Parking in Stanley Park

Hello Karen,

I just wanted to follow up with you and confirm that moving forward that Aquarium staff should park in the lot directly adjacent to the Aquarium main entrance as we discussed last week.

We all agree that this will better serve the Aquarium as well as our security staff and patrollers with having a single route and destination for Aquarium bound vehicles; this adjustment should mitigate any further confusion with access to the park.

If you can please reaffirm this adjustment with your staff and our team will do the same on our end.

Thanks for your constructive comments and patience during this process.  
Please let me know if there are any further questions or concerns.

All the Best!  
Tim  
x\_\_



From: "Karen Howe" <Karen.Howe@ocean.org>  
To: "Dunlop, Emily" <Emily.Dunlop@vancouver.ca>  
CC: "Collins, Tim" <Tim.Collins@vancouver.ca>  
Date: 5/27/2020 12:31:28 PM  
Subject: [EXT] Re: Stanley Park Road Reallocation - Aquarium Access

**City of Vancouver security warning:** Do not click on links or open attachments unless you were expecting the email and know the content is safe.

Sure talk then!

Sent from my iPhone

On May 27, 2020, at 12:02 PM, Dunlop, Emily <Emily.Dunlop@vancouver.ca> wrote:

\u-257 ?

Hi Karen,

That's great. I have an opening at 2:30pm if that works for you?

Do you have a cell number I can reach you at? Alternatively, you can call my cell at (604) 354-6409

Thank you,  
Emily

---

**From:** Karen Howe [mailto:Karen.Howe@ocean.org]  
**Sent:** Tuesday, May 26, 2020 10:11 PM  
**To:** Dunlop, Emily  
**Cc:** Collins, Tim; Gandha, Amit  
**Subject:** Re: Stanley Park Road Reallocation - Aquarium Access

Hi Emily. Thanks for the note and I'm happy to chat tomorrow. My schedule is remarkably open between 1 and 3 if there's a time in there that suits you for a call? Let me know and look forward to connecting. Karen

Sent from my iPhone

On May 26, 2020, at 4:23 PM, Dunlop, Emily <Emily.Dunlop@vancouver.ca> wrote:

\u-257 ?

Hi Karen,

Thank you for completing the Stakeholder survey in relations to the Stanley Park Road Closure and Reopening Strategy. I was hoping to have a phone conversation with you this week if possible to talk about your current situation and update each other on the phasing of reopening.

Do you have some time between now and Friday to discuss. Let me know and I'll schedule some time for us, or feel free to just call me directly at my cell # number below.

Thank you and have a good rest of your evening,  
Emily

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[us-east-2.protection.sophos.com] [us-east-2.protection.sophos.com] Emily Dunlop, MBCSLA,  
CSLA, BLA | Senior Planner  
Vancouver Board [us-east-2.protection.sophos.com] [us-east-2.protection.sophos.com] of Parks and  
Recreation | 2099 Beach Avenue  
t. 604.257.8424 c. 604.354.6409  
emily.dunlop@vancouver.ca  
[us-east-2.protection.sophos.com] [us-east-2.protection.sophos.com]  
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From: "Dunlop, Emily" <emily.dunlop@vancouver.ca>  
To: "Collins, Tim" <Tim.Collins@vancouver.ca>  
Date: 4/9/2020 8:36:49 AM  
Subject: FW: feedback

---

**From:** Gandha, Amit  
**Sent:** Thursday, April 9, 2020 8:36 AM  
**To:** Gore, Amy  
**Cc:** Dunlop, Emily; Pottinger, Guy  
**Subject:** FW: feedback

Hi Amy,

Can we have Karen's concerns below discussed, for today's meeting.

Thank you,

Amit Gandha  
Manager of Park Operations  
955 Evans Ave, Vancouver BC  
V6A 4C8

---

**From:** Karen Howe [mailto:Karen.Howe@ocean.org]  
**Sent:** Thursday, April 09, 2020 8:29 AM  
**To:** Gandha, Amit  
**Subject:** [EXT] feedback

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Hi Amit- just heading into a meeting but have some feedback from this morning from other staff.  
And thought this was interesting to share as so different from my experience today?

Zero access issues for overnight staff on 11/11;30 shifts thanks for that.

Photos sent re exit questions for all staff on pipeline road

Today 5:45 am- all roads barricaded with no park staff present. Employee move pipeline road barrier and replaced- parked in police lot

Approx 6:30am employee was told they had no authority to park in VPD lot and would be towed at their own expense despite telling ranger? Police officer? that is where we have been directed to park and having ID and pass?

Talk later  
k

**Karen Howe**  
DIRECTOR OF VISITOR EXPERIENCE, VANCOUVER AQUARIUM  
D 604 659 3477 | M 778-668-1163

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are healthy and flourishing. | [ocean.org](#)



From: "Collins, Tim" <Tim.Collins@vancouver.ca>  
To: "Nayeri, Ali" <Ali.Nayeri@vancouver.ca>  
"Dunlop, Emily" <Emily.Dunlop@vancouver.ca>

Date: 4/6/2020 6:21:40 PM

Subject: FW: Important Notice: Stanley Park Closed to Vehicles beginning Wednesday, April 8

FYI,

Guy spoke with the Aquarium and asked for changes to where they park.

See below.

Tim

---

**From:** Karen Howe [mailto:Karen.Howe@ocean.org]

**Sent:** Monday, April 6, 2020 4:41 PM

**To:** Collins, Tim

**Cc:** Pottinger, Guy

**Subject:** [EXT] RE: Important Notice: Stanley Park Closed to Vehicles beginning Wednesday, April 8

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Also the Aquarium staff are not mentioned in any zone and after my talk with Guy I think we should be noted in both zones 1 and 2 so if you could get us included that will help with communications with the staff? Also The VPD and rangers manning the gate will need to now we have access to both areas and this map does not indicate that? I should have looked at the maps before previous note?

Thanks Karen

**Karen Howe**

DIRECTOR OF VISITOR EXPERIENCE, VANCOUVER AQUARIUM

[Karen.Howe@ocean.org](mailto:Karen.Howe@ocean.org)

D 604 659 3477 | M 778-668-1163

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Our vision is a world in which oceans  
are healthy and flourishing. | [ocean.org](http://ocean.org)



---

**From:** Collins, Tim <Tim.Collins@vancouver.ca>

**Sent:** April-06-20 4:31 PM

**Subject:** Important Notice: Stanley Park Closed to Vehicles beginning Wednesday, April 8

Just wanted to make sure that you were not missed in this notification.

Thanks

Tim

---

**From:** Park Board GM's Office

**Sent:** Monday, April 6, 2020 4:11 PM

**Subject:** Important Notice: Stanley Park Closed to Vehicles beginning Wednesday, April 8

Dear Stanley Park Stakeholder/Tenant,

As part of the continued response to the risk of COVID-19 to our communities, the Vancouver Park Board will



be closing Stanley Park to all vehicles starting Wednesday in an effort to reduce the number of people in the park and to enable physical distancing. This is the latest in a series of measures the Park Board has taken in recent weeks to reduce the risk of the COVID-19 pandemic to the public.

Over the past few weeks, we have observed a steady level of visitation to Stanley Park as a destination particularly when the weather is good. Despite the recent closure of all parking lots in and near the Park, we're observing a lot of visitors who continue to travel in by car and proceed to park illegally by the side of the road.

The closure will be formally announced to the public via a media release tomorrow, Tuesday April 7.

## **ROAD CLOSURE DETAILS**

The road closures in Stanley Park include Stanley Park Drive, and all access roads and parking lots connected to it. The following roads will remain open to all traffic:

- The causeway (HWY 99)
- The Georgia street exit (northbound toward the roundabout)
- Park Lane
- West End Neighborhood streets
- South Lagoon Drive and a small segment of Park Lane near the Stanley Park Brewery will be open to local traffic only

There will be checkpoints located just beyond the roundabout both in the eastbound direction of Park Drive, and northbound on Pipeline Road. There will also be checkpoints located at the west side of the park at Beach Avenue and at South Lagoon Drive and Park Lane. The exit gate off of HWY 99 (south of the Lions Gate Bridge) will be closed.

For stakeholders that need access to the Park, we will be implementing a pass system aligned with the area of the park that access is needed. These passes will be provided to stakeholders in the coming days. As a stakeholder needing access to the Park, we will be following up with more details regarding accessing your pass. Emergency Services and Key Park Operations will have unrestricted access throughout the park and will be identified using service vehicle and driver identification.

## **CYCLING ROUTE CHANGES**

For the time being, cycling will still be permitted on the Seawall, but cyclists will be encouraged to use Park Drive, to provide more space on Seawall pathways. Transition zones will be created at the gateways back into the West End neighbourhood/Coal Harbour seawall.

For a full picture of what these closures will look like, a map has been enclosed detailing these road closures.

Closing road space in Stanley Park reinforces efforts by the Park Board, City and the Province to have residents stay home and stay put. The Park Board is encouraging everyone to stay put close to home during this time and to take advantage of their neighbourhood parks versus travelling to destination parks like Stanley.

Later this week, we will provide more information regarding procedures for deliveries and staff to continue accessing their destinations in Stanley Park. In the meantime, please do not hesitate to contact us with any questions or concerns. We plan to roll this out and adjust our strategies as we go.

Please do not hesitate to contact us with any questions or concerns. We plan to roll this out and adjust our strategies as we go.

Regards,

Malcolm Bromley

For Operations and Access to Stanley Park and tenant/lease holder questions or concerns please contact:

**Emily Dunlop**

**Senior Planner**

[Emily.dunlop@vancouver.ca](mailto:Emily.dunlop@vancouver.ca)



From: "Dunlop, Emily" <emily.dunlop@vancouver.ca>  
To: "Collins, Tim" <Tim.Collins@vancouver.ca>  
"Pottinger, Guy" <guy.pottinger@vancouver.ca>  
"Gore, Amy" <amy.gore@vancouver.ca>  
"Nayeri, Ali" <ali.nayeri@vancouver.ca>  
Date: 4/8/2020 4:06:39 PM  
Subject: RE: [EXT] additiional note

Hi guys,

I'm leaving shortly and going to talk to the folks at the checkpoints and see what they think/find out what's going on.

I'm thinking we need to come up with a solid system for this – Tim, how many delivery trucks do you think we should be expected each day?

Thanks,  
Emily

---

**From:** Collins, Tim  
**Sent:** Wednesday, April 8, 2020 4:02 PM  
**To:** Pottinger, Guy; Dunlop, Emily; Gore, Amy; Nayeri, Ali  
**Subject:** Fwd: [EXT] additiional note

Sent from my iPhone

Begin forwarded message:

**From:** Karen Howe <Karen.Howe@ocean.org>  
**Date:** April 8, 2020 at 3:36:37 PM PDT  
**To:** "Collins, Tim" <Tim.Collins@vancouver.ca>, "Pottinger, Guy" <guy.pottinger@vancouver.ca>  
**Subject:** [EXT] additiional note

\u-257 ?

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Additional issues with our fleet vehicles not being allowed back in to the Aquarium despite having passes and ID to add to the list. karen

Karen Howe  
Director of Visitor Experience, Vancouver Aquarium

Karen.Howe@ocean.org  
D 604 659 3477 | M 778-668-1163

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-----Original Message-----

From: Corey Johnston <[Corey.Johnston@ocean.org](mailto:Corey.Johnston@ocean.org)>

Sent: April-08-20 1:56 PM

To: Karen Howe <[Karen.Howe@ocean.org](mailto:Karen.Howe@ocean.org)>

Subject: RE: VA-CXE01: Voice msg from ESP Reception 3570 97783856619.

Hi Karen,

It turns out this was a delivery driver that was turned away from getting to the Aquarium today after the road block came into effect. We will reschedule once we get things worked out.

On another note, Cam was not allowed access to the Aquarium parking lot while driving the Aquarium fleet vehicles. So the Prius and 4x2 are parked down at the police lot for the time being.

Thanks,

Corey Johnston

Manager, Building Operations

[Corey.Johnston@ocean.org](mailto:Corey.Johnston@ocean.org)

D 604 659 3525 | M 604 786 5504

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--

From: Karen Howe <[Karen.Howe@ocean.org](mailto:Karen.Howe@ocean.org)>

Sent: April-08-20 11:03 AM

To: Corey Johnston <[Corey.Johnston@ocean.org](mailto:Corey.Johnston@ocean.org)>

Subject: FW: VA-CXE01: Voice msg from ESP Reception 3570 97783856619.

Karen Howe

Director of Visitor Experience, Vancouver Aquarium

[Karen.Howe@ocean.org](mailto:Karen.Howe@ocean.org)

D 604 659 3477 | M 778-668-1163

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--

From: Jessi Goss <[Jessi.Goss@ocean.org](mailto:Jessi.Goss@ocean.org)>

Sent: April-08-20 11:01 AM

To: Karen Howe <[Karen.Howe@ocean.org](mailto:Karen.Howe@ocean.org)>

Subject: FW: VA-CXE01: Voice msg from ESP Reception

Over to you!

Jessi Goss

Executive Assistant to the CEO

[Jessi.Goss@ocean.org](mailto:Jessi.Goss@ocean.org)

D 604 659 3441

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--

From: voicemail@ocean.org <voicemail@ocean.org>

Sent: April 8, 2020 10:16 AM



From: "Dunlop, Emily" <emily.dunlop@vancouver.ca>  
To: "Collins, Tim" <Tim.Collins@vancouver.ca>  
"Gore, Amy" <amy.gore@vancouver.ca>  
Date: 4/8/2020 3:44:07 PM  
Subject: RE: Day 1 closure feedback aquarium

Hi Tim,

What are we going to do about the deliveries. Do they need a passes? There will be so many unmarked cars that I worry the checkpoint staff won't know what to do with them unless we give them passes....

Thanks,  
Emily

---

**From:** Collins, Tim  
**Sent:** Wednesday, April 8, 2020 3:32 PM  
**To:** Gore, Amy; Dunlop, Emily  
**Subject:** FW: Day 1 closure feedback aquarium

FYI

---

**From:** Karen Howe [mailto:Karen.Howe@ocean.org]  
**Sent:** Wednesday, April 8, 2020 3:28 PM  
**To:** Collins, Tim; Pottinger, Guy  
**Cc:** Clint Wright; Mackenzie Neale; Spencer Pierre  
**Subject:** [EXT] Day 1 closure feedback

**City of Vancouver security warning:** Do not click on links or open attachments unless you were expecting the email and know the content is safe.

Hi Tim and Guy. The complaint below from one of our suppliers is an example of the kind of issue I was hoping we could avoid even in the early days of the park closure which is intended to keep the public out of the park but not impact stakeholders operations. We had our afternoon/evening guard challenged at the barrier at 3pm and was only allowed in when she called Spencer (head of Security) who indicated I had been working with you both. We were not given much time to plan, provide input and communicate this closure to our staff and service providers but we are committed to working with the you and the Parks Board teams on the park closure in these extraordinary times. However, I specifically talked with you both in person and in writing yesterday and requested support for our staff and service providers and leniency for Aquarium operations needs in the first days of this closure particularly. Somehow that did not make its way to the folks on the frontline and that has me concerned

We need to know our deliveries can have the access they need 24/7as our animals, facility and staff operations requires that

We need to know our evening and odd hours shifts people and those with special needs from pregnancy to other personal needs (approved by our HR staff ) get access to the front of the Aquarium for their personal safety  
We need to trust that the people managing the barricades are supported to work with people identifying a service or working relationship with the Aquarium and do not just deny access

I am not sure what the next steps are but I am available to talk anytime today or tomorrow?

Thanks  
Karen

**Karen Howe**  
DIRECTOR OF VISITOR EXPERIENCE, VANCOUVER AQUARIUM  
[Karen.Howe@ocean.org](mailto:Karen.Howe@ocean.org)

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**From:** John Miller <[John.Miller@ocean.org](mailto:John.Miller@ocean.org)>  
**Sent:** April-08-20 1:49 PM  
**To:** Karen Howe <[Karen.Howe@ocean.org](mailto:Karen.Howe@ocean.org)>  
**Subject:** FW: Order

**John Miller**  
STOCKROOM MANAGER

[John.Miller@ocean.org](mailto:John.Miller@ocean.org)  
D 604 659 3420

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---

**From:** Shelley Ruttan <[shelley.ruttan@UnivarSolutions.com](mailto:shelley.ruttan@UnivarSolutions.com)>  
**Sent:** April-08-20 1:32 PM  
**To:** Gabriela Guguchev <[Gabriela.Guguchev@ocean.org](mailto:Gabriela.Guguchev@ocean.org)>; John Miller <[John.Miller@ocean.org](mailto:John.Miller@ocean.org)>  
**Cc:** Brent Hough <[Brent.Hough@UnivarSolutions.com](mailto:Brent.Hough@UnivarSolutions.com)>  
**Subject:** RE: Order

Hello Gabby & John

Number 8 Freight attempted delivery for a second time today ☹️

*We attempted for the 2nd time. The instructions for the entrance lead to a blockade by the police. They threatened to ticket the driver if he returns again. We will be returning this to Univar. The total charges are \$90 plus GST*

So we won't be sending the carrier back until we are assured that they won't be ticketed.

Thank you

**Shelley Ruttan**  
Customer Service Supervisor  
Univar Solutions

P: 604 231-5234  
F: 604 231-5269



**From:** Gabriela Guguchev <[Gabriela.Guguchev@ocean.org](mailto:Gabriela.Guguchev@ocean.org)>  
**Sent:** Wednesday, April 8, 2020 11:44 AM  
**To:** Shelley Ruttan <[shelley.ruttan@UnivarSolutions.com](mailto:shelley.ruttan@UnivarSolutions.com)>; John Miller <[John.Miller@ocean.org](mailto:John.Miller@ocean.org)>  
**Cc:** Brent Hough <[Brent.Hough@UnivarSolutions.com](mailto:Brent.Hough@UnivarSolutions.com)>  
**Subject:** RE: Order

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Hi Shelley,

I am CC'ing John as he is the one who is onsite and able to clarify better for deliveries.

John,

Can you connect with Shelley for this delivery as this was unable to be delivered today.

Thanks !

**Gabriela Guguchev**

BUYER/EMS ASSISTANT, VANCOUVER AQUARIUM

[Gabriela.Guguchev@ocean.org](mailto:Gabriela.Guguchev@ocean.org)

D 604 659 3548

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**From:** Shelley Ruttan <[shelley.ruttan@UnivarSolutions.com](mailto:shelley.ruttan@UnivarSolutions.com)>  
**Sent:** April-08-20 11:41 AM  
**To:** Gabriela Guguchev <[Gabriela.Guguchev@ocean.org](mailto:Gabriela.Guguchev@ocean.org)>  
**Cc:** Brent Hough <[Brent.Hough@UnivarSolutions.com](mailto:Brent.Hough@UnivarSolutions.com)>  
**Subject:** RE: Order

Hi Gabby

Number 8 Freight was unable to deliver due to the road to Aquarium being closed.  
This is now returning to Univar.  
Please let us know how/when they can deliver.

Thank you

**Shelley Ruttan**

Customer Service Supervisor  
Univar Solutions

P: 604 231-5234  
F: 604 231-5269



**From:** Gabriela Guguchev <[Gabriela.Guguchev@ocean.org](mailto:Gabriela.Guguchev@ocean.org)>  
**Sent:** Tuesday, April 7, 2020 9:05 AM  
**To:** Shelley Ruttan <[shelley.ruttan@UnivarSolutions.com](mailto:shelley.ruttan@UnivarSolutions.com)>  
**Subject:** RE: Order

**CAUTION:** EXTERNAL EMAIL - Do not click links or open attachments unless you recognize the sender and know the content is safe.

**ATTENTION:** E-MAIL EXTERNE - Ne cliquez pas sur les liens et n'ouvrez pas les pièces jointes à moins d'être sûr que vous reconnaissez l'envoyeur et que le contenu est sans danger.

Amazing!

Thank you!

**Gabriela Guguchev**  
BUYER/EMS ASSISTANT, VANCOUVER AQUARIUM  
[Gabriela.Guguchev@ocean.org](mailto:Gabriela.Guguchev@ocean.org)  
D 604 659 3548

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**From:** Shelley Ruttan <[shelley.ruttan@UnivarSolutions.com](mailto:shelley.ruttan@UnivarSolutions.com)>  
**Sent:** April-06-20 4:24 PM  
**To:** Gabriela Guguchev <[Gabriela.Guguchev@ocean.org](mailto:Gabriela.Guguchev@ocean.org)>; Will Burgess <[Will.Burgess@ocean.org](mailto:Will.Burgess@ocean.org)>  
**Subject:** RE: Order

Hello

We will get it to ship out on Wednesday.

Thank you

**Shelley Ruttan**  
Customer Service Supervisor  
Univar Solutions

P: 604 231-5234  
F: 604 231-5269

Sent: Monday, April 6, 2020 4:06 PM

To: Shelley Ruttan <[shelley.ruttan@UnivarSolutions.com](mailto:shelley.ruttan@UnivarSolutions.com)>; Will Burgess <[Will.Burgess@ocean.org](mailto:Will.Burgess@ocean.org)>

Subject: RE: Order

Hi Shelley,

I am actually going to go ahead and place this order as these items are needed sooner rather than later.

Will,

Disregard im just going forward with Courier charge.

Thanks !

**Gabriela Guguchev**

BUYER/EMS ASSISTANT, VANCOUVER AQUARIUM

[Gabriela.Guguchev@ocean.org](mailto:Gabriela.Guguchev@ocean.org)

D 604 659 3548

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---

From: Shelley Ruttan <[shelley.ruttan@UnivarSolutions.com](mailto:shelley.ruttan@UnivarSolutions.com)>

Sent: April-06-20 3:36 PM

To: Gabriela Guguchev <[Gabriela.Guguchev@ocean.org](mailto:Gabriela.Guguchev@ocean.org)>; Will Burgess <[Will.Burgess@ocean.org](mailto:Will.Burgess@ocean.org)>

Subject: RE: Order

Hi Gabby

We have not received any new orders.  
I've included Will – maybe he can advise his next order date?

Thank you

**Shelley Ruttan**

Customer Service Supervisor

Univar Solutions

P: 604 231-5234

F: 604 231-5269



---

From: Gabriela Guguchev <[Gabriela.Guguchev@ocean.org](mailto:Gabriela.Guguchev@ocean.org)>

Sent: Monday, April 6, 2020 3:33 PM

To: Shelley Ruttan <[shelley.ruttan@UnivarSolutions.com](mailto:shelley.ruttan@UnivarSolutions.com)>

Subject: Order



Hi Shelley,

Happy Monday, hope its been going good for you so far.

I know we had just got a couple orders the other week, but im looking to get the following :

- ☐ (1) 50 lbs bag Sodium Bicarbonate (Baking Soda)
- ☐ (1) 50 lbs bag Calcium Chloride (CaCl2)

Do you know if the Engineers have an order scheduled next?

Please let me know,

Thanks as always !

**Gabriela Guguchev**

BUYER/EMS ASSISTANT, VANCOUVER AQUARIUM

[Gabriela.Guguchev@ocean.org](mailto:Gabriela.Guguchev@ocean.org)

D 604 659 3548

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From: "Gore, Amy" <Amy.Gore@vancouver.ca>  
To: "Gandha, Amit" <Amit.Gandha@vancouver.ca>  
CC: "Dunlop, Emily" <Emily.Dunlop@vancouver.ca>  
"Pottinger, Guy" <guy.pottinger@vancouver.ca>  
Date: 4/9/2020 8:52:17 AM  
Subject: RE: feedback

Definitely – thanks for forwarding.

---

**From:** Gandha, Amit  
**Sent:** Thursday, April 9, 2020 8:36 AM  
**To:** Gore, Amy  
**Cc:** Dunlop, Emily; Pottinger, Guy  
**Subject:** FW: feedback

Hi Amy,

Can we have Karen's concerns below discussed, for today's meeting.

Thank you,

Amit Gandha  
Manager of Park Operations  
955 Evans Ave, Vancouver BC  
V6A 4C8

---

**From:** Karen Howe [mailto:Karen.Howe@ocean.org]  
**Sent:** Thursday, April 09, 2020 8:29 AM  
**To:** Gandha, Amit  
**Subject:** [EXT] feedback

**City of Vancouver security warning:** Do not click on links or open attachments unless you were expecting the email and know the content is safe.

Hi Amit- just heading into a meeting but have some feedback from this morning from other staff. And thought this was interesting to share as so different from my experience today?

Zero access issues for overnight staff on 11/11;30 shifts thanks for that.

Photos sent re exit questions for all staff on pipeline road

Today 5:45 am- all roads barricaded with no park staff present. Employee move pipeline road barrier and replaced-parked in police lot

Approx 6:30am employee was told they had no authority to park in VPD lot and would be towed at their own expense despite telling ranger? Police officer? that is where we have been directed to park and having ID and pass?

Talk later  
k

**Karen Howe**  
DIRECTOR OF VISITOR EXPERIENCE, VANCOUVER AQUARIUM  
D 604 659 3477 | M 778-668-1163

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**From:** Karen Howe [mailto:Karen.Howe@ocean.org]  
**Sent:** Thursday, April 16, 2020 10:49 AM  
**To:** Gandha, Amit  
**Cc:** Gore, Amy; Dunlop, Emily; Pottinger, Guy; Collins, Tim  
**Subject:** Re: park closure 1 week

Hi Amit. Further to the issue at the roundabout for our afternoon guard yesterday i wonder if you and the the group would consider directing all aquarium staff to park AT the aquarium for ease of communication with the rangers and other security? the total of staff vehicles is about 30 as the rest of the staff bus or carpool. this would make life very clear and easy for all as some rangers are confused as to why we park in the police lot and 1 staff member was told they did not have the authority to do so and would be ticketed and towed at his own expense?

let us know your thoughts

thanks

karen

---

**From:** Gandha, Amit <Amit.Gandha@vancouver.ca>  
**Sent:** Wednesday, April 15, 2020 1:01 PM  
**To:** Karen Howe <Karen.Howe@ocean.org>  
**Cc:** Gore, Amy <Amy.Gore@vancouver.ca>; Dunlop, Emily <Emily.Dunlop@vancouver.ca>; Pottinger, Guy <guy.pottinger@vancouver.ca>; Collins, Tim <Tim.Collins@vancouver.ca>  
**Subject:** RE: park closure 1 week

Hello Karen,

I will pass your comments and questions onto the working committee cc'd, to review. Want to make sure all the key players are aware of the situation and on the same page.

We will get back to you shortly.

Thank you,

Amit Gandha  
Manager of Park Operations  
955 Evans Ave, Vancouver BC  
V6A 4C8

---

**From:** Karen Howe [mailto:Karen.Howe@ocean.org]  
**Sent:** Wednesday, April 15, 2020 12:43 PM  
**To:** Gandha, Amit  
**Cc:** Pottinger, Guy; Collins, Tim  
**Subject:** [EXT] park closure 1 week

**City of Vancouver security warning:** Do not click on links or open attachments unless you were expecting the email and know the content is safe.

Hi folks. It been 1 week since the park closed to the public and I just wanted to connect to make sure everything is running smoothly with Aquarium related aspects of the close at your end? From our point of view the initial bumps smoothed out very quickly and there seems to be a good flow now. Overall feedback from the team is there have been no major access issues, the rangers/police are great and there have been no major delivery problems since the first day. I

do have a couple of question from staff

- We had a contractor stopped yesterday and told he would not be let in without parking pass (he had returned it when his work was done but needed to come back in) Our security manager was behind him and verified him as a known contractor to the ranger. There will be new or returning contractors over the duration of the closure who won't have a pass, deliveries that are one-offs who won't have a pass and staff whom have not yet been in the building but may need to come in and won't have a pass. Please advise on how we can ensure they have access to the Aquarium. The rangers are all welcome to have the security phone (24Hours) if they have a question or concern 608-805-8327
- One of our staff was told they needed a Zone pass despite having a blue pass on her dash. If staff are coming to the front of aquarium should they have a different colour pass or do we just stick with Aquarium blue for both lots? Do you anticipate keeping the police lot as the main staff parking lot and out front the exception for HR approved, early and later shifts, emergencies or as directed by the rangers (a couple of mornings pipeline has been blocked off and staff have been sent to the front)
- Is there any thought to placing cones and signs on Stanley park drive up to Pipeline to separate vehicles and bikes- it might make it clearer for the cyclists that there are still stakeholder personal and service and delivery vehicles on this side using the roadways?

I think that's it- happy to chat if you have any questions or comments?

**Karen Howe**

DIRECTOR OF VISITOR EXPERIENCE, VANCOUVER AQUARIUM

[Karen.Howe@ocean.org](mailto:Karen.Howe@ocean.org)

D 604 659 3477 | M 778-668-1163

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**From:** Karen Howe [mailto:Karen.Howe@ocean.org]  
**Sent:** Thursday, April 16, 2020 10:49 AM  
**To:** Gandha, Amit  
**Cc:** Gore, Amy; Dunlop, Emily; Pottinger, Guy; Collins, Tim  
**Subject:** Re: park closure 1 week

Hi Amit. Further to the issue at the roundabout for our afternoon guard yesterday i wonder if you and the the group would consider directing all aquarium staff to park AT the aquarium for ease of communication with the rangers and other security? the total of staff vehicles is about 30 as the rest of the staff bus or carpool. this would make life very clear and easy for all as some rangers are confused as to why we park in the police lot and 1 staff member was told they did not have the authority to do so and would be ticketed and towed at his own expense?

let us know your thoughts

thanks

karen

---

**From:** Gandha, Amit <Amit.Gandha@vancouver.ca>  
**Sent:** Wednesday, April 15, 2020 1:01 PM  
**To:** Karen Howe <Karen.Howe@ocean.org>  
**Cc:** Gore, Amy <Amy.Gore@vancouver.ca>; Dunlop, Emily <Emily.Dunlop@vancouver.ca>; Pottinger, Guy <guy.pottinger@vancouver.ca>; Collins, Tim <Tim.Collins@vancouver.ca>  
**Subject:** RE: park closure 1 week

Hello Karen,

I will pass your comments and questions onto the working committee cc'd, to review. Want to make sure all the key players are aware of the situation and on the same page.

We will get back to you shortly.

Thank you,

Amit Gandha  
Manager of Park Operations  
955 Evans Ave, Vancouver BC  
V6A 4C8

---

**From:** Karen Howe [mailto:Karen.Howe@ocean.org]  
**Sent:** Wednesday, April 15, 2020 12:43 PM  
**To:** Gandha, Amit  
**Cc:** Pottinger, Guy; Collins, Tim  
**Subject:** [EXT] park closure 1 week

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Hi folks. It been 1 week since the park closed to the public and I just wanted to connect to make sure everything is running smoothly with Aquarium related aspects of the close at your end? From our point of view the initial bumps smoothed out very quickly and there seems to be a good flow now. Overall feedback from the team is there have been no major access issues, the rangers/police are great and there have been no major delivery problems since the first day. I do have a couple of question from staff

- We had a contractor stopped yesterday and told he would not be let in without parking pass (he had returned it when his work was done but needed to come back in) Our security manager was behind him and verified him as a known contractor to the ranger. There will be new or returning contractors over the



- duration of the closure who won't have a pass , deliveries that are one-offs who won't have a pass and staff whom have not yet been in the building but may need to come in and won't have a pass. Please advise on how we can ensure they have access to the Aquarium. The rangers are all welcome to have the security phone (24Hours) if they have a question or concern 608-805-8327
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- Is there any thought to placing cones and signs on Stanley park drive up to Pipeline to separate vehicles and bikes-it might make it clearer for the cyclists that there are still stakeholder personal and service and delivery vehicles on this side using the roadways?

I think that's it-happy to chat if you have any questions or comments?

## Karen Howe

DIRECTOR OF VISITOR EXPERIENCE, VANCOUVER AQUARIUM

[Karen.Howe@ocean.org](mailto:Karen.Howe@ocean.org)

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Hello All,

Have we any resolutions to Karen's questions?

Thank you,

Amit Gandha  
Manager of Park Operations  
955 Evans Ave, Vancouver BC  
V6A 4C8

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Thanks,  
Emily

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**From:** Collins, Tim  
**Sent:** Wednesday, April 8, 2020 4:02 PM  
**To:** Pottinger, Guy; Dunlop, Emily; Gore, Amy; Nayeri, Ali  
**Subject:** Fwd: [EXT] additional note

Sent from my iPhone

Begin forwarded message:

**From:** Karen Howe <Karen.Howe@ocean.org>  
**Date:** April 8, 2020 at 3:36:37 PM PDT  
**To:** "Collins, Tim" <Tim.Collins@vancouver.ca>, "Pottinger, Guy" <guy.pottinger@vancouver.ca>  
**Subject:** [EXT] additional note

\u-257 ?

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Additional issues with our fleet vehicles not being allowed back in to the Aquarium despite having passes and ID to add to the list. karen

Karen Howe  
Director of Visitor Experience, Vancouver Aquarium

Karen.Howe@ocean.org  
D 604 659 3477 | M 778-668-1163

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-----Original Message-----

**From:** Corey Johnston <Corey.Johnston@ocean.org>  
**Sent:** April-08-20 1:56 PM  
**To:** Karen Howe <Karen.Howe@ocean.org>  
**Subject:** RE: VA-CXE01: Voice msg from ESP Reception 3570 97783856619.

Hi Karen,

It turns out this was a delivery driver that was turned away from getting to the Aquarium today after the road block came into effect. We will reschedule once we get things worked out.

On another note, Cam was not allowed access to the Aquarium parking lot while driving the Aquarium fleet vehicles. So the Prius and 4x2 are parked down at the police lot for the time being.

Thanks,

Corey Johnston

Manager, Building Operations

Corey.Johnston@ocean.org

D 604 659 3525 | M 604 786 5504

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--

From: Karen Howe <Karen.Howe@ocean.org>

Sent: April-08-20 11:03 AM

To: Corey Johnston <Corey.Johnston@ocean.org>

Subject: FW: VA-CXE01: Voice msg from ESP Reception 3570 97783856619.

Karen Howe

Director of Visitor Experience, Vancouver Aquarium

Karen.Howe@ocean.org

D 604 659 3477 | M 778-668-1163

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--

From: Jessi Goss <Jessi.Goss@ocean.org>

Sent: April-08-20 11:01 AM

To: Karen Howe <Karen.Howe@ocean.org>

Subject: FW: VA-CXE01: Voice msg from ESP Reception

Over to you!

Jessi Goss

Executive Assistant to the CEO

Jessi.Goss@ocean.org

D 604 659 3441

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--

From: voicemail@ocean.org <voicemail@ocean.org>

Sent: April 8, 2020 10:16 AM

From: "Collins, Tim" <Tim.Collins@vancouver.ca>  
To: "Dunlop, Emily" <Emily.Dunlop@vancouver.ca>  
Date: 5/27/2020 3:32:01 PM  
Subject: RE: Stanley Park Road Reallocation - Aquarium Access

Sure, busy day today  
What time works for you?

---

**From:** Dunlop, Emily  
**Sent:** Wednesday, May 27, 2020 2:28 PM  
**To:** Collins, Tim  
**Subject:** RE: Stanley Park Road Reallocation - Aquarium Access

Hi Tim,

This would allow less cars (for the next 3 weeks during phase 1) to not travel on Park Drive, thus maintaining dedication to cyclists. I can explain more in a bit. Are you free for a phone chat a little later today?

Hope you're keeping your head above water!

Thanks,  
Emily

---

**From:** Collins, Tim  
**Sent:** Wednesday, May 27, 2020 2:04 PM  
**To:** Dunlop, Emily  
**Subject:** RE: Stanley Park Road Reallocation - Aquarium Access

Hey Emily,

Quick question, why would we redirect the vehicles to the train lot is this to shorten the distance to parking and minimize the vehicles on the roadway?  
I will check with Sev but we are not patrolling the SP lots so parking would already be free and not really an issue

Tim



**Sent:** Tuesday, May 26, 2020 10:11 PM

**To:** Dunlop, Emily

**Cc:** Collins, Tim; Gandha, Amit

**Subject:** Re: Stanley Park Road Reallocation - Aquarium Access

Hi Emily. Thanks for the note and I'm happy to chat tomorrow. My schedule is remarkably open between 1 and 3 if there's a time in there that suits you for a call? Let me know and look forward to connecting. Karen

Sent from my iPhone

On May 26, 2020, at 4:23 PM, Dunlop, Emily <Emily.Dunlop@vancouver.ca> wrote:

\u-257 ?

Hi Karen,

Thank you for completing the Stakeholder survey in relations to the Stanley Park Road Closure and Reopening Strategy. I was hoping to have a phone conversation with you this week if possible to talk about your current situation and update each other on the phasing of reopening.

Do you have some time between now and Friday to discuss. Let me know and I'll schedule some time for us, or feel free to just call me directly at my cell # number below.

Thank you and have a good rest of your evening,  
Emily

[us-east-2.protection.sophos.com]

<image002.png>

[us-east-2.protection.sophos.com] Emily Dunlop, MBCSLA, CSLA, BLA | Senior Planner

Vancouver Board [us-east-2.protection.sophos.com] of Parks and Recreation | 2099 Beach Avenue

t. 604.257.8424 c. 604.354.6409

emily.dunlop@vancouver.ca

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From: "Karen Howe" <Karen.Howe@ocean.org>  
To: "Gandha, Amit" <Amit.Gandha@vancouver.ca>  
CC: "Gore, Amy" <Amy.Gore@vancouver.ca>  
"Dunlop, Emily" <Emily.Dunlop@vancouver.ca>  
"Pottinger, Guy" <guy.pottinger@vancouver.ca>  
"Collins, Tim" <Tim.Collins@vancouver.ca>  
"Jeremy Heywood" <Jeremy.Heywood@ocean.org>  
"Clint Wright" <Clint.Wright@ocean.org>

Date: 5/8/2020 9:49:38 AM

Subject: Update

Attachments: image001.png  
image002.png  
image003.png  
image004.png  
image005.png  
image006.png

Good morning Amit . I trust this note finds you and the rangers well and want to thank you and the team for managing staff and deliveries flow into the park and to the aquarium so effeciently.

I want to advise you all that we have recalled approximately one dozen staff back to work and some of those staff will be returning to the facility as of next week on staggered schedules. None of them have an approved parking pass at this point so we have sent them a PDF version of it to show to your Rangers at the roundabout on their first day back. They will also have their staff ID with them as it is required at work . A blue pass will be issued to them on their return to work to use for the duration of the park closure

Please advise if you have any questions

Many thanks

Karen

Sent from my iPhone

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\u-257 ?

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[\[ocean.org\]](https://ocean.org)