

From: **"Mochrie, Paul"**  
To: **"Direct to Mayor and Council - DL"**  
Date: 2024-04-01 7:35:46 AM  
Subject: Fwd: Commissioner Alert - Stanley Park Easter Train closed Saturday due to Track Damage

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Good morning Mayor and Council,

I hope you are having a nice morning. Per the following update from Steve, the Stanley Park train is up and running this morning.

Big thanks to the Park Board team for their work to get the train back in operation and inspected in time for today's scheduled visits.

Best,  
Paul

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**From:** Jackson, Steve  
**Sent:** Sunday, March 31, 2024 9:56 AM  
**To:** Park Board Commissioners - DL <PBCDL@vancouver.ca>  
**Cc:** Park Board GM's Office <pbgmo@vancouver.ca>; PB Communications <PB.Communications@vancouver.ca>; Yip, Rosemary <rosemary.yip@vancouver.ca>; Ho, Cecilia <Cecilia.Ho@vancouver.ca>; PB LT (Leadership Team) - DL <PBSLTDL@vancouver.ca>  
**Subject:** RE: Commissioner Alert - Stanley Park Easter Train closed Saturday due to Track Damage

Good morning Commissioners,

To close the loop on this, we received confirmation this morning from TSBC that we are approved to operate. The Easter Train will be running as planned today and tomorrow, with the only impact to service being the removal of the accessibility carriage. This information has been shared directly with customers and via our social channels.

Have a great day.  
Steve



Steve Jackson, CPA, CA (he/him)  
General Manager - Board of Parks and Recreation  
t. 604.257.8448 c.604.358.8359

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**From:** Jackson, Steve <Steve.Jackson@vancouver.ca>  
**Sent:** Saturday, March 30, 2024 8:39 PM  
**To:** Park Board Commissioners - DL <PBCDL@vancouver.ca>  
**Cc:** Park Board GM's Office <pbgmo@vancouver.ca>; PB Communications <PB.Communications@vancouver.ca>; Yip, Rosemary <rosemary.yip@vancouver.ca>; Ho, Cecilia <Cecilia.Ho@vancouver.ca>; PB LT (Leadership Team) - DL <PBSLTDL@vancouver.ca>  
**Subject:** RE: Commissioner Alert - Stanley Park Easter Train closed Saturday due to Track Damage

Good Evening Commissioners,

I'm pleased to provide the following update related to the Stanley Park Train.

Repairs to the track performed this morning were completed successfully. We will be contacting all ticket

holders for Sunday and Monday's event this evening to advise of this development. An official decision on reopening is dependent upon a final Technical Safety BC evaluation which is scheduled to commence at 7am Sunday morning. Staff are planning to make a definitive communication on the reopening by 8:30am Sunday morning via direct contact through the ticketing provider and via our social media channels.

Along with the repairs to the track, all train passenger carts in operation were assessed for defects. Unfortunately, the accessible carriage, which was involved in the incident on Friday has been removed from service as it requires further testing before it can be cleared to return to operation. This work will be prioritized upon the end of the Easter event's run. Staff have made contact with each of the families impacted and have made arrangements to make up for the disappointment caused through accommodations at a future event at the train.

I extend my utmost appreciation to the staff team, and contractors who made themselves available this morning and afternoon to assist in the effort to return the train to service.

If you receive any media inquiries, please continue to refer these to [\*\*media@vancouver.ca\*\*](mailto:media@vancouver.ca).

Thank you,  
Steve



**Steve Jackson**, CPA, CA (he/him)  
General Manager of Board of Parks and Recreation  
t. 604.257.8448 c.604.358.8359

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**From:** Jackson, Steve <[\*\*Steve.Jackson@vancouver.ca\*\*](mailto:Steve.Jackson@vancouver.ca)>

**Sent:** Friday, March 29, 2024 10:01 PM

**To:** Park Board Commissioners - DL <[\*\*PBCDL@vancouver.ca\*\*](mailto:PBCDL@vancouver.ca)>

**Cc:** Park Board GM's Office <[\*\*pbgmo@vancouver.ca\*\*](mailto:pbgmo@vancouver.ca)>; PB Communications <[\*\*PB.Communications@vancouver.ca\*\*](mailto:PB.Communications@vancouver.ca)>;

Yip, Rosemary <[\*\*rosemary.yip@vancouver.ca\*\*](mailto:rosemary.yip@vancouver.ca)>; Ho, Cecilia <[\*\*Cecilia.Ho@vancouver.ca\*\*](mailto:Cecilia.Ho@vancouver.ca)>; PB LT (Leadership Team) - DL <[\*\*PBSLTDL@vancouver.ca\*\*](mailto:PBSLTDL@vancouver.ca)>

**Subject:** RE: Commissioner Alert - Stanley Park Easter Train closed Saturday due to Track Damage

Good evening Commissioners,

Following on my earlier operational update regarding the Stanley Park Easter Train, please see below an information bulletin that will be issued early tomorrow morning.

We also have provided updates across Park Board and City social media channels. We will use these channels to provide further updates through the weekend as we confirm the status of the train's operations on Sunday and Monday, following repairs and safety checks.

As we anticipate there may be media interest in this story over the weekend, please refer inquiries to [\*\*media@vancouver.ca\*\*](mailto:media@vancouver.ca) and we will respond by statement or line up a spokesperson, as best fits the inquiry.

Thanks,  
Steve

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**Vancouver Board of Parks and Recreation**  
**Information bulletin**  
**March 30, 2024**

**Stanley Park Easter Train:**

## Notification of Closure for Saturday, March 30, 2024

The Vancouver Board of Parks and Recreation regrets to announce that the Stanley Park Easter Train will not operate on Saturday, March 30, following a minor incident on Friday evening causing damage to a section of track.

The incident occurred during routine closedown procedures, when the train was being transported for overnight storage. No guests were on site and no staff were injured.

Saturday ticket holders will be automatically refunded through the ShowPass account used to purchase the ticket. Sunday and Monday ticket holders will also have the option to refund their tickets through ShowPass.

Preliminary assessments suggest that the damage is minor. With the safety of staff and guests as our top priority, the train will be closed to allow maintenance by contractors and a thorough safety inspection by Technical Safety BC.

We are fully committed to getting the train back up and running as quickly as possible. For the latest updates as to whether the train will operate on Sunday and Monday, please follow the Park Board's social media channels: [X \(Twitter\)](#), [Instagram](#), [Facebook](#)

We understand the excitement and anticipation that comes with a visit to the Stanley Park Easter Train and apologize for the disappointment this news may cause.

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### Media contact:

Civic Engagement and Communications  
[media@vancouver.ca](mailto:media@vancouver.ca)



Steve Jackson, CPA, CA (he/him)  
General Manager of Board of Parks and Recreation  
t. 604.257.8448 c.604.358.8359

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**From:** Jackson, Steve <[Steve.Jackson@vancouver.ca](mailto:Steve.Jackson@vancouver.ca)>

**Sent:** Friday, March 29, 2024 9:10 PM

**To:** Park Board Commissioners - DL <[PBCDL@vancouver.ca](mailto:PBCDL@vancouver.ca)>

**Cc:** Park Board GM's Office <[pbgmo@vancouver.ca](mailto:pbgmo@vancouver.ca)>; PB Communications <[PB.Communications@vancouver.ca](mailto:PB.Communications@vancouver.ca)>; Yip, Rosemary <[rosemary.yip@vancouver.ca](mailto:rosemary.yip@vancouver.ca)>; Ho, Cecilia <[Cecilia.Ho@vancouver.ca](mailto:Cecilia.Ho@vancouver.ca)>; PB LT (Leadership Team) - DL <[PBSLTDL@vancouver.ca](mailto:PBSLTDL@vancouver.ca)>

**Subject:** Commissioner Alert - Stanley Park Easter Train closed Saturday due to Track Damage

Good Evening Commissioners,

Please be advised of the following messaging which will be shared shortly via our social media platforms, with further amplification by the City. A media statement will be issued first thing tomorrow morning with additional information. We will share this with you in advance of its release.

**.The Easter Train will not operate on Sat. March 30 due to track damage sustained Friday evening. Saturday tickets will be refunded. Following repairs & inspection, the train should be back on Sunday. We are so sorry & know how disappointing this is for families. Updates to follow."**

Staff are in the process of working with our ticketing provider, Showpass, to ensure those with tickets to tomorrow's event are informed and refunded.

Given it is the long weekend, media support is provided by the City's communications team. Please direct any inquiries you may receive to [\*\*media@vancouver.ca\*\*](mailto:media@vancouver.ca).

Thanks,  
Steve



**Steve Jackson**, CPA, CA (he/him)  
General Manager Board of Parks and Recreation  
t. 604.257.8448 c.604.358.8359  
Executive Assistant Janice Kwan [\*\*janice.kwan@vancouver.ca\*\*](mailto:janice.kwan@vancouver.ca) T: 604.257.8500

*I am thankful to live, work, and play on the unceded, ancestral territories of the x<sup>w</sup>məθk<sup>w</sup>əyəm ([Musqueam](#)), Sḱw̓xwú7mesh ([Squamish](#)), and səł̓wətəʔt / sə / wɪtulh ([Tsleil-Waututh](#)) nations.*