

File No.: 04-1000-20-2024-209

April 12, 2024

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 April 3, 2024 under the ***Freedom of Information and Protection of Privacy Act*** for:

Regarding the March 29, 2024 announcement that the Easter Train would not operate on March 30, 2024 due to track damage sustained on March 29, 2024, record of GM Steve Jackson's correspondence about the incident and repairs (email and text messages). Date range: March 29, 2024 to March 31, 2024.

All responsive records are attached. Some information in the records has been severed (blacked out) under s.15(1)(l) and s.22(1) of the Act. You can read or download these sections here: http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00.

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 or by phoning 250-387-5629.

If you request a review, please provide the Commissioner's office with: 1) the request number (#04-1000-20-2024-209); 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,

[Signed by Cobi Falconer]

Cobi Falconer, MAS, MLIS, CIPP/C
Director, Access to Information & Privacy
cobi.falconer@vancouver.ca
453 W. 12th Avenue Vancouver BC V5Y 1V4

If you have any questions, please email us at foi@vancouver.ca and we will respond to you as soon as possible. Alternatively, you can call the FOI Case Manager at 604-871-6584.

Encl. (Records Package)

:kt

From: "Mochrie, Paul" <Paul.Mochrie@vancouver.ca>
To: "Direct to Mayor and Council - DL" s.15(1)(l)
CC: "City Manager's Correspondence Group - DL" s.15(1)(l)
"Jackson, Steve" <Steve.Jackson@vancouver.ca>
Date: 3/29/2024 10:10:02 PM
Subject: Fwd: Commissioner Alert - Stanley Park Easter Train closed Saturday due to Track Damage

Hello Mayor and Council,

Further to my last note, please see below the information bulletin that will be issued tomorrow morning regarding the Stanley Park train and cessation of operations on Saturday.

Best,
Paul

From: Jackson, Steve
Sent: Friday, March 29, 2024 10:01 PM
To: Park Board Commissioners - DL s.15(1)(l)
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 s.15(1)(l)
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 and we will respond by statement or line up a spokesperson, as best fits the inquiry.

Thanks,
Steve

**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.

-30-

Media contact:

Civic Engagement and Communications
media@vancouver.ca



Steve Jackson, CPA, CA (he/him)
General Manager – Board of Parks and Recreation
t. 604.257.8448 c. [s.15\(1\)\(l\)](#)

From: Jackson, Steve <Steve.Jackson@vancouver.ca>

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

To: Park Board Commissioners - DL [s.15\(1\)\(l\)](#)

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 [s.15\(1\)\(l\)](#)

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.

Thanks,
Steve



Steve Jackson, CPA, CA (he/him)
General Manager – Board of Parks and Recreation
t. 604.257.8448 c. **s.15(1)(l)**
Executive Assistant – Janice Kwan janice.kwan@vancouver.ca T: 604.257.8500

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_wú7mesh ([Squamish](#)), and s l ilw ta /sel il wítulh ([Tsilil-Waututh](#)) nations.*

From: "Mochrie, Paul" <Paul.Mochrie@vancouver.ca>
To: "Direct to Mayor and Council - DL" <s.15(1)(l)>
CC: "City Manager's Correspondence Group - DL" s.15(1)(l)
"Jackson, Steve" <Steve.Jackson@vancouver.ca>
Date: 4/1/2024 7:35:49 AM
Subject: Fwd: Commissioner Alert - Stanley Park Easter Train closed Saturday due to Track Damage

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

From: Jackson, Steve
Sent: Sunday, March 31, 2024 9:56 AM
To: Park Board Commissioners - DL s.15(1)(l)
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 s.15(1)(l)
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. s.15(1)(l)

From: Jackson, Steve <Steve.Jackson@vancouver.ca>
Sent: Saturday, March 30, 2024 8:39 PM
To: Park Board Commissioners - DL s.15(1)(l)
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 s.15(1)(l)
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.

Thank you,
Steve



Steve Jackson, CPA, CA (he/him)
General Manager – Board of Parks and Recreation
t. 604.257.8448 c. s.15(1)(l)

From: Jackson, Steve <Steve.Jackson@vancouver.ca>

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

To: Park Board Commissioners - DL s.15(1)(l)

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 s.15(1)(l)

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

Good evening Commissioners,

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Steve

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Information bulletin**

March 30, 2024

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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



Steve Jackson, CPA, CA (he/him)
General Manager – Board of Parks and Recreation
t. 604.257.8448 c. [s.15\(1\)\(l\)](#)

From: Jackson, Steve <Steve.Jackson@vancouver.ca>

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

To: Park Board Commissioners - DL [s.15\(1\)\(l\)](#)

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 [s.15\(1\)\(l\)](#)

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.

Thanks,
Steve



Steve Jackson, CPA, CA (he/him)
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t. 604.257.8448 c. s.15(1)(l)
Executive Assistant – Janice Kwan janice.kwan@vancouver.ca T: 604.257.8500

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_wú7mesh ([Squamish](#)), and s l ilw ta /sel il wítulh ([Stleil-Waututh](#)) nations.*

From: ["Pontikis, Maria" <Maria.Pontikis@vancouver.ca>](mailto:Maria.Pontikis@vancouver.ca)
To: ["Mochrie, Paul" <Paul.Mochrie@vancouver.ca>](mailto:Paul.Mochrie@vancouver.ca)
["Jackson, Steve" <Steve.Jackson@vancouver.ca>](mailto:Steve.Jackson@vancouver.ca)
Date: 3/29/2024 6:17:27 PM
Subject: Fwd: Messaging for Stanley Park Train needed

FYI—we are working with John

From: Brodie, John <John.Brodie@vancouver.ca>
Sent: Friday, March 29, 2024 6:02 PM
To: Media <media@vancouver.ca>
Cc: Yip, Rosemary <rosemary.yip@vancouver.ca>
Subject: Messaging for Stanley Park Train needed

Hi there,

There was a train derailment at the Stanley Park Train this evening following the first day of the Easter Train event. It looks like we may need to cancel the remainder of the event and I was hoping to get some Communication support to develop messaging for this as soon as possible (i.e. something needs to go out tonight).

If possible, can you please give me a call at [**s.15\(1\)\(l\)**](tel:s.15(1)(l)) to discuss?

Thanks in advance,
John



John Brodie, PMP | Director, Business Services (Acting)
Vancouver Board of Parks and Recreation
2099 Beach Avenue, Vancouver | [**s.15\(1\)\(l\)**](tel:s.15(1)(l))

From: ["Montague, Brian" <Brian.Montague@vancouver.ca>](mailto:Brian.Montague@vancouver.ca)
To: ["Mochrie, Paul" <Paul.Mochrie@vancouver.ca>](mailto:Paul.Mochrie@vancouver.ca)
["Direct to Mayor and Council - DL"](#) s.15(1)(l)
CC: ["City Manager's Correspondence Group - DL"](#) s.15(1)(l)
["Jackson, Steve" <Steve.Jackson@vancouver.ca>](mailto:Steve.Jackson@vancouver.ca)
Date: 3/30/2024 12:07:41 PM
Subject: RE: Commissioner Alert - Stanley Park Easter Train closed Saturday due to Track Damage

Disregard my last ques on – its been answered I see.

Councillor Brian Montague
City of Vancouver
453 W. 12th Ave, Vancouver, B.C., Canada V5L 4Y8
brian.montague@vancouver.ca

Assistant

Wanda Bradbury
e: wanda.bradbury@vancouver.ca
t: 604.871.6711

From: Montague, Brian <Brian.Montague@vancouver.ca>
Sent: Saturday, March 30, 2024 12:04 PM
To: Mochrie, Paul <Paul.Mochrie@vancouver.ca>; [Direct to Mayor and Council - DL](#) s.15(1)(l)
Cc: [City Manager's Correspondence Group - DL](#) s.15(1)(l); Jackson, Steve <Steve.Jackson@vancouver.ca>
Subject: RE: Commissioner Alert - Stanley Park Easter Train closed Saturday due to Track Damage

Thanks Paul... Damage from what exactly?

Councillor Brian Montague
City of Vancouver
453 W. 12th Ave, Vancouver, B.C., Canada V5L 4Y8
brian.montague@vancouver.ca

Assistant

Wanda Bradbury
e: wanda.bradbury@vancouver.ca
t: 604.871.6711

From: Mochrie, Paul <Paul.Mochrie@vancouver.ca>
Sent: Friday, March 29, 2024 9:17 PM
To: [Direct to Mayor and Council - DL](#) s.15(1)(l)
Cc: [City Manager's Correspondence Group - DL](#) s.15(1)(l); Jackson, Steve <Steve.Jackson@vancouver.ca>
Subject: Fwd: Commissioner Alert - Stanley Park Easter Train closed Saturday due to Track Damage

Good evening Mayor and Council,

I am forwarding for your information the following update provided to Park Board Commissioners regarding the Stanley Park train. Regrettably, the track has sustained damage that will preclude operations tomorrow. Staff are expecting the train to be operating on Sunday.

A public statement will be issued tomorrow morning.

Further information is forthcoming but please let me or Steve know if you have any immediate questions.

Best,
Paul

From: Jackson, Steve <Steve.Jackson@vancouver.ca>
Sent: Friday, March 29, 2024 9:10 PM
To: Park Board Commissioners - DL [s.15\(1\)\(l\)](#)
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 [s.15\(1\)\(l\)](#)
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From: "Meiszner, Peter" <Peter.Meiszner@vancouver.ca>
To: "Mochrie, Paul" <Paul.Mochrie@vancouver.ca>
"Direct to Mayor and Council - DL" s.15(1)(l)
CC: "City Manager's Correspondence Group - DL" s.15(1)(l)
"Jackson, Steve" <Steve.Jackson@vancouver.ca>
Date: 3/29/2024 9:40:40 PM
Subject: Re: Commissioner Alert - Stanley Park Easter Train closed Saturday due to Track Damage

Thanks for this Paul. Sorry to hear of the disruption but glad it's short.

Was this damage from regular operations or something like vandalism?

Thanks,
Peter

Councillor Peter Meiszner (*he/him*)
City of Vancouver

e. peter.meiszner@vancouver.ca

Twitter: [@PeterMeiszner](https://twitter.com/PeterMeiszner)

Links: [Linktree](#): [Facebook](#), [LinkedIn](#), [Instagram](#)

Assistant

Davin Fung (*he/him*) | Assistant to Councillors
Mayor and Council Support | City of Vancouver

Tel: | davin.fung@vancouver.ca

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

From: Mochrie, Paul <Paul.Mochrie@vancouver.ca>
Sent: Friday, March 29, 2024 9:17:02 PM
To: Direct to Mayor and Council - DL s.15(1)(l)
Cc: City Manager's Correspondence Group - DL s.15(1)(l); Jackson, Steve <Steve.Jackson@vancouver.ca>
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To: Park Board Commissioners - DL s.15(1)(l)

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Steve



Steve Jackson, CPA, CA (he/him)

General Manager – Board of Parks and Recreation

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Executive Assistant – Janice Kwan janice.kwan@vancouver.ca T: 604.257.8500

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To: "Jackson, Steve" <Steve.Jackson@vancouver.ca>
CC: "Pontikis, Maria" <Maria.Pontikis@vancouver.ca>
Date: 3/29/2024 9:11:22 PM
Subject: Re: Commissioner Alert - Stanley Park Easter Train closed Saturday due to Track Damage

Thanks Steve. Will share now.
Paul

From: Jackson, Steve <Steve.Jackson@vancouver.ca>
Sent: Friday, March 29, 2024 9:10:18 PM
To: Mochrie, Paul <Paul.Mochrie@vancouver.ca>
Cc: Pontikis, Maria <Maria.Pontikis@vancouver.ca>
Subject: FW: Commissioner Alert - Stanley Park Easter Train closed Saturday due to Track Damage

Paul, see below which we would appreciate your assistance in sharing with Mayor and Council.

Thanks,
Steve



Steve Jackson, CPA, CA (he/him)
General Manager – Board of Parks and Recreation
t. 604.257.8448 c. s.15(1)(l)

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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 s.15(1)(l)
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To: "Direct to Mayor and Council - DL" s.15(1)(l)
CC: "City Manager's Correspondence Group - DL" s.15(1)(l)
"Jackson, Steve" <Steve.Jackson@vancouver.ca>
Date: 3/30/2024 8:56:01 PM
Subject: Re: Commissioner Alert - Stanley Park Easter Train closed Saturday due to Track Damage

Apologies - I hit send inadvertently on my previous message.

Please see below an update from Steve Jackson regarding the status of the train for tomorrow and Monday.

The Parks team has done great work today to be in a position to open tomorrow morning.

Best,
Paul

From: Mochrie, Paul <Paul.Mochrie@vancouver.ca>
Sent: Saturday, March 30, 2024 8:52 PM
To: Direct to Mayor and Council - DL s.15(1)(l)
Cc: City Manager's Correspondence Group - DL s.15(1)(l); Jackson, Steve <Steve.Jackson@vancouver.ca>
Subject: Fwd: Commissioner Alert - Stanley Park Easter Train closed Saturday due to Track Damage

Good evening Mayor and Council

From: Jackson, Steve <Steve.Jackson@vancouver.ca>
Sent: Saturday, March 30, 2024 8:41 PM
To: Mochrie, Paul <Paul.Mochrie@vancouver.ca>
Cc: Pontikis, Maria <Maria.Pontikis@vancouver.ca>
Subject: FW: Commissioner Alert - Stanley Park Easter Train closed Saturday due to Track Damage

Hi Paul,

Good news below which we would appreciate being shared with Mayor and Council. While we will not know officially until tomorrow morning after a final review by TSBC, all indications are that the work conducted today to repair the track and review the condition of the train were positive and will enable us to reopen tomorrow in time for our first ticketed riders.

Thanks,
Steve



Steve Jackson, CPA, CA (he/him)
General Manager – Board of Parks and Recreation
t. 604.257.8448 c. s.15(1)(l)

From: Jackson, Steve

Sent: Saturday, March 30, 2024 8:39 PM

To: Park Board Commissioners - DL [s.15\(1\)\(l\)](#)

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 [s.15\(1\)\(l\)](#)

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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.

Thank you,
Steve



Steve Jackson, CPA, CA (he/him)
General Manager – Board of Parks and Recreation
t. 604.257.8448 c. [s.15\(1\)\(l\)](#)

From: Jackson, Steve <Steve.Jackson@vancouver.ca>

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

To: Park Board Commissioners - DL [s.15\(1\)\(l\)](#)

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 [s.15\(1\)\(l\)](#)

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 and we will respond by statement or line up a spokesperson, as best fits the inquiry.

Thanks,
Steve

**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.

-30-

Media contact:

Civic Engagement and Communications
media@vancouver.ca



Steve Jackson, CPA, CA (he/him)
General Manager – Board of Parks and Recreation
t. 604.257.8448 c. [s.15\(1\)\(l\)](#)

From: Jackson, Steve <Steve.Jackson@vancouver.ca>
Sent: Friday, March 29, 2024 9:10 PM

To: Park Board Commissioners - DL [s.15\(1\)\(l\)](#)

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 [s.15\(1\)\(l\)](#)

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.

Thanks,
Steve



Steve Jackson, CPA, CA (he/him)
General Manager – Board of Parks and Recreation
t. 604.257.8448 c. [s.15\(1\)\(l\)](#)
Executive Assistant – Janice Kwan janice.kwan@vancouver.ca T: 604.257.8500

I am thankful to live, work, and play on the unceded, ancestral territories of the x m k y m ([Musqueam](#)), S wxlu817_wu7mesh ([Squamish](#)), and s l ilw ta /sel il wituł ([Tšleil-Waututh](#)) nations.



John >



Fri, Mar 29 at 5:52 PM

Hi Steve. Looks like a major mishap (derailment) for the train happened as they were transporting it back to the barn after the day was over. Damaged tracks, damaged train, and Rose thinks we'll likely need to cancel the remainder of the weekend. Kind of worst case scenario for the train.

I'm going to get in touch with Comms to work on messaging, but left me know if you want to discuss. Just wanted to give you an early heads up.

I chatted with the Comms manager covering the weekend shift, so messaging is being developed. They recommended a media advisory to elected officials ahead of the media statement. STP social media and Showpass have been informed. Looks like we'll need to refund the remainder of the weekend.

s.22(1)

Free for a call?

Delivered



iMessage

