

# MEMO



**TO:** Public Market Tenants, CMHC Staff, Granville Island Council

**FROM:** Claire Lee, Planning and Development

**DATE:** November 20, 2023

**SUBJECT:** Public Market Call Memo – November 9<sup>th</sup>, 2023, Meeting

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## **Attendees:**

### **Public Market:**

- Dorian Netolicky – Muffin Granny
- Eve and Peter Rindje – V&J Plant Shop
- Tony Lourenco – Pizza Pzazz
- Scott Moorehead – Longliner Seafoods
- Andrew and Jonah Benton – Benton Brothers Fine Cheese
- Carol Kaesbauer – Lee’s Donuts
- Ashley Jongsma – Stock Markey
- Susan Foot – Duso’s
- Laurelle Nelson and Alvin Bissett – Laurelle’s Fine Foods
- Nicole Scriabin – La Bise Bakery
- David Boetti – Bon Macaron
- Andy Su – Sunlight Farms

### **CMHC Staff:**

- Claire Lee, Planning & Development
- Bethany Dobson, Planning & Development
- Sebastian Lippa, Planning & Development
- Cate Simpson, Programming & Public Affairs
- Lisa Ono, Programming & Public Affairs
- Justin Dupas, Leasing
- Taran Hiatt, Tenant Services
- Jennifer Nelson, Tenant Services

### CMHC Updates:

- Please see the attached presentation.
- If you have not yet answered the survey on extended hours, please [click here for the survey](#). It will be available until the end of day Friday, November 24th.
- We are aiming to make the decision on the Public Market hours by the end of January 2024.

### Public Market Updates:

For this meeting, tenants were asked to comment on whether they would be interested in having extended seasonal hours.

Those who were *against* having extended hours mentioned:

- Difficulties in finding and retaining staff for the extended hours
  - Takes away the perk that is offered to staff with the current hours;
  - Would need to add additional shifts;
  - If the Public Market wants to retain family-run businesses, we need to be able to offer a good work-life balance;
- The cost of being open for another hour does not increase sales;
  - Instead, sales from the extra hour are spread out over the day;
  - Some businesses said that they already track fairly minimal sales for the last hour of the day (5-6pm)
- People who are in the Public Market in the evenings are not shopping for groceries;
- Some businesses stated that most of their sales occur in the morning or early afternoon;
- It may be difficult to balance the overnight cleaning shifts and staying open later;
- Having different closing hours depending on the time of year could be confusing to customers.

Those who were in *support* of having extended hours mentioned:

- It's already difficult to ask people to leave the Market at 6pm and does not benefit the Granville Island brand;
- It's important to look at what is best for the whole Market vs. individual businesses;
- The Public Market used to be open until 7pm with no issues;
- If the Public Market was open with the same hours as 2019, maybe it would surpass 2019 sales;
- If the majority of businesses want extended hours, some businesses stated that they would be open to doing it as well;
- One business suggested extended hours for summer weekends, but not weekdays;
- Some businesses noted that they are busy up until closing

One participant also wanted to emphasize that sales have been up, but this is not reflected on the bottom line. In fact, it's the worst it's been in 13 years for the bottom line.

## **Tenant Questions:**

### **Why are you asking tenants to extend hours when it was just announced that Popina is closed for the winter?**

*The Popina Canteen project was the result of recommendations in the Granville Island 2040: Bridging Past & Future report to expand the market district and enhance the public realm.*

*It presented us with an opportunity to experiment with the use of shipping containers for retail and restaurant uses. Part of this test was to see how well this business would do during the slower times of year, with the understanding that we might need to adjust hours accordingly.*

### **Why did general CAM charges go up so much this year?**

- *The current CAM of 3.65/ft<sup>2</sup> (effective April 2023 - March 2024) was set based on actuals incurred between April 2021 to March 2022.*
- *The previous CAM of 2.57/ft<sup>2</sup> (effective April 2022 - March 2023) was set based on actuals incurred between April 2019 to March 2020. It was supposed to be based on actuals from April 2020 to March 2021, however, this timeframe included COVID where our expenses were not reflective of a normal year of operations.*
- *The one before at 2.19/ft<sup>2</sup> was not updated for 3 years and it was based on actuals from April 2017 to March 2018.*

*As such, the overall inflation of goods and services from 2019 - 2022 played a large role in the increased cost for Granville Island to maintain the same operation and provide the same level of services.*

*While there is an increase in the CAM rate, we still provided support to the tenant community by not retroactively collecting the differences. Historically, we calculated the retroactive credit/debit as a result of the reconciliation, posted the charge to tenant accounts, and adjusted rates for the new year.*

*We absorbed over \$800K in costs to achieve a CAM rate of \$3.65/ft<sup>2</sup> (previously shared in a CAM Memo). This means we didn't directly pass all of GI's costs to the tenants.*

*There is a comprehensive list of what's included in CAM included in tenant leases.*

### **Why doesn't CMHC provide us with sales data, monthly, per category? CMHC used to provide this data.**

*We are looking into this and hope to be able to provide these reports soon. Unfortunately, the software is very time consuming, and our finance department is understaffed at present.*

**Can we get the buskers to play music inside the Public Market instead of being out in the rain under a tent?**

*There are two indoor locations in the Public Market. Buskers, specifically musicians and magicians, are welcome to perform acoustically in the Public Market by signing up outside the CMHC office at the Net Loft. However, the preference among buskers is to perform outside as it is more profitable.*

Thank you everyone for your updates, comments, and suggestions. We appreciate you making the time to chat with us.

The next Public Market call will be held in February 2024.

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