

ITEM	9
MANAGER'S REPORT NO.	3
COUNCIL MEETING	95/01/23

TO: CITY MANAGER

FROM: PLANNING AND BUILDING

SUBJECT: INFORMATION KIOSK AT METROTOWN CENTRE

1995 JANUARY 18

PURPOSE: To provide Council with information regarding the use of the "Information Burnaby" kiosk at Metrotown Centre.

RECOMMENDATION:

1. THAT Council receive this report for information.

REPORT

At its meeting of 1995 January 16, Council considered a letter from Ms. Annie Siu in which she proposed an alternative use for the "Information Burnaby" kiosk in the pedestrian link between Metrotown Centre and Eaton Centre. Noting that the kiosk is rarely staffed and therefore rarely operates as a vehicle for responding to questions the public might have, Ms. Siu suggested that she be allowed to operate the kiosk as a small business which would provide "convenience" types of service to the public, including dissemination of community information, sale of transit passes, stamps, lottery tickets, and provision of a drop-off service for dry-cleaning. Council requested staff to report on the subject.

The City's agreement with Cal Investments, the developer/owner of Metrotown Centre, stipulates that the principal purpose of the kiosk is to provide information respecting community services, events and other matters of interest to the community, visitors and tourists. Allowing the kiosk to be used for commercial, for-profit purposes would be inconsistent with the agreement and the understanding through which the City gained the use of the space, as a condition of zoning.

Since Council approval of the scheme in late 1991, the City has made the information kiosk available, on a reservation basis, to not-for-profit community groups and service providers, as well as to City departments, for information dissemination and public awareness campaigns. During 1994, the kiosk was used for a total of 73 days by 18 community groups and 4 City departments. Community groups represented 68% of the kiosk bookings; City departments 32%. In 1993, the kiosk was used for a total of 103 days by 11 community groups and 4 City departments, including Voter Registration. In 1993, community groups accounted for 62% of the kiosk bookings; City departments 38%. At present, the kiosk is also being considered for a potential role in the City's Tourism strategy during the peak summer months.

Staff are contacting Ms. Siu to inform her of current practice with regard to use of the kiosk, and its possible expanded use for tourism related purposes.


D.G. Stenson, Director
PLANNING AND BUILDING