



EXTRA AGENDA

Regular Meeting of the Council of the Village of Chase held in the Council Chamber at the Village Office at 826 Okanagan Avenue on Tuesday, March 12, 2019 at 4:00 p.m.

8. UNFINISHED BUSINESS

8.1 Fee for Services Agreement – Visitor Information Services

At the January 22, 2019 Regular Meeting, Council resolved:

“THAT the Village of Chase provide \$20,000 in two equal payments to the Chase and District Chamber of Commerce for the purposes of operating the Chase and District Visitor Information Services for 2019.”

It is requested of Council that the supporting agreement between the Village of Chase and the Chase and District Chamber of Commerce be ratified.

Recommendation:

“THAT Council ratify the *Fee for Service Agreement* between the Village of Chase and the Chase and District Chamber of Commerce dated February 1, 2019; AND,

THAT the Mayor and CAO be authorized to execute said agreement.”

FEE FOR SERVICES AGREEMENT

Visitor Information Centre

This agreement dated for reference this 1st day of February, 2019.

Between:

Village of Chase

having an office at 826 Okanagan Avenue, Chase, BC
and a mailing address of PO Box 440, Chase, BC, V0E 1M0
(the "Village")

And:

Chase and District Chamber of Commerce

located at 400 Shuswap Avenue, Chase, BC
and having a mailing address of PO Box 592, Chase, BC, V0E 1M0
(the "Chamber")

WHEREAS The Village wishes to provide visitor information services;

AND WHEREAS The Chamber is willing to provide visitor information services;

NOW THEREFORE in consideration of the mutual covenants and other recited considerations the parties agree as follows:

SERVICE

1. The Chamber will provide Chase Visitor Information Services (the "services") to the public in the Chamber offices at 400 Shuswap Avenue or from other locations from which the Chamber needs to operate from time to time.
2. The services will include, but not be limited to:
 - Ensuring that all personnel providing services are trained according to the standards and requirements established by Destination BC for centres operating as part of Destination BC's Visitor Information Centre Network
 - Ensure that all personnel providing services meet the dress and deportment standards as required by Destination BC
 - Provide at least one familiarization tour (FAM TOUR) of local attractions for personnel providing services
 - Distribute as appropriate, any tourism or resident attraction materials provided by the Village
 - Provide other regional Information Centers with a sufficient number of copies of Chase promotional materials as appropriate

- Promoting tourism, selling tourism related products, providing community information, promoting good citizenship, providing opportunities for visitors and residents to connect to the community and receive information about needed services.

HOURS

**Proposed hours of operation: (includes July & August hours as required by Destination BC)
Cost of this proposal: \$20,000.00)**

The Chase Visitor Information Centre (the “VIC”) shall maintain flexible hours based on an analysis of visitor traffic patterns over the previous seasons. The hours will be determined and posted at the beginning of each calendar year. The proposed hours under this contract are:

- Labour Day to May 31 – 8 hours per day, 2 days a week *1 staff on duty
- June 1 – Labour Day 8 hours per day, 7 days a week *2 staff on duty
- Closed Statutory Holidays and Dec. 24 – Jan. 2

Note: The June through August scheduled hours may vary as they are dependent on Service Canada Summer Student Grants. The hours suggested can be maintained only if federal funding is sufficient to cover 2 students for 13 weeks each.

DESTINATION BC MEMBERSHIP

The Chamber will maintain its membership in Destination BC and ensure that the VIC meets the network terms, conditions and criteria of a full status VIC.

STAFFING

The Chamber will employ, train and support qualified staff and volunteers in accordance with Destination BC standards to provide information regarding services in the community. The information shall be current, relevant and focused on Chase and the surrounding area. All business inquiries shall be dealt with under the auspices of the Chamber of Commerce.

WEBSITE

The Chamber shall maintain an up-to-date website that will include a link to the Village’s website and other suitable sites, such as Shuswap Tourism, and Thompson Okanagan Tourism.

PREMISES, EQUIPMENT AND MAINTENANCE

The Chamber will provide a premise for the purposes of a VIC and will supply furniture, display racks and other required equipment to operate the VIC to its full potential. The Chamber will maintain the interior of the premises in good order, suitable and inviting to all those entering into the premises.

The Chamber will maintain the exterior of the premises in good order, and maintain landscaping, sidewalks, handicap ramps, exterior stairs, parking areas, and other components of the premises in safe and inviting manner for all those entering the property.

STATISTICAL REPORTS

The Chamber will provide to the Village on a semi-annual basis a record of activities of the VIC, which will include the number of visitors and groups entering the VIC and the nature of their inquiries. The Chamber will also provide annual financial statements as prepared by our bookkeeper (H&R Block) within 180 days of our fiscal year end. Should the Village require audited statements, the cost of the audit will be borne by the Village.

FEE FOR SERVICE

An annual fee of \$20,000.00 will be paid to the Chamber by the Village in two equal installments, one not later than March 15, and the other not later than August 15. The annual fee will be adjusted annually to reflect increasing or decreasing costs of operation.

ANNUAL JOINT EVALUATION

The Chamber and the Village will meet on an annual basis in November of each year to discuss services, service levels and other aspects of the fee for service agreement.

ONGOING IMPROVEMENT

The Village and the Chamber agree that the provisions of this agreement will be given such reasonable interpretation as will facilitate a full and proper handling of visitors and general information services for all residents and visitors to Chase. Both parties agree to communicate openly with each other to continually improve upon the services provided.

TERM

This agreement will be in effect from February 1, 2019 for a 1 year term ending to December 31, 2019.

This agreement may be terminated by either party by serving 90 days written notice at the appropriate address noted herein as follows:

- a) From July 1st through January 31st by providing a minimum of 90 days' notice; or
- b) From February 1st through June 30th, the notice of termination shall be effective no sooner than September 30th in the year the notice is given.

IN WITNESS WHEREOF the parties have executed this Agreement on the day and year first written above.

Village of Chase authorized signatories:

Chase and District Chamber of Commerce authorized signatories:
