

Good evening Mayor Brodie and Councillors:

My name is Paul Cheung, I'm the director of operations for Lions Communications.

The Summer Night Market has been improving every year and will continue to get better because my team and I realize that the success of The Summer Night Market is, in large part, due to the support of our neighbours and community. This support is demonstrated through the allocation of extra parking space and patience & understanding from business owners, operators and customers who work around the masses of visitors who attend The Summer Night Market. In a joint effort, we provide the necessary janitorial, security and traffic services to accommodate the needs of our neighbouring areas. We also have a great experienced team of production and set-up staff, cashiers and information booth attendants who actively and efficiently handle the crowds on site so that there is minimal impact for our neighbours.

Procedures are put in place to ensure consistent monitoring and control measures of the system that we have committed to as part of this process. For example, dedicated janitorial staff circulates the neighbourhood every hour to pick up litter on parking lots, garbage cans are placed outside the perimeters of the market and in front of nearby parking lots, clean-up sweeps are done nightly after the market is closed and an hourly checklist of all these items must be signed off by the supervisor. We have dedicated security on bicycle with cameras patrolling the neighbourhood every hour and an hourly checklist to be signed off every night. We provide vehicle entry passes to tenants in areas of controlled access. These neighbours are given priority by our traffic controllers on Vulcan Way. Vehicle traffic from Sweden Way is diverted towards No. 5 Road to keep the flow moving and to alleviate build up and pedestrians are directed to one central crosswalk location for safety and to ensure smooth traffic flow.

The Summer Night Market shares its success with the support of its neighbours in the Richmond Community. Closely working together, we seek out their concerns because their feedback is what helps us provide a better overall experience and a great event for thousands of visitors. We are, therefore, extremely diligent and sincere in our efforts to create a beneficial relationship for all. Over the past two years, the neighbours have come to realize the importance of this community event and have been nothing but supportive and accommodating in helping us create a workable environment for all. We are confident that The Summer Night Market can exist and thrive in the area using the proven measures provided.

For example in 2008, we received and heard Mr. Grafton's concerns about unauthorized parking, safety and garbage on his parking lot. We proactively installed the no parking signage in 2009 after finding out that Mr. Grafton no longer hired his own security company to monitor his lot. The system was tried, tested and proven effective in dealing with his concerns.

Nonetheless, prior mismanagement issues were still part of Mr. Grafton's concerns. Therefore, we put in additional steps to the already successful system to eliminate these matters. The added items include hourly checklists for security guards and janitorial staff to follow and sign off, nightly tenant consultation and garbage cans at all three entrances of the parking lot. We understand and appreciate the importance of our neighbours in helping us make this community event successful.

I have a professional and well-trained team assisting me in managing the Summer Night Market. I'm committed to growing and improving this popular event. I want to make it more enjoyable and successful every year.

Lions Communications have demonstrated its ability and willingness to work with the City of Richmond and its staff to ensure that this event continues to be a major attraction and an overall benefit for the community.

Thank you for your time.