



CITY OF VANCOUVER

COUNCILLORS' OFFICE

July 22, 2011

Mr. Peter Armstrong, CEO
Rocky Mountaineer Vacations
Suite 101-369 Terminal Avenue
Vancouver, BC V6A 4C4

Dear Mr. Armstrong:


As elected officials in the City of Vancouver, we're acutely aware of the importance of tourism to our local economy. The Rocky Mountaineer trains have been a long-standing contributor to the city's tourism sector, building a global reputation both for the beauty of the scenery they visit, but also for the quality of their on-board service. That customer experience, so critical to your firm's success, is also crucial to Vancouver's tourism brand, so much so that we celebrate the exceptional work of frontline tourism sector workers with monthly awards.


That's why the current lock-out of your employees, members of Teamsters Local 31, is of grave concern to us. These long-service workers, many of whom have been with Rocky Mountaineer since the firm's early days, are exactly the kind of skilled, committed frontline employees that help ensure your guests come back, again and again. They are not just your on-board representatives, they are also our city's representatives in a very real way. It is our understanding that these workers have not had a negotiated wage increase for several years, but have repeatedly indicated their desire to achieve a negotiated settlement fair to both sides. They have also been clear they do not wish to see longstanding contract conditions taken away, or their right to overtime pay eroded. They have never been on strike, but had taken a strike vote this year to show their commitment to the goals the union was advancing at the bargaining table.

Nonetheless, your firm has not only locked out these loyal employees but immediately replaced them with strikebreakers, an act that would be illegal under provincial law. We do not believe we can build the tourism industry with a strategy that treats customer service reps as little more than disposable people, to be used and discarded.


We urge you to stop using replacement workers immediately and return to the bargaining table to conclude a new agreement to end this lockout.


Yours truly,

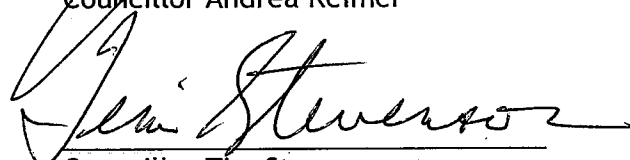

Councillor David Cadman

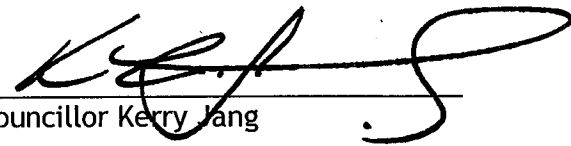

Councillor Geoff Meggs

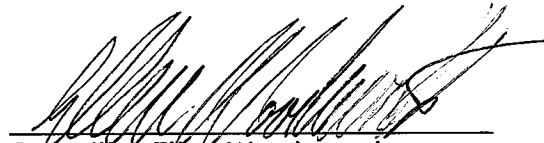

Councillor George Chow

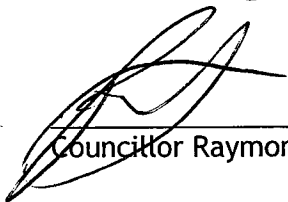

Councillor Andrea Reimer


Councillor Heather Deal


Councillor Tim Stevenson


Councillor Kerry Jang


Councillor Ellen Woodsworth


Councillor Raymond Louie

Cc: Rick Antonson, President, CEO
Tourism Vancouver
Suite 210 - 200 Burrard Street,
Vancouver, BC V6C 3L6