

# COMMUNITY LIAISON COMMITTEE

FEBRUARY 2, 2022

## ATTENDEES:

- Committee Chair, Brian Cant, Greater Victoria Harbour Authority
- Committee Vice-Chair, Jordan Welch, Western Stevedoring
- Diane Sam, Songhees Nation
- Mayor Rob Martin, Capital Regional District
- Councillor Stephen Andrew, City of Victoria
- Jocelyn Jenkyns, City of Victoria
- Erin Cassels, Destination Greater Victoria
- Bruce Williams, Greater Victoria Chamber of Commerce
- Lyle Soetaert, Victoria Esquimalt Harbour Society
- Inspector Kerrilee Jones, Victoria PD
- Douglas Boyd, Downtown Residents Association
- Jeff Bray, Downtown Victoria Business Association
- Anna Poustie, Victoria Cruise Industry Alliance
- Kyara Kahakauwila, Victoria Cruise Industry Alliance
- Ian Robertson, Greater Victoria Harbour Authority

## REGRETS:

- Katie Hooper, Esquimalt Nation
- Councillor Tim Morrison, Township of Esquimalt
- Ira Shorr, Community Member at Large
- Brittany Vis, Community Member at Large

## GUESTS

- Christine Willow, Greater Victoria Harbour Authority
- Donna Spalding, Cruise Lines International Association
- Marg Gardiner, James Bay Neighbourhood Association/Fair Sailing

## MINUTES

### PRESENTATION FROM CRUISE LINES INTERNATIONAL ASSOCIATION

Donna Spalding, a representative from Cruise Lines International Association - Northwest and Canada (CLIA-NWC) presented to the committee. Her presentation focused on the success of cruise resumption around the world, plans for resumption in Canada, emissions and mitigation efforts by the industry's member lines, and an update on waste management processes and volumes in the port of Victoria.

Questions from committee members included testing requirements for COVID-19, which are managed by Transport Canada), plans for mitigation on waste management, and future plans for the port. Committee members were encouraged to submit any further questions to CLIA-NWC for review and response.

## PRESNTATION FROM FAIR SAILING

Marg Gardiner, President of the James Bay Neighbourhood Association, presented an overview of the Fair Sailing project that is funded by the association. Her presentation focused on sharing insights and statements on areas of concern from their members including emissions, waste management, ship arrival times and volume, and COVID-19.

Questions included a focus on data reporting around waste management, passenger sustainability tariffs, support for the industry in Victoria, and statements made on social media. Ms. Gardiner offered to meet with members 1:1 at a future date if they were interested in asking further questions.

## SUB-COMMITTEE UPDATES

### CRUISE

Objective ahead of the next meeting (March 2<sup>nd</sup>)

- Touch base with other sub-committees to discuss where there are areas of overlap. Map out a path forward on those areas
- Put together a brief one pager on the topics identified by both the cruise subcommittee & the CLC
  - o Waste
  - o Shore Power
  - o Covid Safety
  - o Transportation
- Respond to any questions that arose after the CLIA and Fair Sailing presentations.

### Meeting #1 Minutes

<b>Objective:</b> To ensure there is a focus on triple-bottom line sustainability, environmental stewardship, and quality of life with the cruise industry in Victoria.	<b>Measure of Success:</b> Committee is apprised of research reports, economic benefits, and environmental and social programs/actions undertaken by GVHA and cruise partners in Victoria.
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Review of the objective & Measure of success, need to determine if we have the bandwidth for what is a lofty objective.

- Brief discussion on bringing in additional perspectives into our sub committee meetings
- To determine how we address both above questions, we need to conduct a more in-depth review of the issues and that will give us an idea of how the objective could be narrowed or expanded
- Main areas of Discussion listed below. Overarching question to ask in all areas of focus is where do "we" have control vs. influence

### Waste

- First step is CLIA presenting to this group
- There needs to be better understanding of regulatory bodies on this matter
- Deep dive into amount of waste discharged in Victoria, what percentage is recycled etc.
- Reviewed the Fair Sailing executive summary & their proposed action item for waste.

- Industry perspective: We are open to a discussion about waste and are open to additional community perspectives on the matter of waste handling in Victoria, and we will commit to better informing on how waste is handled. We are not committing to adhere to the actions demanded by Fair Sailing

#### Shore Power

- GVHA CEO provided an update on the shore power project
- summary of that for the committee was suggested
- A GVHA goal is to have a financial commitment on shore power in Victoria from the cruise industry by the end of 2022
- The shore power conversation was made difficult by the pandemic, but it was not entirely paused, and GVHA continue to liaise with government and the cruise line extensively
- There has been a signal from the lines that they are ready to financially contribute, but it is unrealistic to assume the venture will be wholly funded by the lines
- Important to look at how the community can help: letters of support for shore power from members of this, business leaders etc. Reinforcing the project and vocalizing the public support important

#### COVID Safety

- Discussed the challenges cruise ships have faced with Omicron. Ian noted that it is the BCPH that makes the decision on cruise and covid protocols
- Noted the JBNA ask for a Financial Surety Guarantee from the cruise industry to cover potential covid costs
- Members provided an overview of where the discussion is with the PH & TC working groups
- Provided an overview of the work VCIA members, and the terminal are doing to prepare for a safe return of cruise
- This overview can be provided to the CLC but more importantly, once TC and PHAC & CLIA confirm final operating protocols, the information can be provided concisely to the committee.

#### COMMUNITY ENGAGEMENT

- The primary direction is to provide positive, pro-active communications while addressing negative and often misleading information
- Information for dissemination will come from the other committees and members of the CLC
- Need to determine what modes/methods of communication we will use
- Agreed our voice should not come solely from the GVHA, but from the committee members and hopefully 3rd party advocates not directly tied to the harbour
- Need to determine who speaks for the CLC
- All queries should likely go through GVHA Communications & Engagement
- Committee to look at Confidentiality Agreements, Code of Conduct, and Conflict of Interest statements given our diverse organizations
- Important that as we communicate, the public knows we are volunteers and are not paid and speaks to our impartiality

#### TRANSPORTATION

- Taxis – perceived and real issues with speeding
  - o By the end of February, we are hoping to have a meeting with Mohan Kang, President of the BC Taxi Association
    - The purpose will be to determine what practical solutions we could employ to limit the number of complaints on speeding in the area (it was noted that ride hailing companies could exacerbate this issue)

- Councillor Andrew has spoken with VicPD and they have confirmed that will be providing an educational speed “trap” for the start of the season (may go longer)
    - Traffic speed along Montreal Street is at 30Km/hr and speed humps have been installed
      - Electronic traffic monitoring signs will not be installed
- Cruise dock transportation Site Plan
  - The sub-committee has asked for a copy of an updated site plan to be used for 2022
    - It is still in the design phase and we expect to receive it from Western Stevedoring sometime in February
    - We would like to review the plan to ensure the workability with stakeholders to limit complaints re safety and speed
- Passenger Shuttle Route and stops
  - Councillor Andrew and I have met with several business in the lower Government Street area and with Jeff Bray (DVBA)
    - There appears to have been a lack of communication/consultation with the City and the business stakeholders – they are quite upset that the location of the stop has been moved; there also seems to be a sense of false hope that the stop will return to where it was BEFORE 2019???
    - PNWTS has developed their routing based on drop-off locations provided to them from the City and requirements to keep the buses in a loop instead of having buses pass each other on streets
    - The new stop location is 100 meters from the “old” stop, still on Government street
  - Councilor Andrew has proposed that the City look at providing “Ambassadors” and signage to assist the passengers getting off the buses directing them to lower Government shops
  - The Sub-Committee is proposing that an on-line survey be developed to gather feedback on the successes and/or challenges of the new location midway through the season
    - Using this information to work on any changes for the 2023 season

## VISITOR ECONOMY

### Discussion:

- Focus on economic growth and benefit for downtown businesses, ensuring maximization of cruise business through adequate communication to both passengers and local stakeholders
- Hours of operation being updated in accordance with cruise times
- Packages being offered to cruise passengers which allow for effective promotion for local businesses ie: Retail Therapy, Bites and Breweries, Tea and Garden Tour, Historic Sites, Most Popular Attractions, Hikes and Bikes etc.

### Actions:

- Means of communication should be eco-conscious, i.e., app or weblink instead of paper brochures, these can be more easily updated
- Reward and highlight businesses and attractions who are eco-certified VIGBC, Biosphere, or otherwise making serious efforts towards being sustainable.
- Communicate that Victoria is a proud certified Biosphere destination and what that means
- Communication to visitors regarding our expectations as a destination:
  - Recognition and respect of traditional territories – where to learn more
  - Passengers are encouraged to bring their own reusable bags, water bottles, and coffee cups when disembarking
  - Passengers are encouraged to walk or bike around the city wherever possible

- Encourage supporting small local businesses (\*i.e.: packages and recommended vendors)
- Local businesses would benefit from a better understanding of the cruise passenger market
- Local businesses are unsure how to get their product messaging into the hands of cruise passengers
- Inquire what current information is given to cruise passengers before arrival to Victoria, when and how is this information delivered?
- Inquire percentage of cruise passengers who choose to stay on board, is there an exit survey? Could we achieve a higher percentage of passengers disembarking by offering more effective packaging/communication? i.e., perhaps passengers who have already visited once or twice feel that they have experienced enough will find new offerings exist.
- Inquire average time spent ashore day vs evening?

#### UPCOMING MEETING SCHEDULE

- April 6, now scheduled for March 2.
- June 8
- Aug. 3