

# COMMUNITY LIAISON COMMITTEE

MARCH 21, 2023

1:30pm – 3:00pm

Via MS Teams

## ATTENDEES

- Committee Chair, Lindsay Gaunt, Greater Victoria Harbour Authority
- Committee Vice-Chair, Jordan Welch, Western Stevedoring
- Stella Garcia, Greater Victoria Harbour Authority
- Anna Poustie, Victoria Cruise Industry Alliance
- Erin Cassels, Destination Greater Victoria (DGV)
- Bruce William, The Chamber
- Kyara Kahakauwila, Victoria Cruise Industry Alliance
- Jocelyn Jenkyns, City of Victoria
- Jeremy Caradonna, City of Victoria Councillor Liaison for James Bay
- Tim Van Alstine, James Bay Neighbourhood Association Representative
- Nick Banks, Victoria Esquimalt Harbour Society
- James San Roman, GVHA Sustainability Manager
- Brian Cant, Member-at-Large
- Patrick Thompson, Member-at-Large
- Shell Langille, Member-at-Large
- Katie Hooper, Esquimalt Nation
- Doug Boyd, Downtown Residents Association (DRA)
- Jeff Bray, Downtown Victoria Business Association (DVBA)

## REGRETS:

- Jacob Helliwell, Township of Esquimalt Representative
- Diane Sam, Songhees Nation
- Scott Goodmanson, Capital Regional District Representative
- Rowan Benning, Member-at-Large

## MINUTES

### 1. Welcome and introductions

### 2. Review last meeting minutes

- The minutes were distributed with the meeting invite.
- Chair noted minimal action items. There was an open call for members at large. Chair noted that there are 4 new Members-at-Large with three in attendance today.

### 3. Review of process chart.

Jordan Welch presented the process chart of how the Community Liaison Committee CLC operates with the following highlights:

- The CLC sub committees develop and recommend ideas to the CLC as a whole.
- The CLC will discuss and decide which recommendations are put forward to GVHA
- GVHA will evaluate the recommendations on a number of factors and make a decision.
- GVHA will take action and then assess the level of success achieved.
- GVHA will report back to CLC on all recommendations whether actioned or not.

### 4. Sub-Committee reports

#### a. Visitor Economy Committee (VEC)

Sub-committee Chair, Erin Cassels reported on the meeting held March 20 and noted the following highlights:

- Update on previous action item to use tech/QR codes to reduce printing:  
DGV and GVHA are collaborating on a digital flat map in addition to paper maps. VEC had concerns with how to give real-time information such as accurate business hours especially for later arrivals. Jeff suggested using the City events page.
- Discussed opportunity for better compression through advocacy to City Council, especially around partial reopening of Government Street that would allow the cruise shuttle to drop off in a more beneficial areas for those businesses.  
Jeff is hoping for a meeting on the reopening of Government Street with City Council and DVBA members.
- Continuing advocacy for less evening excursions.
- Approach cruise lines to adjust arrival times to be earlier in the evening or afternoon.
- DGV to become officially certified as a biosphere destination, the first urban destination to become certified.
- Discussion on the Stand Earth article that stated incorrectly that ships discharge sewage at sea. There needs to be more work around communicating facts to the community.

#### Comments:

- Ensure there is good public wifi so people can use the QR codes.
- Downtown Residents Association surveyed residents who are very supportive of the continued closure of Government Street.

#### b. Community Engagement

Sub committee Chair, Anna Poustie, reported on the committee and also on Victoria Cruise Industry Alliance (VCIA)

#### VCIA

- PNWTS, the operator of the cruise shuttle, will ensure the new routing is communicated throughout the community when confirmed.

- This year, shuttles will travel to and from the shuttle stop from Ogden Point along Dallas and they will not return past Fisherman's Wharf.
- Fairmont Empress is working on new and exciting products to cater to later arrivals and try to activate downtown for those later vessels.
- There are a lot of crew that ride their bikes downtown, VCIA have discussed purchasing bike lights for the crew.

#### Community Engagement

- James Bay art show: looking at hosting an event at Ogden Point in September. Looking at dates and ways to accommodate this event without impacting operations.
- Long-term goal to establish a Maritime Education Program to educate public on the career opportunities in the industry. Three programs aimed at elementary, high school, post-secondary. Hope to launch one of these in September or January.

### c. Transportation

Sub-committee Chair, Kyara Kahakauwila, reported on the committee with the following highlights:

- Clarified sub-committee objectives:
  - Engage with the Community members, community organizations and transportation partners to provide clear public communication regarding cruise ship related transportation services
  - Identify opportunities to improve transportation services for the benefit of cruise ship passengers, community residents and businesses
  - Mitigate the impacts of transportation services on community residents and businesses.
- Measures of Success:
  - Limit the impact on locals, which addresses the local concerns.
  - Improve the visitor experience. addresses the visitors that are coming there
  - Support the economic improvement which goes back to the businesses.
- Short and Long-term Goals
  - Sub-committee is involved in discussions on transportation infrastructure and bus routing with community organizations such as DVBA and DRA.
  - Develop an online survey to canvas community views on bus routing and overall impacts of bus transportation to and from the cruise ship (end of season.) It will be residents, businesses and operators.
  - Work with the DVBA and Government Street businesses to implement measures to inform cruise ship passengers about all of the options for visiting businesses, (i.e. better signage, ambassador program, etc.)

#### Comments/Questions

- **ACTION:** CLC was in favour of recommending to GVHA that they undertake a study on the impact of bus transportation on the community.
  - **ACTION:** GVHA to review use of the terminal for the James Bay art event.
  - Question: Can you walk us through in detail the bus routing and does this apply only to the shuttle or to the excursion busses as well?
- 2022 Route:

- Out of terminal: Right on Dallas Rd, left on View St, right on Government and stop in front of Trounce Alley, right on Johnston, right on Douglas, left on Belleville and return to terminal driving by Fisherman's Wharf.
- This route was longer, required more busses and the feedback from resident's is that it was too much traffic.

**2023 Proposed Route:**

- Out of terminal: Right on Dallas Rd, up Douglas, left on Belleville, stop in front of the Empress, right on Humboldt, back along Douglas to Dallas.
- This route is more efficient.

**MARCH 31 update from CLC Chair: Please note the shuttle bus route for 2023 has been updated since this meeting. All shuttle buses will return to the terminal following the 2022 route. The shuttle bus stop will be in front of the Empress.**

Excursion buses: 99% of tour buses make a right on Dallas and return either way

- Question: where are the pinch points and problems?
  - Buses need to safely be able to make a right hand turn off of government when they leave the Empress and make a right onto Humboldt.
  - Getting people downtown as safely and efficiently as possible.
- Question: Which areas do locals have the most concern with?
  - Do not hear a lot of feedback.
  - There is minimal feedback on the congestion along Fisherman's Wharf.
  - Feedback the City gets is the lack of predictability.
  - Anna will connect Councillor Caradonna to the GM of PNWTS.

## 5. GVHA Sustainability Actions Update

GVHA's Sustainability Manager, James San Roman updated the Committee on GVHA's sustainability initiatives. The presentation is attached.

It was noted that Shore Power wasn't addressed in the presentation because GVHA is still waiting to funding from the federal and provincial governments. We have been told that the announcement is imminent.

### Comments/Questions

- Question: Does GVHA get much media coverage on the environmental initiatives? The hemlock for the herring is a cool story that needs to be told.
  - That specific story wasn't shared with the media but going forward we will coordinate this.

## 6. Report out from GVHA

Lindsay Gaunt gave a verbal report with the following highlights:

- GVHA's new CEO, Robert Lewis-Manning will start on March 22.
- Financial Update:
  - Fiscal year ends March 31. It was a strong year financially.
  - As a not-for-profit community-based organization, all revenue is reinvested back into GVHA properties and operations.

- GVHA has many community assets such as the breakwater, the lower Causeway etc. that don't earn revenue or receive funding. GVHA reinvests revenue into capital expenditures to support long term maintenance and projects to keep these properties in good condition.
- Operations:
  - Busy preparing for the season.
  - All restaurants at Fisherman's Wharf and marinas are open.
  - Currently hiring seasonal staff for marinas and to support operations
  - A focus on preventative maintenance with a new maintenance manager
  - Behind the scenes work happening for larger capex projects continues during the busy ops season, with work planned for November.
- Events:
  - Maritime Museum Garage Sale, March 25,
  - Tymac Recycling event at BWD, April 15
  - Artists on the Causeway, May 1-Sept 30
  - Swiftsure, May 25-29
  - Ship Point Market, May 26-29.
  - All posted on our website
- Cruise:
  - First ship scheduled for April 11. Public is welcome to attend.
  - Cruise related operations in full swing preparing for season, including operations manuals for all operators on the terminal
  - GVHA is a first mover on the Green Corridor initiative. James and Lindsay will represent GVHA on this initiative. On April 6 there is a public webinar that anyone can attend. (See link below.)

<https://www.portseattle.org/projects/exploring-green-corridor-cruise-pacific-northwest-alaska>

## **7. New business and discussion**

No new business discussed

## **8. Next Meetings – Proposed dates:**

May 16, 1:30 pm – 3:00 pm

July 18, 1:30 pm – 3:00 pm

September 19, 1:30 pm – 3:00 pm