



# MINUTES

**Public Meeting  
PB #100101-Q4**

**Held at 17:30 on Friday March 3rd, 2017**

Pier B, Ogden Point Terminal, 185 Dallas Road

**Directors:**

Dave Cowen (Board Chair)  
Starr McMichael (Acting Secretary)  
Doug Crowder (Treasurer)  
Nick Banks  
Christina Clarke  
David Schinbein

Ryan Burles  
Christine Willow  
Mark Mawhinney  
Gordon Tweddell  
Margaret Lucas  
Susan Brice

**Resources:** Ian Robertson, Chief Executive Officer (CEO)

**Recording Secretary:** Pam Meers, Board Administrator

**Absent:** Chief Andy Thomas (Vice Chair)

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- 1 Call to order and approval of the Agenda**  
The Board Chair called the meeting to order at 17:35

**Approval of Agenda**

**MOTION**

**PB/M 2017-03-03 #001 MOVED and SECONDED THAT the agenda is approved as read.**

**CARRIED**

- 2 Approval of Minutes of Public Meeting – December 12th, 2016**

**MOTION**

**PB/M-2017-03-03 #002 MOVED and SECONDED THAT the Minutes of Public Board Meeting #100, dated December 12th, 2016 be approved as read.**

**CARRIED**

### 3 Secretary to Move Correspondence

**PB/M-2017-03-03 #004 MOVED and SECONDED THAT the correspondence be received as circulated to the Board: Princess Cruise Line letter: received via email to Ian Robertson Dec 2016 and James Bay Neighbourhood Association letter (JBNA) dated February 14<sup>th</sup>, 2017.**

**CARRIED**

### 4 Chair Rise and Report

Chair (BoD) began by acknowledging that we are on traditional territories of the Esquimalt and Songhees Nations. It was noted that Esquimalt and Songhees each have representation on the Board and represent two (2) of our eight (8) Member Agencies.

Chair (BoD) continued that he will give a high level summary of the items that discussed in Camera which include:

- **GVHA has just completed Q4, and the Board is very pleased with the financial results and have approved the following as part of the capital budget for 2017:**
  1. \$500,000 going into Breakwater
  2. \$500,000 going into Fisherman's Wharf
  3. \$500,000 going into Inner Harbour

For the organization, GVHA has approximately \$12,000,000 in revenue and \$100,000,000 in Marine infrastructure. GVHA is currently operating with a surplus of funds and is in good financial shape but is mindful that we have a large infrastructure investment to make over the years. The investment that we make at Ogden Point is going to be important for the Harbour Authority. GVHA is very mindful when it looks down the runway because there is here is a ten (10) year window where revenue may not be enough to sustain longevity. However, the Treasurer for the Board of Directors notes that this position continues to improve and 'moves further out' year after year.

- **OPMP:** The final draft of the Ogden Point Master Plan (OPMP) is in consultation with GVHA staff and the City of Victoria's planning department. GVHA is confident and proud of this plan which includes deep community consultation, input from various stakeholders and two (2) years of hard work by Staff, Management and the Board of GVHA.  
**OPMP: Next steps:** 2017 Traffic Management Plan & Impact Study: to inform how the property will flow and be developed, working with the City of Victoria for rezoning, and JBNA will help facilitate a CALUC listening session for the Public as a step before it goes before City Council.
- **Two new hires:** On February 6<sup>th</sup>, 2017: Mark Crisp, Stantec has joined GVHA as the Director of Properties, and on February 14<sup>th</sup>, 2017: Lindsay Gaunt, from Royal Caribbean (RCL) has joined GVHA in a newly created role as Director of Cruise Management
- **New Board Directors:** On January 1, 2017, GVHA has four (4) new Board of Directors that include: Ryan Burles (Black Ball Ferry Line) represents VEHS, Christine Willow (Chemistry Consulting) represents Greater Victoria Chamber of Commerce, Susan Brice (Councillor, District of Saanich) represents Capital Regional District, and Margaret Lucas (Councillor, City of Victoria) that also represents the City of Victoria

- **New Board Positions** include: Starr McMichael, Secretary to the Board *and* Chair of the Governance and Nominations Committee. New committee Chairs are Gordon Tweddell, Chair of Infrastructure Planning and Development, Christine Willow, Chair of Human Resources,
- **Core Area Wastewater Treatment Project:** Chair (BoD) noted that GVHA is working closely with Capital Regional District (CRD) with regards to the Core Area Wastewater Treatment Project to mitigate the effects of drilling on our property. The big main will be coming down Dallas Road and turn left at the Helijet and then go under the Harbour to Ogden Point. GVHA is working with CRD to get a statutory right of way and is looking forward to a quick pace on this project
- **Governance Best Practises:** GVHA is continuing to update its governance best practises and is continuing to integrate risk management into each committee. CEO continues to implement the balance scorecard (dashboard) that he uses to report out to the Board. A recent Idea that GVHA is looking at is becoming a 'certified non profit Board'. Staff is assisting by helping and look for an accredited program to support this
- **Western Stevedoring** announcement: GVHA voted today to extend Western Stevedoring's contract for another five (5) years. The reasons GVHA has agreed to extend the contract is that Western Stevedoring has made significant investment in modernizing their buses that serve the cruise industry and need more time to capitalize their significant investment. Further to that, Western has a great understanding of how to operate a Port adjacent a neighbourhood versus other stevedores that have more of an industrial background.
- **Contacting the Board:** The Board is looking at ways to improve engagement with the Public and offer opportunities to ask questions during our quarterly Board Meetings. The Public can apply to make a presentation to the Board (presentation must be sent in ten (10) days in advance), and can write a letter directory to the Board Chair at [chair@gvha.ca](mailto:chair@gvha.ca).
- **Heron Cove Bridge:** was recently approved by the City of Victoria. This is an important connection to Fisherman's wharf and is a key link in our transportation strategy to reduce carbon footprint as twenty-five (25%) of cruise passengers walk to downtown.

## 5 CEO Report

CEO reported added the following information with regards to the approval of the CapEx budget that makes up \$1.5 million (Breakwater, Fisherman's Wharf & Inner Harbour) of a total of \$2.3 million dollars that GVHA will spent in the upcoming year. GHVA is hoping to have approval of the OPMP by May or June 2017 and rezoning by the end of the Calendar year or March 2018. CEO also reported the following:

- **All Candidates Listening Session:** Mayor Lisa Helps, Downtown Victoria Business Association, Tourism Victoria, Chamber, and Harbour Authority: one of the topics was to educate and enlighten provincial candidates around opportunities. CEO solicited support for completion of our Master Plan and support including financial to build an enhanced Cruise ship Terminal. The terminal moves close to 600,000 passengers per season 'in and out' and the existing terminal which is quite modest, for many passengers first impression of Victoria, and of Canada and we can do a better job.

CEO stated that ending our Q3 (October to December 2016) our financial house is in good shape, revenues are ahead of target, expenses are below target and surplus that we are relying upon to reinvest back into our properties is up.

**2016 Employee Engagement Satisfaction Survey:** every two years an employee survey is conducted to gauge overall satisfaction and identify areas that we could improve. The survey results overall were stable and positive and presented to all staff in November 2016. Some areas opportunities for improvement were identified and CEO is working with a group of employees to implement these changes.

**Cruise season kicks off** with the arrival of the Star Princess on April 10<sup>th</sup>, 2017@ 1200, and will close on October the 5<sup>th</sup> with the departure of the Explorer of the Seas. In 2017, GVHA is expecting 241 ships with approximately which compares to 221 calls in 2016.

**Seatrade 2017:** Largest global cruise conference and trade show and happens annually in Ft. Lauderdale Florida. GVHA normally partners with Nanaimo, Vancouver and Prince Rupert but this year will do go out on its own. GVHA will be supported financially by twenty (20) reps, including tourism Victoria and Mayor Lisa Helps.

**Steamship Terminal:** GVHA has a 20-year lease with the Province of BC, to manage and lease out the building. There are three and a half floors that are tenanted but a 4000 square foot space on the lower level that is currently vacant.

## **6 Public Input**

Chair (BoD) opened the floor to the general public and welcomed anyone to speak and noted the two (2) minute timeframe for each speaker.

**Larry Fletcher, Classic Car Tours** introduced himself and gave copies of his letter "Ogden Point Cruiseship Terminal Ground Transportation 2017 Facts" to CEO for distribution to the Board and Member Agencies.

Larry stated that his issue is that for the 2017 Cruise ship season, he is expected to pay a \$5.00 per person for tours that he has sold through his home office in Saanich. I have been coming down to the terminal for seventeen (17) seasons with classic vehicles and giving great tours of the City and paid a permit fee to GVHA. The average limousines will take five passengers so that equates to \$25.00 per hour or 25% of the booking that the Harbour Authority is demanding. Failure to pay or conform this new charge will be a reason to deny access to the terminal. If you are trying to earn more money for the Cruise Ship sustainability, passing this onto the small business is not where you need to get this extra revenue. I am asking GVHA to leave the rules the way they were last season. Many passengers that book my service have physical disabilities and that is why they book a limousine and service like Classic Cars. In addition, my cars look great lined up on the terminal when passengers are coming off the cruise ships, now I am missing the visual. I have to walk, almost off the property, to give a first class service and now I have to pay \$5.00 for every person that I book through my home office. However, if I make a booking from way over there, at the back of the terminal, where the limousines are staged, I don't have to pay. You might say that taxis are

pre-booked but every taxi that comes down here is lined up half way down off the property because they all get out; they are not paying \$5.00 a head so I am asking the Board to tell GVHA staff to leave the small limousine operators alone. We already pay a City business license for every car and a passenger transportation license that took me three (3) years to obtain, I am the only one in the country that offers classic convertible car tours for hire. I am going to close by saying that the stories that I tell about the operation of this terminal, everybody that I meet and greet, everywhere is the reality of what is happening from my perspective. I am going to start my tours from ground zero and boycott the terminal but I don't want to do that, I am proud of Victoria and I give a great tour, read my reviews, so please make a change and don't start pre-book limo charge of \$5.00 per person, please and thank you.

Chair (BoD) thanked Mr. Fletcher for his presentation and noted that Chair and Board do support the staff of GVHA in the decision to implement this fee.

CEO thanked Larry for coming and offered the Board and Public some background information regarding why Mr. Fletcher is being obligated to pay this \$5.00 fee. First of foremost, GVHA respects the cruise lines and have an obligation to respect the shore excursions that they book through their own system. Mr. Fletcher chooses to provide his service on the internet, so any pre-book that is done, whether it is a bus coming in from Vancouver, they are also charged \$5.00 per person. Mr. Fletcher is not being unfairly charged for his service. Larry does provide a great service, has phenomenal but GVHA has to be fair and consistent. Other Ports move pre-books over half a kilometer off the terminal, whereas, Mr. Fletcher is located just beyond the cement barriers which GVHA feels is very fair. CEO stated that he is disappointed that our explanation is not satisfactory to you but we have taken into consideration your comments, reviewed them and we will not be making any changes for 2017.

#### **Chris Doyle, resident of James Bay Neighbourhood**

Chris began by saying that with regards to your PowerPoint presentation when you use best practises, the examples of how that doesn't work for the capital region, and I thought about it and said' yeah you should. The Heron Bridge, at the open house every bullet was best practises and the same with the sewage treatment. Well, me really disagree with you on that. At yesterdays All Candidates meeting the CEO was asked a question about Shore power and he couldn't answer it and I know the answer because I have the report, the one that you said was old, it is not old but it has increased because Hydro has increased and probably the infrastructure putting in the ground has increased to, I don't know. I don't know where you will find it, I asked for it properly and got it without a problem. There are somethings that you are trying to do that might prevent you from getting it, I hope it does. As you probably know, I am completely against your blank canvas principle as there is nothing wrong with Ogden Point the way it is. It works just great and you can ask Western Stevedoring about that, they would agree with that. I am glad, as much as I dislike the Authority for different reasons, glad that you are keeping finances in house, having a meeting like this in house as it probably doesn't cost you a nickel, whereas, If you have it at a luxury hotel, it probably costs thousands of dollars. I am sorry that I have missed the last meeting, and I hope the people that know me, missed me, but I don't know, maybe you didn't. I think it is bad use of authority money to put it into the breakwater and not in your boundary. Chris requested complete packages sent to him from this meeting (#100101) and the previous meeting (#100100)

Chair (BoD) clarified that GVHA owns the Breakwater so has an obligation to maintain it.

**Hannah Horn, Victoria Esquimalt Harbour Society: resident of Fisherman's Wharf**

Hannah stated that she is delighted to see the Heron Cove Bridge is going ahead, I know that it has been a little controversial, but as this resident of Fisherman's Wharf, I am really looking forward to walking along the waterfront instead of walking along a parking lot.

**Hilary Groos, Resident:**

Hilary introduced herself and stated that this is her first GVHA Public meeting and delighted to hear that you are moving ahead. What interests me is that plans that you want to bring forward with regards to this space. (Ogden Point) Do you have anything in mind and is there a timeframe for this to be achieved, given the numbers that you are talking about, I am sure that you want it to be sooner rather than later?

CEO assured that the plans are very exciting and the plans are on GVHA's website as follows: that contains images and plans. The plan is simple and based on design guidelines that are welcoming space for the tourists and focus on the easy flow of people 'in and out' of the building. In addition, we hear from the James Bay community that there is a lack of public space and we want to make this building available for use. We are on the traditional territories of the Songhees and Esquimalt Nations, so we want to have an opportunity to work with them to celebrate their culture and tell their story and build capacity within their Nation. Website Link: <http://www.gvha.ca/ogden-point-terminal/ogden-point-master-plan>

**7 Motion to adjourn the Public Board Meeting**

**MOTION**

**PB/M-2017-03-03 #004 MOVED and SECONDED THAT that under section 33 (2) (b) the Board may exclude from the meeting, all persons other than the Directors and officers of the Society, as it is in the opinion of the Board that the public interest requires the exclusion**

**CARRIED**

**8 Motion to Adjourn & Reconvene IC Board Meeting**

**9 Discuss Business and / or Issues arising from PC Meeting**

**10 Motion to Adjourn IC Board Meeting**

The meeting was adjourned at 18:20.



Dave Cowen, Chair



Pam Meers, Board Administrator