

# Greater Victoria Harbour Authority

## Quarterly Meeting Update - March 2014



Greater Victoria Harbour Authority's Board of Directors met on Feb 21, 2014 for its regularly quarterly in-camera meeting. The following summarizes the outcomes of the meeting:

### The Business of GVHA

#### Business Plan

GVHA has developed a 3-year business plan to guide the organization from April 1, 2014 to Mar 31, 2017. The plan aligns management's activities with the Board's approved mandate and vision for the Inner Harbour, Fisherman's Wharf and Ogden Point. The plan includes social, environmental and financial/economic measurements for success.

#### Budgets

As a not-for-profit society with important marine facilities entrusted to it, GVHA is very thorough in planning its finances to reinvest in the facilities to ensure they are safe and welcoming for customers and the public. The Board approved operating and capital budgets for the first year of the plan from April 1, 2014 to March 31, 2015 to align with the 3-year business plan.

#### Corporate Restructure

GVHA is restructuring its management team to improve operational efficiency and customer service. Sonterra Ross, Chief Operating Officer, will oversee operations of all GVHA facilities. Each facility, including the Inner Harbour, Fisherman's Wharf and Ogden Point, will be served by individual managers responsible for all aspects of commercial operations and client/customer service. Sonterra, a Certified Management Accountant and GVHA's longest serving employee, is uniquely suited to lead this important evolution in GVHA's development.

### New Agreements

#### BC Coast Pilots

GVHA has signed a 10-year lease with the Pacific Pilotage Authority for moorage at Ogden Point. The Pilots have been moored between the breakwater and Pier A for 30 years. They provide critical marine-related service helping ships navigate through the coastal waters of BC.

#### Fisherman's Wharf Parking Lot

GVHA and the City of Victoria have renewed a Licence of Occupation for a small section of the

Fisherman's Wharf which falls outside of GVHA's property line.

### Where to Find Us

#### Under One Roof

GVHA is consolidating the corporate and marina offices under one roof effective April 7, 2014. The new location at 1019 Wharf St faces the Inner harbour and will provide easy access for marina clients and other GVHA customers. The consolidation of GVHA's corporate will improve efficiency and enhance collaboration amongst the GVHA team. The Ogden Point offices will be marketed for lease.

### Governance

#### Board of Directors Term Extensions

GVHA continues to work with Member Agencies, the City of Victoria, Capital Regional District and the Victoria and Esquimalt Harbour Society to extend the terms of their nominees currently on the GVHA Board until the Mar 31, 2014. The purpose of the requested term extensions is to ensure that 1/3 of the Board rotates annually.

#### Updated Board Skills & Competency Matrix

The Board approved an updated skills and competency matrix to guide the director nominations and recruitment process.

#### GVHA Member Representatives & Alternates

In order to engage more effectively with our Member Agencies, the Board will request each of its nine Member Agencies to annually identify a Member Representative and Alternate Member Representative. GVHA will provide an orientation to the Representatives and Alternates to brief them on GVHA's governance structure, strategic initiatives and operating goals. Going forward, all notices and correspondence from GVHA to Member Agencies will include the Member Representative and the Alternate Member Representative.