

Cruise Tourism Partnership (CTP)

2009

**GREATER VICTORIA
HARBOUR AUTHORITY**

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Introduction

What is the CTP?

The purpose of the CTP is to provide a high quality guest experience while enhancing the quality of life for local residents. The CTP incorporates and builds upon best operating practices that minimize and mitigate the impacts of cruise tourism in a manner which addresses both resident and tourism providers concerns. A commitment to the CTP is a requirement of all commercial operators wishing to use Greater Victoria Harbour Authority's (GVHA) Ogden Point Terminal or other property to serve the cruise industry and their guests. These guidelines do not replace applicable city, provincial, or federal regulations.

Where did it all begin?

The growth of the cruise industry has impacted the amount of traffic from the terminal to downtown. Both noise and environmental impacts were concerns expressed by some members of the community. The Cruise Tourism Community Initiative (CTCI) practices were originally introduced as a pilot project led by GVHA and the cooperative efforts of tour operators, cruise line agents, local governments and neighbourhood association. The best practices pilot project was reviewed by the participants and the James Bay Neighbourhood Association's transportation committee in December 2007 resulting in the ongoing initiative. The name was changed to the Cruise Tourism Partnership in the Spring of 2009.

Who is involved?

This program is a cooperative effort of Victoria tour operators, cruise lines, transportation providers, the James Bay Neighbourhood Association's Transportation Committee, the City of Victoria and GVHA. By actively participating in this voluntary program, operators demonstrate their commitment to address key community concerns. Motor coach firms that use Ogden Point Terminal but are not involved in the cruise industry are participating in this best practice initiative. The full list of companies and their contact information is on the last page of this document.

How is it monitored?

All participants of the CTP and residents of the community assist in monitoring the program by observing cruise tourism activities and providing constructive feedback via the online feedback site or by contacting GVHA. The link to the online feedback site is available at: xxxxxx. If a member of the community has a concern with an operator or agent at Ogden Point, the commissioner can be approached to investigate.

Guidelines

Guidelines have been developed for the following tourism groups:

- General guidelines for all operators & agents
- Cruise Lines and their agents
- Transportation & vehicles
 - Horse-drawn vehicles
 - Motor coaches
 - Taxis and pedicabs

All operators & agents

- **Commitment to the program:** All operators and agents are dedicated to the CTP and will act in accordance with the guidelines. All operators will strive to conduct business in a manner which exhibits common courtesy throughout the season. Participants agree that they will encourage and promote best practices to service providers who are not part of the cruise industry.
- **Contact Name:** Operators/agents agree to provide GVHA with a contact name, telephone number and email address.
- **Operator Self-Monitoring:** In addition to the online feedback site, all participants agree to self-monitor and improve self-monitoring efforts and to notify other operators who are not observing the CTP.
- **Response:** Operators and agents agree to respond to all feedback related to this program that is directed at them as long as there is sufficient information to allow operators to address the issue. The feedback may be received through any medium (website form, email, and phone calls). Operators and agents will notify GVHA of the result of their interaction with the caller. Individuals submitting feedback are asked to communicate as much information as possible, including name of operator, licence plate number and date, time, location and description of the observation. A phone number is required from online posters to verify the information.
- **Training:** Operators and agents will train employees on all relevant aspects of the best practices.
- **Walking Routes:** CTP participants will work cooperatively together with all other tourism service providers, the neighbourhood association, GVHA and the City of Victoria to encourage the use of walking routes through the community from Ogden Point Terminal to the downtown area.
- **Review Sessions:** Participants agree to participate in pre and post season meetings to discuss progress made in attaining the best practices.

Cruise Line Agents

- **Applicable Laws and Regulations:** Cruise ship operators agree to conduct their operations in accordance with all applicable laws and regulations.
- **Announcements and Signals:** Safe navigation means that large vessels have a need and a requirement to signal other vessels their position (in areas of restricted visibility) and of their intentions (when underway, or getting underway). In addition, not all operators of small vessels in the area where

there is commercial traffic consistently monitor a marine radio. Therefore, the only way for a cruise ship to communicate with a smaller vessel is through the use of sound signals. These safety procedures are practiced in Victoria and around the world.

Cruise Line Agents work with their clients the cruise lines to minimize vessel announcements and signals while docked at Ogden Point. Cruise Line Agents work with their cruise line clients to monitor their outside speakers and announcements made on approach and departure from Victoria. Cruise Line Agents work with the cruise lines to promote shipboard staff awareness and understanding the importance of the CTP.

- **Education and Awareness:** Cruise Line Agents and GVHA are committed to providing environmental education and awareness opportunities to the community regarding cruise ship activities at the Ogden Point Terminal.
- **Litter:** In an effort to keep Victoria's streets clean, Cruise Line Agents help educate ship's crew and passengers so that they are aware and use the garbage containers located throughout the Cruise Terminal and located in the City. There is proper garbage receptacles located at shuttle bus stops.
- **Vessel Emissions & Standards:** Cruise lines agree to take feasible proactive measures to manage visible emissions. Cruise lines with vessels calling at Ogden Point terminal in Victoria are committed to taking reasonable steps to minimize visible stack emissions while in port.

Transportation and vehicles

For the purposes of the CTP, vehicles include motor coaches, buses, mini-buses, vans, taxis, horse-drawn vehicles, and pedicabs.

General Rules All Vehicles

- **Clean Up:** Companies involved in this initiative will clean up any spills with absorbent or other material. The absorbent material will then be removed from the site of the spill.
- **Operator Training:** The success of the CTP is dependent on quality driver training. All operators agree to provide training to their drivers about CTP initiatives including designated routes, resource scheduling, and safe and secure operation.
- **Resource Scheduling:** Operators will schedule vehicles to maximize efficiency while maintaining the level of service expected from the cruise guests. The number of vehicles and type of equipment will be assigned to a tour or service based on the capacity needs on a given day. Operators will collaborate with partners/vendors to find opportunities to minimize the number

of vehicles on the road whenever possible. Operators will train schedulers to minimize vehicles on the road whenever possible.

- **Safety on Roadways:** Drivers will be careful when pedestrians, cyclists, and animals are on the road. Safety training is part of the company's driver training programs. Drivers should strive to operate their vehicles in a manner that exhibits common courtesy.
- **Traffic Flow:** Drivers agree not to impede normal traffic flow by slowing down or stopping for sightseeing opportunities along Dallas Road, near Mile 0, or along Government Street between Belleville Street and Pandora Avenue.
- **Use of Left Lane:** Drivers of all vehicles (regardless of size) will avoid driving in the left lane, except when turning left, preparing to turn left, or overtaking slow traffic traveling in the right lane.
- **Vehicle Fluids:** Drivers of all vehicles agree to monitor any engine and/or fluid leaks. This includes monitoring at all staging/loading zones and the cruise ship terminal. Should any vehicle exhibit a substantial leak, the vehicle operator must pull the vehicle from service until it is repaired.

Horse Drawn Vehicles

- **Applicable Laws and Regulations:** All horse drawn vehicle operators agree to conduct their operations in accordance with the City of Victoria Vehicles for Hire Bylaw and other applicable legislation.
- **Horse-drawn Trolley's Dallas Road:** Horse drawn carriages operating from Ogden Point under a Cruise Ship Tour Permit are encouraged to apply for a route that avoids the use of Dallas Road travelling toward Douglas Street when leaving Ogden Point Terminal. Minimizing the length of time on Dallas travelling southeast will avoid traffic congestion with motor coaches further reducing noise and vehicle traffic concerns in this area.

The City of Victoria of Victoria is encouraged to consider these best practices when approving a Cruise Ship Tour Permit under their Vehicles for Hire Bylaw. The CTP participants respect the fact that under the Vehicles for Hire Bylaw the Director of Engineering for the City of Victoria can set the Cruise Ship Tour Permit route under section 15 (i) of the City's bylaw if the operations of a horse drawn sightseeing vehicle could reasonable be expected to result in traffic congestion, to interfere with access to or from a street, or to interfere with public safety.

- **Horse Droppings:** All operators agree to adhere to the code of conduct contained in the Victoria Horse Drawn Carriage Association, 2007 Waste Responsibility Agreement and the City of Victoria Vehicle for Hire Bylaw. Together these documents contain provisions for waste including horse

carriages being equipped with an appropriate solid waste catch-all bag to ensure minimal horse droppings are left on the roadways. Droppings left on the road will be cleaned up in a timely fashion, and employees are responsible for notifying their ticket seller or company management, via phone or radio, if a horse has dropped manure or passed any urine on the street.

The ticket seller or appropriate company management are responsible for notifying the Horse Drawn Carriage Association's waste cleanup manager.

- **Horses Staging Areas:** Areas will be kept washed down and an environmentally friendly compound will be used to reduce any odours.
- **Lights and Signals:** Operators shall conduct their activities in accordance with the applicable safety laws and legislation.
- **Public Address System:** Operators shall conduct their cruise ship tours giving regard to both the level of sound required by their customers and the impact on the neighbouring community.

Motor Coaches

- **Applicable Laws and Regulations:** All motor coach operators agree to conduct their operations in accordance with the City of Victoria Vehicles for Hire By-law and other applicable legislation.
- **Coach Storage:** Where feasible, carriers will review basing coaches that primarily operate for cruise ships at Ogden Point. This will limit the amount of trips into and out of the community by these units. Operators will also look for other ways to reduce the number of bus trips through the community.
- **Designated route:**
 - All motor coaches are to access Ogden Point by using Belleville Street, Erie Street and Dallas Road (see designated route map).
 - All motor coaches departing Ogden Point are to do so by departing Dallas Road to Douglas Street. Coaches must travel past Mile 0 prior to turning left onto Douglas Street (see designated route map). Two exceptions:
 - Whale watching transfer motor coaches travelling to Fisherman's Wharf may take a direct route from Dallas to Fisherman's Wharf, however must return via Ogden Point and Dallas Road.
 - Traffic may need to be diverted from the designated route during events, construction or an emergency.

- All motor coaches are to avoid using Government Street between Dallas Road and Michigan Street, unless transiting to a drop-off or pick-up location on this street.
- Drivers agree to avoid the use of Superior Street unless transiting to a drop-off or pick-up location on this street or in the immediate area.
- **Alternative Fuel Commitment:** All motor coach operators will strive to use a minimum of B5 Bio-Diesel for the 2009 Cruise Ship Season. This will be calculated as an average for their fleet usage. (50% of fleet using B20 – 50% of fleet using Diesel would be equivalent to the use of B10 fleet-wide).
- **Engine Idling:** Vehicles will not be permitted to idle for periods greater than 3 minutes in a 60-minute period, except:
 - when idling is required to ensure the safe operation of the vehicle's Air Brake and Safety Equipment
 - in the event that the outside temperature exceeds 24°c (75f) and the cruise passengers are on the pier so that drivers may use air conditioning to reduce the interior vehicle temperatures to a level that is safe for passengers. Temperature readings may be determined by the breakwater temperature reading as provided by GVHA. This exception is specific to vehicles that will be loading cruise passengers imminently and will be closely monitored.
- **Impeding Pedestrian Traffic:** Drivers should refrain from opening their doors into the sidewalk in a manner than impedes pedestrian traffic on that sidewalk unless they are engaged in an activity directly related to passenger loading or unloading.
- **Left Turns:** Drivers of motor coaches and buses agree not to make a left onto Douglas Street at Dallas Road. Motor coaches must continue past Mile 0 prior to turning left.
- **Safety When Backing:** All motor coaches, buses and mini-buses will take special care when backing out of the loading/unloading zones. When preparing to back-up a vehicle, drivers should be aware of the noise of the back-up beepers, and should spend as little time as possible in reverse while giving primary importance to public safety. Drivers should only shift into reverse when they are ready to start backing up.
- **Specific Locations:** Fisherman's Wharf – Only motor coaches licenced by GVHA are permitted to use the designated drop-off and pick-up zones. All other motor coaches are prohibited. Motor coach traffic should enter from Erie Street at Dallas Road (Shoal Point). Pick-up and drop-off locations should be in the designated area only and not close to residential areas.

Pedicabs & Taxis

- **Applicable Laws and Regulations:** In BC taxis are licenced under the *Passenger Transportation Act*, *Passenger Transportation Regulations* and the *National Safety Code*. All pedicab and taxi operators agree to conduct their operations in accordance with the City of Victoria Vehicles for Hire By-law and other applicable legislation.
- **Pedicab U-turns:** Pedicabs are allowed to undertake u-turns as they have an extremely tight turn radius and are a flag style service. Pedicab operators making u-turns will observe safe driving practice at all time paying extra attention to u-turns on Wharf Street, Government Street and Belleville Street.
- **Pedicab parking:** Pedicabs can park on a yellow curb providing it is within six metres of a legal parking space for a motorized vehicle as they pay the City a fee for this parking right. However, all new pedi-cab operators are instructed during training to waive this right when the yellow curb is next to any bus zone, as it is a logical courtesy.
- **Pedicab pick-up & drop off:** Pedicabs should remain far enough back from designated motor coach pick-up and drop-off locations to allow motor coaches to enter and exit from these locations safely.
- **Stopping on roadway:** Taxis and Pedicabs should avoid stopping in the roadway, even when flagged for a fare. Vehicles should attempt to stop out of the flow of traffic to prevent congestion in the area.

Other regulations

The activities of all the commercial operators serving the cruise industry are subject to extensive existing legislation. It is not the intent of the CTP best practices to duplicate or replace the applicable Federal, Provincial laws, regulations or City by-laws. This document provides contact information for some of the relevant regulatory agencies. This will help members of the community know where to direct their questions or concerns regarding regulatory matters.

Cruise ship environmental standards

The cruise industry has seen a great deal of change over its history. Vessels are more self-contained than at any time in their history and the industry has taken significant strides to minimize the impact of its ships on the environment. In addition, regulatory bodies have also adapted and introduced new approaches to the changing nature of industry. For example, Transport Canada's *Canada Shipping Act Regulations for the Prevention of Pollution from Ships and for Dangerous Chemicals* were recently amended. In addition, the *Pollution Prevention Guidelines for the Operation of Cruise Ships under Canadian Jurisdiction* is applicable to vessel when operating in waters

under Canadian jurisdiction. Thus, most cruise ships in active service today in the British Columbia and Alaska cruise market provide the latest in wastewater treatment, recycling, and emission controls.

Regulatory Contacts

Regulatory Contacts				
Organization	Address	Phone	Web	Topics
BC Ministry of Transportation	PO Box 9250 STN PROV GOVT Victoria BC V8W 9J2	250-952-0577	http://www.th.gov.bc.ca/cvse/index.htm http://www.th.gov.bc.ca/rpt/index.htm	Commercial Vehicle Safety and Enforcement Permits, Approvals and Regulations
Capital Regional District	625 Fisgard Street, Victoria, BC V8W 1R7	250-360-3000	http://www.crd.bc.ca/index.htm	Air Quality Sewage Storm Water Solid Waste
City of Victoria Bylaw Enforcement Division Engineering Department (Keith Kresse) Fire Department	1 Centennial Square Victoria BC V8W 1P6	250-385-5711 250-361-0326	http://www.victoria.ca/common/index.shtml	Business Licence Idling Control Bylaw Noise Bylaw Vehicles for Hire Bylaw
Transport Canada Environmental Protection	330 Sparks Street, Ottawa, Ontario K1A 0N8	613- 993-3170	http://www.tc.gc.ca/programs/Environment/environmentalprotection/menu.htm	Canada Shipping Act Regulations for the Prevention of Pollution from Ships and For Dangerous Chemicals.
Transport Canada Marine Safety	Marine Safety Transport Canada 620 - 800 Burrard Street Vancouver, B.C. V6Z 2J8	604-666-5300	http://www.tc.gc.ca/MarineSafety/menu.htm	Pollution Prevention Guidelines for the Operation of Cruise Ships under Canadian Jurisdiction

CTP Participant Contact Information

Participant Contact Information			
Horse Carriages & Trolleys			
Organization	Name	Title	Phone
Victoria Horse Drawn Carriage Association Black Beauty Lines Tally Ho Sightseeing Victoria Carriage Tours			250-893-9503
Marine			
Organization	Name	Title	Phone
Five Star Whale Watching	James Dale	General Manager	250-388-7223
Greater Victoria Harbour Authority	Rebecca Penz Ian Crocker	Communications Coordinator Manager of Infrastructure and Marina Operations	250-383-8300
King Bros. Limited	Greg McAllister	President	250-384-1174
Northwest Cruise Ship Association	John Hansen Donna Spalding	President Director of Administration	604-681-9515
Western Stevedoring (Ogden Point Terminal)	Bob Barlow	General Manager	250-883-6499
Motor Coaches & Tour Operators			
Organization	Name	Title	Phone
Big Bus Victoria	Jerry Dolejs	Manager	250-880-1272
Cruise Victoria Services	Gary Gale	General Manager	250-893-9503
D'Costa Ports of Call Inc.	Kevin D'Costa	President	250-758-5354
Go West Coach Lines	Wayne McArthur	Owner	250-652-6699
Gray Line West Victoria	John Parker	General Manager	250-744-5560
Greyhound Victoria	Rick Salewski	Operations & Agency Manager	250-220-0094
Pacific Coach	Thomas Choe	General Manager Operations	604-692-2014
Wilson's Transportation	John Wilson	General Manager	250-475-3235
Pedi-Cabs			
Organization	Name	Title	Phone
Kabuki Kabs	James Whitney		250-385-4243
Victoria Tours Pedicab	Andrew Capeau		250-884-0121
Taxi Services			
Organization	Name	Title	Phone
BC Taxi Association Empress Taxi Yellow Cab Victoria Taxi	Mohan King	President	250-727-2580