

# James Bay Resident Responses in the GVHA Reputational Survey

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**James Bay Neighbourhood Association**

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# James Bay Resident Responses in the GVHA Reputational Survey

## Introduction:

The 2010 Greater Victoria Harbour Authority (GVHA) Reputational Survey Final Report II (January 2011), conducted by R.A. Malatest & Associates Ltd., was released by GVHA in April of this year. The report, available on the GVHA web-site, presents survey results but does not provide an analysis of the information gathered from residents of James Bay.

The residents section of the survey involved 851 respondents, 200 (or 23.5%) of whom are James Bay residents. Other residents surveyed included 210 from other Victoria neighbourhoods, 176 from Esquimalt, and 265 from the broader region within the Capital Regional District (CRD).

Additional sections of the survey focused on other groups including clients, community groups, and member agencies and regulatory bodies.

GVHA has shared the data from the residents section of the survey with JBNA. In turn, JBNA has assessed the data and identified the areas where residents of James Bay expressed a significantly different response from other residents within the CRD.

The criterion that has been used for identifying those differences is:

- a James Bay response percentage which is either more than 10 points higher than the All Other response percentage, or
- greater than or equal to 1.5 times the All Other response percentage, or both.<sup>1</sup>

The residents survey was composed of 23 questions, with one question requiring four responses and parts, and four questions requiring three responses and parts; in all, there were up to 39 responses per resident plus opportunities to provide comments.

In addition to identifying significant differences in survey responses, the JBNA review included categorization of the many resident comments.

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<sup>1</sup> Of the nine questions identified as showing significant differences, Q5 and Q6 satisfy the first of these criteria, Q7, Q8A, Q9 and Q14 satisfy the second criterion, and Q18A, Q18C, and Q21A satisfy both criteria. The differences are, wherever necessary, based upon the summed percentages.

## James Bay Resident Responses - Overview:

For much of the survey, which explored views on the role of GVHA within the context of its mandate, residents of James Bay (JB) and residents beyond James Bay expressed a similar level of satisfaction or dissatisfaction with GVHA performance, including facility maintenance/management, communications, and harbour leadership.

However, *“Several comments cite a lack of awareness/understanding of GVHA and what they do, particularly residents.”*<sup>2</sup> This lack of awareness of responsibilities and authority within the harbour was highlighted by the many comments about the mega-yacht marina,<sup>3</sup> which is not related to GVHA operations or land/waterlot holdings.

The residents section of survey responses, when analysed by area, suggests that residents of James Bay are considerably more “in touch” with GVHA activities than residents elsewhere, with more than double the ‘contact with GVHA’ interactions than other residents. JB residents were also more forthcoming in providing suggestions throughout the survey. 71.5% of JB residents surveyed, which compares to 56.7% of other residents surveyed, provided comments (167 in all) on opportunities for improving management of GVHA properties.<sup>4</sup>

JB residents self-identified the JBNA as a residents association more frequently than other areas. 11 JB respondents (5.5%) identified JBNA while the Esquimalt Residents Association and VicWest were each identified by one resident (0.3%). No other JB community organization was identified in the JB responses.

The Malatest report suggests that 53.65% of those in all groups measured *“are supportive of GVHA’s performances in fulfilling its mandate. Clients were significantly more supportive of GVHA performance than were other survey groups.”*

This conclusion complements a GVHA weakness identified within the Malatest report, namely that stakeholders and clients with a direct interest in the harbour’s development have been the focus of attention while other stakeholders and the community have not been provided an appropriate role in the development and communication of future harbour initiatives.

Indeed, the Malatest report also found that *“Maintaining the Victoria Harbour as a working harbour achieved the highest rating among the four goals identified, while acting in the best interests of the Victoria Harbour received the lowest rating.”*

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<sup>2</sup> Statements in *italics* are direct quotations from the Malatest Report.

<sup>3</sup> The mega-yacht marina was a controversial topic in 2010.

<sup>4</sup> This statement accepts that the number of residents (n=512) providing suggestions gave more than 512 responses (Malatest report Sec 5.4 page 30).

Although overall management of the harbour properties, particularly Fisherman's Wharf and Inner Harbour properties, was rated as positive among all survey groups, there are distinct differences between JB resident responses and all other resident responses.

Overall, 23.6% of JB residents, compared to 16.2% of other residents, were dissatisfied with GVHA's 'balancing' of social, environmental and economic impacts in Victoria's Harbour.

Page 26 of the Malatest report suggests that 92% of Ogden Point clients were satisfied with management of cruise tourism services while 66% of all residents were satisfied. Casual users of GVHA properties, such as residents beyond JB, are most satisfied with management of the Ogden Point facility. By examining the number of respondents dissatisfied with operations at the Ogden Point facility, contrasts between JB resident responses and responses from residents beyond JB were identified in management of cruise tourism, commercial development at Ogden Point, and management of the Ogden Point facility.

Residents who indicated dissatisfaction with GVHA management of properties were asked to provide comments. Regarding Ogden Point, dissatisfied residents (30% overall) identified factors which Malatest grouped under Service Quality (30%), Commercial Development (25%), Environment (18%), Transportation (15%), and Land Use (10%). The JBNA grouping of JB resident comments reveals even more emphasis on environmental issues (including transportation): Environmental Concerns (48%), Site Improvements (39%) and other concerns (14%).

In another opportunity to provide comments, namely how to improve management of GVHA properties, the Malatest report suggests that 10% of comments from all residents were on the environment. In contrast, 16% of JB comments were on the environment. Since JB residents make up 23.5% of the total residents, residents beyond JB are only half as concerned as JB residents about the environmental impacts of GVHA operations.

The Malatest report concludes that "*what has become clear is the level of satisfaction experienced by those who benefit from the Victoria Harbour*", and further that "*Residents and users enjoy the activities and amenities ... businesses benefit through the use of port facilities*". This conclusion complements JBNA cruise ship impact studies which identify particular business interests which gain from GVHA activities, while others, particularly adjacent residents, bear social and environmental costs associated with these activities.

## Highlights - General Public Responses for James Bay:

### *Numerical Section*

1. There are significant differences between the James Bay responses (n =200) and all other public responses (n = 651) for some of the questions asked.
2. There is a much higher proportion of “no response” or “don’t know” answers among the other public responses than among the James Bay responses.
3. The questions where the James Bay responses differ significantly from the all other public responses include Q5, Q6, Q7, Q8A, Q9, Q14, Q18A, Q18C, and Q21A.
4. Q5: Have you heard of GVHA?  
Yes, JB 91%, all other 81%.
5. Q6: How familiar are you with the role of GVHA?  
Very: JB 18%, all other 9%;  
Somewhat: JB 65%, all other 60%;  
Sum: JB 82.4%, all other 68.9%.
6. Q7: Are you involved with a Resident’s Association that interacts with GVHA?  
Yes: JB 11%, all other 2%.
7. Q8A: What is the name of the Residents’ Association, after dropping answers (like condominium associations) that do not pertain to community or neighbourhood associations?  
JBNA 5.5%, all other 0.3%.
8. Q9: In the past years, how many times have you been in contact with GVHA, either directly or through a Residents’ Association?  
One: JB 4%, all other 2%;  
2-5: JB 7%, all other 3%;  
> 5: JB 4%, all other 2%;  
Sum: JB 15.5%, all other 6.5%.
9. Q14: GVHA commits to incorporating and balancing the social, environmental and economic impacts of their activities on Victoria Harbour?  
Strongly disagree: JB 6%, all other 3%;  
Disagree: JB 18%, all other 14%;  
Sum: JB 23.6%, all other 16.2%.
10. Q18A: How satisfied are you with GVHA’s management or support of cruise tourism at Ogden Point?  
Very dissatisfied: JB 11%, all other 4%;  
Dissatisfied: JB 13%, all other 9%;  
Sum: JB 23.8%, all other 13.0%.

11. Q18C: How satisfied are you with GVHA's management or support of commercial development at Ogden Point?

Very dissatisfied: JB 8%, all other 4%;

Dissatisfied: JB 23%, all other 17%;

Sum: JB 31.6%, all other 21.1%.

12. Q21A: How satisfied are you with GVHA's overall management of the Ogden Point marina facilities?

Very dissatisfied: JB 6%, all other 2%;

Dissatisfied: JB 15%, all other 9%;

Sum: JB 21.5%, all other 11.0%.

**13. On the whole, James Bay respondents are more familiar with GVHA operations than other public respondents, and more dissatisfied with some categories of these operations, especially those connected with Ogden Point.**

### ***Comments Section***

1. James Bay respondents were more prone to provide comments related to their numerical answers than all other respondents.

2. The James Bay comments bear considerable similarity to the comments received in the responses to the 2009 James Bay residents survey (n = 573).

3. Q17: You mentioned that you disagree that GVHA is fulfilling their mandate. Would you please explain? (JB comments only.)

Environmental concerns: 39%

Organizational concerns: 16%

Communications concerns: 16%

Other concerns: 29%

31 JB response concerns (non-GVHA items like mega-yacht marina omitted)

4. Q22A: You indicated that you were dissatisfied with the overall management of Ogden Point. Please explain. (JB comments only.)

Environmental concerns: 48%

Site improvement concerns: 39%

Other concerns: 14%

44 JB response concerns

5. Q22B: You indicated that you were dissatisfied with the overall management of Fisherman's Wharf. Please explain. (JB comments only.)

Site improvement concerns: 80%

Other concerns: 20%

15 JB response concerns

6. Q22C: You indicated that you were dissatisfied with the overall management of the Inner Harbour (excluding sea planes and parking lots). Please explain. (JB comments only.)

Site improvement concerns: 50%

Other concerns: 50%

14 JB response concerns (non-GVHA items omitted)

7. Q23: Do you have any suggestions or comments to improve the overall management of Victoria Harbour? (JB comments only.)

Site improvement suggestions: 44%

Environmental suggestions: 16%

Communications suggestions: 12%

Organizational suggestions: 6%

Other suggestions: 22%

122 JB suggestions (non-GVHA items like mega-yacht marina omitted)

**8. In summary, two basic areas dominate the comments section: environmental issues and site improvement issues. Organizational and communications issues come third.**

## Detailed Analysis Comparing James Bay Responses to Other Areas

Q1: Where do you live?					
	James Bay	Township of Esquimalt	City of Victoria (not including James Bay)	CRD (not including other areas)	Totals
All	200	176	210	265	851
%	24%	21%	25%	31%	100%

Q2: How long have you lived in your neighbourhood?					
	<1 year	>1, <3	>3, <10	>10	Totals
Rest	32	65	209	345	651
%	5%	10%	32%	53%	100%
James Bay	5	14	76	105	200
%	3%	7%	38%	53%	100%

Q3: Age group						
	NR	19-34	35-49	50-64	>=65	Totals
Rest	2	78	172	234	165	651
All Except NR		78	172	234	165	649
%		12%	27%	36%	25%	100%
James Bay	2	7	26	81	84	200
All Except NR		7	26	81	84	198
%		4%	13%	41%	42%	100%

Q4: Gender					
	M	F			Totals
Rest	285	366			651
%	44%	56%			100%
James Bay	86	114			200
%	43%	57%			100%

Q5: Have you heard of GVHA?					
	DK	NR	Y	N	Totals
Rest	8	0	520	123	651
All Except NR/DK			520	123	643
%			81%	19%	100%
James Bay	1	0	181	18	200
All Except NR/DK		0	181	18	199
%			91%	9%	100%



<b>Q6: How familiar are you with the role of GVHA?</b>					
	NR	Very	Somewhat	Unfamiliar	Totals
Rest	123	45	319	164	651
All Except NR		45	319	164	528
%		9%	60%	31%	100%
James Bay	18	32	118	32	200
All Except NR		32	118	32	182
%		18%	65%	18%	100%

<b>Q7: Are you involved with a Residents' Association that interacts with GVHA?</b>					
	NR	DK	Y	N	Totals
Rest	333	1	5	312	651
All Except NR			5	312	317
%			2%	98%	100%
James Bay	18	2	19	161	200
All Except NR			19	161	180
%			11%	89%	100%

<b>Q8A: What is the name of the Residents' Association?</b>							
	DK/NR	Know				Totals	
Rest	647	0	4				651
%			1%				100%
James Bay	182	0	18				200
%			9%				100%

Strata/Coop/Care Associations (7)

James Bay Neighbourhood Association (x 11)

(note for all the other areas surveyed - 647 respondents - only 2 named a residents association)

<b>Q9: In the past year, how many times have you been in contact with GVHA, either directly or through a Residents' Association?</b>							
	NR	DK	0	1	2-5	>5	Totals
Rest	123	2	492	8	18	8	651
All Except NR/DK			492	8	18	8	526
%			94%	2%	3%	2%	100%
James Bay	18	1	153	8	13	7	200
All Except NR/DK			153	8	13	7	181
%			85%	4%	7%	4%	100%

**AQ10: What was the nature of your interaction?**

**James Bay Responses only**

By internet and two times through media to find information.

I delivered a Red Cross flyer to their office which they wouldn't accept.

It was an inquiry about the cruise boats and the pollution from same.

I was asking for a reduced rate for an Ogden Point taxi permit.

It was mostly information exchanged relating to the proximity of my condominium to Fisherman's Wharf and the harbour area.

I attended two open houses held by the GVHA at Ogden Point.

Discussing moorage.

I sent an e-mail regarding graffiti on Ogden Point light house.

I work for Victoria Harbour Ferries and I was asking GVHA for general information.

I moor my boat at Inner Harbour as of four days ago. I also represented the community.

Workplace inventory stocking.

Open house regarding future plans for Ogden Point.

I am with Victoria AM which is a service that provides greeting for the cruise ships and I am in contact with GVHA at least once a month for information.

Requesting a public kayak launch.

Most of the concerns we've raised with the GVHA deal with the increased number of cruise ships and the air quality.

I had a question about the increased number of planes landing in the harbour and also that some planes are quieter than others.

Just to see what was being said, and what their future plans were.

The community association I belong to contacted the GVHA regarding several noise complaints about the planes that fly into the harbour and problems with the refrigeration trucks at Fisherman's Wharf.

I attended two presentations and one open house.

A meeting regarding the Ogden Point plan and development which was a Neighbourhood Association meeting.

I'm participating in the activity of the association.

Mostly to do with negative impacts of GVHA's operations on the neighbourhood.

I attended an open house conducted by GVHA.

I am in the maritime business and it was business related.

Looking at the plans for Ogden Point.

For 2 or 3 times I used an interactive website on which I was expressing concerns in regards to cruise tourism. The other time I responded to them by phone because I was considering volunteering as a resident representative which they were requesting.

I complained about smells from the ships that come in, the pollution, the noise, the high increase in people and vehicle traffic. The functions on the Dallas Rd. route shut down our neighbourhoods and the music at some functions at Fisherman's Wharf Park

The Ogden Point open house meeting.

**Q11: To what extent do you agree that GVHA ....**

<b>Q11A: effectively communicates their vision to the public</b>							
	DK/NR	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Totals
<b>Rest</b>	90	87	163	199	81	31	651
All Except NR/DK		87	163	199	81	31	561
%		<b>16%</b>	<b>29%</b>	<b>35%</b>	<b>14%</b>	<b>6%</b>	<b>100%</b>
<b>James Bay</b>	21	21	44	74	31	9	200
All Except NR/DK		21	44	74	31	9	179
%		<b>12%</b>	<b>25%</b>	<b>41%</b>	<b>17%</b>	<b>5%</b>	<b>100%</b>

<b>Q11B: is an effective advocate for the Victoria Harbour</b>							
	DK/NR	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Totals
<b>Rest</b>	154	33	80	174	147	63	651
All Except NR/DK		33	80	174	147	63	497
%		<b>7%</b>	<b>16%</b>	<b>35%</b>	<b>30%</b>	<b>13%</b>	<b>100%</b>
<b>James Bay</b>	37	9	27	50	58	19	200
All Except NR/DK		9	27	50	58	19	163
%		<b>6%</b>	<b>17%</b>	<b>31%</b>	<b>36%</b>	<b>12%</b>	<b>100%</b>

<b>Q11C: is effective in consulting with the public</b>							
	DK/NR	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Totals
<b>Rest</b>	133	66	139	189	104	20	651
All Except NA/DK		66	139	189	104	20	518
%		<b>13%</b>	<b>27%</b>	<b>36%</b>	<b>20%</b>	<b>4%</b>	<b>100%</b>
<b>James Bay</b>	29	16	41	59	50	5	200
All Except NR/DK		16	41	59	50	5	171
%		<b>9%</b>	<b>24%</b>	<b>35%</b>	<b>29%</b>	<b>3%</b>	<b>100%</b>

<b>Q11D: effectively responds to public concerns</b>							
	DK/NR	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Totals
<b>Rest</b>	190	45	86	199	110	21	651
All Except NR/DK		45	86	199	110	21	461
%		<b>10%</b>	<b>19%</b>	<b>43%</b>	<b>24%</b>	<b>5%</b>	<b>100%</b>
<b>James Bay</b>	52	17	34	53	40	4	200
All Except NR/DK		17	34	53	40	4	148
%		<b>11%</b>	<b>23%</b>	<b>36%</b>	<b>27%</b>	<b>3%</b>	<b>100%</b>

**Q12: Do you agree that GVHA commits to act in the best interests of Victoria Harbour on behalf of their member agencies, their stakeholders and the citizens of the region.**

	DK/NR	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Totals
<b>Rest</b>	170	19	75	158	202	27	651
All Except NR/DK		19	75	158	202	27	481
%		4%	16%	33%	42%	6%	100%
<b>James Bay</b>	33	6	40	46	60	15	200
All Except NR/DK		6	40	46	60	15	167
%		4%	24%	28%	36%	9%	100%

**Q13: GVHA commits to maintaining Victoria Harbour as a working harbour –**

	DK/NR	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Totals
<b>Rest</b>	107	12	40	94	339	59	651
All Except NR/DK		12	40	94	339	59	544
%		2%	7%	17%	62%	11%	100%
<b>James Bay</b>	19	2	15	25	112	27	200
All Except NR/DK		2	15	25	112	27	181
%		1%	8%	14%	62%	15%	100%

**Q14: GVHA commits to incorporating and balancing the social, environmental and economic impacts of their activities on Victoria Harbour and the**

	DK/NR	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Totals
<b>Rest</b>	145	13	69	145	245	34	651
All Except NR/DK		13	69	145	245	34	506
%		3%	14%	29%	48%	7%	100%
<b>James Bay</b>	26	10	31	43	77	13	200
All Except NR/DK		10	31	43	77	13	174
%		6%	18%	25%	44%	7%	100%

**Q15: GVHA commits to working in partnership with the Esquimalt and Songhees Nations to achieve a meaningful role for them in the economy of Victoria.**

	DK/NR	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Totals
<b>Rest</b>	269	13	53	146	145	25	651
All Except NR/DK		13	53	146	145	25	382
%		3%	14%	38%	38%	7%	100%
<b>James Bay</b>	83	3	12	42	54	6	200
All Except NR/DK		3	12	42	54	6	117
%		3%	10%	36%	46%	5%	100%

**Q16: The mandate of the Greater Victoria Harbour Authority is to be effective and respected advocates for best water, marine and marine-related use and development of the harbour, while optimizing current and future harbour assets.. Do you agree that GVHA is fulfilling its mandate**

	DK/NR	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Totals
<b>Rest</b>	149	16	84	134	240	28	651
All Except NR/DK		16	84	134	240	28	502
%		<b>3%</b>	<b>17%</b>	<b>27%</b>	<b>48%</b>	<b>6%</b>	<b>100%</b>
<b>James Bay</b>	29	5	34	45	77	10	200
All Except NR/DK		5	34	45	77	10	171
%		<b>3%</b>	<b>20%</b>	<b>26%</b>	<b>45%</b>	<b>6%</b>	<b>100%</b>

**AQ17Count: You mentioned that you disagree that GVHA is fulfilling their mandate. Would you please explain?**

	No Comment	Comment	Totals
<b>Rest</b>	563	88	651
	563	88	651
%	<b>86%</b>	<b>14%</b>	<b>100%</b>
<b>James Bay</b>	164	36	200
	164	36	200
%	<b>82%</b>	<b>18%</b>	<b>100%</b>

**NOTE - All the comments (Q17,22 &23) are listed at the end of the document**

**Q18 - How satisfied are you with GVHA's managementor support of the following at OGDEN POINT**

<b>Q18A: Cruise tourism</b>									
	DK/NR	NR	DK	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Totals
<b>Rest</b>	0	1	66	21	55	113	300	95	651
All Except NR/DK				21	55	113	300	95	584
%				<b>4%</b>	<b>9%</b>	<b>19%</b>	<b>51%</b>	<b>16%</b>	<b>100%</b>
<b>James Bay</b>	0	2	5	21	25	33	81	33	200
All Except NR/DK				21	25	33	81	33	193
%				<b>11%</b>	<b>13%</b>	<b>17%</b>	<b>42%</b>	<b>17%</b>	<b>100%</b>

<b>Q18B: Public Access</b>									
	DK/NR	NR	DK	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Totals
<b>Rest</b>	0	2	61	6	55	94	307	126	651
All Except NR/DK %				1%	9%	16%	52%	21%	100%
<b>James Bay</b>	0	1	3	2	17	27	98	52	200
All Except NR/DK %				1%	9%	14%	50%	27%	100%

<b>Q18C: Commercial Development</b>									
	DK/NR	NR	DK	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Totals
<b>Rest</b>	0	3	127	21	89	188	184	39	651
All Except NR/DK %				4%	17%	36%	35%	7%	100%
<b>James Bay</b>	0	1	22	15	41	55	53	13	200
All Except NR/DK %				8%	23%	31%	30%	7%	100%

**Q19 - How satisfied are you with GVHA's managementor support of the following at FISHERMAN's WHARF**

<b>Q19A: Marina management</b>									
	DK/NR	NR	DK	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Totals
<b>Rest</b>	0	2	149	6	32	133	251	78	651
All Except NR/DK %				1%	6%	27%	50%	16%	100%
<b>James Bay</b>	0	1	21	7	13	48	89	21	200
All Except NR/DK %				4%	7%	27%	50%	12%	100%

<b>Q19B: Commercial Development</b>									
	DK/NR	NR	DK	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Totals
<b>Rest</b>	0	2	44	6	37	61	356	145	651
All Except NR/DK %				1%	6%	10%	59%	24%	100%
<b>James Bay</b>	0	1	4	0	9	13	120	53	200
All Except NR/DK %				0%	5%	7%	62%	27%	100%

<b>Q19C: Public Access</b>									
	DK/NR	NR	DK	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Totals
<b>Rest</b>	0	2	109	13	37	157	260	73	651
All Except NR/DK				13	37	157	260	73	540
%				2%	7%	29%	48%	14%	100%
<b>James Bay</b>	0	2	17	5	19	46	85	26	200
All Except NR/DK				5	19	46	85	26	181
%				3%	10%	25%	47%	14%	100%

**Q19 - How satisfied are you with GVHA's management or support of the following at INNER HARBOUR**

<b>Q20A: Marina management</b>									
	DK/NR	NR	DK	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Totals
<b>Rest</b>	0	5	116	13	40	129	286	62	651
All Except NR/DK				13	40	129	286	62	530
%				2%	8%	24%	54%	12%	100%
<b>James Bay</b>	0	1	23	2	13	47	89	25	200
All Except NR/DK				2	13	47	89	25	176
%				1%	7%	27%	51%	14%	100%

<b>Q20B: Events and Festivals hosted by GVHA (eg. Classic Boat festival, Swiftsure Yacht race, Tall ships festival, Symphony Splash etc.)</b>									
	DK/NR	NR	DK	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Totals
<b>Rest</b>	0	5	26	4	16	55	277	268	651
All Except NR/DK				4	16	55	277	268	620
%				1%	3%	9%	45%	43%	100%
<b>James Bay</b>	0	2	5	1	10	15	86	81	200
All Except NR/DK				1	10	15	86	81	193
%				1%	5%	8%	45%	42%	100%

<b>Q20C: Public access</b>									
	DK/NR	NR	DK	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Totals
<b>Rest</b>	0	2	19	6	27	51	332	214	651
All Except NR/DK				6	27	51	332	214	630
%				1%	4%	8%	53%	34%	100%
<b>James Bay</b>	0	1	2	0	8	13	103	73	200
All Except NR/DK				0	8	13	103	73	197
%				0%	4%	7%	52%	37%	100%

**Q21 - How satisfied are you with GVHA's overall management of the following marina facilities**

<b>Q21A: Ogden Point</b>									
	DK/NR	NR	DK	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Totals
<b>Rest</b>	104	0	0	10	50	123	289	75	651
All Except NR/DK				10	50	123	289	75	547
%				2%	9%	22%	53%	14%	100%
<b>James Bay</b>	14	0	0	12	28	29	89	28	200
All Except NR/DK				12	28	29	89	28	186
%				6%	15%	16%	48%	15%	100%

<b>Q21B: Fisherman's Wharf</b>									
	DK/NR	NR	DK	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Totals
<b>Rest</b>	86	0	0	5	18	105	319	118	651
All Except NR/DK				5	18	105	319	118	565
%				1%	3%	19%	56%	21%	100%
<b>James Bay</b>	12	0	0	3	14	28	106	37	200
All Except NR/DK				3	14	28	106	37	188
%				2%	7%	15%	56%	20%	100%

<b>Q21C: inner harbour (excluding seaplanes and parking lots)</b>									
	DK/NR	NR	DK	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Totals
<b>Rest</b>	52	0	0	6	29	78	337	149	651
All Except NR/DK				6	29	78	337	149	599
%				1%	5%	13%	56%	25%	100%
<b>James Bay</b>	9	0	0	1	15	28	107	40	200
All Except NR/DK				1	15	28	107	40	191
%				1%	8%	15%	56%	21%	100%

<b>AQ22A: You indicated you were dissatisfied with the overall management of Ogden Point. Please explain.</b>			
	No	Yes	Totals
<b>Rest</b>	597	54	651
%	92%	8%	100%
<b>James Bay</b>	161	39	200
%	81%	20%	100%



<b>AQ22B: You indicated you were dissatisfied with the overall management of Fisherman's Wharf. Please explain.</b>			
	No	Yes	Totals
Rest	632	19	651
%	97%	3%	100%
James Bay	185	15	200
%	93%	8%	100%

<b>AQ22C: You indicated you were dissatisfied with the overall management of Inner Harbour (excluding sea planes and parking lots).</b>			
	No	Yes	Totals
Rest	623	28	651
%	96%	4%	100%
James Bay	185	15	200
%	93%	8%	100%

NOTE - All the comments (Q17,22 &23) are listed at the end of the document

<b>AQ23ACOUNT: Do you have any suggestions or comments to improve the overall management of Victoria harbour?</b>			
	No	Yes	Totals
Rest	282	369	651
%	43%	57%	100%
James Bay	57	143	200
%	29%	72%	100%

NOTE - All the comments (Q17,22 &23) are listed at the end of the document

**Question 17: You mentioned that you disagree that GVHA is fulfilling their mandate. Would you please explain?**

The James Bay responses have been categorized as follows

Concern	Number of concerns
Environment	12 (39%)
GVHA Organization	5 (16%)
Communication	5 (16%)
Site Improvement	2 (6%)
Other Issues	3 (10%)
Non Specific	4 (13%)
<b>Total</b>	<b>31 (100%)</b>
Non-GVHA issue	2
Non-GVHA issue (Marina)	10
<b>Total</b>	<b>12 (100%)</b>

There were a total of 36 James Bay responses which have been split into 43 concerns.

**Environment**

- AP9539 They're fulfilling the economic part of it, but not the social or environmental. They advocate for their industrial members, but not for the citizens of Victoria and James Bay.
- PP7668 I live on the James Bay side of things where all kinds of things happen. They just did some major changes at Fisherman's Wharf and the smell in our neighbourhood was absolutely atrocious. In the recent revamping of Fisherman's Wharf, they dismantled old
- TA6365 I feel that with the mandate of economic, social and environmental, that the three factors are not getting equivalent weight, and economic concerns are often the principal driver.
- TT4942 -2 Cruise ships should also be made much more sensitive to the pollution in all areas, like water, air, noise and charged if they do not comply. The
- TT9384 GVHA is not committed to environmental sustainability because cruise ship traffic and cruise ship passengers are brought through my neighbourhood on buses into downtown Victoria.
- AA6863 I think GVHA is meeting the business wishes but not the public or environmental concerns.
- AA4523 If their mandate is to protect the environment and they are allowing the cruise ships to belch out all that pollution, they are not fulfilling their mandate.
- TT2866 I feel they should be the stewards of the harbour as well as active environmental monitors. I don't believe they're taking strong action in terms of monitoring the fuels being used by cruise ships. This has environmental impacts. I have a concern that
- TP8935 The balanced approach by GVHA does not include the James Bay residents and pollution rules. Not for profit does not reflect the balanced approach.
- TT4288-2 There is also a significant polluting industry around the Inner Harbour.
- TA2994 The noise of the planes is getting too extreme and there are too many per hour. The mandate should also include those who live on the harbour or within a block of the harbour and are affected by the view, the noise and the smell of the harbour.

AT4764 From what I understand the air craft that fly in and out of Victoria Harbour don't legally operate here because of the closeness to the buildings. Letters have been sent to the Minister of Transport but he or she hasn't responded to them. GVHA should be

### **GVHA Organization**

AP4888 Their mandate does not include the right of private individuals to profit from a publicly funded organization so they should not be involved in any capacity as to approving or not approving the use of it.

AT9274 I think that they have been heavily influenced by key industry sector groups to gang up on some of the small marine groups. They have been increasing rents and making it more difficult for small marine groups to operate. Paul Servos was the main player

TT4942-1 They have to be more receptive and answerable to the citizens and not as much to the commercial interests.

AP8957-1 GVHA is too focused on tourism and not things that would benefit Victorians

PP3757 I think they represent commercial interests. They don't seem to represent residential interests for people in James Bay. I think they have tried to ignore the opinions of James Bay community members which don't suit their fairly narrow idea of serving t

### **Communication**

TP5273 GVHA needs to be greater advocates and communicate what could be done with the Inner Harbour. It is a multi-million dollar resource for tourists, residents and marine business. It needs to be a stronger advocate of a long term plan.

TT7336 I don't feel they publicize enough of what they are doing and keeping the public informed every step of the way before they make decisions that eventually affect us. There needs to be more mechanisms for public input.

TT4955-1 I do not think the public is as aware of GVHA as GVHA wishes them to be.

AP7827 They're not communicating and/or elaborating on their mandate clearly enough with the public.

AA3742 I question if they are fulfilling their mandate because they are not communicating with the public.

### **Site Improvement**

AP8957-2 and not things that would benefit Victorians and we've invested a lot of time and funds to having the harbour be known as an extraordinary place to work live and visit. I feel we've lost the history connection and the herit

PT7338-1 They could do so much more in making it more attractive where the big ships come in

### **Other Issues**

- AT7395-2 The float homes at Fisherman's Wharf are being charged unfair increases in moorage fees.
- TT4955-2 I think the harbour is too much of a working harbour and should be more of social and cultural centre for the community.
- TT4288-1 There are too many large privately owned luxury yachts and there is too much accommodation for those yachts.

### **Non Specific**

- AT3522 I think there are a lot more things they could do.
- TA7886 I see GVHA as an obstacle to improvements for the harbour.
- PA8969 They would have to show me what they are accomplishing.
- AA7293 I think the mandate is very extensive and is very difficult to fulfill.

### **Non-GVHA issue**

- PT7338-2 and they should be more involved in where the sewage is going. They should fight putting at Macaulay Pt.
- TP6496 GVHA did not project a leadership role regarding the Blue Brid

### **Non-GVHA issue (Marina)**

- AT7395-1 The Harbour Authority did not seem to take much of a stance on the new marina proposal.
- TT6694 I do not like the plans for the big yacht marina that GVHA is considering.
- PA6338 I see a good deal of controversy regarding the proposed marina that does not appear to be resolved. I do not see leadership from GVHA.
- TP6496 I relate to the marina issue and all the flack surrounding it. I did not see GVHA playing a lead role in espousing the marina or not. The developer and special interest groups were leaders.
- AP5752 I don't think there's enough attention paid to the environmental concerns with the marina proposal. It doesn't put environmental priorities firmly in the center.
- TA4775 I find the thought of the huge marina on the Songhees side of the harbour simply appalling.
- PP7665 I don't think they're taking an active enough role in the mega-yacht installation. When we moved here in 2002, the lower causeway was a tremendous place. This has been evaporated or dispersed due to newly developed policies. This summer it was a very d
- TT5475 It doesn't appear that they're taking a side about the new marina. They didn't let it be known.
- TT2632 I just keep hearing and reading short articles on the proposed marina and it does not sound like a very good idea.
- TP4367 If GVHA is recommending a big boat marina for the harbour, I do not agree with this.

**Question 22A: You indicated you were dissatisfied with the overall management of Ogden Point. Please explain.**

The James Bay responses have been categorized as follows

Concern	Number of concerns
Environment	21 (48%)
Site Improvement	17 (39%)
Comunication	2 (5%)
Other Issues	3 (7%)
Non-specific	1 (2%)
Total	44 (100%)

There were a total of 39 James Bay responses which have been split into 44 concerns.

**Environment**

- TA8768            There should be more done about traffic control. They should also be more affective with having the Federal Government pass laws concerning effluent from ships. The US has laws and the ships come and dispose of their effluent in Canadian ports.
- TP4284            I just really object to the cruise ships. The number of them, the noise, the lights. There's too much for our little area to manage, and it needs to be handled much better. There are transportation issues with buses and horse carriages etc. I object to
- TP2347            There doesn't seem to be much response from GVHA to neighbourhood complaints about bus noise, cruise ship pollution and overall congestion caused by the cruise ship industry there. They just seem to want to keep pumping in more tourists.
- PP3625-2        .... The ships visiting could also plug in to a solar power source, thereby reducing the air pollution t
- TP9689            I'm disappointed with their expansion of the docks to allow more and bigger cruise ships to come in despite our continued attempts to have GVHA upgrade their regulations regarding environmental impacts of the ships.
- TT7336            They need to regulate the pollution of the ship's berthing as well as buses and taxis catering to them.
- PA5825-2        ....and they need to keep taxis off sides streets because they drive too fast which is a risk to children, horse carriages and everyone e
- TP4486            I am a resident of James Bay and all of James Bay suffers from the mismanagement of tourism, especially with traffic, noise and air pollution.
- AT5466            There's too much traffic, noise and air pollution and it's an invasion of the neighbourhood in general.
- AP9539            They do not manage the operations in a way that minimizes air and noise pollution from ships, buses, service vehicles and helicopters. The Cruise Victoria Buses are especially noxious.
- TA6365            I live near Ogden Point and the smelly buses used to transport cruise passengers emit a lot of fumes to the point that I cannot use my front garden. There's the general pollution caused by the ships and the buses. There is an issue with the noise from th

TT4942 They have to clean up the water from the cruise ships and the air pollution from constantly running engines on the buses. It needs a total environmental overhaul.

AA6863 The cruise ships dump raw sewage. Other ports ask them to use containment tanks and in Victoria they don't ask for that.

TA4775 When cruise ships come in it's a nightmare and a mess. The traffic it creates with absolutely no oversight is disgraceful. The noise and pollution.

PP3757 I don't like the way the ferries and ferry traffic is organized. The air quality seems to be taking second place to commercialism and tourists. Traffic and noise which result from this also seems to trump the issues concerning air quality. The cruise ship

AA4523 If the GVHA is the authority responsible for letting so much pollution occur from the cruise ships then I am dissatisfied with their management.

TT2866-1 There's no shore power for cruise ships....

AA2288-1 The cruise ships emit too much smoke.....

TT2632 I live just down the street from Ogden Point and there is a lot of pollution because of the tourist traffic. They do not turn off the ships in the summer so there is a ton of noise pollution and environmental pollution. Also, the traffic is horrendous be

TT8324 There are too many cruise ships, poor air quality, and too many tourists milling about.

AT9985 I am not happy with the congestion surrounding the cruise ships, for example, people and buses. Also, I do not like the fumes from the buses and ships.

### Site Improvement

TP5273 There is not enough there for cruise ship people or residents. It could be more interesting and not just a big parking lot.

PT3263 I would like to see a different kind of commercial development at Ogden Point. I think it needs a farmer's market concept, rather than a new car lot. Maybe some small, local vendors, a place for local artisans to show and sell their wares. We could prob

TA4254 I do not like the fact that the walkway has no railing. If it is windy, you practically get blown over. I want to walk out to sea, but I feel scared. I feel it is not catering to the public, but to the cruise ships. The cafe is very good, it serves health

PP3625-1 It's a waste of space and should be dedicated to small shops like Pike's Market and it should be greener. Maybe a windmill for powering the James Bay area.....

PA5296 Ogden Point is really dirty and the logs are not being cleaned up.

TA2994 There should be a development that is beautiful and welcoming to visitors and residents instead of the ugly gray parking lot.

AP8528-2 ...and there should be more trees and green space.

AT3677 There is nothing there, I would love to see it a nice mix of green space and restaurants, and for it to be more incorporated with the neighbourhood of James Bay.

TT4955 Ogden Point does not have enough facilities for the public, it's a very barren, uninviting place. There could be more there such as restaurants, maybe a larger and more inviting place for cruise ship passengers and the public.

- PA6338 Ogden Point is a huge area and is used as a bus parking lot, or for new vehicles. If this is the first face of Victoria, it is an embarrassment.
- AT4764 As Victoria hosts cruise ships, the facilities at Ogden Point for them, are very poor. The "Welcome to Victoria" image that is projected to the visitor is very poor, because the facilities at Ogden Point are very outdated. As well, the odour of the horse
- AP8957 I think its being used as a storage area and could be used more effectively. There is more to Ogden Point than just the tourism side of it.
- TT9384 There are few attractions for residents or visitors, such as shops, recreational areas or culture; just a big parking lot for buses.
- PA8969 There should be some shops, stores and restaurants at Ogden Point for the tourists.
- TT2866-2 .... and it's an architectural blight. There's no feeling of entry. The old tin building which cruise ships are immediately exposed to isn't aesthetically pleasing. It's a sea of asphalt. The number of highway coaches co
- AA2288-2 .... I also don't think there is enough signage directing tourists to downtown from the cruise ship area. They should be directed up Government street versus Oswego street. The commercial development overall could be impro
- TT4288 I don't think cruise ships should be there. It is not very aesthetically pleasing at the breakwater and it only serves cruise ships. The public access to the breakwater is good there though.

#### **Communication**

- AP8528-1 It would be nice to be informed of what they plan to do at Ogden Point with the planned development....
- PA5825-1 There is just so much more opportunity that can be utilized. They need to communicate with the neighbourhood of James Bay....

#### **Other Issues**

- TP6734 They need to recognize the ongoing requirement for access for a marine repair facility for boaters in the area.
- AT9274 You have business down there that are struggling to survive because their rent as been tripled. Clearly the GVHA wants to remove them instead of working with them. The GVHA does not foster the freedom of new maritime business and allowing them to grow. Th
- AP8764 I live within eight houses of Ogden Point. There is no safe access for putting our kayaks in the water. It would be nice to make it more accessible by putting in a ramp to the water by the breakwater and the seawall for neighbourhood use. The taxicabs co

#### **Non-Specific**

- TA7886 I see GVHA as being an obstacle to maximization of the use of Ogden point.

**Question 22B: You indicated you were dissatisfied with the overall management of Fisherman’s Wharf. Please explain.**

The James Bay responses have been categorized as follows

Concern	Number of concerns
Site Improvement	12 (80%)
Environment	1 (7%)
Other Issues	2 (13%)
Total	15 (100%)

**Site Improvement**

- TP5273 The public access could be better, it is not inviting enough for residents and tourists.
- AP8348 I don't like the fact that there are very little fishing boats left there. I am dissatisfied with the fact that the wharf is becoming less of a working space than a tourist attraction. As a vibrant working space it was much more attractive to tourists.
- PP3625 It should be expanded to provide for year round community needs instead of just hot dog and ice cream stands which are only seasonal and cater only to tourists. There should also be a kayak launch free of charge.
- PA5296 Fisherman's Wharf has too many houseboats.
- TA5535 There's an area of weedy looking grass where people used to play ball. It looked like such a neglected patch the last time I went there. Nothing at Fisherman's Wharf seems to fit together.
- AT3543 I think the public access could be better organized. The parking is very limited.
- PA6338 Fisherman's Wharf commercial development is really tacky looking.
- AT4764 The construction that has been going on at Fisherman's Wharf has been going on for two years, which seems like a long time.
- TA4775 It's just a hodgepodge. It's a combination of smelly dirty little restaurants and little seafood places where the food's not fit to eat. It's become a gaudy tourist trap.
- PP3757 It used to be beautiful with commercial and pleasure boats moored there. Since they removed it as a federal wharf, it's gone downhill. There is no longer any pleasure boats moored at the wharf. As of last week they've removed most of the docks. They're
- PA8969 The shops are shacks and should be updated.
- TT4288 There is little to no public access or public amenities.

**Environment**

- TT4942 They have to clean up the water.

**Other Issues**

- TA4759 They've removed some of the docks for the commercial boats. I believe GVHA is changing these docks from commercial use to private use. I was not aware of this decision beforehand.
- AT9274 Fisherman's Wharf needs to balance tourism with marine industry. They have gotten more into the tourism industry and have moved away from the fishing industry.



**Question 22C: You indicated you were dissatisfied with the overall management of Inner Harbour (excluding sea planes and parking lots).**

The James Bay responses have been categorized as follows

Concern	Number of concerns
Site Improvement	7 (50%)
Environment	3 (21%)
Communication	1 (7%)
Other Issues	3 (21%)
<b>Total</b>	<b>14 (100%)</b>
Non-GVHA issues (Marina)	2
<b>Total</b>	<b>2</b>

There were a total of 15 James Bay responses which have been split into 16 concerns.

**Site Improvement**

- TP5273 It could be more inviting along the waterway with more restaurants, cafes and art galleries.
- TP4367 I do not think there is enough public use of the Inner Harbour. There should be more parks and room for walking. The area should be more attractive.
- PT3263 It's almost like it's been neglected. Yes, we have the Symphony Splash and the Boat show, but it's plunked in the area in front of the Empress and nothing much happens on the land where the parking lot is. There are also issues associated with Ship Poin
- TA8768 The roadway going around the Inner Harbour should be extended and better utilized. There should be an effort made.
- AP8528-1 More public access and more benches to enjoy the view is needed. .... I want maintained public access with a view and more bike racks.
- PA5825 The confusion around the Inner Harbour needs to be addressed. The people, not just GVHA, that plan events need to do a better job of organizing events. The Inner Harbour needs to be more user friendly. This should be addressed sooner rather than later.
- TP3892 It's geared to tourism and not to the Victoria and area citizens. I would like to see markets for seafood and produce, not just a few tables set up here and there. In winter there is nothing happening downtown to draw people there.

**Environment**

- TA4759 I'm dissatisfied with the noise and water traffic issues in the Inner Harbour. There are too many boats of too many different types in the water.
- AP8528-2 ....The float planes should be cut back and the whale watching boats should not be allowed to make as much noise.
- PP3757 The air pollution is very noticeable within the area. I'm amazed it's within legal limits. The cruise ships vent their exhausts before leaving and produce a lot of exhaust while in motion. The helicopters have also caused the air quality to deteriorate.

### Communication

TP8854 GVHA does not communicate and keep everyone informed about the Inner Harbour.

### Other Issues

AT9274 The broad base of maritime diversity has again been sacrificed for special interests.

AP8957 I don't think the berthing fees should have been raised.

AA6863 There was insufficient consultation with the rowing club.

### Non-GVHA issues (Marina)

TA4373 I don't know where GVHA stands regarding the mega marina for huge yachts.

TA6365 I am unhappy with the new marina proposal and the development along the Songhees shore, partly because it is the only place that you can get an unpowered boat such as a kayak or canoe in or out of harbour safely.

### Question 23: Do you have any suggestions or comments to improve the overall management of Victoria harbour?

The James Bay responses have been categorized as follows

Concern	Number of concerns
Site Improvement	54 (44%)
Environment	19 (16%)
Communication	15 (12%)
GVHA Organization	7 (6%)
Other Issues	26 (21%)
Non-Specific	1 (1%)
Total	122 (100%)
Non-GVHA issues	22
Non-GVHA issues (Marina)	23
Total	45

There were a total of 143 James Bay responses which have been split into 167 concerns.

### Site Improvement

AA3375-2 .... There should be more than just a parking lot at Ogden Point.

AA7286 I don't like what they did with the parking at Ogden. They have made it easier for buses but more difficult for the public in cars.

AA8856-2 .... In addition, we must make the harbour as attractive as possible for visitors and residents alike.

AP3459 On sunny days it gets very hot. At the inner harbour, I would like to have more trees so I can sit in the shadows.

AP3466 I would like to see Ogden Point used for more than cruise ships. It could be used for building a yacht club.

AP5752 For improvements, I think there should be a corridor that leaves from the Ogden Point cruise ship landing to downtown. Like some kind of dedicated pathway to get pedestrians to downtown. There's so much traffic now. There's the main perimeter roads on

AP7979 They should have some boat tours, sailing tours, and the like.

AP8764 At Fisherman's Wharf there is great potential for more local vendors and a little history or educational area too.

AT3352-2 ...Also, I like Fisherman's Wharf as it is and don't want

AT7274 For the overall management of Victoria Harbour, I want it to stay the way it is. I do not want it built up more commercially than it already is. I would be very disappointed with the changes pending to come.

AT7395 There should be a continuous walkway from Fisherman's Wharf onto the Inner Harbour. The lighting is very poor from the Coast Harbourside Hotel to the Inner Harbour and in front of the park at Laurel Point. There needs to be a good pedestrian crossing at

AT8398 I think they should continue to work to improve the areas I suggested and I wish them the best of luck.

PA2377 I think they have to make Ogden Point a little more welcoming, it looks a little bleak. It needs more green space and cruise passengers should be made to feel more welcome when they arrive. The management needs to hire an urban planner or some landscape

PA2884-1 I don't like the idea of the gates at the fingers in the Inner Harbour....

PA5296 We should try to get more of the wildlife back to the harbour area.

PA6338 I do not know if the GVHA are well intentioned or if they are inept and non-competent people. Ogden Point looked better twenty five years ago when the BC Packer building was still there and now it is full of junk. I do not understand the complexity of t

PA6453-1 More people-friendly. I love the walkways. The area where the tall ships are moored should be more accessible.....

PA6654 To improve management, they need to make visitor access a priority at the Inner Harbour or anywhere in James Bay, and whatever their involvement is with activities. For local residents it is very important, where locals and tourists can be involved. The

PA7425 I would like to see the cars away from the dock in the Inner Harbour.

PA8928-1 They should have public maps on the docks for kayakers showing the traffic lanes in the Inner Harbour....

PP3642-1 The curbs at Ogden Point aren't always sloped and this makes it a little harder for people in a wheelchair to get around that area, mostly at Ogden Point.....

PP3959 Pier A and B and the parking lot could be used more productively by putting in some commercial (e.g. hotels), residential, and light industrial (e.g. high tech park, casino). Turn the area into a destination rather than just for cruise ships.

PP5378 In the space where the cruise ships come in, there is usable space for other development particularly for community. Instead of the parking lots there should be something that would bring the community to the area and also make it look more beautiful.

PP6534 There should be trails or walkways from Ogden Point to town with a bit more commercial businesses for tourists.

PP6756 I'd like to see them back off of any changing of it. If you want to improve on anything that's there, that's fine, but they don't need to put anything more down there. It's quite a small harbour, and they already have enough stuff that brings people dow

PP7665 I would like to see an improvement where the ferries dock in the Inner Harbour.

PP9237 GVHA needs to have more up-to-date, and interactive accessibility to the harbour.

PP9953-1	The walkway should be improved around the Inner Harbour.....
PT3255-1	I would not like to see the GVHA overdevelop the Inner Harbour because too much congestion can be very unsafe...
PT3263	The whole area around the Johnson Street Bridge needs to be renovated and be more people friendly, rather than a place for homeless people to live. The area needs more lighting and new businesses. Since we've already spent millions of dollars cleaning u
PT6484-1	They need to have a good look at the parking and the cruise terminals to improve the ambience and functionality..... The cruise terminal should be enhanced, maybe some shopping or cafes a
PT7339	The Ogden Point breakwater pier should have railing and benches so all kinds of people can walk along it and enjoy the water. It should be more accessible for old and young.
TA2449	I think that the Harbour needs more commercial development in terms of restaurants and cafes. It is important to recognize and encourage employment in the harbour as it is a working harbour.
TA3428	The Inner Harbour needs a walkway from Fisherman's Wharf to the Johnson Street Bridge.
TA4375	The GVHA should be extremely careful of the development they pick. Ensure that any commercial activities that are developed reflect the overall historical uses of the area and the needs of a working harbour, regardless of what overly self-important resid
TA4775	Other than Fisherman's Wharf and Ogden Point, the rest of the harbour is lovely. The causeway is lovely. It's very nice, with the walkway you can walk around.
TA5535	The little groups that make up the GVHA need to get together to make a more cohesive area from Ogden Point to the Johnson Street bridge. The groups need to make a cohesive plan for everything to fit together for the whole strip.
TA6332	I'd like to see more places where people can purchase convenience food at the Inner Harbour. It gets people around, like New York. There's not enough vendors. It's a bit pristine. I'd like to see more airplanes, as well. I love them. I want it busy.
TA6453	There is a mess around the Inner Harbour where all the aboriginals set up their stalls because of all the cups, fast food containers left behind at the end of the day.
TA7886	The GVHA needs to increase commerce in the lands they operate.
TP4367	Victoria Harbour should more people focused, with more areas for walking, sitting, and picnic areas.
TP5273	It is a really busy harbour and it is difficult to manage. There should be more a of pedestrian walkway with amenities like cafes and art galleries with maybe a performing arts centre. The walkway should go from Ogden Point unobstructed to the where the
TP6734	They should put a hotel at Ogden Point for tourists.
TP8676	I would like to see a walking path go from Ogden Point all the way to the Inner Harbour.
TT2977	The harbour seems to be a real feature of Victoria and should be a place where a lot of people can access it. There's always the threat that access to the harbour might go; like the walking route all along the Inner Harbour and toward Fisherman's Wharf;
TT4288	Increase public access where it is limited. Minimize accommodations for large scale private vessels. Work to improve the amenities around the Clipper terminal and its aesthetic values.
TT4942	There should be a bike/pedestrian/rollerblade path all around the harbour. It should be cleaned up around the harbour shore area.

- TT4955 Maybe there could be less emphasis on commerce and the industrial component, and more emphasis on cultural and social to draw the community there. There has been talk for years about an arts centre down there, a new terminal for the Blackball Ferry, or s
- TT5232 There should be a large outdoor public pool built adjacent to the harbour, to be used by residents and visitors alike.
- TT5475-2 ....The breakwater should be made wheelchair accessible.
- TT7336 Try to do something to beautify the harbour as a whole and make it multi purpose.
- TT7678-2 ....Ogden Point needs developing for the cruise ship passengers when they disembark.
- TT7844 For improvements, there should be a water taxi that goes from Ogden Point to the West Shore; something bigger than the little harbour ferries so it doesn't go slowly and it could go into the Inner Harbour as well. It's hard to see the West Shore across th
- TT9259 I think there should be a larger gift shop to sell to the cruise ship tourists. GVHA should look for greater diversity in sellers at Ogden Point.

### **Environment**

- AA4523 Insist and make certain that the cruise ships are not allowed to pollute and they should meet the standards that are set in U.S.A. and Europe and use some plug-in power when they are in port.
- AA7325-1 GVHA could improve their overall management by cleaning the harbour. There are a lot of issues regarding water pollution from the cruise ships, and air/noise pollutions that have not been addressed....
- AP3892-1 There are four issues not included in the survey that are important to Victorians. The issues are: the sea planes, .....if they're not included in a survey then the survey doesn't cover the issu
- AP9539 For Fisherman's Wharf, they need to prohibit the hop on/hop off buses, specifically "The Big Bus" tour operator from accessing the site with their noisy buses and open sound system. The recent departure of the former CEO is welcome because it may signal
- AT6473 There are too many buses coming from Ogden Point through the same residential route, some of which are only half full or even empty. All this traffic is adversely effecting trees in Beacon Hill Park. I am very satisfied with the work of the harbour mast
- PA6453-2 ....I also dislike the planes, although I understand they're a tourist attraction.
- PP3556 I think that the GVHA really has to work harder for air quality control. The pollution from lower quality cruise ship fuel needs to be lower sulphur.
- PT3733 Change the float planes to fly around 8am in 7am. They're quite noisy.
- PT5993 The pollution from the cruise ships is a health concern for us as residents of James Bay. I wish those ships could turn their generators off when they are docked.
- TA2994 The planes do not warm their engines and the smell of the fuel drifts over into the swimming pool and the apartments on the fifth and sixth floors.
- TA6288 The big trucks taking away the fish from the wharf run their engines all night, disturbing the people at Shoal Point.

TA6365	There should a better shuttle system for the cruise ships such as electric shuttles which would make us look much greener. Enforce the noise problem caused by announcements from cruise ships. Allow ships to plug in instead of having to run engines for p
TA7237	The people are put upon with commercial noise level, air quality is worse.
TP4284	I would like to see very explicit dealing of safety. I think there isn't an explicit approach to safety. I see all the potential for accidents. I think there are lots of procedures in place, but not a very coordinated approach, especially with the floa
TP8935	The traffic issue with the cruise ships creates problems. The transportation system is too congested. Large trucks carrying supplies to the cruise ships are noisy. The condition of pollution in the harbour should be checked. I appreciate GVHA taking t
TP9689	The GVHA should lobby the federal government for stronger regulations regarding the environmental impact of cruise ships.
TT7678-1	I think the sea planes make a lot of noise and create pollution. ...
TT8324	I would like to see less cruise ships.
TT9384	We need to reduce cruise ship traffic. We need to encourage cleaner cruise ship fuels. We need to get rid of diesel buses. My house is covered in soot. Get rid of diesel pollution.
<b>Communication</b>	
AA6863	Involve community groups such as the Rowing club more and actually consider their input.
AT4764-1	The GVHA needs to get more input from Victoria residents. They could have more surveys like this go on. Also, the GVHA should have more input from the neighbourhood associations....
AT5456	Better communication between GVHA and the general public.
AT5466	Share the vision in strategic plans with the neighbourhood and the general public.
AT9274-1	More consultation with communities surround the harbour....
PP2998	Not being involved in it, it's hard for me to comment on whether I think they're doing a good job. It's amazing the amount of information those little ferries can give people. I got some of my information about the GVHA from these ferries. I think ther
PP7668	I think we need a lot more dialogue. More contact, leaflets, communication and information sheets should be distributed in the affected communities, mainly lower James Bay, the Songhees land, and Esquimalt. I would have liked to have known in advance ab
PP8363	I would like to see more information in the public forum on the Ogden Point development.
PT7338	They should give us more information about the changes, i.e. signage, current and future work plans for the harbour.
TA4759	There should be a committee for the Victoria Harbour residents that would inform people of what the GVHA is doing so that they could find out what people think of coming changes before the changes are put into place. It would be advantageous to everybody
TP3892	Stakeholders seem to be very conservative and new ideas do not seem to be very welcome. There should be some kind of ongoing forum that engages Victorians to say what kind of city, other than a tourism spot, do they want.
TP6484	The GVHA should do more advertising for events that they are responsible for.

- TP8854 GVHA should communicate public events that would familiarize people with what is available.
- TT2632 I would like to see the GVHA listen to the local population and I would like to see them be more proactive in the community.
- TT7434 GVHA planning should be made more public and have more consultation with the public.

### **GVHA Organization**

- AA2398 Higher profile is necessary with a new leader that is capable of that.
- AP8957 The broader community rather than just the parties involved should have the say on what happens to the harbour. Maybe a new structure which is closer to the provincial, or even the federal government models, might be better suited to governing on some of
- AT4253 They accept and act on the wishes of people with a lot of money and not the average people in the area, it's strictly political.
- AT4764-2 ....As it is, the GVHA seems to be a self-interest body.
- AT4874 Keep the developers away. Sort out the conflict between federal, provincial, and local laws, bylaws, acts, whatever it takes. No one should have absolute rights to water or land. The world was intended to be shared - not dominated by individuals.
- PP3757 James Bay used to be a very nice place to live and the biggest critique I have is the way Ogden Point and Fisherman's Wharf are being managed. In fact, there's quite a lot of hostility and anger down here. It seems GVHA is more of a front organization f
- TT2866 I think they should become more accountable and include some form of James Bay residences on their board for representation.

### **Other Issues**

- AA2288 The Folkfest will be missed and there should be a more spacious venue found for it.
- AA3742 I am a kayaker and I would like to support the continued availability of water access at James Bay Anglers area. I think it is a hard job to look after all of the needs of such a diverse user group in a busy harbour and I think they do a good job. I am
- AA5958 I would not like to see more big boats in the harbour.
- AA9676-2 .... I like the fact that the float planes are still going in and out. The whole harbour is very well run.
- AP7665 I'd like to see more tall ships at the Inner Harbour and in many other places, such as Esquimalt, so people can go and see the ships.
- AT6362 As few regulations as possible within the management Victoria harbour would be ideal.
- AT9274-2 ....and stick to the mandate of supporting marine industry, and as a working harbour.
- PA2424-2 .... I am on the board of S.A.L.T.S. and I feel that it is important that we can continue to operate in the Inner Harbour.....
- PA4235 Promote the residential use of Fisherman's Wharf and keep the moorage rate reasonable
- PA7257-1 The houseboat people seem to be having trouble with increased fees and lease renewals; this needs to be addressed.....

PP3235 Keep the harbour working the way it is.

PP8236 Don't shut down the seaplanes.

PT6987 The GVHA needs to have better coordination between cruise ship arrivals and available shopping and attractions for the visitors when they arrive at night. For example, they should market to the cruise ship industry to decide what is open and not open when

PT7769 I think they should not increase the float home rents so that it is not just for rich people and will be more eclectic.

PT9499-2 .....The little harbour ferries should continue to be maintained as they are. GVHA should be concerned with

TA2362 The parking at Fisherman's Wharf should be free because a lot of people find getting a ticket for parking is inconvenient.

TA2372 I'm sure there are issues but I can't think of anything. It's very beautiful. Naturally, it's not perfect but I spend a lot of time here. I often go down to the Inner Harbour.

TA2497 The Inner Harbour does not need any more traffic or any more big boats coming in.

TA4829 I think GVHA makes it expensive for buskers on the Inner Harbour to operate, too many restrictions.

TA8549 Don't squander the scarce resource of deep water moorage with float homes which don't require deep water moorage and are not a water-related necessity.

TP2457 If you had a large festival in Victoria, such as the World Dragon Boat Festival, that would be beneficial. However, I'm not sure if they'd be able to secure it because of how busy the harbour is. Waiting for the planes and ferries going in and out can be

TP3664 I think that as much as Victoria depends on tourism, the charm and accessibility of the harbour should be available to everyone, not just the wealthy. Everyone should have the same rights and accessibility. I don't want to see the waterfront developed as

TP9247 In regard to Ogden Point they need to decide what is the primary use and not try to pretend that they are going to satisfy everyone's interest. In the zoning part of the plans they have overlapping objectives.

TT6694 I like the management up to now, but would not want to increase the intensity of the mix already using the harbour.

TT6865-2 ....and keep the seaplanes.

TT7253 I feel strongly that the harbour is and should continue to be a working harbour. I'm frightened of too much tourists. There are a lot of people that want to take away the planes and smells. We need the planes and ferries; tourists are the last on the list

#### **Non-Specific**

AP4482 I am very pleased with the overall management of GVHA.

#### **Non-GVHA issues**

AA3375-1 The area where the Coho and the Clipper dock could have better facilities for those waiting and a more beautiful area. There should be more access, commerce and services for those that visit.....

AA4872 I would not mind seeing the marine Museum take over from the Wax Museum. I agree with their position on the new yacht facility. I support the development of a small vessel marina there. I am a boater too.



AA8592 I think it may not be necessary to have a new opening bridge at Johnson Street, as they do not have as much industry there.

AP3589 The Undersea Gardens should be removed since it never changes.

AP3657-2 .... The one thing that I am happy about is that they disallow tall buildings near the Inner Harbour.

AP3892-2 There are four issues not included in the survey that are important to Victorians. The issues are: ....., the new marina, the Undersea Gardens, and where the COHO docks. If they're not included in a survey then the survey doesn't cover the issu

AP4888 Get rid of the marina aquarium and put the Museum where the Wax Museum is.

AT3352-1 One thing I would like to see them not do is get rid of the Coho to bring something else in there. I think it would spoil it because the people that live here are so used to seeing it day after day....

AT8779 I do not know why they do not do away with the Undersea Gardens because it would really open up the Inner Harbour. It is not a drawing card to Victoria for tourists because it is second rate. I think they should move the Maritime Museum to the old CPR t

PA2424-1 There should be no sewage treatment plant located anywhere in Victoria or Esquimalt..... ..

PA2884-2 .... and they should have moved the Undersea Gardens a long time ago.

PA3653 The Victoria Clipper wharf should be improved and made to look more attractive, and maybe a nicer building befitting the beautiful city it's named after.

PA7257-2 ....The proposed new marina is out of scale for the size of Victoria's harbour. We really do not need a another marina in the harbour, especia

PA8429-1 I think that it is shameful that the Belleview Terminal looks as bad as it does. I think the provincial government should put some funding into the development of the terminal.....

PP3642-2 ....The GVHA should let the public know what's going to happen with the closure of the Wax Museum and w

PP9953-2 ....The empty building west of the Clipper docking area should be occupied. Increase the Clipper and the GVHA image via improvement of the facilities.

PT6484-2 ... As well, the Victoria Coho terminal should be enhanced and not moved...

TA4373 The terminal for the Coho should be rebuilt.

TP2837 The GVHA should prevent the sewage plant from being built in the Inner Harbour or anywhere near the Inner Harbour.

TP4533 I am absolutely an integral neighbour of the harbour and live just a block away. I am very satisfied with how things are being managed right now, including the reduction in the high end yacht moorage at the proposed development. I think the GVHA had an

TT2266 I would like to see the Coho/Clipper facilities updated.

TT5475-1 There's no need for a bridge that goes up and down. It's not much of a working harbour anymore.....

**Non-GVHA issues (Marina)**

AA7293 I am one of the people that very much hope the large marina will not be built. My fear is that our lovely, little Inner Harbour will soon look like a puddle if we cover it up with any more with vessels.

AA7325-2 ..... The mega-yacht development issue is not being dealt wi

AA7425 The new marina should not be where it is proposed because of the congestion of all the traffic all at once.

AA8856-1 The GVHA management should go forward with the development of the Songhees Marina.  
...

AA9676-1 We do not need any big luxury yachts at the proposed Songhees marina.....

AP3657-1 For management of Victoria Harbour, my view is that the mega-yacht marina should not be built. ...

AP4534 Do not put the new marina in as the ships will pollute and ruin the view.

AP8348 I just would not like to see big marinas anywhere that cater to huge yachts. If there are huge marinas we will lose access to our waterfront.

PA2424-3 ..... I am opposed to the proposed Songhees marina unles

PA5924 I do not think that the proposed Songhees marina would be safe because it is open to the wind.

PA8429-2 .... I am all for the Songhees Marina.

PA8928-2 ...Scaling back the proposed Songhees marina is good and the two buildings being low is good.

PP7784 I am completely against the proposed marina on the Songhees.

PT3255-2 ....If the new marina development went in, I think that the boundaries set out for it would be overstretched; it would not be possible for the deve

PT7948 I really do not want the marina for the mega yachts. I do not think it is cost effective. It would be very dangerous since there is a lot of traffic there. There are other places for those yachts to go. We have a gorgeous harbour and it should not be f

PT8264 Do not build the mega marina in the harbour.

PT9499-1 Things like access to kayakers or canoers should be maintained instead of blocking them off completely with marinas that have limited use for the public. ....

TA5963 I think taking space away from the Songhees for another marina is not a good idea because it is taking away use of the area for people who sail and have small boats for recreation.

TA7576 I hope the marina always has public access and is not just for wealthy yacht owners.

TA8768 GVHA should take into account the overall usage and not favour big yachts coming from other places. The marina will not bring in that much employment.

TP4486 I am concerned with the new marina. With the new marina, the change in traffic will be difficult. I am especially concerned with the sea planes and the small boat traffic will suffer as well. The whole problem will be out of whack, this is not a place

TT6642 I am against the development of a larger marina facility in the harbour because I think the harbour is already busy enough. Visually, a new marina would ruin the beauty of the harbour. The harbour is too small to handle a huge amount of boats and would

TT6865-1 It is very important not to expand marinas such as the Songhees project....