

**Appendix A  
Letters of Support**

# TOURISM VICTORIA

February 20<sup>th</sup>, 2018

Ross Carroll, B.Sc., M.A.  
Manager of Strategic Real Estate  
City of Victoria  
1 Centennial Square  
Victoria BC  
V8W 1P6

Re: Pilot Project – Capital City Station Bus Depot and BC Transit Downtown Terminal

Dear Mr. Carroll,


I am writing in response to your correspondence dated February 19<sup>th</sup>, 2018, in regards the inter-city terminal pilot project at Capital City Station Bus Depot and BC Transit Downtown Terminal.

Tourism Victoria agrees with the City of Victoria's internal review that the pilot has been successful to date. It has provided a link to the downtown core where a number of hotels and conference business is located. In addition, this location is in close proximity to the Inner Harbour and other modal connections such as Clipper Navigation and Black Ball Ferry Lines. Locating the terminal in this location instead of another location outside the downtown core makes it easier for many tourists and business travellers to transition to their next mode of transportation.

The lower-profile location is an improvement over the previous location. The terminal blends into the surrounding built environment and is an example of this type of business adapting to the surrounding neighbourhood. Incremental services as it relates to luggage storage, the coffee shop and washroom facilities are also an improvement over the previous location. The growth of tourism in Greater Victoria has resulted in a world-renowned tourism brand. Tourists and visitors come from all over the world. A welcoming environment once they arrive in the city is an excellent way tourists and visitors to begin their Victoria experience. The Wilson's Group (a member of Tourism Victoria) has also done an admirable job of managing the terminal.

Tourism Victoria supports the continuation of this project. We have received positive feedback from our members and would strongly support a permanent terminal in this location.

Sincerely,

  
Paul Nursey  
President and CEO

# THE CHAMBER.

GREATER VICTORIA  
CHAMBER OF COMMERCE

February 20, 2018

Mayor Lisa Helps and Council  
City of Victoria  
1 Centennial Square  
Victoria, B.C. V8W 1P6

## Re. Capital City Station bus terminal on Douglas Street

Dear Mayor and Council,

I am writing to express the support of the Greater Victoria Chamber of Commerce for Capital City Station, operated by the Wilson's Group.

The station is the right size for our region and provides high-quality service for our city. The 700 block of Douglas Street has been home to bus terminals that have served our region for many years. Across the street from the Victoria Conference Centre and close to major hotels, it is an ideal spot for visitors and residents.

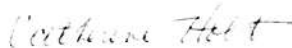
The Wilson's Group have addressed any issues that have arisen and are managing the terminal successfully. The company and its staff have provided excellent service, efficiently mitigating any concern about congestion on the sidewalk or street front.

The station is also a major improvement over the previous bus terminus, providing a better looking aesthetic and user experience. Having a modern, well-run bus station benefits Greater Victoria by creating a great first-impression for tourists and visitors who use the depot as a gateway to our destination.

I have no hesitation in lending the Chamber's support to the Wilson's Group's ongoing operation of Capital City Station.

Please contact me directly if you have any questions.

Sincerely,



Catherine Holt  
Chief Executive Officer  
Greater Victoria Chamber of Commerce

1/2

# **DOWNTOWN Victoria**

Downtown Victoria Business Association  
20 Centennial Square  
Victoria, BC  
V8W 1P7  
(250)386-2238  
info@downtownvictoria.ca

February 26, 2018

Mayor Lisa Helps & Council,  
1 Centennial Square,  
Victoria, BC  
V8W 1P6

Re: Pilot Project: Capital City Station Bus Depot and BC Transit Downtown Terminal

Dear Mayor and Council,

I am writing to express our organization's continued general support for the on-street bus terminal on Douglas Street operated by Wilson's Transportation in cooperation with BC Transit. The terminal is well-located on the southern part of Douglas Street; at that location it is convenient for tourists who are visiting downtown's hotels, businesses, and attractions. Having a commercial transport hub further north on Douglas Street would create barriers between for those tourists who are a large part of downtown's prosperity.

During the pilot period of this project we have not received any unsolicited comments from adjacent businesses about the operations of the terminal. However, in response to the request from the City of Victoria for our comments, we did actively reach out to the businesses on the 700 block of Douglas. Apart from one business, there was general support for the continuation of this pilot. It was noted by all that the loss of parking spots to accommodate the new depot has had some impact. There is a desire to see if additional parking spots could be added to the west side of the block, where the current loading zone is.

We have also had feedback regarding the significant amount of graffiti that continually appears on the old bus depot building. We recognize that this issue is only tangentially related and cannot be blamed on Wilson's Transportation or BC Transit however we note this as feedback from the businesses on the block.

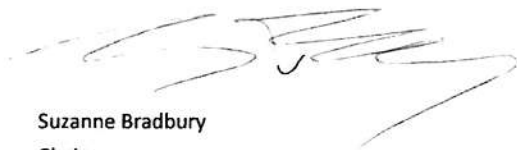
# **DOWNTOWN Victoria**

Downtown Victoria Business Association  
20 Centennial Square  
Victoria, BC  
V8W 1P7  
(250)386-2238  
info@downtownvictoria.ca

We support their request for an extension of their current space.

We hope that in their further operations, they continue to minimize impact on the neighboring buildings and Crystal Gardens. BC Transit has also done a good job of considering the turn-around radiuses on small streets with residential populations, such as Humboldt.

Sincerely,



Suzanne Bradbury  
Chair