

From: "Mochrie, Paul" <[Paul.Mochrie@vancouver.ca](mailto:Paul.Mochrie@vancouver.ca)>

To: ["Direct to Mayor and Council"](#)

Date: 3/6/2025 12:12:24 PM

Subject: Memo - Pilot for Canada Place to Operate One-Way Westbound in 2025

Attachments: Memo - Pilot for Canada Place to Operate One-Way Westbound in 2025.pdf

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Dear Mayor and Council,

Please see the attached memo from Lon LaClaire. A short summary of the memo is as follows:

- To support the cruise ship season, the City, in collaboration with the Port of Vancouver and the Vancouver Convention Centre, will pilot having Canada Place operate one-way westbound between Howe St and Burrard St.
- The pilot will be in place from approximately April to December 2025.
- The changes will simplify traffic operations, improve safety by reducing pedestrian and vehicle conflicts, and enable ride-hailing passengers to be picked up closer to the cruise ship terminal.
- Staff have consulted with key stakeholders on this change, including the taxi industry, tour bus industry, and hotels along Canada Place (Pan Pacific, Fairmont Waterfront and Fairmont Pacific Rim).
- Staff will monitor the operations closely and can make adjustments as needed to address any emerging concerns.

If you have any questions, please feel free to contact Lon LaClaire at 604-873-7336 or [lon.laclaire@vancouver.ca](mailto:lon.laclaire@vancouver.ca).

Best,

Paul

Paul Mochrie (he/him)

City Manager

City of Vancouver

[paul.mochrie@vancouver.ca](mailto:paul.mochrie@vancouver.ca)



The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the x m k y m (Musqueam), S wxwú7mesh (Squamish), and s lilw ta (Tsleil-Waututh) Nations.

## MEMORANDUM

March 6, 2025

TO: Mayor and Council

CC: Paul Mochrie, City Manager  
Armin Amrolia, Deputy City Manager  
Karen Levitt, Deputy City Manager  
Sandra Singh, Deputy City Manager  
Katrina Leckovic, City Clerk  
Maria Pontikis, Chief Communications Officer, CEC  
Teresa Jong, Administration Services Manager, City Manager's Office  
Mellisa Morphy, Director of Policy, Mayor's Office  
Trevor Ford, Chief of Staff, Mayor's Office

FROM: Lon LaClaire  
General Manager, Engineering Services

SUBJECT: Pilot for Canada Place to Operate One-Way Westbound in 2025

RTS #: N/A

To support the cruise ship season, improve safety and address increasing pedestrian and traffic volumes, the City will pilot having Canada Place operate one-way westbound between Howe St and Burrard St. This pilot will be in place from approximately April to December 2025.

Changing to a one-way configuration is anticipated to:

- Reduce vehicle conflicts and simplify traffic operations, particularly at the driveway into/out of the Canada Place cruise ship terminal;
- Improve pedestrian safety at both the Canada Place driveway and mid-block crosswalk by reducing the number of conflict points; and
- Enable ride hailing customers to be picked up closer to the cruise ship terminal.

This change is being implemented with the support of the Port of Vancouver (POV) and the Vancouver Convention Centre (VCC). The pilot will be assessed at the end of 2025 to determine whether to make the pilot permanent or revert the road back to a two-way operation. The final design and curbside regulations are included in Appendix A.

### Background

Staff work closely with POV and VCC to support cruise ship operations each year, with the City installing temporary curbside regulations along Canada Place and Cordova St to manage the

demand from taxis, tour buses, ride hailing vehicles, and other cruise-related traffic. The plans have been refined each year to simplify and clarify signage and improve operations for each group. POV had suggested a one-way operation in the past, and with cruise passenger volumes continuing to grow along with increased use of ride hailing, a larger change is now needed to ensure the cruise ship operations continue to thrive with a safe pedestrian experience.

### **Stakeholder Analysis**

Staff collaborated with POV and VCC to develop this plan and consulted with VPD, SSA Marine, the tour bus industry and hotels along Canada Place (Pan Pacific, Fairmont Waterfront and Fairmont Pacific Rim). After a number of iterations to address access and circulation for each stakeholder, the final design has Canada Place operate one-way westbound between Howe St and Burrard St. Canada Place remains two-way between Burrard St and Thurlow St to facilitate circulation around the Fairmont Pacific Rim. Burrard St remains two-way and northbound Burrard St is accessible from westbound Cordova St. This retains access to VCC via Burrard St or Canada Place and reduces northbound traffic volumes to facilitate left in-left out access to the Fairmont Waterfront's parkade. Overall, the design balances the needs of each stakeholder while striving for improved safety and traffic operations for the neighbourhood as a whole.

### **Ride Hailing**

In support of the one-way pilot, POV has agreed to request that the Passenger Transportation Board (PTB) temporarily remove the geofence that bans ride hailing vehicles from picking up passengers along Canada Place. This geofence has been in place since ride hailing started operations in BC in 2020, due to POV concerns about the traffic impacts it may have on the cruise ship operations. As a result, cruise ship passengers have had to walk several blocks, with their luggage, to the ride hailing pick-up zone on Cordova St (see map in Appendix B). With the removal of the geofence, ride hailing vehicles will be able to pick up passengers on the south side of Canada Place, across the street from the terminal, significantly improving the customer and passenger experience.

### **Communications**

Staff will notify stakeholders directly about this change in traffic operations and will create an information bulletin and social media posts to inform the public. The information will also be posted on the City website.

### **Conclusion**

As this is a pilot, staff will be monitoring operations closely and can adjust the plan if/as needed during the cruise ship season. Should you require any further information, please contact me directly.



Lon LaClaire, M.Eng., P.Eng.  
General Manager, Engineering Services

604.873.7336 | [lon.laclaire@vancouver.ca](mailto:lon.laclaire@vancouver.ca)

## APPENDIX A – 2025 One-Way Circulation and Curbside Plan

Figure 1. One-Way Circulation along Canada Place

### Canada Place - One-way Traffic Circulation Pilot (April 2025 - Dec 2025)

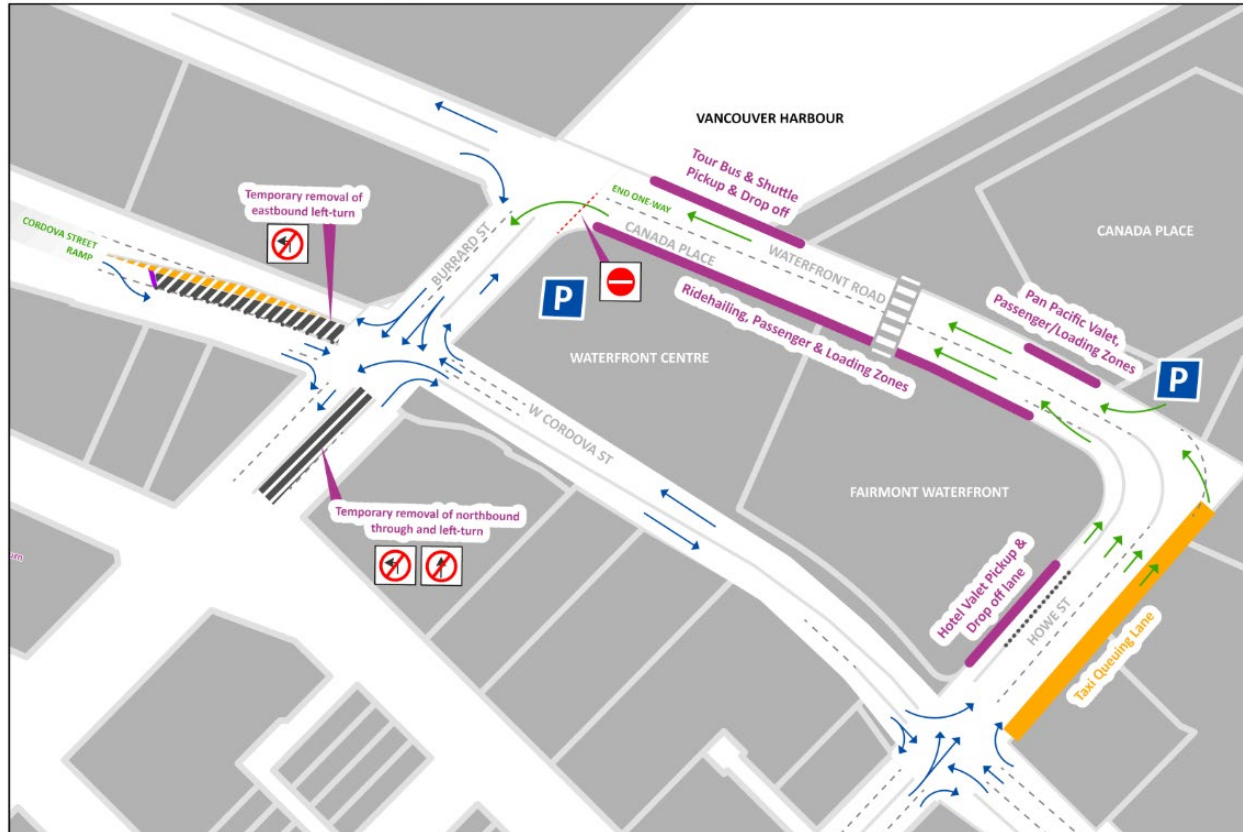


Figure 2. Curbside Zones for 2025 Cruise Ship Season

## 2025 CRUISE SHIP SEASON ON-STREET TOUR BUS AND RIDE HAILING PLAN

Peak & Non-Peak Days (April 1 - October 15)



This map is subject to change, please visit [vancouver.ca/streets-transportation/tour-bus-zones.aspx](https://vancouver.ca/streets-transportation/tour-bus-zones.aspx) for the most up to date curbside maps.



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## APPENDIX B – Curbside Zones for Previous Cruise Ship Seasons

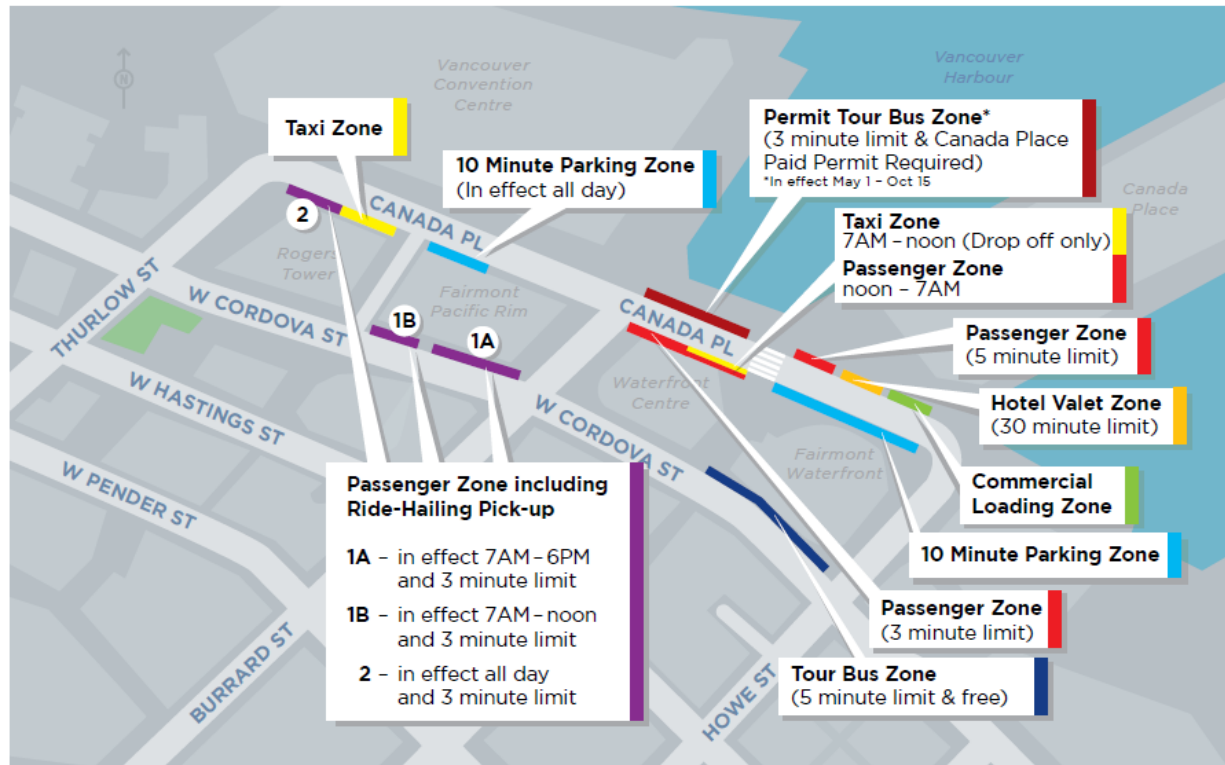
Figure 3. Curbside Zones for 2024 Cruise Ship Season

### CRUISE SHIP SEASON ON-STREET TOUR BUS AND RIDE HAILING PLAN

Off Peak Days (April 1 - October 15)



This map is subject to change, please visit [vancouver.ca/streets-transportation/tour-bus-zones.aspx](https://vancouver.ca/streets-transportation/tour-bus-zones.aspx) for the most up to date curbside maps.



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