

## Exhibit I: Motorcoach Operation Flow

## WHARF AREA MOTORCOACH OPERATIONS FLOW (OCTOBER 2017)

### Purpose

The purpose of this memo is to describe and outline the operational workflow regarding the unloading and loading of groups bound for Entertainment Cruises (EC) which arrive and depart by motorcoach. This memo includes a description of the three operational scenarios, covering off-peak season conditions, peak season conditions, and special events during off-peak season, that were developed in conjunction with EC, The Wharf, ANC 6D, and DDOT. The intent of this memo is to provide a transparent and actionable plan for EC to enact before construction, during construction, and after the opening of Phase 2 of the Wharf, that satisfies all parties and mitigates the impacts of motorcoach operations.

This operations plan will be reviewed regularly by EC, The Wharf, ANC 6D, and DDOT (the “Operations Committee”) to ensure that it continues to satisfy all parties and mitigates the impacts of motorcoach operations. Once operational, regular meetings and observations of EC loading/unloading will take place. Depending on items observed, the operations plans for EC loading/unloading will be revised. Elements of the plan that can be changed include placement of signs and personnel, the amount of loading space reserved, and the materials transmitted to bus drivers or the manner in which bus drivers are communicated with. For example, if more space is determined necessary for proper operations, The Operations Committee will work with DDOT to reserve (on a temporary or permanent basis) more curb space for loading/unloading.

### Operational Scenarios

- Off-peak season
  - Need for EC managed unloading/loading zone(s) that can accommodate 4 to 6 motorcoaches
  - These spaces would be permanent and available for motorcoach unloading/loading year-round
- Peak season
  - Approximately from late March to early July (3-4 months)
  - Need for EC managed unloading/loading zone(s) that can accommodate up to 16 motorcoaches
  - Additional spaces for peak season would be made available via converting metered parking (during off-peak) to EC managed motorcoach loading/unloading zones
- Special event during off-peak season
  - Occasionally during off-peak times, there will be a day when peak conditions are expected (e.g. field trips during the fall)
  - Additional spaces for these special events would be made available via temporary signs (i.e. ‘bagging’ meters) by applying for Public Space Permits

### Notes from Entertainment Cruises Operations Staff

- Many groups use only one or two buses at most, especially during off-peak times. For these groups, it would be best to keep some space as close to EC as possible (e.g. the space in front of M Street Landing).

- During peak though, there are often groups using 4 or more buses at once. The operations plan will work best with EC managed loading/unloading zones are contiguous spaces that will accommodate these groups in the same space. A major issue with splitting up buses in the same group is pedestrian control – having to split up groups school children in the same group isn't easy, and bus drivers and chaperones can get easily confused.
- Thus, EC's recommendation would be to consolidate the majority of the spaces in contiguous groups on westbound Maine Avenue, while maintaining a limited number of spaces on eastbound Maine Avenue as space allows.
- EC thinks that ensuring bus drivers approach from the correct direction is easier than splitting them up into different 'zones'. Emphasis should be placed on grouping contiguous loading/unloading spaces instead of getting an even split eastbound and westbound.

## Year-Round Operations

### Signing & Marking

- Permanent signing and marking for off-peak EC managed loading/unloading zones
- Changeable/removable signing for peak EC managed loading/unloading zones – signs changed for three to four-month peak season

### Communications

- Routing and general loading/unloading information on EC website (for bus drivers and field trip chaperones)
- Direct communication with bus drivers through the tour operators leading up to the day of cruise to detail unloading/loading procedures

### Enforcement

- Permanent signing and marking for off-peak EC managed loading/unloading zones
- Use of Police Officer(s) during peak season to enhance enforcement

### Accessibility

- Cruise boat able-bodied passengers arriving by motorcoach will be picked up and dropped off on Maine Avenue at the defined EC managed loading/unloading zones and will walk through M Street Landing or along surface streets to Pier 4.
- Special needs and senior citizens arriving by van or special needs vehicle from senior/special needs centers, senior/special needs living developments, or similar will be driven by van or their special needs vehicle down Water Street to Pier 4.
- Customers arriving by normal motorcoach who are unable to walk to Pier 4 for any reason will be transported by the golf-cart type EC Patron Access Vehicle either through M Street Landing or along Water Street. This vehicle is not permissible to operate on the public streets (i.e. Maine Avenue SW). The EC Patron Access Vehicle is not provided as a substitute to a special needs van/vehicle which will provide direct access to Pier 4 and is provided as a convenience to EC customers coming from the parking garage or motorcoach and need further assistance.

## Daily Motorcoach Operations Workflow

### Before Day of Cruise

1. Operators contact EC. EC explains bus process and provide the bus plan at the time of booking (can be 6 months to a year prior to cruise date)
2. EC again provides operators with informational handout approximately 30 days before the cruise including maps, routes of arrival, rules and regulations regarding loading/unloading and idling
3. EC to identify operators that will require the use of the EC Patron Access Vehicle (golf-cart type vehicle) or who will be arriving by Special Needs Van/Vehicle. The latter group will be directed to access Pier 4 directly by way of Water Street and the former will utilize the Maine Avenue loading/unloading zones.

### Day of Cruise – Before Arrival of 1<sup>st</sup> Group

4. EC makes sure that all permanent and temporary signs are in place per plans
5. EC deploys staff and uniformed police along Maine Avenue per plans

### Day of Cruise – Arrival Sequence

6. EC staff direct motorcoach to next available unloading space, and greet bus.
7. Upon greeting the bus, EC staff will hand the bus drivers the Bus Plan and expectations for that event.
8. After group unloads, EC staff direct group to the next EC staff member, which directs them to the next EC staff member, on their way to Pier 4 until group arrives at Pier 4, per routing plan

### Day of Cruise – Departure Sequence

9. EC staff receive notice from Cruise that ship is about to dock
10. EC staff wait for group's motorcoach to arrive, greet bus.
11. EC staff message docked ship to begin disembarking group. EC Patron Access Vehicle will be used as necessary to return patrons to Maine Avenue.
12. As group disembarks, they are directed from one EC staff member to the next until they arrive at their motorcoach

### Day of Cruise – After Departure Last Group

13. EC makes sure that all temporary signs are removed and stored for next day