

## Ferry Advisory Committee (FAC) - Record of Meeting

Date:	May 24, 2018
Committee Name:	Northern Sunshine Coast
Routes:	7, 17, 18

### Attendees:

<p>For the FAC:</p> <p><i>Chair(s):</i> Kim Barton-Bridges</p> <p><i>Members</i></p> <ul style="list-style-type: none"><li>• Al Davis, Sandy McCormick</li><li>• Ken White, Jason Rekve</li><li>• Karen Skadsheim, Doug Skinner</li><li>• Diana Mumford</li></ul>	<p>For BCF:</p> <ul style="list-style-type: none"><li>• Jeff West</li><li>• Peter Simpson</li><li>• Jordan Knutsen</li><li>• Al de Koninck</li><li>• Darin Guenette</li></ul>
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### Points of Information/Agreement:

<ol style="list-style-type: none"><li>1. Vessel refits. Queen of Surrey (Jan 28-March 23, 2019); Salish Orca (Oct 15-Nov 13 – Raven will be relief vessel); no refits for NIP prior to end-of-life. FAC relayed that customers are asking for better/larger pet areas to be added during refits, and that if customers are expected to bring their own locks, this should be communicated.</li><li>2. Salish Orca issues. BC Ferries noted that the final air conditioning repairs have been recently completed on the Orca, and the ship is testing the repairs over the next day or two; full menu service is expected soon. Upper deck requests. Terminal staff is accepting all requests for customers who wish to remain in their vehicles, but medical reasons are seen as a priority, and there are no guarantees. Loading/unloading. Crews aim for double lane unload/loading at Little River, and there are some current issues with operating one of the ramps that may cause slight delays. As well, issues with some of the doors are being worked on.</li><li>3. North Island Princess replacement. The Minor47 class vessels are currently under construction and are expected to be completed fall of 2019, for service in early 2020. This will be part of the new, smallest class of vessels in the future fleet.</li><li>4. Texada-Comox direct service. Dock upgrade work will be done at Blubber Bay in Feb/March of 2019, with a goal of the promised pilot for direct service between Comox and Texada to begin in April. BC Ferries is analysing whether the pilot would operate on Wed/Saturdays, and Texada customers would either gain access via reservations or allocations. Sandy noted she feels that reservations may help use available deck space more efficiently than allocations. Note that the dock upgrade will not affect regular service.</li><li>5. Texada communications board. BC Ferries has an electronic signage project that has been</li></ol>
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- under trials at minor terminals, which can receive current updates from the Operations Centre. These are planned for all unstaffed terminals within months. If these screens prove to be successful, there may be an opportunity to look at other options for locations.
6. Route 18 summer schedule change. FAC noted that the peak season demand cannot be met by the current Route 18 schedule. Thus, reinstating a return sailing would meet this heavy demand. The FAC agreed to submit a SSR to relay this request.
  7. Special event planning. Ken has developed a process to submit event information to BC Ferries.
  8. Saltery Bay wi-fi. Current technology in place at the terminal is working fairly well, but may not be sufficient for video downloading.
  9. Horseshoe Bay Terminal Development Plan. This project to develop concepts/designs for the terminal is underway, with a current 'public engagement' process operating online.
  10. Commercial vehicle pricing. FAC asked how the criteria are set for what makes a vehicle commercial; it is gross vehicular weight.
  11. Use of Route 17 for Vancouver traffic. FAC suggests Route 17 has an added sailing from Westview in the morning and end of day (home porting the vessel in Powell River), to reduce traffic that moves through Horseshoe Bay, and provides another option for customers from Powell River. BCF explained they would need to conduct a thorough cost-benefit analysis to understand all the aspects involved.
  12. Paper towels in restrooms. A FAC member suggests paper towels be installed in all restrooms, with a bin near the door. BCF noted that the standard is to install paper towels in terminal restrooms, and Westview will be converted to paper towels in the future. In a related item, BCF reminded that the urinal needed to be removed at Westview when the bathroom was upgraded to accessible standards (ie. there was not enough room for a urinal and allowing wheelchair access).
  13. Sanitary napkin bins. FAC suggests that there should be proper disposal bins in each stall in women's restrooms.
  14. Overloads/delays increasing. FAC has observed that sailings are busier, even outside of the peak season. In a related manner, it was suggested that a recent Orca breakdown resulted in unnecessary discomfort at Little River, and once repaired, could have sailed earlier. BCF noted that the terminal staff missed the mark on offering water and refreshments, and this will improve in future events. BCF noted that there are pros and cons of sailing a vessel earlier than scheduled once repairs are completed. It was suggested BCF consider expanding passenger amenities at Little River for occasions when customers are waiting for longer periods.
  15. FAC term and reappointment. The current FAC term ends December 31, so BC Ferries will be rebuilding all committees beginning later this summer/fall. A reminder that there is a two-term limit. If FAC members have ideas/suggestions for groups to include, please send to BCF.
  16. Misc. Discussion happened around difficulties maximizing accessibility issues on Route 3. The general experience is that Horseshoe Bay staff has not shown much consideration for loading people who need better accessibility on good deck areas. Texada Chamber notes. Cindy Babyn shared desire for many Texada businesses/customers to see a 7-day schedule (ie. Weekend schedule is very limiting). Also, commercial customers find the 'per foot' charge prohibitive. They also request BCF promote the 'last connecting note' (Route 7 to 3) wherever possible to ensure customers are aware. Another suggestion was to make the restrooms at Westview 'unisex'.

Someone noted that 'smoke-free' environments are not being enforced fully.

17. BC Ferries overview. An overview was given on the government review underway, fare discounts, the Performance Term 5 process, fuel costs rising and possible near future reduction/elimination in the current fuel rebate, near record traffic levels and reservations/website changes upcoming. Some general discussion followed.

**Action Items<sup>1</sup>:**

Item	Who	By When
1. Provide rationale for how commercial vehicles are priced to Jason.	Jordan	June
2. Change signage at Westview to indicate 'unisex' usage.	Jordan	By summer

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<sup>1</sup> Significant Service Request (SSR) requiring detailed analysis and formal decisions from BCF should be submitted using the SSR process. Submission of a SSR should be noted as an Action Item.