

Ferry Advisory Committee (FAC) - Record of Meeting

Date:	October 24, 2018
Committee Name:	Southern Sunshine Coast
Routes:	3

Attendees:

<p>For the FAC:</p> <p><i>Chair(s):</i> Diana Mumford</p> <p><i>Members</i></p> <ul style="list-style-type: none"> • Mike Shanks, Ed Steeves, Robin Merriott • Jeremy Valoriote, Mike Shanks • several members of the public 	<p>For BCF:</p> <ul style="list-style-type: none"> • Mark Wilson, Peter Simpson • Doug Hanning • Captain Lance Lomax • Darin Guenette • David Hendry
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Points of Information/Agreement:

<ol style="list-style-type: none"> 1. Correspondence. Several additional pieces of correspondence were noted, above the ones listed on the agenda. BCF has received all these documents. One of these was from a carrier of blood products (at Langdale), who are no longer receiving assured loading. BCF suggested they contact Customer Care to establish a proper process that can be validated. One other note was a request to hold these meetings in the evening once in a while. 2. Langdale parking lot overloads. FAC noted that customers still express concerns around limited parking spots available in the terminal. Current bus service has limited access for some community members, and a previous suggestion to look at setting up park-and-ride options was reiterated. They offered to help BCF on any ideas/initiatives if desired. BCF noted that the lot management recently established is helping minimize abuse or overuse. They also noted that the terminal changes coming in the next couple of years will add some spots (approx. two dozen). 3. Langdale terminal development update. This project has split into two parts, with the first one being the building of an overhead walkway for loading/unloading foot passengers, and the second one the rebuilding of the other 'uplands' part of the terminal (new admin building, etc). Updates from the project manager are placed in local newspapers every month and more info is on BC Ferries' website. As well, both parts of the project will involve further engagement sessions for public input. 4. Upper deck challenges/mixed messages. Transport Canada regulation that requires customers to leave their vehicles if parked on a closed vehicle deck are still frustrating some customers when they have needs to remain in their vehicle, but are not accommodated. BC Ferries continues to try and grant any requests to be loaded on the upper deck...if possible. There may be limited options to try and accommodate request, and reservations/vehicle mix/deck space available are some of the factors that determine
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how this is done. Related note: BCF is considering putting in 'gates' at the tops of stairwells leading to closed decks, as the current netting may not be strong enough deterrents. Future vessel designs may include: no closed decks, pet areas on upper decks, more passenger seating...and other measures to try and help address this issue.

5. Chamber of Commerce request for assured loading. BCF noted that the ferry service caters to many different customer groups (commercial, tourism, commuters, locals, etc) and they do not currently provide priority loading for any specific groups on their other routes as well. There was general agreement that seeking priority for residents is not a supportable idea.
6. Coast Reporter article regarding 'no overloads by 2030'. To clarify this idea, BCF is committed to planning on deploying two vessels on Route 3, thus notably increasing both capacity and sailing frequency. This will reduce heavy demand/overloads. As well, they are working at implementing a program of fare flexibility/prepaid bookings, which will also higher allocations of reservations...and reduce overloads. Note that this program will only start with Routes 1, 2, 30...not 3. BCF recognizes that Route 3's high commuter sector will provide unique, tailored solutions to help spread traffic demand and reduce overloads. BCF thus has a strong focus on Route 3, as the high traffic levels do present strong challenges. Once lessons are learned from other major routes, BCF can look at ideas to move fare flexibility initiatives to Route 3, and this will involve more engagement. To clarify, the 'two-ship solution (2023) and terminal improvements (2019-22)' are happening well prior to 2030.
7. Noise reduction. FAC appreciates that BCF is making notable efforts to mitigate noise created through vessel operations. BCF is working with Transport Canada to minimize noise, and at the same time, are moving ahead with greener/quieter propulsion systems for future vessels.
8. Performance Term 5 submission. BCF submitted documents to the Commissioner at the end of September, including traffic/revenue/cost forecasts. The submission is available on the Commissioner's website for public viewing. The next step is when the Commissioner is due to set the preliminary price caps- to be in place for April 2020 to March 21, 2024 - by the end of March 2019. BCF forecasts and expectations are to see fare increases at approximately the rate of inflation. Route 3 specifically is noted in many of these submission documents. Discussion followed around on-time performance challenges still happening in peak season on Route 3, and BCF noted they are now revisiting opportunities in the summer schedule to improve.
9. Horseshoe Bay redevelopment update. BCF is currently in the design phase for Horseshoe Bay development. The engagement is at the fourth of five engagement stages, with general themes heard through feedback : practical/cost-effective solution, safe/accessible, integrate technology, integrate village with terminal, integrate customer experience. Next phase of public engagement should be in Feb/March of 2019. Construction scheduled to start in approximately 2023, with a three-year timeframe to completion. BCF highlighted that they are focusing on developing a construction plan that will minimize disruption to all routes serviced at the terminal.
10. Safety barrier. A discussion occurred around a safety barrier across a doorway on the vehicle deck during the lowering of a gangway prior to passenger unloading.
11. Current conditions. There was a discussion around how/when the vessel utilization reporting on current conditions operates. BCF explained that the crews do try and efficiently load vehicles without leaving gaps, but that the current conditions figures are

based on point-of-sale data. There may end up with larger spaces than desired between vehicles, and this may through off the current condition calculations, as they use an average ‘space usage’ of 20 feet per vehicle.

12. FAC term and reappointment. Diana thanked her fellow FAC members for their participation and Darin explained the process for resetting the committee memberships (to be in place for January 2019) and sought suggestions for any rep groups that may be missing from the committee. He reminded all that there is a two-term limit.
13. Request for a seniors Experience Card. There are no changes planned for the Experience Card.
14. Horseshoe Bay engagement. Public survey process has closed, and the next public updates/engagement will happen later in the summer/early Fall. BCF received more than 1,200 responses, with strongest response to the themes of technology, flexibility, access and practicality.
15. Public input.
 - i. Gaps in Route 3 schedule. The gap between 7:50 and 10:55 sailings from Horseshoe Bay is a severe hardship for families with needs (sports, kids activities, etc.) in Metro Vancouver. BCF explained that the ‘new schedule’ was designed to meet the significant community demand for a 5:30 pm sailing from Horseshoe Bay, as this was made possible by unique use of the ships, which created a gap in schedule.
 - ii. Engaging with Langdale neighbours. BCF noted that they have increased engagement initiatives and hired a manager to help improve all local consultation, particularly when continuing to work through the terminal development process.
 - iii. Second ferry for Route 3. BCF explained that buying a used vessel to use on Route 3 quicker than the new builds is not financially efficient, and it breaks from the class strategy that provides flexibility.

Action Items¹:

Item	Who	By When
1. Continue to investigate options to augment/replace parking difficulties at Langdale.	David	Be next meeting

¹ 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.