

Ferry Advisory Committee (FAC) - Record of Meeting

Date:	November 9, 2017
Committee Name:	Bowen Island
Routes:	8

Attendees:

For the FAC: <i>Chair(s):</i> Susanna Braund <i>Members</i> <ul style="list-style-type: none"> Melanie Mason, Alison Morse, Emma Chow 	For BCF: <ul style="list-style-type: none"> Mark Wilson, Peter Simpson David Hendry, Chris Morris Lance Lomax (cc), Darin Guenette
--	---

Points of Information/Agreement:

1. New schedule – the new schedules have largely been received positively through the community. The one sailing that may be challenging is that the 5:45 pm sailing is 15 minutes later than it has traditionally been, which may be difficult for those with child care plans. It was agreed that FAC and BCF can review how the new schedule is working, analysing any pinch points, a few months into the New Year.
2. Vessel refit – Queen of Capilano will be in a refit Jan 3 to Feb 4, with the Bowen Queen as a relief vessel. FAC suggests that this plan be communicated asap, so the community is aware early. FAC suggests BCF consider implementing anything they can that may help mitigate overloads with a smaller capacity vessel; including parking discounts, HOV incentives, etc. Also, look at adding an accessible washroom on the deck. Note that if a Facebook post about the refit was issued, BIM/FAC could share this widely.
3. Snug Cove TDP – the plan is scheduled to be undertaken in fiscal year 2019, with work to be done in FY 2021. The washroom building rework is the main part of the project. Engagement will happen with FAC and community during the plan. Related: BIM is planning on erecting a basic covering for scooter parking along the south pier, and they are wondering if BCF may be able to participate/support via funding.
4. Horseshoe Bay terminal development plan (TDP)- BC Ferries will be looking to begin an engagement process around the TDP for Horseshoe Bay terminal soon, as the terminal will need changes/upgrades in the next 5-10 years. The TDP process will begin in 2018, with multiple stages of engagement. The FAC will be provided with information as plans progress.
5. TransLink communications – a recent meeting among BCF/TL/BIM was constructive towards continuing dialogue that can help ensure transit connections at HSB are included in large-scale transportation planning.
6. Sea-to-Sky Transit Corridor – a study has completed, and the report included suggestions that HSB be included as a stop to allow people to transfer between different transit options.

7. Departure inconsistencies – FAC shared details of a couple of incidents where there were inconsistencies of when customers were, or were not, allowed to board a vessel past cut-off/departure. BCF explained that vessel/terminal crews are making decisions based on a wide number of factors in each situation. Thus, there can be a different decision made in two similar situations. Front-line employees are being empowered to use discretion and flexibility with unique customer situations.
8. Ticket info – customers are anxious about not understanding when a fare covers a return trip. FAC suggests that BCF find a way to include “return fare” on the receipt/boarding pass. Also, if “Lanes 67-72” can be printed on the ticket, people would fill the lanes efficiently. Finally, if yellow hash lines were painted at the back of Lane 69, this could prevent blocking of 70 & 71.
9. Loading efficiency – BCF is planning another pilot for double-lane loading at Snug Cove in the New Year to assist flow where it makes sense. Also, FAC asks if BCF could investigate systems to automatically count walk-on passengers, as a way of speeding up loading.
10. BCF software upgrade update – changes noticeable to customers will be implemented within approximately 18 months, including website and point-of-sale changes. A reminder that variable pricing mechanisms will be implemented on the major routes initially.
11. HSB marshalling – FAC wonders why lane assignments ‘outside the booths’ differ from sailing to sailing. BCF noted that how/when traffic is staged in those lanes depends on expected traffic flow (known reservations, etc) coming soon to the booths. Also, the amount of traffic, and which route it is serving, inside the terminal will affect how vehicles should be staged outside the booths.
12. Vessel ops report – preparing for the Jan 2 new schedules, including establishing a new crew watch.
13. Community initiative – there has been discussion on local social media about requesting a way to hold yoga/meditation sessions, or have a puzzle table, on the ferry. More to follow from FAC if this requires any support from BCF.
14. Smoke-free policy– BC Ferries is implementing a smoke-free environment across all terminals/vessels in January 2018. This can be a big change for both customers and employees, and BCF will work at education/awareness to help introduce this policy early.
15. Closed vehicle deck restrictions –A Transport Canada regulation requiring passengers to vacate closed vehicle decks has been implemented in October. The onus of the regulation is on the passenger, so BC Ferries is advising and informing all passengers who are on the closed deck of this responsibility. So far, passenger adherence has been very good. BC Ferries will make best efforts to accommodate requests from customers who wish to be loaded on the open vehicle decks, but there are no guarantees.

Action Items¹:

Item	Who	By When
1. Note any issues/pinch points in the schedule in preparation for a review between BCF/FAC.	BCF	March/April
2. Issue communications (SN, etc) regarding refit period. Note: consider a ‘refit page’, summarizing all aspects of service.	Chris/Lance/ Darin	Completed

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.

3. Send Chris expected dates when traffic marshalling may be advised.	Susanna	Asap
4. Invite Snug Cove TDP team to attend spring FAC meeting.	David	End-Dec
5. Send Darin current plans for 'scooter shelter', so BCF can review for options.	FAC	As relevant
6. Consider sharing 'examples of positive flexibility' with FAC.	Mark	As relevant
7. Enquire into possibility of getting "round-trip" on the ticket.	Mark	As relevant