

Bowen Island Municipality Ferry Advisory Committee Meeting

Overview: Horseshoe Bay Terminal, November 4, 2016

In Attendance:

Committee: Susanna Braund, Jonathan Bell, David Hocking, Melanie Mason, Alison Morse, Doug Hanning

BC Ferries: Mark Collins - VP Strategic Planning and Community Engagement, David Hendry- Strategic Planning Director, Captain Lance Lomax- Marine Superintendent, Chris Morris- Terminal Operations Superintendent, Darin Guenette-Public Affairs Manager

Meeting Highlights:

The objective of the meeting was to: discuss previous issues and explore options for addressing issues brought to the FAC from the community.

The next meeting is planned sometime during spring of 2017.

Issues Summary and Resolution Plan

A. Issue: Additional sailing request

Definition: Summary:

- FAC had sent a submission to Minister Stone, seeking additional Sat/Sun sailings.
- FAC and BIM conducted a survey (on Survey Monkey), noting various impacts due to missing weekend sailing times on islanders.
- BC Ferries will use data/info provided to continue analysis of this request.

BC Ferries Commitment to Resolution: Continue analysis of request from FAC.

Action Plan:

Action	Responsible	Date
Inform FAC on results of request analysis	BCF	Mid-Jan

B. Issue: Draft marshalling handout

Definition: Summary:

- BIM has developed text to help explain queuing procedures at both terminals, and they offered a handout to BC Ferries.
- BC Ferries suggested that instead of trying to hand something out at the ticket booths (slows transaction, may go to those who don't need it), BIM considers developing a rack card and a rack...which could then be provided on Bowen Island for tourists.

- Vehicle direction at Horseshoe Bay is guided by signage, ticket agents and on the website, and BC Ferries needs to keep close oversight on this function.
- Related: FAC suggested BCF ‘paint hash marks’ at the end of Lane 69, in order to ensure vehicles move to Lanes 70/71 correctly.

BC Ferries Commitment to Resolution: none required.

Action Plan:

Action	Responsible	Date
Consider installation of rack on ferry, and in painting hash marks at end of Lane 69	Lance and Chris	As required

C. Issue: Large groups

Definition: Summary:

- Concerns have been expressed that instances happen where large walk-on groups use afternoon sailings from Horseshoe Bay and the vessel ‘hits licence’, thus limiting vehicle loading.
- BC Ferries needs to be informed beforehand when large groups are coming, and these groups have been asked to ‘split sailings’ in the past.
- When large groups are known, vessel can plan to be at maximum licence, but still needs cooperation from the groups.
- Walk-ons are loaded prior to vehicles for safety reasons.

BC Ferries Commitment to Resolution: inform FAC when known large groups are coming.

Action Plan:

Action	Responsible	Date
Let Susanna know when large groups are expected.	Lance	As applicable

D. Issue: Emergency protocols

Definition: Summary:

- BIM is looking to understand BC Ferries protocol in case of a significant emergency (fire, earthquake, etc) – what will ship be doing?
- During such emergencies, Emergency Management BC (EMBC) provides taskings/direction to BC Ferries...and resources assigned as required.
- Susanna noted she will email Mark a specific request, looking for information from the Operations and Security Centre.

In a related point, BC Ferries noted that, in the case of a vessel breakdown, they will aim to repair that vessel as soon as possible...but if not possible, the best available relief vessel will be sought.

BC Ferries Commitment to Resolution: Forward info from OSC.

Action Plan:

Action	Responsible	Date
Forward Susanna OSC info	Mark	When request is received.

E. Issue: Snug Cove double land loading

Definition: Summary:

- The Senior Master noted positive, safe results during trial double lane loading, saving 60-90 seconds each load.
- Analysis continues, but the vessel crews expect to conduct another, longer trial in the near future.
- FAC suggests including use of two wands for clear vehicle direction.

BC Ferries Commitment to Resolution: inform FAC when future trial determined, and ensure crews are aware of ‘double wand’ recommendation.

Action Plan:

Action	Responsible	Date
Inform FAC if future trial happening.	Darin	As applicable

F. Issue: Langdale Berth 1 closure

Definition: Summary:

- Community concerns have been expressed about the increased number of sailings in/out of Horseshoe Bay during the upcoming berth closure period at Langdale.
- BC Ferries is doubling the number of Route 3 sailings, but they will load/unload quicker, as single decking loading will be used.
- In general, the vessel arriving at HSB will have priority to unload over a vessel in berth loading/waiting to load.

BC Ferries Commitment to Resolution: none required.

Action Plan:

Action	Responsible	Date
n/a		

G. Issue: Banking of sailings

Definition: Summary:

- A proposal had been submitted to insert sailings that had been previously removed from the schedule due to cancellations during delays.

- BC Ferries clarified that some cancellations are allowed as part of their contract with the Province, and that Route 8 tends to sail above the minimum levels.
- Regardless, adding sailings in this manner would not be possible as new costs would be incurred.

BC Ferries Commitment to Resolution: none required.

Action Plan:

Action	Responsible	Date
n/a		

H. Issue: ITMP project

Definition: Summary:

- BIM is conducting an ‘integrated transportation master plan’, with a December workshop planned – themes: value of transportation, integration and active transportation.
- Related point. Customers experience difficulties passing through walking gate with scooters safely.

BC Ferries Commitment to Resolution: include scooter navigation difficulties in analysis.

Action Plan:

Action	Responsible	Date
Share ‘scooter difficulty’ with terminal master plan working group.	Mark	As required

I. Issue: Commissioner remarks

Definition: Summary:

- The BC Ferry Commissioner noted a surprise in learning there was currently no passenger-only service operating between Bowen Island and downtown Vancouver.
- Examining foot passenger-only service is part of BC Ferries analysis during strategic planning, however there are already many specialized water taxi services that have not established this service, likely because it is not financially viable.
- Thus, BC Ferries would not likely be able to make this type of service sustainable without financial support from the Province (via a contract) or any other organization.

BC Ferries Commitment to Resolution: none required.

Action Plan:

Action	Responsible	Date
n/a		

J. Issue: Cost sharing

Definition: Summary:

- Chris and Melanie have been working on ideas that may see BC Ferries and BIM share costs of road flaggers during peak traffic times on Bowen Island and details are being worked out.

BC Ferries Commitment to Resolution: none required.

Action Plan:

Action	Responsible	Date
Determine exact amount of cost to be funded by BCF	Chris	Completed – Dec 16

K. Issue: Operations report

Definition: Summary

- Vessel refit: next one is planned for January 2018.
- On-time performance: strong most of the year, but averaged 69% in the summer. Related note: BCF is still working on possible schedule changes for the three routes using Horseshoe Bay, as a way to improve OTP.

BC Ferries Commitment to Resolution: none required.

Action Plan:

Action	Responsible	Date
n/a		

L. Issue: Vehicle discount promotion

Definition: BC Ferries is coordinating a 50% fare discount on passenger vehicles, across all route, at select sailing times, between November 14 and December 18. Details can be found on bcferries.com.

BC Ferries Commitment to Resolution: None required.

Action Plan:

Action	Responsible	Date
n/a		

M. Issue: AEQ restatement

Definition: BC Ferries has recently standardized the calculation of the measurement of area on a deck used to approximate the average space of a vehicle – the AEQ (automobile equivalent). One AEQ is now 2.6 m X 6.1 m of deck space.

This restatement will affect utilization figures, and this fact will be stated in the next report provide to the Ferry Commissioner. The Queen of Capilano’s new AEQ is 87.

BC Ferries input/follow-up: none required.

Action Plan:

Action	Responsible	Date
n/a		

N. Issue: Minor 44 Class project

Definition: BC Ferries is standing up a ‘Minor 44 Class’ project. Highlights include:

- New class of vessels to be the new, smallest class in the fleet
- Two ships built first, with up to five more to follow
- First two vessels to be deployed on Route 18 and 25, allowing retirement of North Island Princess and the Howe Sound Queen, by approximately 2020.
- Vessels to be 44 AEQ and 300 people capacity
- Near Coastal 2 classification; deployable on large variety of routes
- Engagement sessions planned in applicable communities; seeking input on amenities

BC Ferries input/follow-up: none required.

Action Plan:

Action	Responsible	Date
n/a		

O. Issue: FFDEI update

Definition: BC Ferries in continuing work in the Fare Flexibility and Digital Experience Initiative project, with significant updates in point-of-sale, website and ticketing technologies over the next two years. This will in turn allow for dynamic pricing to be offered on the Major routes, followed by the other reservable routes, starting in 2018. The overall goal of this work is to increase discretionary traffic travel by offering discount opportunities in lower utilized sailing times, to interact more efficiently with the customer and to bring in new traffic to the system.

BC Ferries input/follow-up: none required.

Action Plan:

Action	Responsible	Date
n/a		