

Ferry Advisory Committee (FAC) - Record of Meeting

Date:	June 6, 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 Valeriotte, Greg Russell • 13 members of the public 	<p>For BCF:</p> <ul style="list-style-type: none"> • Mark Wilson, Peter Simpson • Chris Morris • Lance Lomax • Darin Guenette • David Hendry
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Points of Information/Agreement:

<ol style="list-style-type: none"> 1. Correspondence. Three additional pieces of correspondence were noted, above the ones listed on the agenda. BCF has received all these documents. 2. Timelines for terminal upgrades/second vessel. FAC had been told previously that it would take approximately five years before BC Ferries can acquire and deploy two vessels and upgrade Horseshoe Bay on this route, and asked for an update. BC Ferries plans on replacing 'major vessels' in five years, of which two of these would be deployed on Route 3. BCF added that the current plan is to have the Queen of Surrey and Oak Bay service Route 3 together full-time, currently planned to begin in spring of 2023. Langdale. The overhead walkway part of the project is being done ahead of the rest of the terminal development, and is expected to be in service late 2019. The remainder of the work is planned to occur in the 2021/22 timeframe. Horseshoe Bay. The development plan is proceeding into early 2019, followed by detailed design for two years, with construction planned in approximately 2024. 3. On-time performance and overloads. BC Ferries noted that on-time performance has increased in 2018 versus the 2017 figures by an average of 12-16%, comparing month to month. Overloads are increasing by approximately 3-4%, but it was agreed that the peak sailing times are where this is most noticeable. BC Ferries is adding sailings 'above contract' to address demand wherever possible, but there are limited options to address the peak demand periods at this point. The FAC noted that the shoulder seasons are when the service becomes the most challenging, as demand in these periods is close to mimicking what is happening in the peak season. Crewing vessels for additional sailings in the peak season has become very challenging.

Peak demand is also being experienced on the other routes to/from Metro Vancouver, and BCF is actively looking at options for adding any service to peak demand periods prior to the new vessel being built.

4. Accessibility issues. FAC hears many comments about: difficulties with wheelchair service, distances between terminals and vessels, getting access near elevators on board, and other similar issues. The general themes are around people in medical conditions that have accessibility needs are finding they are not getting sufficient service at terminals/on ships.

BC Ferries said they strive to provide loading 'near to elevators' for customers with disabled placards or those who self-identify, but this may depend on several factors (mix of vehicles, number of people requesting access, etc). This process has been in place for some time, but it is difficult to guarantee vehicles getting loading positions they desire every time. Bottom line is the FAC is asking BC Ferries to have terminal/vessel employees review practices with a goal of improving consistency in getting customers better access when required.

5. Communications. FAC noted that the website information regarding sailing loads/wait times is not necessarily accurate, because vehicles outside the toll booths are not included. They ask for BCF to find a way to provide more accurate information or to at least include a note that indicates 'traffic outside booths is not counted'. BCF said that both terminals do have a process to estimate when there are enough vehicles outside the booth to result in an overload; done by getting info from traffic flaggers. However, the most accurate indication is fed by the point-of-sale.

FAC suggests it may be more valuable if webcams can show the traffic waiting outside booths. They agreed that a statement indicating 'we are now selling for the XX (time) sailing' makes more sense than just indicating sailing waits.

6. Upper deck loading. On board crews are still informing all customers on the closed decks that it is their responsibility to leave their vehicle. The enforcement is still one based mostly on education/information to the customers; however, BCF does have the ability to issue temporary travel restrictions. BCF reminded the FAC that this restriction is a Transport Canada regulation, not an internal issue.

Customers can still request to not be loaded on a closed deck if they have a need to remain in their vehicle, and terminal/vessel employees will do their best to try and accommodate these requests; medical requests are treated with first priority.

7. Langdale parking. Residents are still frustrated at how often the lot is full. The FAC suggested that a well-designed and coordinated park-and-ride service would be beneficial. BCF reminded the FAC that the Langdale development plan will add a limited number of spots. Robbins has been managing the lot for five weeks now.

8. Recycling/composting on vessels. BCF confirmed that the waste from the ship is unloaded in Langdale and sent to local waste management, and that the project to place new bins (more choices) on ships includes the Queen of Surrey.

9. Reservations on the 5:30 pm sailing. From May to October, customers cannot make a reservation on that sailing. BCF explained that this is because the sailing prior to this is less than one hour earlier, so vehicles cannot be staged at Horseshoe Bay for two sailing so close to each other.

The message on the website booking page indicates 'Full-standby only', and the FAC suggests this wording be changed to be clearer.

10. Waits at HSB. Outside the booths, there are limited facilities (just a few restrooms) and

- the FAC is suggesting BCF find a way to provide hydrating stations, better restrooms, etc during peak times.
11. Request for a seniors Experience Card. There are no changes planned for the Experience Card.
 12. 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.
 13. 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.

Action Items¹:

Item	Who	By When
1. Analyse option of including an indication on 'current conditions' section of the website that indicates to customers only the vehicles that have gone through the booth.	Darin	Be next meeting
2. Look at changing website message about lack of reservations for the 5:30 pm sailing.	Mark	As required

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.