

Ferry Advisory Committee (FAC) - Record of Meeting

Date:	November 3, 2017
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 (cc), Mathew Willson (cc) • 12 members of the public 	<p>For BCF:</p> <ul style="list-style-type: none"> • Mark Collins, Peter Simpson • Chris Morris, Lance Lomax • Darin Guenette • David Hendry
---	--

Points of Information/Agreement:

<ol style="list-style-type: none"> 1. 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. 2. 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. 3. Vessel operations report – Queen of Coquitlam provided additional sailings this past peak season due to strong demand. Note that all sailings that were added to the schedule this past summer will now be planned in next summer’s schedule. New Rte 3 schedule is in effect January 2, 2018, with an expanded operational day. Note that this measure included additional sailings in May/June/Sept periods. This schedule was designed after extensive consultation, and includes key community requests such as key commuter sailing times and expectation of on-time reliability. Related: In the past year, BCF sailed approximately 220 round-trips above the minimum contract level. Queen of Coquitlam will be the relief vessel during the Surrey’s refit next March. Traffic has increased on Rte 3 on average approximately 6% in the past year, with utilization figures also increasing (expected to be approx. low 70’s%). 4. Terminal ops update: no physical changes at Horseshoe Bay and Langdale are planned. Express loading – the practice of leaving space on the vessel in order to meet sailing times is called express loading. This concept aims to find the balance of getting as many vehicles on board without taking extra time to load more vehicles; goal is to leave space for no
--

more than 10 vehicles to help the ship make up time/get back on schedule.

5. Medical priority boarding – Given the high volume of TAPs travel (2000-3000 per month), there is concern amongst some community members about not getting to/from appointments because of busy ferries. Yet, the FAC agrees that it may not make sense to automatically provide all of those customers assured loading, as this will greatly affect the other customers. Note that FAC will reach out to health organizations to determine if the TAPs form can be modified to allow physicians to make short-term decisions on the need for a customer to travel on the next sailing.
6. Communication – Customers experience frustration with inconsistency between the website and ticket booth (HSB) indication of the status of a sailing. BCF noted that the website info is fed by the ticket booth transactions, yet once someone is at the booth, further traffic may have already been processed and moved past the booths. BC Ferries recognizes the unique circumstances of the HSB terminal because of the frequency of vehicles holding outside the ticket booths. BC Ferries is currently working on a dedicated web page that will provide all relevant and up-to-date data relating to Route 3.
7. Waits outside HSB booths – it has been noted that there are few amenities available for customers who are waiting outside the toll booth. BC Ferries does employ traffic controllers outside the booths, who can help if someone has urgent need that cannot be met in that area, as there is not really space to add any new facilities.
8. Langdale parking - Customers have experienced no parking availability at the terminal on a higher frequency, and BC Ferries is aware of the high demand. The rates are very low, and thus attractive for travellers. BC Ferries is not able to enforce parking as strictly as would be required to ensure parking is being used efficiently.
Although the terminal development is expecting to see a modest increase in the number of spots, the most effective plan is therefore to contract a parking enforcement organization and increase the rates to discourage those who are not using the lot efficiently, and work is underway to implement this plan.
BC Ferries is also discussing options for improving transit connectivity, including working with BC Transit, with a goal of exploring park-and-ride options. FAC noted that moving customers towards using buses must include some certainty that the ferries will be on-time, and that bringing the idea of a park-and-ride to the SCR D transportation committee.
9. Transit connectivity – BC Ferries has been working with transit organizations at both HSB and Langdale terminals in understanding the new schedules coming into effect January. Those organizations can plan their bus services depending on expected ferry departures/arrivals.
10. Accessibility report – Sechelt Mayor has suggested that the long walk to the ferry be made more accessible, wheelchair access be improved, and that any other services that could help seniors/mobility challenged customers be sought. BCF and SCR D will work on discussing options/ideas to address these challenges.
11. Langdale TDP – after the rezoning process is complete, the next phases of terminal development will carry on, with engagement sessions to be planned in the new year. A project web page has been live for some time and has recently been updated to help people learn ‘where the project is at’ and ‘when engagement options are coming’.
12. Horseshoe Bay engagement – BC Ferries will be looking to begin an engagement process around the TDP for Horseshoe Bay terminal soon (in 2018), as the terminal will need changes/upgrades in the next 5-10 years. The FAC will be provided with information as plans progress. BC Ferries is still committed longer-term to planning for a two-ship service

on Route 3, and improving HSB terminal is part of that solution.

Action Items¹:

Item	Who	By When
1. Review the medical assured loading process to determine if it can be easier to react to short notice medical needs.	Darin	Be next meeting
2. Coordinate information back to FAC on accessibility options that arise out of discussions with SCRD.	David	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.