

Ferry Advisory Committee (FAC) - Record of Meeting

Date:	May 23, 2017
Committee Name:	Bowen Island
Routes:	8

Attendees:

<p>For the FAC:</p> <p><i>Chair(s):</i> Johnathan Bell (acting)</p> <p><i>Members</i></p> <ul style="list-style-type: none"> • Melanie Mason, Starr Hoerauf • David Hocking, Alison Morse 	<p>For BCF:</p> <ul style="list-style-type: none"> • Mark Collins • Peter Simpson • David Hendry • Chris Morris • Lance Lomax • Darin Guenette
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Points of Information/Agreement:

<ol style="list-style-type: none"> 1. Recently added sailings – discussion occurred around how BC Ferries made the decision to add two week-end return sailings to Route 8 as a two-year pilot. BC Ferries noted that these sailings are above contract, and thus may be removed (with consultation first) in the future if conditions provide that they are not financially sustainable. 2. Schedule change engagement process – Context has been hired by BC Ferries to engage communities as much as possible about what options for changing the sailing schedules for the three routes using Horseshoe Bay. 3. Experience Card – no changes are planned for the process/format of the card in the foreseeable future. 4. Federal funding availability – with new federal funding provided to BC Ferries, this does not affect the current capital plan for Snug Cove Terminal upgrades; this work is planned for 2019/20 calendar years. Community engagement will occur as part of this development plan. BCF still active is finding projects that are ‘at the right stage’ to submit to the Province, as part of the package of projects they are applying to the federal government for funding assistance. 5. Horseshoe Bay terminal development plan (TDP) – BC Ferries aiming at beginning early engagement for this project sometime in fall of 2017. Due to the complexities of the terminal (three routes, geographic restrictions, etc), a large number of stakeholders will be engaged in this process. 6. Loading efficiency – BCF conducted pilot for double-lane loading at Snug Cove, and further investigation can occur, but focus in the short-term needs to be on ‘scheduling analysis’. That is, if the schedule is changed, loading may have more time, and double lane loading may not be required. 7. Drug paraphernalia – ship’s crews provide frequent sweeps of washrooms, at least every
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- sailing.
8. Peak season efficiency – challenges with the physical layout at HSB limit where vehicles can be staged. Generally, one ticket booth is sufficient for timely ticketing of vehicles...so it is rarely necessary to open a second booth.
 Direction by booth staff – vehicles will generally stage into lanes well on their own and a terminal attendant is often there to help fill lanes correctly.
 Student forms – FAC looking for ways to have the ‘student forms’ in advance, but BC Ferries explained that they have not experienced problems with holding up sales/loading. As for large foot passenger levels, if BCF is aware these are expected, they can ensure they are on the maximum license for the vessel. Otherwise, BCF can only react to unexpected surges in passengers and try to adjust the license as quickly as possible.
 9. Lack of clear marshalling – experiences were shared where the loading officer’s direction during loading were ambiguous (ie. Are vehicles being direction to an adjacent lane or to the upper decks?). This issue has been discussed with the on board crews to work on providing unambiguous directions.
 10. Vessel ops report – Jan 2018 (approx. 3 weeks) refit for Capilano, Bowen Queen will provide relief service. BC Ferries may be able to add a mid-day return sailing if it is deemed that the demand may warrant it.
 11. BC Ferries has developed a process to allow FACs to submit requests for any notable service changes to BC Ferries, whereby BC Ferries will receive, analyse and reply to the request within 90 days. A part of this request is a form called the Significant Service Request (SSR) form.
 12. BCF in contract negotiations with a shipyard to design/build the Minor 44 Class vessels; will replace all of our smallest class ships in the future.

Action Items¹:

Item	Who	By When
1. Send Melanie an image or two of Queen of Capilano for including in social media postings.	Darin	Before mid-June
2. Look at possible mitigation measures (shuttles, parking discounts, etc) may be possible/required during refit.	Chris/Peter	Before next meeting
3. Send Melanie a copy of SSR form when sent to Susanna.	Darin	June

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.