

## Ferry Advisory Committee (FAC) - Record of Meeting

Date:	October 20, 2020
Committee Name:	Quadra-Cortes Islands
Routes:	23, 24

### Attendees:

<p>For the FAC:</p> <p><i>Chair(s):</i> Michael Lynch</p> <p><i>Members</i></p> <ul style="list-style-type: none"> <li>• Uschi Kobberling</li> <li>• Jim Abram, Kate Maddigan</li> <li>• Jan Boas, Jackie Unwin</li> <li>• Vincent Martin, Adrienne Mann</li> </ul>	<p>For BCF:</p> <ul style="list-style-type: none"> <li>• Jeff West</li> <li>• Peter Simpson</li> <li>• Al de Koninck</li> <li>• Brian Anderson</li> <li>• Darin Guenette</li> <li>• Mika Desloges</li> </ul>
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### Points of Information/Agreement:

<ol style="list-style-type: none"> <li>1. Cortes Postal truck. Jan noted that the Cortes postal truck conducts a mail transfer at Heriot Bay with Quadra truck, working to load mail/parcels and get back on ferry to Cortes. However, recently some ship crews have not been waiting to allow this quick load/turnaround, thus delaying mail to the island and the driver. Related to this, some members noted a lack of Service Notice receipt indicating when the ferry is running late. Al asked Jan to send him a quick summary of this problem, and he can sort this out with the vessel Senior Master, Capt Nettleton.</li> <li>2. Loading at Cortes. Jan noted that inefficient loading has been happening more often, leaving gaps on deck and vehicles left behind. Al noted he will include this issue in his discussion with Capt Nettleton.</li> <li>3. Recent resident priority request. FAC previously submitted a SSR<sup>1</sup> that would see residents receive priority loading on certain sailings/days during the 2021 peak season. Jeff explained that BCF analysed this request, and determined that they could accommodate this process, but with notable extra costs. Therefore, BCF could not support this process at this time.        Mike noted that the FAC understood this rationale, and added that he wanted to keep this concept/idea in mind as a possibility to revisit when two vessels come into service on Route 23. Kate added that foot passengers have an improved chance of getting on sailings, so if any measures to improve travel for those not in vehicles could be implemented, this would further encourage more foot passengers. For example, if some sort of shuttle bus between the two Quadra terminals were in place, this would greatly help. Discussion followed about how to track the current number of foot passengers leaving Cortes (BCF does not track walk-on traffic, ship crew can only count total number of passengers) and what may be the latent demand if there were efficient ways to travel by foot across</li> </ol>
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Quadra. Kate suggested that BC Ferries could/should consider a more active role in establishing some sort of shuttle.

Brian added that BCF is well aware of the concept of improved travel certainty within several communities, and they are always open to explore options. He noted that any ideas that result in added costs for BCF are challenging to consider at this time.

4. Commercial vehicles on DG sailings. Al noted that Operations has completed risk assessments around whether commercial vehicles could travel on DG sailings, but there has been no corporate decision yet. Brian will follow up with the executive team. Al added that the current protocol allows emergency vehicles to travel on these sailings.
5. Noise complaint at Q Cove during unloading. Jackie noted that after recent discussion with BCF about some loading/unloading noise, BCF took measures that made a huge improvement. However, she noted that metal plates added to the grated areas of the ramp (end of passenger walkway and further down closer to the waiting building) to improve foot passenger safety are rattling. Jeff will get the terminal maintenance team to look into this.
6. Island Class update. Peter reported that the project is on-time or potentially ahead of schedule. The two ships destined for Route 23 should be arriving in Canada mid-2021, with an in-service plan (replacing Powell River Queen) for late 2021. BCF will be planning an engagement process in Jan/Feb 2021, where the vessel attributes will be outlined and schedule options will be reviewed with the FAC and the community. Al noted that the Island Aurora will likely be in the area in early December to trial crossings on Route 23, but will not be customer sailings. Mike shared a complaint he received about the lack of comfort of the seats on these vessels.
7. Cortes FAC vacancies. Mike noted that there are current openings for Cortes members on the FAC, and he expressed a preference to allow the current members to discuss and meet prospective members in person. Darin explained that BCF looks to the FAC for their recommendations/nominations of new members. As well, if FACs wish BCF to run ads/notices to solicit interest, they can do that as well. The FAC will discuss how/when to fill the current vacancies.
8. Miscellaneous discussion. Brian noted that these distance meetings have been working effectively as the pandemic continues to restrict our ability to meet in person, and BC Ferries is always open to meet when the FAC feels makes sense. He encouraged members to send basic operational issues directly to BCF when they happen, as they often can be solved in short order.

**Action Items<sup>1</sup>:**

Item	Who	By When
1. Discuss with Capt Nettleton how to improve efficiency of loading at Heriot Bay and to ensure the postal truck is experiencing a quick turnaround.	Al	end Oct
2. Look into commercial vehicles travel on DG sailings.	Brian	end Oct
3. Have terminal maintenance look into minimizing rattling noise at Q Cove.	Jeff	in progress

<sup>1</sup> 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.