

Ferry Advisory Committee (FAC) - Record of Meeting

Date:	May 28, 2019
Committee Name:	Bowen Island
Routes:	8

Attendees:

<p>For the FAC: <i>Chair(s):</i> Melanie Mason <i>Members</i></p> <ul style="list-style-type: none"> • Johnathan Bell, David Hocking • Murray Atherton, James Glave • Scott Slater, Tanis Braraten • Tyler Davenport, Fenella Jacquet • Javier Estebecorena 	<p>For BCF:</p> <ul style="list-style-type: none"> • Peter Simpson • Doug Hanning • Lance Lomax , Darin Guenette
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Points of Information/Agreement:

<ol style="list-style-type: none"> 1. Snug Cove terminal passenger lounge. FAC sought an estimate on when Snug Cove terminal work, and pre-emptive consultation, would be happening. BCF did not have a timeline for work, but they will ensure the FAC is informed of when the first phase (of three) of engagement is planned. 2. Horseshoe Bay redevelopment. BC Ferries is planning the next phase of engagement for this Terminal Development Plan in September, as they are working in alignment with similar planning process underway with the District of West Vancouver. 3. Summer pre-ticket area marshaling. FAC is concerned about the difficulties experienced at Horseshoe Bay during peak season, as vehicles may end up crossing the lot and confusion/safety problems may arise. They wonder if lane/booth 3 may be used for Bowen, so as to allow straighter access after ticketing. Doug explained that BCF and Van Isle have looked at options for using booth 3 for Bowen traffic, but have identified problems with managing multiple routes at that booth. Included in this was a suggestion for BCF to also strive to provide a consistent staging process as much as possible, so that Bowen customers would know which lane to expect to use. 4. Snug Cove split lane loading review. This was trialed a couple of years ago, and FAC sought an update on ideas. BCF noted that on-time performance has improved to a very high level, so there is little to gain in looking at split-loading vehicles. BCF is still analysing options around whether installing signage to establish this process may be an option. FAC added that they do see value in seeing increased loading efficiency. 5. Express bus service. Bowen Transportation Society is working on purchasing and established this service (operated by Peter King for years) as a more sustainable process,

and a key concern is to know if they would have designated parking consistently. Discussion followed around options for overnight parking at HSB and Jonathan and Doug will meet to talk further.

6. Express bus service and cut-offs. People are still missing passenger ticket sales cut-off times 'by a short amount of time', and the FAC wonders if any flexibility can be given. It was noted that a long-standing procedure has been in place whereby the bus driver contacts the terminal when they expect to arrive near/late of the cut-off...and BCF ticket agents can remain open to help these customers when they arrive.

7. Redlin report and recommendations. The FAC noted that a few of the recommendations from this report were positive, as people have been asking for action on some points for some time.

First, a feasibility study on electrification options. BCF noted that they have targets of moving towards reducing/eliminating fossil fuel usage on all major refits and new builds when possible. They currently have five ships that operate on LNG (much cleaner fuel) and the next two ships to enter service will be diesel-electric propulsion. BC Ferries is working towards any innovations to move to full electric propulsion, but there is currently not sufficient infrastructure in place. This investigation is already part of ship building strategies. What the FAC is asking for is for any more comprehensive information on feasibility and planning to move towards more electrification, this would help the community understand.

Integration with the Clean BC plan. FAC noted that BC Ferries does not currently publish GHG emission stats and how they are moving to address improvements.

Transportation integration. FAC members noted that it would be good to see BC Ferries share as many of their ideas/plans to be flexible enough to move towards increasing passenger carriage over vehicles. BC Ferries replied that they currently have more capacity on vessels for increasing passenger loads, so working towards more passenger (or passenger only) service is not an issue.

8. Vancouver Coastal Health assured loading. Health care professionals visiting Bowen are having occasional challenges in experiencing overloads coming off the island, and spending extra time in lineups affect the number of patients that may be served. So, the request is to look at setting up some sort of assured loading process to get off Bowen Island in a timely fashion. It was noted that the Health Authority has been steered to Bowen Municipality to talk about 'road staging area' near Snug Cove. BCF noted that establishing an assured loading process at HSB will be easy to arrange.
9. Vessel refit plans. The next refit for the Queen of Capilano is scheduled for January 2020, and the FAC is asking if this is an opportunity to look at: passenger only service pilot (Mon-Fri), establishing a second bus for Peter's service, shuttling/tightening the schedule, and discounted parking at HSB. BCF noted that there is no other replacement ferry available other than the Bowen Queen for this upcoming refit, but that this vessel will not be an option for future refits.
10. BCF updates (CST changes, PT5, Fare Flex, new FAC docs, etc).
 - i. Customer Satisfaction Tracking. Darin explained that the Commissioner has asked BCF to review the effectiveness of the CST process in 2017, and to this, BCF is hiring a new research partner soon. A two-phase program will see the development of a new strategy for CST, and to expand both the scope (all routes will be included) and methodology (open online feedback, on board survey and more) of how customer satisfaction is received and measured.

- ii. Performance Term 5 summary. Commissioner has provided his preliminary price cap ruling of 2.3% for the period April 1, 2020 to March 31, 2024. Next steps are analysis and negotiations and contract changes by BCF and the Province. The final price cap needs to be set by September 30, 2019. BCF wants to ensure that the analysis into their capital plan is built into the projections sufficiently for fare caps, and this is part of the discussions that happen during this time.
- iii. Fare flexibility. Implementation is delayed until after the website launches in the fall, but the keys notes are: on Major routes, there will still be some standby travel, there will not be surge pricing, some sailings will be discounted to promote travel. These offerings will apply to the majors, and full implementation will happen in the next 1-2 years.
- iv. System growth concerns. BCF hears community concerns around whether ferry service is robust to handle possible future growth demand, and they are focused on planning for reacting to any changes (upward or downwards) on capacity and demand.
- v. BCF environmental initiatives. In pursuing further corporate responsibility, BCF is working with government on being a leader in minimizing our environmental footprint, including LNG usage, electric propulsion options, etc. BCF is focussed and has a plan to continue to reduce their impacts. In a related matter: two diesel-electric hybrid Island Class vessels will be in operation in 2020 and four more within a few years afterwards. The design allows for a future conversion to full-electric mode.
- vi. Fuel surcharge. BCF is about to implement a fuel surcharge of 1.5% (Northern routes are exempt), as this mechanism serves to mitigate fuel price volatility.

Action Items¹:

Item	Who	By When
1. Let FAC know when Snug Cove TDP engagement is currently planned.	Darin	ongoing
2. Discuss with Van Isle options for using booth 3 for Bowen traffic in peak season. (Done-won't work well).	Doug	Completed
3. Confirm that Coast Mountain drivers still contact HSB if they expect to arrive late of ticket sales cut-off. (Yes)	Doug	Completed
4. Check if BCF can publish GHG emissions stats and plans to address reduction strategies.	Peter	Next meeting
5. Connect Doug and Sujata (V.Coastal Health) to arrange HSB assured loading process.	Darin	Completed
6. Review FAC suggestions for the Capilano refit (including passenger only service).	Peter	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.