

Ferry Advisory Committee (FAC) - Record of Meeting

Date:	May 13, 2019
Committee Name:	Gabriola Island
Route:	19

Attendees:

<p>For the FAC:</p> <p><i>Chair</i></p> <ul style="list-style-type: none"> • Steve Earle <p><i>Members</i></p> <ul style="list-style-type: none"> • Jim Ramsay, Paul O’Sullivan • Heather O’Sullivan, Vanessa Craig • April Vanini, Scott Colbourne 	<p>For BCF:</p> <ul style="list-style-type: none"> • Capt Konrad Dorman (Senior Master) • Peter Simpson (Fleet Operations Strategy) • David Hendry, Darin Guenette (Strat. Plan & Comm Engagement) • John MacDonald, Graeme Fipke (Terminal Operations)
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Points of Agreement/Information:

<p>i. April 2019 sailing restorations. FAC would like to thank BCF for the process of implementing the sailings that were added back to the schedule by BCF and the Province. Discussion followed around the pros/cons of deciding between added the sailings as part of the morning or afternoon schedule.</p> <p>ii. Improving evening service. While determining the new schedule, the community expressed a near-equal desire to add back evening sailings instead of morning times. Thus, it is clear that there is a strong desire to look at improving sailing times in the evening, depending on staff/crew requirements. BCF noted there is an uninterrupted 30-minute crew break requirement for meals. FAC asked if there was an option to close the gap after the 3:45 pm sailing and shift some sailings later after the 6 pm time period. BC Ferries replied that there is definitely opportunity to look at shifting some sailing times, and will analyse specific schedule ideas sent to then by the FAC.</p> <p>iii. Island Class update. BCF is taking delivery of the first two Island Class vessels this fall, for entry into service early 2020. The next four Island Class ships will be built once BCF enters into contact with a shipyard, but two of these vessels are coming to Route 19 and are expected to enter service by spring 2022. Note that the weight limitation of the Island Class vessels are not a concern, as the vessels should not have a problem accepting a number of heavy commercial vehicles and still load non-commercial vehicles.</p> <p>iv. Terminal development update. Both TDPs were recently approved by BCF executive and are published on the website. Timeline for conducting the upgrades is within the next three years (to be completed before March 2023), starting with detailed design process.</p>
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When a construction plan is developed, engagement and information sessions will be coordinated for the community to understand the impact of the work.

v. Oversize vehicle queueing issues. FAC noted there have been recent problems with oversize vehicles slotting themselves into the main line-up in a manner seen as unfair, and they wonder if the oversize area can be done away with and allow oversize vehicles to join the regular line. A problem identified is that there is no mechanism to allow large vehicles when to fairly slot into the line up.

BCF noted that drivers are instructed in Nanaimo to park and then walk the line-up to find the place where they should join. Heather noted that the process needs to be transparent for oversize vehicles and all customers...so the joining process is seen as fair.

There was discussion around communications options, including identifying whether the oversize staging should be removed and adding something to the website. In general, it was agreed that eliminating the current 'oversize staging area' and making those vehicles join the Taylor Bay lineup was not a prudent idea.

vi. Descanso Bay parking lot signage. BCF confirmed that parking limit signs have been refreshed and the crew monitors how long vehicles are parked there. If needed, a towing company will be called to remove vehicles that have been parked there too long.

vii. Taylor Bay Road safety. The FAC has asked twice to have BCF consider adding flaggers to improve safety, and twice BCF has declined; costs, planning involved and establishing this on non-BCF property have been reasons. The FAC has done their own cost calculations that indicate the costs of having flaggers in place at appropriate times is less than fare revenues gained in an average day. They are continually worried about poor driving habits and people getting injured, and will send a summary to Darin for BCF to reconsider. Related point: the FAC has received requests for BCF to install a port-a-potty on Taylor Bay road (near turnaround area), likely year-round. John took a copy of an email.

viii. BCF items. First, the Customer Satisfaction Tracking process. The Commissioner has suggested BCF look at improving the CST process and how the company receives customer feedback. So, BCF will be implementing a two-phase process to expand the number of routes surveyed and feedback methods. Darin will provided updates when required to the FAC. Performance Term 5 submission. 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.

Fare flex process. New website is being launched to allow new functionality changes and how information is presented to the customer. This will allow the inclusion of different fares for sailing times on the major routes. Darin will share an info page demonstrating what the website will look like.

ix. Public comments.

- fare collection. Any consideration for BCF to look at other methods (automated forms, on-board, etc)?

- Taylor Bay Road neighbours. Nearby resident has asked why the announcements are being made while the ferry is in the dock, as they are loud, particularly early mornings. BCF noted that Transport Canada wording actually stipulates these are supposed to be made in dock, but they have tried to make these announcements at different times. Discussion occurred around whether the message could be shortened notably.

- Flaggers. It was reiterated to BCF that flaggers really need to be reconsidered, as the situation is very dangerous. Other speakers added input to how busy/congested/and potentially unsafe this is for all.
- GERTIE bus service. If evening schedule changes are made, Gertie needs to be informed of when changes may be made. BCF noted that no changes are expected prior to Labour Day.
- Oversize vehicles and lineups. It was noted that these vehicles should not be added to the regular lineup, as they are too wide for safety. Suggestions for communicating any process reminders (mark your own place in line) could be sent via Service Notice, the Sounder and even a house mail drop. Discussion followed around options crew members could take to correct 'line-cutters'; includes helpful communication from customers.
- Access on vehicle deck. It was noted that a vehicle was loaded in a lane where an elderly man could not get out of a vehicle, and he wondered if closer consideration could be given to allow mobile restricted customers a way to exit the vehicle. BCF noted that if the attendant is informed 'at the top of the ramp' and they may be able to place the vehicle in a lane that is suitable.
- crew size difference and operating hours for the Island Class. BCF suspects there may one or so fewer crew members on the Island Class, which will be operating one on a 16 hour-day and a 12 hour-day.
- during hot, busy days...could BCF look at setting up temporary shelter for children and others.

Action Items¹:

Item	Who	By When
1. Look at evening sailing changes possible after the FAC sends in ideas to BCF.	Peter	End-June
2. Consider communications and signage improvement that could all understand how oversize vehicle join the lineup.	John	As required
3. Look at options for portable bathrooms on Taylor Bay Road.	John	End-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.