

Ferry Advisory Committee (FAC) - Record of Meeting

Date:	November 5, 2019
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"> • David Croal, Grace Carter, Peter Kosof • Matt McLean, Ali Glencross, Lori Pratt • Paul Kamon, Gary Nohr • Pat Moore, Samantha Haines 	<p>For BCF:</p> <ul style="list-style-type: none"> • Peter Simpson • Doug Hanning • Lance Lomax • Darin Guenette • Brian Anderson • Rhonda Daye, Cheryl Forsyth
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Points of Information/Agreement:

<ol style="list-style-type: none"> 1. Langdale Terminal redevelopment. BCF summarized that they are preparing material and information required to gain all approvals (including the Commissioner). The overhead walkway is still the priority and work would begin on that part of the project after approvals are all gained, which is expected next spring. The walkway would be in service in the fall of 2021. Other project work would follow when able, and with a goal of not disrupting regular operations. 2. Two-ship service. BCF noted that they are still planning on adding a second ship on Route 3 in approximately 2024, but there is no specific draft schedule in design yet. Currently, BCF has some two-ship service in place for shoulder seasons, and this has been added above what was in place in previous years. Discussion followed around how some of the physical constraints of Horseshoe Bay limit what is possible to implement a more efficient, two-ship service on Route 3. BCF confirmed that the upgrades they are planning for both Langdale and Horseshoe Bay are key parts of enabling two-ship service. Diana expressed that, because overloads have been increasing, locals and tourists are becoming discouraged away from the region; thus, getting two-ship service is paramount. BCF noted that having two-ships on the route would not necessarily provide hourly service, as the Queen of Oak Bay and Surrey would have challenges meeting a one-hour full turnaround time. BCF will come to the community in advance of setting the schedules for two-ship service, as this is a good opportunity to work together to develop a schedule that makes sense and is attainable.

Brian expressed that BCF will continue to work on reducing overloads, increasing capacity, improving on-time performance, and suggested that the FAC/community can also let the Province know the value of their role in improving service to the region. Diana agreed that ensuring the Province understands the importance of them supporting better service through service fees is important. Lori added that local government reps do take every opportunity to talk about the Contract with Ministry reps that they can. In a related note, a passenger only service has been raised and considered by the Province.

3. Connectivity between Southern Sunshine Coast and Vancouver Island.

Diana noted that getting to Vancouver Island, in any direction, is cumbersome and takes very long to make multiple sailings (gaps in between can be large). Peter Simpson noted that the Route 3-7 connectivity is a goal, but can only be efficiently scheduled in one direction at a time. BCF experiences very low demand for traffic going to the island 'up the Sunshine Coast'. He noted that the current "L-runs" that are in place between Langdale and Departure Bay help, and that there are no plans to add more. Some further discussion happened around challenges for people who may be trying to get to/from Vancouver Island.

4. Horseshoe Bay Terminal Development Plan components.

Brian provided a basic summary of the reason for the terminal development plan. Process started 18 months ago, and through extensive, multi-phase feedback, BCF has learned what customers want to see how the terminal will look and function in the future. The fourth phase of engagement has been recently completed, with strong support (70+%) in the proposed designs. The upgrade work will be performed in phases, with the first part to improve functionality (second exit lane, improved berth alignments, etc). Discussion happened around finding ways to provide extensive engagement in all affected communities as much as possible. Grace added that whenever any updates can be shared with the FAC (timelines, work plans, etc) this would be very beneficial. Discussion followed around the importance of considering cycling needs in terminal changes.

5. Greening the ferries.

Grace noted there is always a keen community interest to see improvements in becoming more sustainable (ferry fuel, on board practices, etc), as reducing everyone's footprint is important. BCF needs to have cooperation with local governments with respect to recycling and composting, as there needs to be a way to unload waste and compostable items where the ship is home-ported. Discussion followed around how to improve/minimize waste unnecessarily.

BCF noted that they are building vessels (Island Class) that are electric capable, but are awaiting suitable infrastructure and will work with BC Hydro to find ways to progress this technology.

6. Medical assured loading (MAL).

Diana noted that customers are still experiencing difficulties/inconsistencies with how/when to access medical assured loading (MAL) when required. She believes that the shortfall happens when a person travels unexpectedly and/or in short-notice. Rhonda noted that her team coordinates MAL, and they work very closely with Vancouver hospitals to address short-notice release from hospital. She reiterated that MAL process is intended to alleviate wait times for someone who may suffer great discomfort due to a medical procedure/condition, and that MAL letters are now being issued date-specific whenever possible, as abuse has been rising. Physicians can contact BCF in very short-notice, who can then coordinate MAL if appropriate.

More discussion followed around the fact that Sunshine Coast residents rely on advanced health services in Metro Vancouver, and the more clinics and physicians are aware of the MAL process, the better customers can know this service is available when possible. Rhonda added that more detail about MAL will be included with the current information on BCF’s website. They are also working on a more streamlined process for MAL, whereby letters would no longer be necessary, but rather physician offices could arrange with BCF for an appropriate reservation when a customer needs it.

7. BC Ferries new website update.
BCF noted that their website revamp is expected to be launched in early 2020, and that the fare flexibility initiative (dynamic pricing for major routes, depending on demand) will follow soon after. Discussion followed around reservation strategies and how allocation levels are coordinated. As well, both Current Conditions and parking lot info will indicate the percentage of space available on the new website, instead of space ‘taken’ as is now displayed.

8. Route reports.
Diana had forwarded some questions regarding how data is displayed, and these were discussed. BCF noted that peak season overloads are higher in the summer, but this route is not the highest. A report of an overload does not include the number of vehicles overloaded, just that ‘some vehicles’ are left behind.

9. Miscellaneous. Discussions happened around how much BCF (corporate, crew level, etc) communications and cooperation have improved, and the FAC appreciates this.

Action Items¹:

Item	Who	By When
1. Tailor the route reports as asked by the FAC.	Peter	Next meeting

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.