

Ferry Advisory Committee (FAC) - Record of Meeting

Date:	October 18, 2018
Committee Name:	Southern Gulf Islands
Routes:	5, 9

Attendees:

<p>For the FAC:</p> <p><i>Chair(s):</i> Brian Hollingshead, Eva Hage</p> <p><i>Members</i></p> <ul style="list-style-type: none"> • Mike Sywulich, Dave Dryer • David Maude, Roy Moore, Jill Justice • Robert Matson, Anna Dean, Diana King • Harold Swierenga 	<p>For BCF:</p> <ul style="list-style-type: none"> • Jessalyn Kovacs • Peter Simpson • Emma McWalter • Lewis McKay • Sheena Reagan • Darin Guenette
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Points of Information/Agreement:

<ol style="list-style-type: none"> 1. Outstanding issues. FAC noted that some terminal signs are still not indicating both the island and terminal name. Next, Mayne Island signage has not been implemented to help control traffic flowing to the terminal from two different roads. BCF has started the conversation with the Ministry to look at proper signage on Mayne. Pender noted that there is a similar problem near Otter Bay, where two roads are meeting and customers are 'cutting in'. Printed schedules. FAC noted that community members were not pleased that the shoulder season schedules were not available widely because of printing errors. As well, they noted it is difficult to access schedules for the current period. In general, it was noted that many customers in the region still find access to printed schedules as a high priority, as many don't have internet access and/or smart phones. There was general agreement that Routes 4 and 6 can be separated from the other SGI schedules. BC Ferries added that the schedule presentation online will change very soon, as there will be a 'daily view' for each route...instead of just by season. 2. Closed deck restrictions. BCF is still focussed on their role as informing/educating customers, but not enforcement. Transport Canada, as the owner of the regulation, is looking at their options with respect to enforcing the regulation. At a basic level, they could place people on board to enforce and/or they can delegate enforcement to police. In the meantime, the plan to install stairwell gates is being revisited. Pet policy on hot days. Some customers are concerned that leaving pets in vehicles on closed decks can be a heat risk. The suggestion is for BCF to consider options for customers taking pets out of their vehicles to some other spots. 3. Foot passenger reservations. BC Ferries will indeed provide the functionality for customers to make a Route 9 foot passenger reservation online, and this will happen when the new

website is launched within the next couple of months. As well, BCF terminal and vessel teams are continually looking at setting/adjusting the allocation levels for foot passenger reservations. It was generally agreed that customers are accustomed to reserving to the 'maximum capacity' level; i.e. if there are no reservations available, there is no more room on that sailing. Bottom line: the FAC suggests that foot passenger allocations be set to 100% availability, with no 'show-and-go' availability for walk-ons.

BCF noted that the 'standby' allocations among the islands are based on 'average volumes' of traffic experienced.

4. Swartz Bay loading practices. Discussion occurred around how vehicles are loaded (ordering) from how they are staged at Swartz Bay; customers see that vehicles arriving early at the terminal may be loaded after ones arriving earlier. This may even mean someone is overloaded when another customer who has been there earlier makes the sailing. BCF notes that loading of vehicles will not necessarily be in order of arrival; it may depend on what island destination and/or vehicle mix. BCF will continue to focus on trying to maintain equity.
5. Swartz Bay lineups outside booths. Customers are experiencing bottlenecks in getting to the Gulf Islands ticket booth because the Vancouver lanes are backed up. Particularly when SGI customers share Vancouver booths. BCF admits they are experiencing this problem of having SGI customers possibly miss reservations due to bottlenecks and are working on a solution.
6. Reservation change/cancellation fees (Route 9). There are some situations where customers are being charged various fees for changes/cancellations, and are feeling these changes do not make sense/are fair. FAC seeks clarity on exact reasoning for fees, as they suggest the rationale is not sound.
TAPs travel. FAC understands that a credit card taken for TAPs reservations, and suggests there needs to be a clear explanation/communication on BCF website to explain why credit card info is required.
7. Onions on vessels. CUMB used to have onions available for hot dogs, but recently have been removed. Customers have been told this is a new corporate policy. BCF can confirm what is happening here.
8. Commercial reservations; limit of 60 feet. Customers are still experiencing a limit of 60' deck space for commercial reservations on Route 9. BCF explained this is a function of the new 'E-booking' reservation system and thought this had been solved.
9. Through fares. BCF confirmed that foot passengers do need to proceed through the ticketing booths and obtain a boarding pass and be entered in the system. They are working on looking at whether the process can be streamlined.
Process at Tsawwassen. FAC was looking for clarity on how/when TF customers are getting loaded on the vessel, as there may be inconsistencies of when they are staged (when they have a reservation and/or the sailing is not in a possible overload).
Related issue. TF customers have been loaded 'on the ramps' of the CUMB when leaving the islands. NOTE: customers are experiencing inconsistencies with respect to the process (staging/loading) when in an overheight vehicle.
10. Peak season OTP. FAC asked if BCF has ideas for trying to improve OTP in peak season. BCF noted that the only option is to 'expand the schedule' and allow more in-port time. However, this provides a new set of challenges, with transfers and connectivity needing to be kept in mind. So, BCF is looking to very specific peak schedule periods that schedule tweaks may be possible. FAC members suggested that there seems to be times when

- crews are delayed in opening gates/staging vehicles, etc...and this causes delays.
11. Route 5 peak season schedule review. Mayne reps ask to revisit the idea of keeping the shoulder season vessel deployment in place for peak season, but the Pender reps noted that the capacity of CUMB is well used/required in the peak season. FAC recognizes there is a difference of opinion among island reps, so would not suggest a change for now. The next logical opportunity to make schedule changes would likely be with the introduction of a Salish Class vessel on Route 5 in 2020.
 12. Swartz Bay development update. Currently, a revised draft concept (terminal design) has been developed after months of engagement and analysis. BCF is finalized the concept plan and will be sharing this design early in 2019. Currently, construction is slated to begin in two years, but this plan may change as the process continues.
 13. Mayne Queen replacement. In 2020, a new Salish will be moving onto Route 5 and the Cumberland will move to Route 5A...however, BCF will plan on engaging on schedule redesign options prior to this change.
 14. Performance Term 5 update. BCF submitted documents to the Commissioner at the end of September, including traffic/revenue/cost forecasts. The submission is available on the Commissioner’s website for public viewing. The next step is when the Commissioner is due to set the preliminary price caps- to be in place for April 2020 to March 21, 2024 - by the end of March 2019. Further discussion happened around the challenges of forecasting traffic levels for the future, and what may happen with demand on all routes.
 15. FAC term and reappointment. Darin explained process for resetting the committee memberships (to be in place for January 2019) and sought suggestions for any rep groups that may be missing from the committee.
 16. Island round-up.
 - i. Galiano. There are still concerns from truckers in the roadway transfer process at Village Bay, and that the Sturdies Bay turnaround is very troublesome.
 - ii. Pender. BCF confirmed that cut-offs are set at the vehicle that is at the end of line at cut-off time. Wi-fi is still being.
 - iii. Saturna. BC Ferries confirmed that they are still actively researching the ‘short link’ option to move customers via Mayne Island...standby for further. Discussion around the challenges and aspects of this service continued.
 - iv. Mayne. Local health officials are interested in asking BCF to consider a Naloxone unit (now a ‘nasal spray’) at Village Bay.

Action Items¹:

Item	Who	By When
1. Confirm plan for when all signs will be printed with both names.	Jessalyn	As required
2. Let FAC know if foot passenger allocation levels are changed.	Darin	As required ongoing
3. Arrange phone call with Customer Care and co-Chairs, to discuss ‘fees’ related to reservations.	Darin	as soon as reasonable
4. Let Web Service know of suggestion to explain TAPs credit card requirement online.	Darin	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.

5. Ask Catering about why onions are not available on ships.	Darin	COMPLETE
6. Confirm if/why there is a 60' allocation for commercial, Route 9 reservations when booking online.	Darin	COMPLETE
7. Look into through fare issues (staging at TSA, research into 'SGI to TSA' TF options, TF for overloads, etc).	Jessalyn	as required
8. Look into a Naloxone system at Village Bay.	Jessalyn	as required