

# Southern Sunshine Coast Ferry Advisory Committee

## Fall/Winter 2021 Meeting Agenda

Monday, January 17, 2022  
4 pm – 6:30 pm

### Meeting Purpose

- 1. Share information by providing the Ferry Advisory Committee with:**
  - Updates on corporate and route-specific activities, plans and projects
  - Answers and updates on route-specific questions and concerns
  
- 2. Hear feedback and initiate action by:**
  - Hearing from the Ferry Advisory Committee about potential solutions to areas of concern
  - Generating trackable action items and next steps to address areas of concern raised by the Ferry Advisory Committee
  
- 3. Increase transparency and accountability by providing a public venue where:**
  - Community members can observe and hear the information and feedback exchanged between BC Ferries and the Ferry Advisory Committee
  - Actions and solutions to concerns can be identified, recorded, tracked and reported

Topic	Time
Intros and welcome <ul style="list-style-type: none"> <li>• Approval of agenda</li> </ul>	10 mins
<b>BC Ferries Updates</b> <ol style="list-style-type: none"> <li>1. Operational updates               <ul style="list-style-type: none"> <li>• Marine superintendent</li> <li>• Terminals</li> </ul> </li> </ol>	10 mins
<b>Group Discussion</b> <ol style="list-style-type: none"> <li>1. Updates on:               <ul style="list-style-type: none"> <li>• Route 3 Saver Fare Pilot</li> <li>• Two-ship service</li> <li>• Langdale terminal upgrades</li> <li>• Wi-fi at terminals</li> <li>• Encouraging walk-on traffic</li> <li>• FAC review and enhancements</li> <li>• New Customer Experience team</li> </ul> </li> <li>2. Resident priority: priority boarding and/or assured loading</li> <li>3. Medical travel: Medical Assured Loading &amp; TAP priority</li> <li>4. Capacity and On-time-performance: plans for improvements, Coastal Ferry Services Contract update</li> <li>5. Reservations: planned changes, viewing % reservations available by sailing, handling of drive-up customers at Horseshoe Bay</li> <li>6. BC Ferries website and app development: current conditions page, app launch date</li> </ol>	2 hours
Final questions and close	10 mins

Attachments:

**1. Correspondence**

- a. 2021-11-02 Gurholt-Seary, Randi
- b. 2021-10-18 Selzer, Wanda
- c. 2021-10-13 Rowat, Ryan
- d. 2021-08-19 Bell, Karen
- e. 2021-08-19 MacLean, Archie
- f. 2021-08-09 Fournier, Mike
- g. 2021-08-03 Dick, David
- h. 2021-07-31 Weswick, Nicholas

**2. Meeting topic log**

## South Sunshine Coast Ferry Advisory Committee Meeting Topic Log January 2022

**NOTE:** notes summarizing the general discussion of meeting participants is included in the appropriate section of each agenda item in the table below.

Text in black was information sent to all meeting invitees prior to the meeting as part of the agenda. Text in blue are notes taken during the meeting as each item was discussed. Text in red captures a follow up action and parties responsible.

### Meeting attendees:

BC Ferries: Brian Anderson, Capt James Bradley, Mika Desloges, Robert Edwards, Darin Guenette, Doug Hanning, Glen Krauser, Natalie McCall, Carrie McIntosh, Dan McIntosh, Tamara Olson, Peter Simpson

Ministry of Transportation & Infrastructure: Kirk Handrahan

FAC: Anne Cochran, David Croal, Ali Glencross, Paul Kamon, Peter Kosof, Matt McLean, Pat Moore, Diana Mumford, Gary Nohr, Lori Pratt

Public: Bronwyn Beairsto, Miyuki Shinkai, Joanne Bower, Judith Bonkoff, Hayley Potten

Operational Updates	
Marine Superintendent	<ul style="list-style-type: none"> <li>• Queen of Surrey refit: February 7-April 12, 2022. BC Ferries will inform FAC of relief vessel.</li> <li>• <span style="color: blue;">NOTES: Queen of Coquitlam will be relief vessel and most work being done will be non-customer facing.</span></li> </ul>
Terminals	<ul style="list-style-type: none"> <li>• Langdale work: Life extension work for Berth 2 and transfer deck planned to occur in next three years, replacement of Berth 1 planned to occur in next seven years.</li> </ul>

	<ul style="list-style-type: none"> <li>• Horseshoe Bay: Berth 1 closure: Jan 4-March 31, 2022. Rock wall remediation in Route 3 staging lot (flaggers in Lane 10): Jan/Feb to March 18, 2022. New PA system in place December 8, 2021.</li> <li>• Peak season congestion. Terminal Operations acknowledge challenges during peak sailing days/times/seasons, and are working on processes, procedures, information to help alleviate problems and minimize congestion.</li> <li>• <b>NOTES:</b> Current rock wall removal and concrete repair to HSB parkade after a recent rock fall incident; rock fell into the parkade on the east side of terminal loading lot through an opening from above. Work will continue over upcoming weeks, approximately one month.</li> <li>• Parking options include the surface lot outside the terminal building and another lot across the street. Demand is relatively light and there are spaces available. Vehicles that were in the parkade when this incident happened were moved out once it was deemed safe.</li> <li>• FAC request a joint meeting between BC Ferries and SSC, NSC and Gambier-Keats FACs prior to peak season to discuss suggestions to alleviate peak season congestion.</li> <li>• <b>ACTION:</b> Doug and Darin to set up a peak-season planning meeting for Horseshoe Bay.</li> </ul>
<p><b>Group Discussion</b></p>	
<p>Route 3 Saver Fare Pilot update</p>	<ul style="list-style-type: none"> <li>• Pilot has been well received and has increased % of reservations on evening sailings from 10% (2019) to 30% (2021)</li> <li>• We have also noticed an increase in vehicle traffic on the evening sailings.</li> <li>• Indications that Saver Fare will influence travel planning in the future. 54% of respondents to online survey noted the Fare will influence how they travel with BCF in the future, particularly for those with flexibility in their travel plans</li> <li>• Trial ends January 5, 2022</li> <li>• <b>NOTES:</b> Trial is extended through to March 31, and the intention is to carry on Saver Fares through the shoulder and peak seasons. BC Ferries will communicate these Saver fare details in advance.</li> <li>• After the meeting date, changes to Route 3 sailing schedules were made as a result of a crewing shortage on the Departure Bay-Horseshoe Bay route, and the sailing times available for Saver fares on Route 3.</li> </ul>
<p>Two-ship service update</p>	<ul style="list-style-type: none"> <li>• No update on introduction of year-round, two-ship service</li> <li>• Two-ship service will be in place for summer 2022 once again, operating June 23 to September 5, 2022.</li> <li>• BCF continues to work with the Province to explore options to address capacity issues on this route</li> </ul>

	<ul style="list-style-type: none"> <li>• NOTES: Two-ship service operates during the peak season now, and the intent is to maintain this service again this year. Both BC Ferries and the Ministry are aware of concerns and challenges around traffic demands, and will continue discussions on efficient ways to address this. An additional ship into the fleet would be required to enable full-year service using two vessels, which is very costly.</li> <li>• MOTI is looking at capacity demand and challenges across the whole system, and seeking ideas for the next Performance Term.</li> <li>• FAC noted that BC Ferries frequently provides service in excess of Contract requirements and suggests the Contract should be amended to reflect that. MOTI recognizes the importance of communities having certainty of service as noted in the Contract, and they need to ensure any changes to core service will be sustainable using the available assets and resources of BC Ferries and the Province.</li> <li>• Discussion followed around challenges involved in ensuring the Contract is realistic, sustainable and still allows BC Ferries flexibility to respond to changing demand.</li> <li>• Lori sought clarity for which organization has the authority to make changes to the Contract. Kirk clarified this contract includes two parties, both BC Ferries and MOTI, and therefore the two parties needs to agree on changing any terms in this Contract.</li> <li>• Brian added that BC Ferries adds sailings with the current resources as much as possible to respond to increasing demand, but to make structural increases to service require more labour or vessels, and the significant costs involved need to be understood and addressed in the Contract. He noted that the route has peak days/times for demand, and BC Ferries is exploring ways to alleviate/shift this demand without adding these significant costs (for example through the use of SAVER fares).</li> </ul>
Update on Langdale terminal upgrades	<ul style="list-style-type: none"> <li>• Life extension work for Berth 2 and transfer deck planned to occur in next three years</li> <li>• Replacement of Berth 1 planned to occur in next seven years</li> <li>• No other plans for changes at this time.</li> <li>• Plans are constantly reviewed and are subject to change based on financial conditions, service needs etc.</li> </ul>
Update on wi-fi at terminals	<ul style="list-style-type: none"> <li>• Wi-fi is being introduced at 13 terminals, planned completion by July 2022</li> <li>• Horseshoe Bay, Langdale, and Salter Bay terminals already have wi-fi.</li> <li>• Equipment has been received, and installation plan to be made at January 5 project meeting.</li> <li>• NOTES: Langdale's wi-fi service will not be upgraded within the current work.</li> </ul>
Encouraging walk-on traffic	<ul style="list-style-type: none"> <li>• BC Ferries is part of a new integrated transit-ferries working group with the Province of BC, BC Transit and Translink to explore more effective and efficient integration of services now and into the future.</li> </ul>

	<ul style="list-style-type: none"> <li>• NOTES: coming out of the pandemic, the FAC would welcome any efforts to shift demand to more walk-on traffic as a way of alleviating vehicle traffic peaks. Brian agreed that any shift to walk-on traffic is beneficial in many ways. BC Ferries is working closely with BC Transit and Translink to explore options to make foot passenger travel efficient and effective where using a vehicle is not necessary.</li> <li>• Connectivity is a challenge for many walk-ons as late ferries arrive after bus has left, so FAC is hopeful that the working group by BCF and Translink/BC Transit will make improvements.</li> <li>• Services like Uber and car-sharing options will help provide people comfort that they have options to walk-on if transit connections are not available.</li> </ul>
<p>Update on FAC review and enhancements</p>	<ul style="list-style-type: none"> <li>• Commissioner has started her formal review of the FAC process, Chairs and members of the BC Ferries team are being interviewed and involved in this process now</li> <li>• At the same time, BC Ferries is working to identify areas of improvement to the FAC process through the FAC member survey distributed last August, and ongoing meetings with FAC Chairs.</li> <li>• BCF continues to work with FAC Chairs on:             <ul style="list-style-type: none"> <li>○ Increased communication and more opportunities to meet with the FAC membership</li> <li>○ Enhancements to recruitment and onboarding processes</li> <li>○ Review and refresh of Terms of Reference</li> <li>○ Providing more, and more meaningful information to FACs, e.g. route data and performance stats, upcoming projects and plans</li> <li>○ Earlier involvement of FAC in planning and projects</li> <li>○ Enhanced reporting on actions taken as a result of FAC feedback</li> </ul> </li> </ul>
<p>Introducing the new Customer Experience team</p>	<ul style="list-style-type: none"> <li>• BC Ferries has introduced a new Customer Experience team as part of our Marketing Department</li> <li>• This team is focused on identifying and solving common customer pain points across our system</li> <li>• They monitor customer feedback mechanisms, e.g. customer care feedback tracking, feedback from Ferry Advisory Committee members etc. to identify common pain points and then work to bring the right departments together to find and implement solutions</li> <li>• This group is currently working on solutions to make the connection between Routes 7 and 3 easier and more reliable for customers</li> <li>• Mika Desloges is the Customer Experience Manager for Route 3.</li> <li>• NOTES: Mika noted BC Ferries uses data and customer feedback across the system to help address and prioritize solutions. They work with Carrie and Darin to keep informed of issues shared by the FAC. It was agreed that the FAC continue to share comments</li> </ul>

	<p>they may have for Customer Experience with Darin and Carrie, who can engage Mika and Natalie.</p>
<p><b>Resident priority:</b> priority boarding and/or assured loading</p> <p><i>Issues noted in correspondence: Gurholt-Seary, Fournier.</i></p>	<ul style="list-style-type: none"> <li>• We are not pursuing resident priority options at this time, and there are no plans to do so in the near future</li> <li>• This is not a decision BC Ferries can make unilaterally as it has significant impact on accessibility of travel for all users, and could have potentially negative consequences for tourism and visitation to the Sunshine Coast</li> <li>• The Province of BC is aware of the desire for resident priority and BC Ferries continues to work closely with the Province on all matters related to service on Route 3.</li> <li>• <b>NOTES:</b> Brian reiterated that BC Ferries appreciates the concerns here and will do what they can to provide options and flexibility for customers when challenges are presented. This aligns with the previous discussion on shifting demand with fare savings, increasing walk-on traffic and transit connectivity improvements.</li> <li>• This issue was discussed at the August FAC Chairs meeting and no consensus within Chairs was reached for support.</li> <li>• Ali noted that resident priority is important for some coast residents on social media and urges the ministry and BC Ferries to consider what would be required to implement.</li> </ul>
<p><b>Medical travel:</b> Medical Assured Loading &amp; TAP priority</p>	<ul style="list-style-type: none"> <li>• Frustration has been shared from residents trying to travel back and forth to the mainland for medical appointments and procedures. Therefore, is there any opportunity for BCF to address that aspect of travel and lessen the continued complaints?</li> <li>• Medical Assured Travel program coordinated by the Province, and information is available at: <a href="https://www.bcferreries.com/book-sailings/medical-assured-loading">https://www.bcferreries.com/book-sailings/medical-assured-loading</a></li> <li>• Potential enhancements to medical travel and reservations are being discussed between BC Ferries and the Province. FACs to be informed of results of discussions.</li> <li>• <b>NOTES:</b> BC Ferries clarified that the Medical Assured Loading (MAL) process is defined via Ministerial Order and will continue until the Order is rescinded or expires. This program accounts for approximately 150-300 vehicle trips on Route 3 each month.</li> <li>• Residents of the Sunshine Coast also have access to the provincial Travel Assistance Program when travelling for medical reasons. This program accounts for approximately 1,200 to 1,500 vehicle trips on average for Route 3 each month.</li> <li>• Diana noted that the ability to get reservations for shorter notice medical appointment is often not feasible, especially in the busy summer season.</li> </ul>
<p><b>Capacity and On-time-performance:</b> plans for improvements, Coastal Ferry Services Contract update</p>	<ul style="list-style-type: none"> <li>• As above, a second ship is scheduled to provide service June 23 to September 5, 2022.</li> <li>• CFSC update: during the FAC Chairs conversation in August with the Minister, he appeared to understand the challenges of the current contracts and the significant limitations it is having on ferry dependent communities. He talked about the contracts</li> </ul>

<p><i>Issues noted in correspondence: Gurholt-Seary</i></p>	<p>being more 'nimble' and reflective of ferry user needs. Has this conversation filtered down to BCF?</p> <ul style="list-style-type: none"> <li>• NOTES: There are no immediate plans to acquire an additional vessel to provide year-round supplemental service on Route 3. BC Ferries' focus is on operational and pricing options to address peak demand challenges.</li> <li>• Peter advised recent crewing shortages may require BC Ferries to adjust sailing times temporarily on Route 3 in the near term. No reduction in the number of daily departures is expected. If service adjustments are required, BC Ferries will provide as much notice as possible to the FAC and customers.</li> </ul>
<p><b>Reservations:</b> planned changes, viewing % reservations available by sailing, handling of drive-up and foot passenger customers at Horseshoe Bay</p> <p><i>Issues noted in correspondence: Selzer, Rowat, Bell, MacLean, Weswick, Dick.</i></p>	<ul style="list-style-type: none"> <li>• No plans to change allocation rates on each sailing, and flexibility to change the level of each sailing available for reservations. We do release bookable space in stages during peak holiday and summer times, but don't have the system capability to do this at all times. In the meantime, the team are working on concepts to help alleviate reservation challenges.</li> <li>• Reservation allocations by sailing. This request has been put to a working group established for a project on Current Conditions and related information. They're looking at improving all information and are already meeting as a project team. No current timeline for changes/results.</li> <li>• Congestion outside ticket booths at Horseshoe Bay. The Terminal Operations team at HSB are aware of customer frustrations when held outside the booths. Measures they are taking to help mitigate this problem: set vehicle limits in pre-ticketing, extra flaggers, police on highway to help manage traffic. Ideas they are working on: step-by-step guide on what to do outside ticketing, and access highway signage with more messaging during peak times.</li> <li>• NOTES: FAC members suggest a consistent level of reservation allocations across all departures is preferred so that community can plan accordingly. Matt noted that it would be useful to know that every sailing would be reservable and to the same allocation.</li> <li>• BC Ferries noted that schedules are developed using the ship and terminal capabilities and certain sailings do not permit sufficient time to process reservations.</li> <li>• Glen clarified the challenges of staging vehicles both outside the ticketing areas and inside the terminal in the late afternoons. The 5:30 pm departure from Horseshoe Bay is important to clear traffic from the pre-ticketing area as efficiently as possible.</li> <li>• Diana relayed concerns of people staged in the pre-ticketing area (and even backed onto highway) for long periods, particularly with very limited restroom and no other facilities. Drivers cannot leave vehicles as traffic is frequently moved within line. She says this is a real and growing concern for many.</li> </ul>



<p><b>BC Ferries website and app development:</b> current conditions page, app launch date</p>	<ul style="list-style-type: none"> <li>• Recent changes have been made to the Current Conditions site, where Departure/Arrival, webcams and ferry-tracking features all brought under the CC menu. Next steps are work progressing on making as more of the information found on these separate pages all together on the CC page.</li> <li>• Frequent website upgrades are made as revisions. Next revisions (#79) is expected to be live approximately end-January 2022. Highlights of this revisions TBC soon.</li> <li>• Feedback on lack of specific information coming in Service Notices when two ships are serving Route 3 has been noted, and OSC is including process of including 'next port' of a delayed vessel as part of SN templates.</li> <li>• App launch is set for 2022, with focus group research and design changes still underway.</li> <li>• <b>NOTES:</b> Diana noted that Current Conditions problems/inaccuracies are still being experienced by customers. Sailings are showing as departed online when they are still in dock, and sometimes sailings are shown as full when they are not.</li> <li>• The "L-run" sailings – those performed by the vessel service both Route 2 and Route 3 – are problematic because the vessel status is only shown on the current route it is servicing.</li> <li>• BC Ferries welcomes all specific examples of problems with Current Conditions information, as this can help the teams involved troubleshoot.</li> </ul>
<p><b>Questions and comments</b></p>	<ul style="list-style-type: none"> <li>• Jo: suggestions for improving foot passenger traffic: improve the parking machines at Langdale, bus stops near the water at Langdale are cold/uncomfortable. Specifically: make foot passenger travel/connections convenient particularly in the afternoons returning to the Sunshine Coast region, as people want to get back home efficiently.</li> <li>• Other ideas included adding walls to that bus stop to block wind and weather.</li> <li>• BC Ferries app development: progress continues and this team is nearing the stage where they are finalizing app design and getting ready to launch it.</li> <li>• BC Ferries capital plan: Brian confirmed that the effects of the pandemic required BC Ferries to defer discretionary projects. Now prioritizing and restarting those projects, as appropriate. Updates on projects supporting Route 3 will be communicated shortly.</li> <li>• Meeting frequency. BC Ferries is keen on addressing issues in meetings with the FAC in a more flexible and responsive manner, and are open to planning the next meeting with the committee as required.</li> </ul>