

Chemainus-Thetis-Penelakut Ferry Advisory Committee

June 2022 Meeting Agenda

Thursday, June 16, 2022, 10:30 am – 1 pm

Best Western Chemainus Hotel

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
Territorial acknowledgement	
Intros and welcome <ul style="list-style-type: none"> • Note: introduce new BC Ferries representatives and re-acquaint all attendees. • Approval of agenda 	10 mins
Information section <ol style="list-style-type: none"> 1. BC Ferries Operational updates <ul style="list-style-type: none"> • Marine superintendent • Terminals 2. FAC review and enhancements 3. Website/app update 	25 mins
Discussion section <ol style="list-style-type: none"> 1. Hudson Island speed reduction 2. Commercial vehicles on Dangerous Cargo sailings 3. Next Kuper refit 4. Vessel replacement plans 5. Service Notices 6. Open discussion 	1 hr, 45 min
Final questions and close	10 mins

BC Ferries acknowledges and respects the territories of Indigenous peoples on whose beautiful lands and waters our ships, offices, terminals, and work sites operate along. We acknowledge, with gratitude, the Stz'uminus First Nation, Puneluxutth (Penelakut) Tribe and the Hul'qumi'num speaking peoples, on whose traditional territory we meet on today.

Chemainus-Thetis-Penelakut Ferry Advisory Committee Meeting Topic Log

June 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 Claudiu Raduta, Peter Simpson, Carrie McIntosh, Tamara Olson, Cam Hillis, Darin Guenette

Ministry of Transportation & Infrastructure: Kirk Handrahan

FAC: Keith Rush, Ken Hunter, Anne-Marie Koeppen, Selena Hayes, Ken Thomas

Information Section	
Marine Superintendent	<ul style="list-style-type: none"> • Capt Claudiu Raduta (claudiu.raduta@bcferries.com) is currently the Marine Superintendent for the Thetis-Chemainus-Penelakut route. • Vessel refit: October 11-December 4, 2023. Refit vessel will be the Kahloke. • BC Ferries is taking steps to improve on-time performance. • There are still challenges with filling Master positions, and lack of accommodations options on Thetis Island is a challenge. Discussion followed around education and training requirements for employment on vessels.
Terminals	<ul style="list-style-type: none"> • Cam Hillis (camrin.hillis@bcferries.com) is Regional Manager, Terminal Operations for Southern Gulf Island based at Swartz Bay terminal. • Terminal operations introduced some changes (lane guidance, coloured cards) last year to improve on-time performance. The intent of using coloured cards is to help ship members load vehicles for each island efficiently. The expectation to continue using the cards will be

	<p>communicated to terminal staff. A full complement of terminal staff is secured for the peak season.</p>
<p>Update on FAC review and enhancements</p>	<ul style="list-style-type: none"> • Commissioner has completed her formal review of the FAC process, and a report is expected soon. • 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. • BCF continues to work with FAC Chairs on: <ul style="list-style-type: none"> ○ Increased communication and more opportunities to meet with the FAC membership ○ Enhancements to recruitment and onboarding processes ○ Review and refresh of Terms of Reference ○ Providing more, and more meaningful information to FACs, e.g. route data and performance stats, upcoming projects and plans ○ Earlier involvement of FAC in planning and projects • Enhanced reporting on actions taken as a result of FAC feedback. • Information sessions are planned for all FAC members on June 15 and 16, and work is underway for the next survey. • Generally, more communications channels/material have been developed and offered to the FACs, with a goal of improving knowledge sharing. • BC Ferries has developed new route reports, with various information on operations and other issues related to the FAC routes. Was there any feedback from the group on these reports?
<p>BC Ferries website and app development: current conditions page, app launch date</p>	<ul style="list-style-type: none"> • Recent changes have been made to the Current Conditions site, where Departure/Arrival, webcams and ferry-tracking features all brought under the CC menu, with frequent website upgrades are made as revisions. • App launch is set in summer of 2022, with focus group research and design changes still underway, with an 'app demo' planned as part of the June 15/16 information sessions for all FAC reps. • Schedule presentation improvements from the app will be adapted to the full website as well. • Related: BC Ferries will soon launch fare discounts for many inter-island routes, to be in place for this summer. Reductions of 75% will be available on select sailings on many routes.
<p>Discussion Section</p>	
<p>Hudson Island speed reduction</p>	<ul style="list-style-type: none"> • FAC seeking details on this procedure change; where speed reductions starts/ends, how much slower vessel goes, is it a trial or permanent change, etc. How is the schedule affected, and are changes required? • Chief Brown requested that this issue be discussed further, as it was unfair to expect residents on both islands to experience delayed service for the benefit of Hudson residents.

	<ul style="list-style-type: none"> • Background: residents on Hudson Island expressed concerns last fall about wake/erosion from the ferry. They requested a speed reduction to help minimize this effect. • The ship's Master issued a directive requiring the ship to slow during the island passage, and this has added 3-4 minutes to the sailing. Captain Raduta has spoken recently with the island resident who brought forth concerns, explaining how the team has assessed this speed reduction and the effects on operations. • This change was intended to be a trial, although the residents expect it to be a full-time process. During the assessment, there was found to be little wake difference between speed changes from the ship side, and Captain Raduta will visit the island to experience conditions under both speeds. • This speed reduction is affecting on time performance. FAC members identified that customers would like to see the ship remain on-time by concluding the trial if there is no noticeable impact on wake by slowing down. • ACTION: Captain Raduta (along with a member from the FAC) will visit with this island resident, share how this change impacts ferry operations and observe impact of wake under speed conditions.
<p>Commercial vehicles on Dangerous Cargo sailings</p>	<ul style="list-style-type: none"> • FAC seeking status of this initiative. • We have recently re-hired a manager (Steve Nussbaum) from retirement, who started a few weeks ago and will be working on addressing operational challenges that need to be met to allow a consistent process for all routes (updates to follow – likely 3 to 6 months). • Challenges include: if/how to reserve these customers on DG sailings, what to do at unstaffed terminals, incentivizing/communicating with customers, etc. • Steve is looking at the check-in process and goal would be to start a trial on Route 6 (Crofton-Vesuvius Bay) as early as July. This may present an opportunity to at least move some vehicles away from busier sailings. • Keith noted that a builder on Thetis has expressed interest in moving concrete trucks on the DC sailings if this is an option. • Discussion followed around setting conditions for booking to these sailings that would make sense for commercial customers and not interfere with the DC customers.
<p>Next refit for Kuper</p>	<ul style="list-style-type: none"> • As noted above, the refit period is set for October to December 2023, with the Kahloke slated as the relief vessel. It was noted that the only vessels that fit in the berths are <i>Kuper</i> and <i>Kahloke</i>. Peter explained the considerations involved with determining relief vessel options, such as crewing, dock fits and vessel availability. • The cycle for all vessels for refits is every five years. • Related discussion on preparations required to support moving an Island Class vessel onto the route. This included significant upgrades to two of the three terminals. However, if there was support in revisiting an option of building a bridge between the islands, this would provide an

	<p>opportunity to increase capacity and improve efficiency with a ferry (Island Class) sailing between Chemainus and just one of the islands.</p>
<p>Service Notices</p>	<ul style="list-style-type: none"> • Accuracy and timeliness of Service Notices has been a concern. • There are new staff in the Operations & Security Centre dedicated to supporting and issuing Service Notices; their hours of work have been expanded to better capture early morning/late evening changes • The OSC team are developing new standard procedures, as additional staff and hours make more things possible. • A reminder that SNs are either written from scratch or based on templates, and there are limited human resources in the OSC to be reactive and timely during busy times. • BC Ferries is exploring technology that allows more proactive identification of delays; this is longer term, but in the works. • The mobile app being launched soon will also open new possibilities for push notification of delays etc.
<p>Open/public discussion/comments</p>	<ul style="list-style-type: none"> • Experience Card. It's understood that there is just one photo on the Experience Card each time it is developed. BC Ferries is looking at phasing out the card itself, so there is little value in looking at customizing them or making changes. • Selena pointed out that, if the card is removed, some people who need to access discounts may not have mobile access. • Lane widening at Penelakut terminal. Ken Thomas noted the Penelakut are interested in discussing widening the holding lanes near the terminal. It is particular restrictive during busy times, and even worse with large commercial vehicles in the area. • ACTION: BC Ferries will connect with the Penelakut Band to discuss options to change the road in front of the Band Office. • ACTION: Cam will connect with the Band to visit the site and discuss options around landscaping near the terminal to reduce rain effects. • Kuper vessel renaming. BC Ferries is aware of community interest in renaming the ship, Ken Thomas added that a name change would be much appreciated. ACTION: Carrie is working on internal analysis to consider if/how this could be done, including a meeting with Kelly Bannister, who has close connections and background on Penelakut Tribe. • Special events. There is an event on Penelakut on June 21 (Indigenous People's Day). As well, plans are underway for a memorial/awareness walk (all are invited), likely in August.