

Southern Sunshine Coast Ferry Advisory Committee

Fall/Winter 2022 Meeting Agenda

Virtual

Thursday, October 27th, 2022 - 6:00pm – 8:00pm

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"> • Approval of agenda 	10 mins
BC Ferries Updates <ol style="list-style-type: none"> 1. Operational updates <ul style="list-style-type: none"> • Marine superintendent • Terminals 	10 mins
Group Discussion <ol style="list-style-type: none"> 1. Overloads 2. On-time-performance 3. Travel uncertainty 4. BC Ferries website and app development: current conditions page, service notices, app launch date 5. Route 3- 7 Connections – advertorial 6. Residents Priority 7. TAPS 8. Performance Term 6 	1.5 hours
Final questions and close	10 mins

Note: Public comments and/or questions are welcome at the end of the meeting – time allowing.

Attachments:

1. Meeting topic log

South Sunshine Coast Ferry Advisory Committee Meeting Topic Log October 27, 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, Brent Rudolfsen, Robert Edwards, Glen Krauser, Natalie McCall, Rebecca Jamieson, Carrie McIntosh, Tamara Olson

FAC: Anne Cochran, David Croal, Paul Kamon, Peter Kosof, Matt McLean, Diana Mumford (Chair), Gary Nohr, Lori Pratt, Grace Carter

Public: Alton Toth

Operational Updates	
Marine Superintendent	<p><i>Queen of Surrey</i> refit: February 22, 2023- March 23, 2023. The <i>Queen of Coquitlam</i> will be the relief vessel on the route during this time. Confirmed <i>Queen of Coquitlam</i> has the same capacity as the <i>Queen of Surrey</i>. Refits are scheduled due to regulatory requirements.</p>

Terminals	<ul style="list-style-type: none">• Langdale work: In the next few years work expected for Langdale terminal includes:<ul style="list-style-type: none">- Life Extend Transfer Deck estimated completion early 2023- Work is being completed during the night time hours- Berth 2 - Life Extension estimated completion Spring 2024- Berth 1 – Replacement estimated completion 2027- New disposal regulations for food waste is now in place <p>Langdale Terminal upgrades: BCF team to provide update on status</p> <ul style="list-style-type: none">• Horseshoe Bay work: In the next 3 years, work expected for HSB terminal include:<ul style="list-style-type: none">- Dolphin Life Extensions estimated completion early 2023• Berth 2 & 3 - estimated completion Summer 2024• Rock Face Remediation - Phase 2 estimated completion 2025• Berth 3 is closed October 24 – November 22. Require night diving work at the Terminal. Impacts of closure is to commercial traffic staging. To help mitigate this staffing and traffic management has been increased.• Berth 2 work is being completed. Some delays were felt during the closure due to divers in the water during the work, which meant a slower entrance into the berths from the vessels• Planning for Route 2 reservations pilot that will help to reduce berth congestion and improve efficiency of traffic flow next peak season is ongoing.• Possible moving of a supplementary vessel for Route 2 to Tsawwassen terminal in the summer only to free up space and help on time performance. No dates announced.<ul style="list-style-type: none">- Queen of Coquitlam is on the route, when no L run is in place
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<p>Community Relations – FAC updates</p>	<ul style="list-style-type: none"> • Hiring of a Community Relations Manager. Candidates are being interviewed the week of October 17. Anticipate having a Manager in place in November. We will keep the FACs posted once the position is filled. Terms of Reference / Commissioner’s Recommendations. <ul style="list-style-type: none"> ○ Community Relations Manager role will be an expanded role to help connect with the broader community on a regular basis ○ FAC will be involved in future plans for community relations plans ○ FAC Chairs met with BCF, BCF Board, BCF Executive and Commissioner in August and has been part of the conversations around how to continue moving forward • We have established a two-year rolling term for FAC members with no maximum limit. This allows for a regular review to see how members are feeling and how things are working, while respecting it is difficult to replace members and that there is value in hanging on to experienced members who are interested in continuing. • We are having additional discussions with the Commissioners about the FAC Terms of Reference to better understand their recommendations and discuss ideas for how to advance them. <ul style="list-style-type: none"> ○ Term ends at the end of the calendar year (December) New application forms will be sent out by FAC Chair for review. ○ Applications are welcome anytime – D. Mumford has application forms and can send out to anyone interested ○ Community event on November 23rd will have a table for FAC information with application forms on hand
<p>Customer Experience</p>	<ul style="list-style-type: none"> • Customer Experience Manager for RT3 - Rebecca Jamieson
<p>Group Discussion</p>	
<p>Overloads</p>	<p>Count for overloads</p> <ul style="list-style-type: none"> • Overloaded traffic inside the terminal (ticketed) is shown in our reports and the traffic in the pre-ticketing area (not-ticketed) is estimated and also recorded • Langdale uses the same process for the overflow lot. Both are combined with the overload inside the terminal to come up with a total overload count. • We have reached out to MOTI highways about the pre-ticketing area to see if they are open to allowing us to provide additional amenities such as washrooms in this area. We are waiting to hear back. • This year we saw improvements in traffic backups on the highway with the exception of two mechanical issues that caused delays. <ul style="list-style-type: none"> ○ Washroom facilities above the toll booth are a major concern from the community. G. Krauser has reached out to Ministry of Transportation to discuss what improvements

	<p>can be made to the facilities in the area. This area is not BC Ferries property and changes would need to be made by MOTI.</p> <p>G. Krauser will report back and Community Relations will share with FAC and community</p> <ul style="list-style-type: none"> ○ Customers are only turned away during peak times and days to avoid going onto the highway due to high safety concerns and is the last resort for traffic staging. Route 2 reservation pilot would help with the staging and terminal congestion. ○ FAC stated that turning away customers garners lots of angst and frustration for customers.
<p>On-time-performance</p>	<p>Horseshoe Bay terminal presents unique challenges for achieving on-time performance. Actions were taken this year to help mitigate these challenges.</p> <ul style="list-style-type: none"> • Expanded schedules were introduced on the Horseshoe Bay–Langdale route to give more time between sailings and improve on-time performance. These schedule adjustments better reflected actual sailing times. • Operational procedures, like loading and unloading were updated and constantly monitored and adjusted to improve efficiency. • Summer #1 schedule was also extended into Fall shoulder same as spring shoulder • A major contributing factor for the OTP this year was extended berth closures leaving only 2 operational berths and higher instances of conflicts/ berth congestion. • The summer sailing schedule on the Horseshoe Bay–Langdale route started earlier in the year. • Next year we will start the summer sailing times at spring break. <p>Recent OTP considerations:</p> <ul style="list-style-type: none"> • Commercial traffic is up 20-30% over 2019 and remain high which impacts loading time and OTP • Bowen Island commercial traffic has also increased which has knock-on impacts for Route 3 as well • We recently had a berth 2 closure at HSB that required divers underwater and meant vessels had to move more slowly, which also impacted OTP over this time. (Took place on October 18th – 24th) • A closure is planned for berth 3, but this should not impact vessel speeds in and out of berth. • October 13-23 was also reviewed for OTP <p>G. Krauser will continue to monitor OTP and look at ways to improve.</p>

<p>Travel uncertainty</p>	<p>We share concerns about travel certainty and cancelled sailings. Our teams have been hard at work actively recruiting new crew, and working to retain and retrain existing crew and we have seen some positive change in crewing over the past year</p> <ul style="list-style-type: none"> • Over the past 13 months, only 0.3% of sailings on Route 3 were cancelled due to BC Ferries inability to crew the vessel. • We know even one cancellation is too many for customers and are happy to report that cancellations are trending down from peak summer levels • Since January, we have hired more than 800 team members <ul style="list-style-type: none"> ○ Reservations once cancelled are not always able to be reinstated due to timing of having service returned. ○ BCF has a number of new initiatives to help recruit and retrain new team members and has seen positive results. A new team for recruitment is continuing to focus on this area. ○ Finding the balance of communicating when sailings are at risk for cancellations and giving travelers enough notice, but are then able to deliver the sailing. ○ FAC acknowledged the challenges for BC Ferries, but stressed how challenging it is to make plans with uncertainty of sailings. ○ Many members acknowledged how appreciative they are of the crew for keeping the sailings happening – going above and beyond to serve the community.
<p>BC Ferries website and app development: current conditions page, service notices, app launch date</p>	<ul style="list-style-type: none"> • Current Conditions pages are being reviewed as part of a project that looks to improve the information provided <ul style="list-style-type: none"> ○ B. Anderson is leading a team for the project. Focusing on improving the accuracy, timeliness and consistency of information delivered to our customers. This includes messaging at our terminals, information to our staff assisting customers and website. Updates are expected to take place prior to the next summer season. ○ Indicator about traffic being held above the toll booth was noted. Cameras don't show these spaces. • Targeting full launch for the BCF App early December following successful ongoing development & beta testing. We will be seeking FAC Chair involvement in beta testing. <p>UPDATE: We are nearing the end of UAT (user acceptance testing) on the mobile app, and are targeting early December for the Beta testing phase. FAC members will be invited to participate in the beta phase, and provide feedback on the app design and features over a two-week period. These surveys will be facilitated by our research partner, Malatest.</p> <p>Keep an eye out for more information in the coming weeks! The app will launch publicly in early 2023, following any final development post-beta.</p>

Route 3- 7 Connections - advertorial	<ul style="list-style-type: none"> The information for travelers moving between Route 3 and Route 7 was published in both the Powell River Peak and the Coast Reporter. We covered both publications to ensure the information was communicated as widely as possible. <ul style="list-style-type: none"> FAC noted the Coast Reporter article wasn't not useful for the Southern Sunshine Coast residents.
Residents Priority	<ul style="list-style-type: none"> Several routes are feeling the pressure of changing demand and volumes. Resident priority is a public policy decision which requires provincial involvement. The idea of resident priority is with the Ministry of Transportation and Infrastructure for consideration and we are waiting for direction on whether they are interested in shaping such a policy and what such a policy would mean/contain. It is a challenging request, as there are many facets to a program like this, i.e. who qualifies, what direction of travel is it for, how to enforce etc. <ul style="list-style-type: none"> D. Mumford confirmed in conversations with the Ministry, there has been no desire to put residential priority in place, and this is not a BCF decision.
TAPS reservations and forms	<ul style="list-style-type: none"> An update regarding TAPS is expected for the end of November Ministry of Health and BC Ferries have both confirmed that printed copies from emailed copies of the TAPS form will continue to be accepted. This will allow medical offices to email forms to patients to print at home and present at the terminal. <ul style="list-style-type: none"> Likely delayed until January – N. McCall will confirm expected timing and updates.
Better ferry service connectivity to Vancouver Island for Southern Sunshine Coast	<ul style="list-style-type: none"> Discussion around lack of timely connectivity between route 3 and route 2 and also between route 7 and route 17 sailings to get to and from Vancouver Island. <ul style="list-style-type: none"> 'L' Route in the shoulder season was requested. If a passenger is travelling LANG-HSB, can they remain on the vessel or do they have to disembark? G. Krauser noted that if the traveler has a reservation they may be accommodated to turn around on board without unloading from the vessel. If no reservation, they would need to unload. Safety is always the first priority in making these decisions.
Performance Term 6	<p>Background: BC Ferries' Performance Term 6 (PT6) submission provides information to assist the Commissioner in setting price caps for all regulated routes as specified in the Coastal Ferry Services Contract between BC Ferries and the Province of British Columbia. The next performance term will run from April 1, 2024 – March 31, 2028.</p> <ul style="list-style-type: none"> Performance Term 6 was submitted to the BC Ferry Commissioner in early October and is now under review. These documents are posted on the Commissioner's website bcferrycommission.ca for review and public feedback. The Commissioner will make a final determination on the Performance Term Six price caps by September 30, 2023 <p>What is in PT6 for Southern Sunshine Coast</p>

Challenges identified:

- Growth in commuter demands
- Growth in commercial traffic
- On-time performance challenges due to high demand
- Community requests for more frequent sailings

Plan submitted:

- Near Term: increase sailings in spring/fall with supplementary vessel, increase summer service to seven days a week with supplementary vessel
- Medium Term: vessel procurement to provide a higher frequency two ship service in spring and fall aligned with higher frequency peak service
- Performance terms are small periods of times, generally 4 years, where BC Ferries role is to forecast traffic and economic conditions expected, and match it against the service we intend to provide and then provide a performance income statement and balance sheet.
- It is then submitted to the B.C. Ferry Commission, a regulatory body/agency, who assess the plans are sound and they reflect the likely conditions the ferry system and province is expected to see. The Commission also assesses whether the forecasted revenues and expenditures BC Ferries presented in the plan are reasonable and prudent and the resulting investments in maintenance and new assists and acquisitions are aligned with the assumptions and plans.
- Outcome of review: determination from the commissioner on the maximum average fare increases can be in order to generate the revenue that is associated with the expense profiles.
- Submission for route 3 includes additional investments in service – including filing the gap of the midweek sailings in the peak season.
- All service enhancements within the PT6 submission are for April 1, 2024. While PT6 regulates the fares for a 4 year period, it recognizes that many of the capital investments have a longer horizon than 4 years. As part of the submission we submit a 12 year capital plan. This includes the investments in for new vessels. This is where the “medium” term plans are identified.

<p>Final Question Period:</p>	<ul style="list-style-type: none">• Stories were shared by FAC members about the positive experiences provided by terminal and vessel crews during challenging travel• Foot passenger ferry service was discussed – An integrated working group with BC Ferries, Translink, BC Transit and other transit providers has been established to discuss how to provide opportunities for travelers to walk on, reducing vehicle traffic on the ferries.• Casual status for employees – Moving away from casual positions on the vessel for deck and engineering crew. It is also highlighted in PT6 regarding staffing (pg. 128/129) and how to improve retention and hiring.• Indigenous Relations updates discussion – A focus on equity, diversity and inclusion continues to be a pillar for BC Ferries. Two Indigenous Relations positions were filled for Community Relations team (Indigenous Relations Manager and Indigenous Relations Liaison) and are focused on relationship building and economic opportunity.• D. Mumford thanked all the BC Ferries team members for participating in the meeting and supporting the FAC through the term.• This was the last formal FAC meeting for all the members so D Mumford thanked the FAC for the time, energy and commitment made by the FAC members for the communities we serve. A special thanks to those not planning to return for another term on the FAC.
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