

Quadra-Cortes Ferry Advisory Committee

February 2 Meeting Agenda

Friday, February 3, 2023
2:30 pm – 4:30pm, Online

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	10 mins
Information section 1. BC Ferries Operational updates <ul style="list-style-type: none"> • Marine superintendent • Terminals 2. Customer Experience updates 3. Community Relations updates	10 mins
Review of action items from last meeting	15 mins
Discussion section 1. Overview of BCF for new few years and org changes <ol style="list-style-type: none"> Recent Organizational Changes Recruitment update 2. New Routes and Schedules <ol style="list-style-type: none"> Evening Schedule Concerns 3. Increasing Demand on Ferry Travel <ol style="list-style-type: none"> Higher Capacity vessel for Cortes Assured Loading from Q-Cove to Campbell River for Cortes residents Ticketing in Campbell River Commercial Vehicles on Dangerous Cargo Runs 4. FAC Membership & Communications <ol style="list-style-type: none"> Terms of Service Change Membership Vacancies Triaging Communications 	1.5 hours
Final Questions & Close	5 minutes

Quadra/Cortes Ferry Advisory Committee Meeting Topic Log February 3, 2023

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: Tamara Olson, Community Relations Manager; Arielle Houghton, Community Relations Coordinator; Carrie McIntosh, Community Relations Director; Karen Johnson, Communications and Engagement Executive Director; Steve Anderson, Fleet Deployment and Scheduling Manager; Tudor Popa, Planning Analyst and Fleet Deployment and Scheduling; Peter Simpson, Fleet Operations Strategy; Megan Caldwell, Regional Terminal Manager; Scott Kesteloot, Terminal Manager; Captain Claudiu Raduta, Fleet Superintendent; Natalie McCall, Customer Experience

FAC Members: M. Lynch, FAC Chair; J. Boas, J. Clelland, K. Maddigan, M. Manson, V. Martin, U. Koebberling, B. Dougan

Stakeholders & Public: R. Mawhinney, Strathcona Regional District Area B; M. Vonesch, Strathcona Regional District Area C; M. Lasby, B. Nicoll, R. Hales, Cortes Current Radio; Suzanne, P. Wood, B. Partridge

Operational Updates	
Marine Superintendent	<p>New summer schedule plans – additional round trip on Route 24</p> <ul style="list-style-type: none"> • We will be trialing an additional round trip for peak season on Route 24. Schedules are currently being confirmed, and will be shared with the FAC and community once complete. • The FAC provided feedback that the two island class vessels are quiet and a pleasure to ride
Terminals	<p>Cortes courtesy lane</p> <ul style="list-style-type: none"> • The recent start of the new two ship service between Campbell River and Quathiaski Cove means a number of new operational changes to the route, this includes the courtesy lane for Cortes Island

currently not being offered.

- Procedures for the two new ship service include loading Cortes vehicles onto the gallery deck when available, which are typically the first to offload. We continue to gather input as we process the changes.
- Increased frequency of sailings provide more opportunities

Loading and unloading procedures

- What plans are there to maintain the order in which Cortes bound traffic arrive at the Campbell River terminal are loaded and offloaded from the ferry? There are now four sailings of commuters catching one sailing from Heriot bay to Cortes Island.

Vehicles are currently loaded in the order they arrive. With two sailings every hour, traffic is moving through the terminal quicker. We are not prioritizing or giving courtesy to Cortes residents at this time.

- A suggestion was made to make one of the ramps specifically for Cortes bound traffic.
- A concern was voiced that only smaller vehicles which can fit on the ramp will receive priority loading/offloading. Some larger vehicles may carry important supplies such as groceries for multiple people that cannot fit on the ramp. Even though this larger vehicle may have arrived an hour early it may not make the connecting sailing.
- There will be an additional roundtrip sailing between Heriot Bay and Cortes Island in the summer.

ACTION: Terminal and Vessel teams will continue to monitor the new two ship service on the route and will reevaluate the new procedures after the summer season.

Terminal Upgrade

- Campbell River terminal upgrades are expected to begin in September 2023.
- For those who want to stay up to date with terminal development plans and see visuals of what to expect, please visit the project page: <https://www.bcferrysprojects.ca/campbell-river-tdp>
- Upgrades to the Whaletown and Heriot Bay Terminals are planned for 2026. Engagement activities are expected to begin end of 2023
- At Quathiaski Cove a trestle life extension project will begin in summer 2023 for which community may see testing taking place at the terminal.
- At the Whaletown Terminal, BCF has completed a traffic management analysis to explore what can be done to improve safety and efficiency. There are some risk controls being investigated which include changes to the lanes, safer walking routes, and better drop-off locations. There are geographical constraints due to the rock wall on one side and the hill on the other. There are some short term improvements including repainting the lines and moving some of the barriers which we hope to implement by the spring 2023.

Customer Experience	Mobile App Update <ul style="list-style-type: none"> Beta testing has been completed for the new mobile app. There are a few updates in progress as a result of the testing Launch is expected to take place March 2023
Community Relations	New Community Relations Coordinator <ul style="list-style-type: none"> We are excited to welcome Arielle Houghton as the new Community Relations Coordinator.
Group Discussion	
Overview of BCF	Recent Organizational Changes <p>The British Columbia Ferry Services Board is pleased to announce the appointment of Nicolas Jimenez as President and Chief Executive Officer of BC Ferries, effective March 6, 2023.</p> <p>Mr. Jimenez is a strong, strategic leader who led structural reforms at ICBC in recent years, returning the auto insurer to financial health and delivering more affordable insurance to customers. He has a Master's Degree in Public Administration from both Harvard University and the University of Victoria as well as a Bachelor's Degree in Political Science from Wilfrid Laurier University.</p> <p>Over the last 20 years, Mr. Jimenez has held a number of senior roles at ICBC, taking over as President and CEO five years ago.</p> Recruitment updates <p>Staffing for both terminal and vessel for the routes are in good positions, and are all currently fully staffed. Our teams continue to focus on hiring and recruiting new team members.</p> <p>We are gearing up for a large recruitment push for the end of February in preparation for the busy summer season. Local job fairs and targeted advertising will also be taking place around the fleet.</p> <ul style="list-style-type: none"> Campbell River Terminal has recently posted for 3 regular full time position. Job fairs and on-site interviews will take place on February 15 and 16 at Crown Isle Resort in Courtney. An additional job fair is also being considered for Campbell River. Please feel free to share about the job fair on February 15 and 16 at the Crown Isle Resort. The Heriot Bay terminal will be staffed throughout the summer months with ticketing agents. BCF will be hiring 3-4 positions for the terminal. Vessel crewing, are currently working on hiring additional crew for the route BCF is investing in a major recruitment campaign beginning the end of February as it remains to be a top priority. We look forward to sharing updates soon.

<p>New Routes and Schedules</p>	<p>Evening schedules – two ship service</p> <p>BC Ferries will continue to monitor the new two ship service on the route, and gather feedback from community and crew.</p> <p>In order to accommodate crew schedules, including meal breaks and shift changes, as well as necessary vessel operational tasks (eg. pump a shore) a break is required in the evening schedule.</p> <ul style="list-style-type: none"> • A request was made to take a look at adjusting that schedule to make the flow of sailings smoother. <p>Our teams will continue to monitor the new two ship service on the route and will re-evaluate the new schedules after the summer season.</p>
<p>Increased demand on ferry travel</p>	<p>Higher Capacity vessel for Cortes</p> <ul style="list-style-type: none"> • As outlined in the Performance Term 6, an Island class vessel (47 AEQ) is planned to replace the Tachek (26 AEQ). This is estimated for 2026 • To read more on what was proposed in Performance Term 6 (PT6) visit bcferrycommission.ca • The BC Ferries Commission will make their first decision on March 30 and a final decision is expected on September 1, 2023. <ul style="list-style-type: none"> • FAC asked for clarification on the total amount of increased capacity with the two new sailings between Campbell River and Quadra Island. <p>The Powell River Queen had a vehicle capacity of 59 AEQ (AEQ is an estimate of regular car space measured at 6.1 meters). Each of the new Island Class vessels have a capacity of 47 AEQ, meaning there is an overall capacity of 94 AEQ per hour when both ships are running. However, at this time the downslope of the ramps are not being used as holding space, which reduces the capacity of 3-4 vehicles each sailing. Therefore, the total capacity at this time is 86-87AEQ.</p> <p>Assured Loading from Q-Cove to Campbell River for Cortes residents</p> <p>At this time we are not proposing any changes to the assured loading process. It is important to see the operational difference with the new 2 ship service before we make any changes and evaluate how that affects customers on route 24. With two ship service in place for Quadra, there will be greater opportunity for sailings for Quadra Island, providing more capacity for both Quadra and Cortes passengers.</p> <ul style="list-style-type: none"> • The current two days remain for assured loading for Cortes residents

- Anyone intending to make this sailing must arrive no later than 5 minutes before departure to ensure there are no delays at the terminal. The hard cut-off time is 3 minutes before sailing as any later will cause delays in all the subsequent sailings.

- FAC members requested assured loading for Cortes residents 5 days a week to avoid congestion on Mondays and Thursdays and allow for residents to make appointments on other days of the week.

At this time the priority is to monitor the impact of the existing changes of the two ship service on route 23 and route 24 before any additional changes are implemented.

Ticketing in Campbell River

With two more ships and an increase in travel, there is an increase on ticketing load at Campbell river, especially in the high season. What is the plan to handle the ticketing load?

The terminals have plans in place to help move vehicles and passengers through the terminal. In addition to the current booths, mobile point of sale will be utilized during peak times

- Mobile ticketing became operational in the summer of 2022. The mobile point-of-sale (POS) machines are in use and everyone is trained. This allows terminal staff to pre-ticket people in the lot, and continually ticket even if cars aren't moving.
- The new Campbell River terminal will also include space to add an additional ticket booth if decided it is required. With the use of mobile POS, we do not anticipate the need for the additional booth at this time. Space and technology is being planned for, should that change. The new terminal will have foot passenger ticketing, vehicle drive-by ticketing and mobile ticketing as well.

RV Park/Campground

Are there any developments/plans to move the date forward from the initial early 2030s? With an RV Park/Campground being planned for Klahoose territory at Squirrel Cove, the capacity issue will only get worse.

- No discussion – held for next meeting.

Commercial Vehicle on Dangerous Cargo Run

	<p>There are no updates at this time on the Dangerous Cargo Runs. A task analysis is underway around the fleet for Dangerous Cargo sailings.</p> <ul style="list-style-type: none"> FAC questioned what does the task analysis include? ACTION: Captain Raduta will look for an update on what is being investigated and we will provide an update to the FAC
<p>FAC Membership & Communications</p>	<p>Terms of Service</p> <ul style="list-style-type: none"> Terms of service have recently change to become unlimited, but there will be a review every 2 years for existing members. The two year term review begins January 1, 2023. FAC Chair, M. Lynch invited feedback from the committee on his performance. Many members of the committed provided accolades and gratitude for his leadership. FAC members asked for clarification on decision process <p>Community Relations are currently working on a Terms of Reference refresh in which these processes will be clearly defined.</p> <p>FAC Membership Vacancies and Chair discussion</p> <ul style="list-style-type: none"> There is currently one vacancy for a Quadra FAC member. The FAC will be advertising to fill this role. There are at least 3-4 people who have voiced interest in this position. The decision on who to appoint will come to the whole committee before making a decision. A question was raised regarding the creation of a co-chair position for representation from both Quadra Island and Cortes Island. Many members voiced their concern with having a co-chair and a second suggestion of a Vice Chair was presented. FAC were asked to discuss amongst the members and provide BCF with their recommendation. <p>Triaging Communications</p> <p>A process was created and shared with FAC Chairs that will help the Community Relations team triage the communications we receive from FAC members on a daily basis, and to help members know when to expect a response.</p>

	<ul style="list-style-type: none"> BCF Community Relations team currently consists of two people, A. Houghton and T. Olson, to receive and respond to all messages coming from FAC members and to the engagement@bcferries.com email. In consideration of this capacity, BCF has developed a response level system which has been sent out to all the FAC Chairs, to share with their respective committees, this was reviewed with the FAC at the meeting. Please contact your Chair if you'd like to review the details of this new communication process.
<p>Final Questions and Close</p>	
	<p>Modal shift for ferry travellers</p> <ul style="list-style-type: none"> The Cortes ferry is one of the islands largest emitters. It has been expressed that it is a priority for people to decrease their carbon footprint. One suggestion is to create more active transportation by improving bicycle accessibility and e-bike charging on the Quadra and Cortes Ferries. <p>There is currently a bike experience project under way by BCF. E-bike charging and bicycle racks are on being investigated as well as the entire bicycle experience using the ferry from start to finish.</p> <ul style="list-style-type: none"> A request was made for a count of the number of foot passengers moving between Quadra and Cortes Island to help with applying for community funding for a bus service on the islands. BCF can provide data on the number of people traveling by bicycle or foot from Campbell River to Quadra Island and Cortes Island, it is more complicated to measure the number of people moving in the other direction as it would require a staff person to physically count each person loading onto the ferry on all sailings. In some cases there are no terminal staff, so a crew member onboard would need to collect this data. ACTION: Terminal Operations agreed to further discuss the potential of measuring this data and follow up regarding what is possible in regards to staffing. Another question was raised as to when the current two ship sailing will become 100% electric to which BCF responded there is no current date for electrification. BCF needs to conduct a fair amount of work with BC Hydro to operationalize electrification. ACTION: Terminal operations staff agreed to get more information from the engineering team responsible for electrification on an approximate timeline.