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If you have any questions, please contact engagement@bcferries.com.

Meeting Code of Conduct

BC Ferries is dedicated to providing a respectful meeting environment.

All participants, including attendees, speakers, organizers and volunteers, are expected to:

- Treat each other with respect and consideration, valuing a diversity of views and opinions
- Behave in a professional manner
- Communicate openly, critiquing ideas rather than individuals
- Be kind to others, do not insult or put down other attendees
- Be polite and respectful in online chats

Housekeeping Notes

- Everyone is muted upon entry, please remember to unmute yourself when you are speaking.
- There will be opportunity for members of the public to ask questions at the end of the meeting and we ask you please hold your questions until that time.
- To ask a question, please raise your hand by clicking at the top of your screen
 - If calling in participants can press *5
 - If calling in, participants can press *6 to unmute, when it is your time to speak or ask a question
- An audio recording of this meeting and meeting summary can be found on the community page
- To ensure we respect the time of everyone joining the meeting today, we will end the meeting at the scheduled time of **5:30pm**

Salt Spring Island Ferry Advisory Committee

Online - Wednesday, January 24, 2024
3:30pm – 5:30pm

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 and welcome	10 mins
New Items - Discussion section <ol style="list-style-type: none">1. Terminal project updates2. Salish schedules3. Additional service extension4. MoTI Cycling safety study5. Cancellations communication6. Medical travel	1.5 hours
Information Section <ol style="list-style-type: none">1. Island Class vessels	5 mins
Final questions and close	15 mins

Attached: Meeting topic log

Salt Spring Island Ferry Advisory Committee Meeting Topic Log January 2024

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:

- Captain James Bradley, Marine Superintendent
- Camrin Hillis, Regional Terminal Operations Manager
- Derrick Greenhalgh, Terminal Operations Manager
- Carrie McIntosh, Director, Community Relations
- Tamara Olson, Manager, Community Relations
- Steve Anderson, Manager, Fleet Deployment and Scheduling
- Rebecca Jamieson, Manager, Marketing & Customer Experience
- Arielle Houghton, Coordinator, Community Relations

Ministry of Transportation & Infrastructure: Brian Jonker, Executive Director Marine Branch

Ferry Advisory Committee:

- Harold Swierenga, FAC Chair
- Kirk Karaszkiwicz
- Darryl Martin (not in attendance)
- Mike Stacey
- Alan Sturgess
- Dave Toynbee
- Peter Grove (not in attendance)
- Gabriel Wiebe
- Gary Holman
- Rob Pingle
- Laura Patrick

New Items - Discussion Section	
<p>Crofton and Vesuvius Terminal Project Updates C. McIntosh</p>	<p>Updates on terminal project updates for Crofton and Vesuvius Every year, all our capital projects, including those at terminals, undergo review as part of our capital planning process. Once this year’s review is complete, we will update communities with any new information about their specific projects. We anticipate having more information to share in late February.</p>

	<p>In referencing a consultation with FAC several years ago, FAC asked how the new Island Class vessels on Route 6 would influence the terminal upgrades and if the terminal work is still expected to be completed by 2028.</p> <p>BCF will examine any adjustments to terminal upgrades once capital planning is complete. Once the process is complete, the Community Relations team will know which areas are open for feedback and have more details about engineering specifications. The expected timelines for terminal work have stayed the same.</p> <p>With the new Island Class vessels expected to sail between Vesuvius and Crofton, is BCF still planning to move the Quinsam between Fulford Harbour and Swartz Bay (Route 4)? At what point will the FAC be notified of the vessel's movement?</p> <p>Vessel movement planning is part of the Performance Term 6 capital plan, this includes the Quinsam to Route 4 for supplementary service during peak season. Services have already been increased to 10 round-trip sailings on this route during the peak season.</p> <p>Given the extensive work done to enhance safety at the Fulford terminal, the FAC asked about a report that includes all the work done to date as onboarding for new members. They explained that while some FAC members have been on the committee for years and can speak to the work that BCF has completed, new members do not have this knowledge.</p> <p>ACTION: The Community Relations team will liaise with relevant departments to assess what information is available for the community to summarize Fulford terminal plans, and resources required to pull this information.</p>
<p>Salish schedules C. McIntosh</p>	<p>Salish schedules for SGI and SSI.</p> <p>The Southern Gulf Islands (SGI) is our most complex scheduling region, serving five islands (Saturna, Pender, Mayne, Galiano, and Salt Spring Islands) from two major ports (Swartz Bay and Tsawwassen) and connecting the five islands to each other. Building the interconnected schedules for this region is a particularly challenging process. After consultation with over 2500 community members and Ferry Advisory Committees, we heard about the significant impact schedule changes may have on businesses and residents, and about the desire to keep things as close as possible to what is in place today. Based on this feedback, we do not have plans to revisit changes to the schedule at this time.</p>

	<p>While BCF is not looking at structurally changing SGI schedules, we are examining how to enhance vessel on-time performance by making minor adjustments to departure times, such as adjusting schedules by approximately 5-10 minutes.</p> <p>The FAC asked if there is a summary analysis of the impact of the additional sailings offered on Route 4, Fulford – Swartz Bay, compared to previous years. FAC noted that the feedback they heard was largely positive.</p> <p>BC Ferries Marine Superintendent for the region, Captain Bradley, shared that while the additional sailings does mean longer hours for the crew, they were successful. Swartz Bay had some congestion issues, as was expected, but they were well handled as they arose.</p> <p>FAC members added that the extra sailings in summer worked well from a commercial trucking perspective. It saved time for drivers, and hardly any sailings were missed. While some challenges occurred for foot passengers due to limitations of the local bus schedule, BC Ferries and Transit did their best to adjust schedules to meet the needs of foot passengers. FAC asked if BCF plans to revisit the bus and ferry schedule alignment.</p> <p>There will be further talks on how best to integrate transportation methods.</p>
<p>Additional service extension T. Olson</p>	<p>Extension of 10 daily round trip sailings on Route 4 to May long weekend 10 daily trips are currently scheduled Jun 26, 2024 - Sep 30, 2024. There are no plans to extend the peak season service past these dates.</p> <p>For all future service enhancements, BCF is working with the Province on an evaluation process and performance measures that will allow both parties to evaluate where service enhancements are required in a consistent way across all routes. This review would trigger a closer look at enhancements including answering key questions such as: what is required, how much it costs, and how it gets funded. The performance measures and evaluation process are expected to be in place when PT6 is in place, by April 1, 2024.</p> <p>The FAC acknowledges that additional capacity is coming to Salt Spring Island. However, the challenge is that increased capacity is needed year-round. Is there a process to evaluate service needs on a continued basis, including whether the Quinsam is required year-round?</p> <p>As stated in the update above, BC Ferries and MoTI are working to develop performance measures and a process for evaluating ongoing service needs across all service areas.</p>

MoTI Cycling safety study

R. Jamieson – Bike project and signage
Operations – loading/unloading of bicycles on vessels

Discussion over safety study and bike plans for BC Ferries

BC Ferries did receive the safety study and our teams continue to look at ways they can incorporate the recommendations. This includes incorporating it in future plans for terminal improvements as well as current mitigations including new signage expected to be installed in early Spring.

Loading of bicycles – Operations teams have discussed options to look at ways to improve safety for both our vehicle and bicycle passengers. This included looking at holding bikes to the end of unloading vehicles.

BCF confirmed that both Nicolas and our teams have seen and reviewed the report.

Project teams, terminal operations, and customer experience teams reviewed the bicycle safety study. Those teams have developed actions from their conversations, including an in-person visit to terminals to assess needs and have since drafted way-finding signage for the terminals. Signage installation is expected by late spring.

FAC asked whether the report will be considered when reviewing upgrades to the terminals.

Project teams are aware of the report, and it is a part of their conversations.

For cyclists disembarking from the ferry, the FAC recommended procedures be changed during unloading the vessel to hold cyclists back until after vehicles have left the vessel.

Captain Bradley shared that while this option was explored, due to foot passengers disembarking as soon as the ferry docks (in order to connect with local transit), it is difficult to hold bicyclists. When this process was discussed with vessel teams for feedback and comment, the crew shared that managing customers in this way would not be achievable amidst their regular duties. A crew member would need to be designated. For that reason, this option is not being further explored at this time.

FAC noted that cyclists should walk along the sidewalk to avoid impeding off-loading traffic and asked about way-finding signage that could assist in directing cyclists to wait until traffic disembarks. Signage is available, unfortunately, does not always impact behaviour.

FAC noted the dangers for cyclists when trucks are on the road and acknowledged the operational difficulties faced by the crew. They encouraged BCF to find ways to nudge cyclists to change their behaviour to minimize the risk of road accidents.

	<p>FAC asked for a formal response on how BCF addresses cyclist safety at the terminal and suggested a communications campaign to inform the public.</p> <p>It was also acknowledged by the FAC that road safety is outside BCF's mandate and that multiple stakeholders, including the Ministry of Transportation and Infrastructure, are responsible for enhancing transportation corridors such as roads and bicycle lanes.</p> <p>Captain Bradley added that the crew communicates to cyclists on board to be safe while leaving the terminal to the best of their ability. A bike experience project is underway to investigate how best to facilitate the transportation of bicyclists across ferries.</p> <p>FAC requests an update on the bike experience program as it moves forward, particularly on how it addresses Salt Spring Island routes.</p> <p>ACTION: BCF to summarize what Captain Bradley's teams have actioned to address this issue.</p>
<p>Cancellations communication T. Olson</p>	<p>What communication is currently done, and are there plans for the future for further communications?</p> <p>Sign up to receive service notices: To receive information about operational updates, including delays, cancellations or schedule changes on your route you can sign up to receive service notices by creating or signing into your BC Ferries account and selecting my subscriptions at https://www.bcferrries.com/login</p> <p>To find out more about ways to stay informed or help in signing up, view our Stay Informed Information under FAQs on the Salt Spring Island Community page bcferriesprojects.ca/salt-spring-island</p> <p>Follow us on X: For up-to-date information on changes to sailings and departures for your route you can also follow us on X @BCFerries.</p> <p>What other plans does BCF have for enhanced communications?</p> <p>The Current Conditions project for the minor routes will help consolidate information including ferry tracker, service notices and new web cams on the website. This allow for information to be found in one clear location and easier to understand for those travelling.</p> <p>BC Ferries added that push notifications can be set up on the BC Ferries app. Instructions on how to enable this feature can be found on the community page. A direct link is available by clicking here.</p>

Medical travel

T.Olson/R. Jamieson

Details on Medical Assured Loading and Travel Assistance Program**Travel Assistance Program (TAP)**

Offered by the BC Government Ministry of Health

The Travel Assistance Program (TAP) helps patients with the cost of travel to and from medical specialist appointments. We enhance this program by providing free reservations on bookable routes, where space is available.

We offer free reservations and travel for patients travelling to and from medical specialist appointments as part of the BC Government's Travel Assistance Program (TAP). Support includes one under-height standard vehicle, patient and a travel escort if required. Free reservations are provided for TAP customers on all bookable routes, where space is available.

Medical Assured Loading (MAL)

Offered by BC Ferries

Medical Assured Loading (MAL) is available for those travelling under the Travel Assistance Program (TAP) and who have a MAL letter from their medical practitioner that states that it is necessary for them to avoid a wait at the ferry terminal.

Details on what is required for this is available on both the BC Ferries website and Salt Spring island Community page.

To receive MAL, patients must present the following to the ticket agent at check-in:

- A completed Ministry of Health Travel Assistance Program (TAP) Request for Travel Assistance form that includes a Medical Services Plan (MSP) confirmation number.
- A letter signed by your medical practitioner (see below under "Information for medical practitioners" for MAL letter requirements).

Patients travelling with MAL must check in at the terminal no later than 30 minutes before the scheduled departure.

<https://www.bcferrys.com/book-sailings/medical-assured-loading>

FAC shared that they receive many questions from the public on using the TAP and MAL programs. While the information provided here is clear, the challenge is promoting these details and educating the public on how to access these programs. The FAC asked for options on how it could be communicated to those who utilize the programs.

	<p>Another challenge is when there are long lineups at terminals, it is difficult to get to the front of the queue to tell terminal staff they have a TAP/MAL form. It is especially difficult to board the ferry in priority when the terminal is un-staffed. FAC suggested this information be added to the form.</p> <p>T. Olson clarified that MAL is a letter provided by medical professionals. Information is communicated to Doctors through the Ministry to ensure that medical offices have the necessary information. TAP is a Ministry of Health program. As such, it is entirely outside of BC Ferries' administrative control. With that said, N. McCall has a project to review the TAP and MAL programs on minor routes to investigate how better to assist customers with these programs at minor route terminals, including unstaffed terminals. This project also includes investigating options for to stage vehicles carrying passengers travelling for medical reasons near the front of the queue.</p> <p>ACTION: The CR team will follow up with N. McCall on the TAP and MAL project for minor routes and share additional information with the FAC.</p> <p>FAC added that MoTI lands and other neighbouring properties adjacent to terminals could be used for staging vehicles. They requested that BCF consider these spaces in terminal planning.</p> <p>The FAC requested travel data on the number of MAL/TAP passengers moving through each terminal.</p> <p>ACTION: T. Olson will request if TAP/MAL travel data can be shared with the FAC.</p>
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Information	
<p>Island Class vessels</p>	<p>Update on Island Class ferries and terminals</p> <p>On December 11, BCF announced that by 2027, the four new vessels will enter service on the routes connecting Nanaimo Harbour and Gabriola Island (two vessels) and Campbell River and Quadra Island (two vessels), with corresponding electrical upgrades for shore-based rapid charging made to the four terminals on these routes.</p> <p>The Island Class vessels that currently serve the above routes will be able to be redeployed to greatly benefit a number of communities with increased capacity to help address current and future demands. Specifically, the Crofton to Vesuvius route will see capacity increased by 20 per cent along with increased frequency provided by two-vessel service.</p>

	<p>The new vessels will also create the potential for an additional seasonal capacity increase from Salt Spring (Fulford Harbour) to Swartz Bay. The project also supports having a standby relief vessel in place, which can help maintain service levels during refit periods on all routes serviced by Island Class vessels.</p> <p>Damen Shipyards Group (Damen) is the successful proponent to build four new hybrid electric Island Class vessels for BC Ferries that will add capacity across the system and help improve the travel experience for passengers. Damen, the same shipyard that built BC Ferries' previous six Island Class ferries, is based out of the Netherlands and will build the vessels in Romania. Its bid was selected from among several proposals received from around the world. No Canadian companies submitted a bid.</p> <p>The FAC asked why the new Island Class vessels are not going to routes that do not currently have hybrid vessels. Instead, the older Island Class vessels will go to new routes, and the newer ships will go to routes already serviced by the Island Class vessels. Is this due to the charging facilities? If so, aren't the charging facilities the same?</p> <p>ACTION: T. Olson will follow up to find an answer as to why the new vessels are not going to new routes.</p>
<p>Additional Items</p>	<p>Dangerous Goods Sailings Adjusting Dangerous Goods sailings is extremely complicated due to Transport Canada regulations. Options for adjusting Dangerous Goods sailings were explored in a pilot on Route 20. However, the project was found to be detrimental to businesses transporting dangerous goods and, therefore, is not being further explored. No additional work is currently being done to investigate changes to Dangerous Goods sailings.</p> <p>Charting the Course What is a part of Charting the Course Phase Two? The process for Phase Two has not been finalized, but once available will be shared.</p> <p>Fulford Terminal Work That FAC asked if the remediation work on Fulford Terminal was complete and if any additional work remains outstanding.</p> <p>BCF shared that we expect one more week of work in mid-February. Once this is complete, the terminal holding lot will return to full-weight capacity.</p>

<p>Public Comment</p>	<p>Q: A member of the public shared that the loading and unloading experience for foot passengers at Fulford is satisfactory. Some vehicle passengers turn on their engines in the lot and create exhaust fumes. Why don't ferry workers have masks? A: Captain Bradley shared that filtered masks are available to all crew for their optional use. Masks are not mandatory.</p> <p>Q: The attendee shared that it is difficult for foot passengers, especially the aging community, to walk down to the ferry in Crofton. Will the issue be addressed with the new terminal?</p> <p>Q: On the Skeena Queen, some vehicles park over the lines, limiting passengers with luggage and strollers from moving on the vehicle deck. Are there carpooling incentives occurring? A: BCF shared that a transportation integration task force includes BC Transit and TransLink members. This task force is examining foot passenger and bicyclist access.</p> <p>Q: When will BCF return to in-person meetings? A: We are hoping to be back in the community this spring. We are enhancing our security measures and look forward to providing updates when available.</p> <p>Q: When will the FAC Terms of Reference be finalized? A: This has been put on pause as we address safety and security measures</p> <p>Q: Does BCF have a policy/equipment for EV fires onboard vessels? How are EV fires extinguished? A: BCF has an electric vehicle firefighting policy that is designed to evolve constantly with new information. The policy is aligned with Marine Industry standards.</p> <p>Q: Could BCF sponsor ads to promote the TAP/MAL programs and process? ACTION: T. Olson will connect with FAC on how to support the promotion of the TAP/MAL programs.</p>