

## Ferry Advisory Committee (FAC) - Record of Meeting

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| Date:           | November 4, 2019 |
| Committee Name: | Bowen Island     |
| Routes:         | 8                |

### Attendees:

|                                                                                                                                                                                                                                           |                                                                                                                                                                                      |
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| <p>For the FAC:</p> <p><i>Chair(s):</i> Melanie Mason</p> <p><i>Members</i></p> <ul style="list-style-type: none"> <li>• Johnathan Bell, Murray Atherton</li> <li>• Tanis Braraten</li> <li>• Tyler Davenport, Fenella Jacquet</li> </ul> | <p>For BCF:</p> <ul style="list-style-type: none"> <li>• Peter Simpson</li> <li>• Doug Hanning</li> <li>• Lance Lomax</li> <li>• Darin Guenette</li> <li>• Brian Anderson</li> </ul> |
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### Points of Information/Agreement:

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| <ol style="list-style-type: none"> <li>Public presentation/comments.           <p>Tom: Noted recent change of procedures, whereby public are prevented from exiting the vessel on the vehicle deck, which can inhibit connection with transit. BCF noted that crew have raised a safety hazard process to avoid deck unloading, as this had become unnecessarily risky. Discussion followed around how to better allow transit connection without compromising safe practices.</p> <p>Julian: Short presentation from Bowen Transportation Society (BTS). This bus service was started last year, assuming this service from Peter King. They operate the Bowen Express service, benefiting commuters. He is seeking future partnership with BCF where possible, with a common goal of promoting greener transport and decreasing ferry congestion. He had short-term and long-term visions for working together. For the upcoming refit, he is asking to meet with BCF to discuss their support (will be arranged later).</p> <p>Jody (Bowen Tourism): Explained that the visitors centre is consulted on understanding where people are coming from and when (stats came recently from BCF). She suggests that if there are any options (signage, ticketing, announcements, etc) for better informing foot passengers that the fare at Horseshoe Bay is for the return trip (and/or at Snug Cove), this would be greatly helpful. If more public washrooms could be added, this would be valued.</p> </li> <li>Queen of Capilano refit. BCF confirmed they will offer discounted parking at HSB and a HOV priority loading option during the refit. There was discussion around what Julian (had left meeting) may have specifically asked from BCF as far as them moving to a larger coach. It was noted that BIM will reach out to BCF to discuss their 'ferry survival guide'. FAC noted that the hand dryer and auto-flush functions could be improved. It was also noted that if there was a way of adding electronic signage to help indicate where customers are unloading, this would be helpful.</li> </ol> |
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3. Horseshoe Bay bathrooms. Feedback has been shared that the lower level bathrooms are not clean/in good state. BCF to look into this.
4. Horseshoe Bay redevelopment. Brian provided a basic summary of the reason for the terminal development plan. Process started 18 months ago, and through extensive, multi-phase feedback, BCF has learned what customers want to see how the terminal will look and function in the future. The fourth phase of engagement has been recently completed, with strong support (70+%) in the proposed designs. The upgrade work will be performed in phases, with the first part to work and improving functionality (second exit lane, improved berth alignments, etc). Engagement sessions will precede any work.
5. Snug Cove terminal development. This process will be begin in early 2020, with engagement to be coordinated appropriately. More details as this gets going.
6. 257 Bus connections. BCF confirmed they continue to ensure the bus companies are aware they can contact HSB terminal if they are arriving late, so as best to ensure 'close connections' are not missed if possible.
7. Traffic signage at Snug Cove. Tyler shared experiences noting that vehicles may mistakenly stage in the wrong lane along the roadway, thus causing confusion. BIM is wondering if another traffic light (like the one near the dock) could be relayed somewhere up the hill. Discussion followed around options to consider some sort of a light further up the road, and how this could be triggered when the ferry is ready to load.
8. Summer contingency plan. Peter explained that BCF prepared this document earlier this year to layout how BCF looks at vessels in operation and contingency plans under a variety of different out-of-service scenarios. BCF will aim to update this guide each year, to help people know how BCF may react with a vessel breakdown. FAC would be interested in understanding the options to move fuel/provisions to Bowen in the event of a longer out of service period.
9. Enforcement of no-idling policy at HSB. Islanders have noted people breaking the policy and are uncomfortable approaching others directly. BCF said that they don't generally also enforce this policy, as there may be sensitive reasons for people to idle. They are looking at refreshing awareness though a social media campaign.
10. TAP forms. Murray noted that the Ministry is charged full fare when customers travel on TAPs. BCF confirmed that the Ministry has set this policy and fully funds it; BCF receives full adult fare payment from the Ministry.
11. Vessel replacement plan. Peter noted that, although the current plan is to replace the Queen of Capilano in approximately 17 years, BCF is continually reviewing other deployment options...and time and conditions change. There are constraints inherent with Route 8 (short length, number of HSB sailings, etc) that currently show that a maximum of approximately 125 vehicle capacity looks to make sense. Discussion occurred around how to move to cleaner propulsion options.
12. Wi-fi at HSB terminal. Jonathan noted that the wi-fi available at the terminal is not sufficient, and wonders why this should be at our terminals. BCF noted there are restrictions with bandwidth access and they are aware of the customer frustrations. BCF could look to communicate reasons around: why wi-fi is not effective and what plans may/may not be in place.
13. BCF noted that there website revamp is expected to be launched in early 2020, and that the fare flexibility initiative (dynamic pricing for major routes, depending on demand) will follow soon after. Discussion followed around reservation strategies and how allocation levels are coordinated. As well, both Current Conditions and parking lot info will indicate

the percentage of space available on the new website, instead of space 'taken' as is now displayed.

**Action Items<sup>1</sup>:**

| Item                                                                                        | Who               | By When          |
|---------------------------------------------------------------------------------------------|-------------------|------------------|
| 1. Consider coming up with ideas for informing passengers that fare covers return sailing.  | Doug              | ongoing          |
| 2. Ask Terminal Maintenance for ideas on 'relaying traffic light' up Snug Cove road.        | Doug              | In progress      |
| 3. Look at communications strategy to explain wi-fi (why it doesn't work, any changes, etc) | Darin (via Janet) | Completed-online |

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<sup>1</sup> Significant Service Request (SSR) requiring detailed analysis and formal decisions from BCF should be submitted using the SSR process. Submission of a SSR should be noted as an Action Item.