

Campbell River-Quadra-Cortes Ferry Advisory Committee

May 2022 Meeting Agenda

Monday, May 16, 2022, 10:45 am – 1 pm
Heriot Bay Inn, Quadra Island

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"> • 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. New Customer Experience team 4. Website update 	10 mins
Discussion section <ol style="list-style-type: none"> 1. SSR for Lane 8 Delivery Service, Cortes to Campbell River. <ul style="list-style-type: none"> - Assured Loading on Tuesdays and Thursday, year-round - 9:50/11 am Westbound, 4:30/5:05 pm Eastbound 2. Quathiaski Cove ramp – loose plate noise 3. Quathiaski Cove overload traffic management 4. Vehicle lineups and problems at Whaletown 5. Update on two-ship service 6. Route 24 possible larger ship for peak season 7. Revisit previous SSR/discussion on resident priority 8. Reservation pilot for Route 23 and 24 9. Presentation: Paul Ryan 	1 hr, 45 min
Final questions and close	10

BC Ferries acknowledges that we are on the traditional and unceded territory of the Coast Salish Peoples, the traditional territories of the We Wai Kai Nation, Wei Wai Kum First Nation, K'ómoks First Nation, Klahoose First Nation, Homalco First Nation.

Campbell River-Quadra-Cortes Ferry Advisory Committee Meeting Topic Log May 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, Megan Caldwell, Darren Clandening, Darin Guenette, Carrie McIntosh, Tamara Olson, Captain Claudiu Raduta, Peter Simpson, Captain Fergus Stewart

Ministry of Transportation & Infrastructure: Lynda Petruzzelli

FAC: Jim Abram, Bill Dougan, Michael Lynch, Kate Maddigan, Mike Manson, Jackie Unwin

12 members of the public

Information Section	
Marine Superintendent	<ul style="list-style-type: none"> • Capt Claudiu Raduta (claudiu.raduta@bcferries.com) is currently the Marine Superintendent for the regions that includes both the Quadra-Campbell River route and Cortes-Quadra route. • No vessel refits upcoming. Introduction of two Island Class ships onto Route 23 this fall once crew resources are secured. • Plan is to introduce the Island Class ships onto Route 23 late-September. • There will be a swap on Route 24 with the Quadra Queen II in the fall, but this will have no impact to service for customers.
Terminals	<ul style="list-style-type: none"> • Megan Caldwell (megan.caldwell@bcferries.com) is Regional Manager, Terminal Operations for Northern Gulf Island (NGI) and Northern Sunshine Coast based at the

	<p>Little River terminal in Comox, and is responsible for managing issues related to these routes. Interviews are underway to hire a Terminal Operations Manager for NGI and we are hopeful that someone is in place by summer.</p> <ul style="list-style-type: none"> • The team is preparing for summer with painting, sign updates and other tasks as applicable at terminals.
<p>Update on FAC review and enhancements</p>	<ul style="list-style-type: none"> • Commissioner has started her formal review of the FAC process, Chairs and members of the BC Ferries team are being interviewed and involved in this process now • 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 • BC Ferries has developed new route reports, with various information on operations and other issues related to the FAC routes. These will be sent to the FAC shortly, and all feedback is welcomed.
<p>Introducing the new Customer Experience team</p>	<ul style="list-style-type: none"> • BC Ferries has introduced a new Customer Experience team as part of our Marketing Department • This team is focused on identifying and solving common customer pain points across our system • They monitor customer feedback mechanisms, e.g. customer care feedback tracking, feedback from Ferry Advisory Committee members etc. to identify common pain points and then work to bring the right departments together to find and implement solutions • Natalie McCall is the Customer Experience Manager for Routes 23 & 24. • Some observations in general include: concerns around summer traffic levels, how to prepare customers for busy sailings/overloads, wi-fi access at terminals, and Current Conditions information on the website. • FAC added that overloads happen on Route 23 year-round, and this needs to be kept in focus.

<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. Next steps are work progressing on making as more of the information found on these separate pages all together on the CC page. Frequent website upgrades are made as revisions. App launch is set in spring/summer of 2022, with focus group research and design changes still underway.
<p>Discussion Section</p>	
<p>SSR for Lane 8 delivery service</p>	<ul style="list-style-type: none"> FAC had submitted SS March 17 requesting assured loading for Lane 8 couriers for specific days and sailing times. BC Ferries carried out operational feasibility and analysis, and approved this request as of May 6.
<p>Quathiaski Cove ramp – loose plate noise</p>	<ul style="list-style-type: none"> A loose plate on the ramp roadway at Quathiaski Cove terminal creates lots of noise, as has been previously raised by the FAC. New solutions to minimize this noise/problem are being sought. Terminal Operations working on ideas and will bring options forward at the meeting. Jackie reiterated this problem where it seems loose/broken rivets cause significant noise problems, and she's hoping for any ideas that may reduce/eliminate noise. The Terminal Maintenance team has recently identified areas where noise was occurring, and made some changes. The problems with broken welds/bolts is challenging, but they will endeavour to check/repair these more frequently. They can explore ideas for using non-metal materials to muffle contact sounds and Jim suggests considering conveyor belting material if possible.
<p>Quathiaski Cove overload traffic management</p>	<ul style="list-style-type: none"> FAC is looking for BC Ferries plan to coordinate and stage traffic more efficiently once the staging lot is full. BC Ferries is conducting a fleet-wide initiative for Traffic Management Task Analysis. We are expecting that with the two-vessel service we will be able to move traffic more efficiently and have less traffic waiting at the terminals. Mike Lynch said there have been expansions of RV spots on Quadra, so this summer ferry traffic may be even busier with larger vehicle traffic. Megan offered to bring terminal maintenance/operations team to Cortes and work with FAC reps on ideas to make any improvements. Mike Manson agreed it is worth a site visit, and discussion followed on the lack of clear and easy solutions.

	<ul style="list-style-type: none"> • Brian added that the challenges of congestion/bottlenecks is not unique to these terminals and BC Ferries will continue to look at internal ideas and bring suggestions to the Ministry of Transportation & Infrastructure, where required. • Terminal Operations is aiming to deploy more road flaggers than in previous years, with a goal of having traffic control on the roadway at times expected with the heaviest need. • Jim suggested that roadway apron improvements near the terminal could alleviate this problem. • ACTION: Darin to send list of all BC Ferries and MOTI individuals, with titles, areas of responsibilities and email addresses to the FAC. COMPLETED.
<p>Vehicle lineups and problems at Whaletown</p>	<ul style="list-style-type: none"> • Recent and previous concerns have been shared by the FAC regarding problems with vehicles lining up at Whaletown Terminal. • Specific problems include: safety for people and vehicles once parked cars are past Byers Point Road, vehicles parking on the road instead of the lot, and vehicles parking to get in line for the next morning prior to the last sailing of the day. • Ideas put forth include: signage, mirrors and road markings. • BC Ferries will conduct a Task Analysis. Shoulder holding lane is being considered, but there are geographical constraints along the road to the berth. • In the meantime, line painting is scheduled and we are waiting for good weather and paint supplies. Also, terminal signage being reviewed and potentially updated. • Kate suggested that it is important keeping in place the assured loading process for Cortes customers Monday/Thursday, as people can count on efficient travel to/from Campbell River. If the assured loading were increased to more than two days/week, this may reduce the pressure on getting off the island on the first sailing of the day just two days/week. • Discussion followed on the value of encouraging inter-modal travel connections. BC Ferries is working with BC Transit, MOTI and local governments to seek options for moving people more efficiently, including as foot passengers. Lynda added that MOTI is participating in discussions with agencies on opportunities for integration and modal-shift. • Kate reiterated an issue raised in the past that if there are any options for BC Ferries to support on-island shuttles, this would be beneficial. • Jim agreed it is valuable to look at options of moving foot passengers, but cautions that people often need vehicles for carrying items/materials, etc. He suggested that with the expected influx of RV travel, a consideration be given to limit these vehicles to evening sailings (outside of commuter/resident peak high-usage sailing times). Discussion followed on the pros/cons of limiting RV travel to day or evening times.
<p>Update on two-ship service</p>	<ul style="list-style-type: none"> • FAC is seeking the latest estimate for when two-ship service will begin on Route 23.

	<ul style="list-style-type: none"> • Capt Raduta said the Operations team is planning to train required crew members in early-September, with subsequent introduction into service for both ships later that month. He outlined differences in crewing requirements between the current ship and the new vessels, and confirmed there is a general industry-wide shortage of the Engineering/Master/Mate positions. • BC Ferries has a dedicated five-person recruiting team looking into finding/hiring these qualified personnel. Efforts include bringing in internationally qualified mariners, who can be hired as quickly as possible, and more than 500 people have been hired in the past five weeks alone. • Jim informed BC Ferries of available housing (4 homes) near Quathiaski Cove terminal that could be rented by BC Ferries employees, and suggests lack of housing is not a problem. He added that pay raises should be considered, as basic rates are not keeping up to be attractive. • BC Ferries is working with BC Hydro to determine power requirements to enable full-electric operation for Island Class ships. This includes ship and shore technical aspects. • The company has approached both provincial and federal government funding sources to help pay for these conversions. The key aspect is the safe and reliable ship/shore connection. Timelines for full implementation are estimated at approximately 2-4 years. • The charging concept at this point is to allow small, top-up charging when the ship is in dock, and then more significant charging overnight.
<p>Route 24 possible larger ship for peak season</p>	<ul style="list-style-type: none"> • FAC asked if a larger ship can be deployed on Route 24 for this summer season, to better meet expected peak demand. • BC Ferries does not have a larger ship or sufficient crew available to operate one to be put onto Route 24 this summer. • A FAC member had previously suggested using a barge for commercial vehicles during peak times for freeing up space on the Tachek until replacement can happen. BC Ferries can consider this concept, but needs to understand where they operate and whether commercial drivers are comfortable to travel separately from their vehicles. • Related item. BC Ferries is still looking at a pilot to allow non-dangerous cargo (DC) vehicles to travel on DC sailings. A person has recently been hired specifically to manage this project.
<p>Revisit previous SSR/discussion on resident priority</p>	<ul style="list-style-type: none"> • FAC would like to re-visit the previous SSR on resident priority on selected morning and afternoon sailings, as there is a lot of community pressure about not getting two vessel service this summer. • Can BC Ferries consider a pilot for the busy season? Also, some campgrounds are expanding and will generate much more RV traffic this year.

	<ul style="list-style-type: none"> • During the pandemic, there was some uncertainty around service levels due to potential crew shortages due to the pandemic. As a result, the Province mandated that there would be priority loading for essential workers and resident during the height of the pandemic. • While BC Ferries and the Province appreciate the concerns of ferry dependent communities around the sailing overloads and wait times and the impacts this has for those living in these communities, the coastal ferry system is a public service that should be accessible by all travelers regardless of their residency. • BC Ferries and the Province will consider any proposal put forward by a ferry dependent community for residential priority loading, however, the public nature of the service will be consideration in assessing any proposal. • BC Ferries is well aware of increasing challenges from ferry-dependent customers in accessing sailings during peak times. Lynda added that the Ministry would need to learn of specific details associated with any priority request, and this would inform discussion with BC Ferries in any further consideration. • Discussion followed around some of the details (how to determine residency, how to process these customers, problems with staging at terminals, etc) that would need to be involved in implementing this sort of process. • The FAC asked BC Ferries and the Province to revisit a specific request that they submitted in 2020, as it was asking for limited/specific priority. • Related point. BC Ferries is working on implementing fare discounts on inter-island routes for less-used sailings, with plans to implement this summer. For example, RV pricing could be discounted to incent larger vehicles to travel off-peak times.
Reservation pilot for Route 23 and 24	<ul style="list-style-type: none"> • BC Ferries is interesting in exploring the idea of a pilot to allow customers to book reservations on both routes. • The concept could help move traffic away from peak sailings and/or provide travel certainty for sailings that would be reservable. BC Ferries is seeking general opinion at this point. • Early feedback: may be popular with RVs (may be set during certain sailings); this could worsen road lineup congestion; should not be set on all sailings; likely not the right islands; should not nullify Cortes assured loading.
Presentation: Paul Ryan	<ul style="list-style-type: none"> • Previous FAC Chair Paul Ryan had asked to present points of interest for the FAC and BC Ferries. • Paul did not attend the meeting.
Open/public discussion/comments	<ul style="list-style-type: none"> • Whaletown congestion, particularly Sunday and Wednesday night vehicle staging are a safety hazard that needs to be addressed in any way.

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| | <ul style="list-style-type: none">• Safety issues near Quathiaski Cove also need serious addressing.• More traffic control need to be added at terminals to mitigate these safety hazards.• Consider FAC meetings in evenings to allow more participation. |
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