

# Bowen Island Ferry Advisory Committee June 2023 Meeting Agenda

Saturday, June 3, 2023 10:00 am – 12:00 pm

## 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"> <li>• Welcome and Territorial Acknowledgement</li> <li>• Approval of agenda</li> </ul>	5 mins
<b>Follow up</b> <ol style="list-style-type: none"> <li>1. Traffic staging at Bowen</li> <li>2. FAC review and enhancements</li> <li>3. Summer Traffic Concerns</li> <li>4. Commercial Traffic</li> <li>5. Communication Tools</li> <li>6. Bowen Ferry Terminal Project Update</li> </ol>	50 mins
<b>Discussion section</b> <ol style="list-style-type: none"> <li>1. Medical Assured Loading Protocol</li> <li>2. Traffic Forecasting / Growth / and Management</li> <li>3. Bowen Students</li> <li>4. Ferry Cancellations</li> <li>5. Saturday Evening Sailings</li> <li>6. Ferry Reporting</li> <li>7. 9 Seasonal Schedule</li> <li>8. Increase the effectiveness of the FAC</li> </ol>	1 hour
Final questions and close	5 mins

# Bowen Island Ferry Advisory Committee Meeting Topic Log

## June 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: Captain Claudiu Raduta, Robert Edwards, Tamara Olson, Steve Anderson, Natalie McCall, Arielle Houghton

Ministry of Transportation & Infrastructure: Brian Jonker

FAC:

<b>Follow up:</b>	
Traffic staging at Bowen	<p>There have been multiple incidents so far this spring where the ferry staging on Bowen Island side has caused confusion and further congestion. Looking for an update on Marshalling plans and other mitigations.</p> <ul style="list-style-type: none"> <li>BC Ferries and Bowen Island Municipality currently working on a new contract including traffic control.</li> </ul> <p>We work with the city officials and the RCMP to reduce congestion and improve the flow of traffic at the terminal.</p> <p>FAC shared concerns that marshalling at the terminal isn't enough given ferry usage growth, adding that residents and advocates need to direct their request to those that can make the required changes. Given the location of the terminal staging area in Bowen's downtown core and the community school, poorly managed traffic has a severe impact on community. If marshalling is the end of what BCF can do, will BCF be part of the conversations with other stakeholders to improve conditions?</p> <ul style="list-style-type: none"> <li>Yes, BCF can help bring stakeholders together from Bowen Island Municipality (BIM) and Ministry of Transportation and Infrastructure (MOTI) with the FAC.</li> </ul>

	<p><b>ACTION: BCF to set up a meeting with MOTI, BIM and FAC and other key stakeholders to see what traffic conditions can be improved that is outside of BCF's scope.</b></p> <p>Please provide update on the information pamphlet to be handed out to visitors.</p> <ul style="list-style-type: none"> <li>• A draft is being reviewed to be provided to the FAC for review before finalizing.</li> </ul> <p>BCF asked for the FAC's input on how best to distribute the information in addition to posting on the BCF website. If the information is received at the toll-booth it will be received too late to have any meaningful impact. Any suggestions are welcome.</p> <ul style="list-style-type: none"> <li>• The FAC suggested posting the information on the blank cement walls in Horseshoe Bay to educate travellers bound for Bowen Island. Other information such as the vessel vibration triggering car alarms could also be painted/poster in this space.</li> <li>• In general, the FAC and community would like to see this information given out at the terminal based on the toll booth workers discretion. If someone seems unfamiliar with the process, this information could be helpful.</li> </ul> <p><b>ACTION: N. McCall along with Terminal Ops will investigate where at the Horseshoe Bay (eg. along the cement wall of the staging area) this information can be posted and what the content will include.</b></p>
<p>FAC review and enhancements</p>	<p>Communication on issues twice a year is not sufficient to achieve progress. More frequent communication with the entire FAC is required.</p> <p>On most issues the FAC is being engaged at an INFORM level. Discussions and collaboration on issues facing the system is desired.</p> <ul style="list-style-type: none"> <li>• BCF has recently started a new Action tracking list to aid in responding to requests and actions received from the FAC and the community and provide responses and follow up in a more consistent and timely manner. The intent is to share this with the FAC on a monthly basis sharing updates on action items. In addition, on a quarterly basis we will be sharing the action list for all FACs so all FACs can see what common themes are occurring and to give a broader view of all routes.</li> <li>• In addition, we have begun to plan follow up meetings with FAC members 3 month post meeting. This is intended to review action items, to help keep items on track and would be with FAC members and Community Relations.</li> </ul> <p>While The FAC appreciates these new modes of communication they would like to see more involvement and communication between BCF and all of the FAC Members, not just the FAC Chair.</p>

	<p>Sharing information with the FAC only a few days before sharing it with the public does not allow the FAC to provide meaningful feedback before it is shared more broadly.</p> <p>The Community Relations (CR) team clarified that the 3-month follow-up meetings will not include the terminal, vessel and other departmental staff. Rather these meetings will host the FAC members and the Community Relation Manager and Coordinator. The meeting will be focused on reviewing action items and progress updates.</p> <p>FAC shared that they are happy to receive action tracking updates every other month if it helps to moves items forward.</p> <p><b>Action: T. Davenport to get consensus from Bowen FAC on sharing information with full group rather than just the chair.</b></p>
<p>Summer Traffic Concerns</p>	<p>Resident Loading. As the ferry has reached capacity for all peak sailings residents are experiencing a diminished quality of life. A solution such as resident priority loading is being demanded by many members of the public.</p> <ul style="list-style-type: none"> <li>• Several routes are feeling the pressure of changing demand and volumes. Resident priority is a public policy decision which requires provincial involvement. BC Ferries continues to share what is heard from the communities and will work to review with the ministry this year.</li> </ul> <p>The FAC responded that while many people from the island want resident priority, they are also aware of the drawbacks. The FAC understands this is a systemic overload problem and appreciates BCF for identifying the BC Government as the decision makers on this issue.</p> <ul style="list-style-type: none"> <li>• BCF shared some challenges resident priority can cause. For example, how to identify “who is a resident”. For example, how long to must they live in an area? Do they need to own property? Or must they have their spouse living in the area, etc. This is not an issue we only hear from Bowen Island. These conversations continue to happen with the Ministry and the Commissioner.</li> </ul> <p>BC Ferries reservations system that is in place for other routes is not desirable on a run used primarily for day trips. Does BCF have any other solutions using this system that may work for our demographic?</p> <ul style="list-style-type: none"> <li>• Minor routes reservations are being considered around the fleet and project team are currently looking at what it would take to implement. This includes looking at all options based on the needs of the community with IT requirements, infrastructure, terminal layouts and traffic needs (commuter sailings etc.)</li> </ul> <p>The FAC stressed the importance of community involvement be very early for any proposed reservation system, especially as there is no consensus from the community on the use of reservations at this time. There are many use-cases that could be exposed through community involvement.</p>

- BCF assured the FAC that there would be large community involvement at all stages of research and development for these changes.

The FAC asked for clarity on why passengers are loaded onto the vessel ahead of cars. At Horseshoe Bay, passengers are loaded using an overhead loading area. At Snug Cove everyone is loaded on the car deck. To speed things up, would it not be better to load the cars first and ask foot passengers to wait?

- In Horseshoe Bay we often load vehicles first because there may be another vessel coming and we want to move vehicle traffic out of the way for the incoming vessel.
- At Snug Cove, especially on the weekends, is this something BCF can look into. Acknowledging walk-ons will need to wait outside longer.
- BCF shared another reason foot passengers boarding first, other than to improve on time performance, is for safety. BCF trialed loading cars ahead of passengers on Route 3 at Langdale terminal. It was difficult to marshal people while cars were moving. No significant time improvements were gained.

Please provide an update on the attempt to shift demand by adjusting evening pricing. Did this have a measurable effect? Will this be in place again this summer?

- Last summer, from July 6 to September 1, 2022, BC Ferries trialed a promotion that discounted evening sailings in an effort to shift traffic patterns and increase utilization. During the period, we saw approximately 10% improvement in load factor. While the promotion was partially successful in shifting a limited number of vehicles, it was not successful in creating sufficient movement to generate revenue to offset the losses. The results from across the system will be used to assess how it can be potentially offered in a different way to be more effective in the future.
- Increased Capacity Utilization:
  1. 19 Sailings with less than 50% Load Factor
  2. 16 Sailings with 50-85% Load Factor
  3. 3 Sailings with over 85% Load Factor

The FAC noted that this trial demonstrates how difficult it is to shift ferry demand and could be used as evidence in the case against developing the Metro Vancouver campground on Bowen Island.

The FAC asked for clarity around the amount of the discount.

- B. Kiloh noted that behaviour was beginning to change near the end of the trial. He observed demand growing for these later sailings over time.
- The FAC would like to explore any option available to shift traffic.

**ACTION: BCF to look into discounted pricing**

Increasing efficiency in vessel loading, how can we improve loading with fewer gaps.

- Our teams, whenever possible, are working hard to ensure cars are loaded as close as possible. Additional crew will be added during the summer period and on long weekends to help.

The FAC requested more announcements, more signage, and BCF staff to directing traffic to move closer to the vehicle ahead. Previously, the FAC was told by BCF that the vessel crew would walk up the lanes.

- Captain Raduta shared that this will be a part of the training for new crew members. It is our intention to do this more, however, we do not always have the crew capacity available.
- The FAC asked if there is anything that the community can do to help. Can the FAC assist by sharing more information? Is it possible to place a pamphlet on people's car?
- The FAC could help promote through their communications channels. BCF will promote more on their social media as well.
- **Action: N. McCall to take this back to the marketing team and investigate the use of a flyer on vehicle windows.**
- **ACTION: T. Olson to work with the Marketing team to encourage vehicles to park closer together on vessels.**
- **ACTION: BCF to find results of two lane loading trial.**

Can cafeteria staff assist in ushering tourists to the deck? Will there be a strong terminal staff presence to deal with tourist confusion, for example all tickets say lane 69, people cutting into the back of lines during overloads

- Terminal staff are placed at the end of lane 1 to direct traffic to the correct lane. This is also outlined in the procedure information.

The FAC added that the simple act of removing "lane 69" from the ticket could stop the confusion. This has been talked about since 2014/ 2015. It is something Bowen Island residents deal with every day. It requires people to exit their vehicles and educate tourists who will not enter lane 68 because their ticket lane 69. This creates conflict between people who are committed to lining in 69 and as a result blocks off lane 68.

- **ACTION: B. Kiloh to take this information back to the team to see if the 69 can be removed.**

Are passengers (both car and foot) loaded on a first come first serve basis when passenger overloads are in place?

The FAC shared an example of a recent case where more foot passengers were loaded onto a vessel resulting in a reduction in the number of cars that couple board. As a result, not all vehicle deck space was utilized and some families, or people carrying groceries and essential goods, were left behind. A request was made to balance out the number of foot passengers vs. cars when loaded to ensure full utilization of card deck space.

- The HSB Terminal Manager, B. Kiloh shared that we keep count of how many foot pax vs travellers in cars can be sold. While we can hit passenger capacity on sailings after 8:05 am it's very rare that this would short-load vehicle deck space. With that said, it is possible on long weekends.

The FAC asked for clarity as to the process for ticket sales. If a vehicle has already purchased a ticket, could they lose their position onboard the vessel due to a passenger walk on?

- BCF responded that that is not the case. We ensure that passengers that buy a ticket are loaded in the order they are purchased.
- Captain Raduta added that we currently have a request with Transport Canada to increase the passenger license on the Queen of Capilano. If this is accepted, we will be able to have more foot passengers onboard the vessel. This could take some time to be approved.
- The Queen of Capilano goes to refit next year and then will go next fall. Planned dates are Mid October – beginning of December 2024. The Queen of Cumberland is the expected vessel replacement.

The FAC inquired about securing water taxis for foot passengers in the case of vessels being significantly off schedule, in addition to when ferries are cancelled. The rationale is that if the sailing is delayed then it is difficult or impossible to make connecting transit on the mainland. This would greatly improve the quality of service of BC Ferries and allow foot passengers to make their connections. The community has shared with the FAC that this is a strong desire. Is there any way that BCF could encourage water taxis to become available during those times?

- **ACTION: T. Olson to take this request back to team to investigate what can be done to provide water taxis when vessels are significantly off schedule.**

The FAC reminded BCF that at the last meeting they were told BCF would trial a reservation system out of Horseshoe Bay but didn't see this take place.

- N. McCall, Manager of Customer Experience and Marketing, shared that the Route 2 reservations project had been delayed due to logistical concerns and we continue to incorporate community feedback. It is still on the table while we investigate solutions and may take place in the winter.

The FAC discussed dedicated lane for Bowen loading in HSB to avoid confusion and allow Bowen-bound travellers to avoid terminal congestion. BCF explained the logistics of the terminal create a challenge for staging vehicles especially during peak travel times when traffic backs up onto the highway.

BCF also shared that they will be repositioning a vessel from DEP-HSB (Route 2) to DUK-TSA (Route 30) to divert Nanaimo-bound traffic from HSB. BCF has also increased sailings from Tsawwassen to Departure Bay and provided saver fares to encourage travellers bound for Nanaimo to depart from Tsawwassen terminal. This will begin on June 25 and run until September 4. In addition to improved safety, the goal is to increase on-time performance by reducing congestion at HSB.

The FAC requested to change the announcements from saying "deck 2" to "the main vehicle deck". They shared that this is confusing for passengers as they do not know how the vehicle decks are numbered and may mistake it for the cafeteria deck.

- **ACTION: N. McCall to look at what changes to the recording on Queen of Capilano can be made to say main vehicle deck instead of deck 2.**

<p>Commercial Traffic</p>	<p>Can BCF explain the circumstances under which commercial vehicles acquire assured loading?</p> <ul style="list-style-type: none"> <li>• There are some routes that have assured loading for commercial vehicles carrying essential supplies like groceries.</li> <li>• Recently, we successfully trialed a project on Mayne Island where a community bus carrying elderly passengers travelling to medical appointments was granted assured loading. We welcome these pilots across the fleet. If Bowen would like priority loading for a community bus we are happy to work with the community on this request.</li> <li>• The FAC requested that BCF package this information and provide it to the FAC and Bowen Island Municipality (BIM) so they can share it with the community.</li> </ul> <p><b>ACTION: CR Team to create a procedure for requesting assured loading for community pilots and share the information with BIM and the FAC.</b></p>
<p>Communication Tools</p>	<p>One Page schedule update, TD not able to find on community page</p> <ul style="list-style-type: none"> <li>• Printable PDF schedules are available online; however the templates for printable PDF schedules on the website are all standard and are the same for all routes and cannot be edited.</li> <li>• We are happy to link to a one-page schedule on the Bowen Island Community page if felt it would be helpful</li> <li>• Terminal Development Plan for Snug Cove has been linked to the community page</li> </ul> <p>The FACs preference is that Bowen travellers go to the website to print a one-page schedule.</p> <ul style="list-style-type: none"> <li>• Unfortunately, we cannot link a one-page schedule to the BCF website. However, we can link it to the meeting minutes and share on the Bowen Island community page: <a href="http://www.bcferreriesprojects.ca/bowen-island">www.bcferreriesprojects.ca/bowen-island</a>. The link will direct to the Bowen Island website where the one-page printable schedule has been created by the community.</li> <li>• <b>ACTION: FAC to send link and CR team to link the Bowen Island one-page schedule to the Bowen community page and meeting minutes.</b></li> </ul> <p>Timeliness of service updates. It would be better to get a message saying “vessel is experiencing a delay and may be late” than it is to receive one that says “ as of 30 minutes ago the vessel is 45 minutes late” It is common recently to simply receive one service notice that the ferry is 20 minutes late. Hours later the vessel is so late a sailing is skipped. No update is issued via service notice.</p> <ul style="list-style-type: none"> <li>• We have passed this on to our customer service team to action who manages the service notices.</li> </ul>



	<p>There has been notable improvement to service notices. However, the FAC would like to see changes to when notices are received so that travellers may change their plans accordingly. Currently, it is unknown if the sailing has returned to the original schedule or if a sailing has been cancelled to make up for any lost time.</p> <ul style="list-style-type: none"> <li>• BCF has noted this feedback and will make adjustments. We have made changes for another route and are looking to make improvements on this issue across the board.</li> <li>• <b>ACTION: BCF to follow up with FAC with any updates to change to the timeliness of service notices.</b></li> </ul> <p>The FAC requested the BC Ferries app say when the vessel actually departed, not only when scheduled to depart and estimated arrival time.</p> <ul style="list-style-type: none"> <li>• BCF currently has a project underway to improve how we communicate current conditions. This information is within the scope of that project.</li> <li>• <b>ACTION: N. McCall to share this request with the current conditions project team for consideration.</b></li> </ul>
Bowen Ferry Terminal Project Update	<p>Please provide update on interim plan for shelter and washroom</p> <p>The terminal upgrade has been delayed and the FAC request a temporary washroom. Terminal operations shared that it is not possible to add another washroom. The FAC asked if it would be possible to add a temporary SeaCan with multiple washrooms inside, similar to what is done for public events and festivals.</p> <ul style="list-style-type: none"> <li>• BCF shared that the challenge with the washroom is the lack of maintenance staff.</li> <li>• <b>ACTION: CR team to follow-up on BCF's response to add additional toilet services in Snug Cove and investigate what, if anything, can be done.</b></li> </ul>

<b>New Items - Discussion Section</b>	
Medical Assured Loading Protocol	<p>How can the Medically Assured Loading vehicle bypass heavy traffic in horseshoe bay, can they use any lane or other option?</p> <ul style="list-style-type: none"> <li>• If traffic control is under the overpass sorting traffic, traffic control can direct the customer to any open ticket booth.</li> <li>• If Bowen is lined up, without traffic control, the customer can use any open ticket booth; however, if they are late for their medical assured loading (within 30 minute window) they will be asked to pull over and wait until ticket sales resume for the next sailing.</li> <li>• On occasion they may be asked to leave and return depending on conditions at the toll plaza.</li> </ul>

- These procedures may also change based on current conditions at the terminal.

The FAC asked for further clarity on the last two points above. In what scenario would vehicles be asked to leave and return? Under what conditions would procedures change?

- **ACTION: B. Kiloh to check with terminal operations team for clarity on the last two points and scenarios under which procedures would change or travellers with MAL would be asked to leave the terminal and return.**

Please ensure all terminal staff are familiar with this service

- All ticketing staff have been briefed on the process. We will include in our terminal briefings for information purposes. We currently have a high number of new hires who have just completed their training.
- The FAC shared their experience during the HOV trial. In this case, very few terminal staff were aware of the trial demonstrating that communication amongst staff is not always seamless.
- BCF shared that while they regret the poor roll-out of the HOV trial, the MAL process is different in that it's a common procedure for all routes. The MAL procedure is a standard training item for all staff.

How are vehicles staged in the terminal, can they be put with commercial traffic to ensure priority and that they are not left behind.

- Dependent on the conditions inside the terminal. If all routes are busy, lining up in the commercial lanes does not guarantee you a spot on the vessel (Commercial overloads). A procedure is being developed by terminal teams
- The FAC requested consistency in any planning so that any procedures remain up-to-date. It is important that travellers utilizing MAL do not need to re-educate themselves every time they need to access the service.
- BCF shared that given the current conditions, there will be variability on how traffic is staged at the terminal, and this will undoubtedly impact MAL travellers. Commercial traffic is not always assured loading.

Tap form instructions

- The Travel Assistance Program (TAP) helps patients with the cost of travel to and from medical specialist appointments. This is a BC Government and Ministry of Health program. We enhance this program by providing free reservations on bookable routes, where space is available.
- For any specifics around TAP, please visit <https://www2.gov.bc.ca/gov/content/health/accessing-health-care/tap-bc/travel-assistance-program-tap-bc>
- This is also linked on the BC Ferries website: <https://www.bcferreries.com/book-sailings/medical-assured-loading>

	<p>The FAC requested that the medically assured loading (MAL) information be included with TAP instructions so that the traveller accessing these programs can better communicate with their service provider on how these two forms work together and relieve the burden on the patient.</p> <ul style="list-style-type: none"> <li>• TAP is BC Government program and therefore BC Ferries cannot make any alterations to the information on the form. Furthermore, TAP applies to other modes of transportation and is not unique to BC Ferries. The patient receives the form and information from their doctor’s office, not from BCF.</li> </ul>
<p>Traffic Forecasting / Growth / and Management</p>	<p>The Bowen Island Community is very concerned with growth in seasonal traffic. Winter traffic seems steady over the last decade, this may indicate steady resident travel demands (40 000 passengers per month). Summer Traffic has exploded from 50k per month in 2014 to roughly 60k per month. This summer demand seems to have reached a critical point where desirable sailings in both directions are over capacity. With recent land purchases on Bowen Island that have the potential to cause an additional and substantial increase in traffic, residents are worried travel will become untenable. If we do see any substantial increase in demand the ferry service could be overwhelmed before any planned vessel or terminal upgrade. See below the potential impacts of +10% &amp; +20% traffic.</p> <ul style="list-style-type: none"> <li>• We are currently planning to replace the berth at Snug Cove in the early 2030s and the Queen of Capilano in the mid-2030s.</li> <li>• We are working with TransLink, BC Transit and the Ministry of Transportation and Infrastructure throughout our system to improve integration between our transportation systems and support the use of more active transportation for travel to/from our terminals (bus, bike, car-share, etc.). Community buses have recently been piloted in other communities with great success, helping to shift the traffic out of cars.</li> <li>• We are also assessing demand management strategies for our ‘minor routes’, such as reservations and pricing to improve certainty of travel, reduce waiting times and spread demand.</li> </ul> <p>The FAC asked for clarity around utilization metrics. Are traffic metrics for Bowen Island consolidated with all traffic moving through HSB? Furthermore, does BCF measure utilization over time and during peak sailing hours? Is all this information being shared with Metro Vancouver?</p> <p>BCF measures directional utilization on a sailing by sailing basis across the entire year. Our metrics show where and when the congestion is and which sailings are critical for travellers. This information has been shared with Metro Vancouver.</p> <ul style="list-style-type: none"> <li>• While BCF has shared the overload statistics off of Bowen Island, we do count the number of vehicles left waiting at the terminal. At Horseshoe Bay there is an estimate of the number of cars at the terminal. This estimation is based on the number of vehicles at the terminal, not the number of passengers in the vehicles.</li> </ul>

	<p>The FAC asked BCF shared the unsuccessful trial to reroute traffic from peak sailings with saver fares?</p> <ul style="list-style-type: none"> <li>• BCF has been communicating the restraints are on shifting traffic.</li> </ul> <p>The FAC asked for more information on the berth replacement in Snug Cove and what will be the replacement vessel for the Queen of Capilano.</p> <ul style="list-style-type: none"> <li>• The replacement vessel for the Queen of Capilano will be decided upon after an extensive business case has been performed. Currently, we have no further details to provide.</li> <li>• The FAC asked for a timeline on when more information can be expected and when community will be engaged in the process.</li> <li>• We do not have exact dates at this time. However, as soon as we have dates confirmed we will notify the FAC and ensure extensive promotion to ensure that anyone wishing to provide input can be involved.</li> <li>• The FAC asked for the timeline on the release of the next capital plan. After Covid-19, is there a new vessel procurement plan?</li> <li>• Yes, this is part of Performance Term 6 (PT6) which can be reviewed here: <a href="https://www.bcferrycommission.ca/download/performance-term-6-2024-2028/">https://www.bcferrycommission.ca/download/performance-term-6-2024-2028/</a></li> <li>• The BCF Commissioner has released the preliminary decision on PT6 which is open for public comment until August 8, 2023 here: <a href="https://www.bcferrycommission.ca/commissioner-releases-report-on-the-preliminary-price-cap-decision-for-the-sixth-performane-term/">https://www.bcferrycommission.ca/commissioner-releases-report-on-the-preliminary-price-cap-decision-for-the-sixth-performane-term/</a></li> <li>• The next performance term begins in BCF's fiscal 2025 (April 2024). The results from the planning period are expected in January/February 2024.</li> </ul>
<p>Bowen Students and treatment at the toll booth</p>	<p>Is there a standard or policy of what proof is required when students are travelling?</p> <ul style="list-style-type: none"> <li>• BC Ferries is currently working through a new process as privacy concerns have been brought up. We ask that all students carry their valid student IDs with them when they travel to help with the process.</li> </ul> <p>The FAC shared that elementary school aged children or younger do not receive an ID from their schools. The FAC have heard reports and have had experiences of terminal staff being rude to travelling students.</p> <ul style="list-style-type: none"> <li>• BCF apologized for these experiences and is aware of the issue. We have been working to improve the behaviour of these attendants.</li> <li>• We've been working to enhance our process for travelling students such as incorporating a form where students can sign their name. Unfortunately, we received a privacy complaint from parents and therefor are exploring other options.</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>ACTION: BCF will share any new process for travelling students with FAC for review as soon as it is available.</b></li> </ul>
<p>Ferry Cancellations</p>	<p>Recent cancellations have had a dramatic impact on the community. Residents have many questions about what can be done to prevent this in the future.</p> <p>Has BC ferries explored all options regarding reducing manning requirements temporarily to avoid cancellations. Please explain.</p> <p>Crewing update:</p> <ul style="list-style-type: none"> <li>• Several months ago, BC Ferries launched its largest recruitment campaign ever. Since February we held 18 career fairs in over eight communities up and down the coast. To date we've hired 500 staff for the coming peak summer season.</li> <li>• In an effort to both attract and retain employees, BC Ferries has introduced incentives and guaranteed hours for new employees, enhanced allowances for employees with certain technical qualifications and those who work overnight hours, increased its training budget to support employees who train to reach higher qualifications and boosted its cadet training program.</li> <li>• BC Ferries is supporting over 100 new licensed officers to complete training and certification requirements in anticipation of peak summer season starting in June. The hiring of licensed officers continues.</li> <li>• Our recruitment team have also been working overseas and are hiring people from England and the Philippines and we are hopeful India will be approved shortly.</li> </ul> <p>Transport Canada crewing regulations and license:</p> <ul style="list-style-type: none"> <li>• Based on the size of the crew required for the Queen of Capilano, the license cannot be reduced further.</li> </ul> <p>Is there anything that the community can do to assist?</p> <ul style="list-style-type: none"> <li>• We are hiring! If you know of anyone interested in a career with BC Ferries, please have them reach out.</li> </ul> <p>The FAC asked if a career fair was held on Bowen Island.</p> <ul style="list-style-type: none"> <li>• No, there was no career fair on Bowen Island. Crew working on the Queen of Capilano must start their shift at HSB terminal because that is the where the vessel is docked. Those living on Bowen Island must make their way to Horseshoe Bay by other means or stay on the mainland the night before. This is the same protocol for other islands.</li> </ul> <p>FAC asked if a Bowen resident with specific training or license could help with crewing shortages, especially in the case when no other crew can be secured.</p>

	<ul style="list-style-type: none"> <li>• It is possible. When major cancellations take place, like we saw on May long weekend, it is because we are unable to secure high licensed officers such as Mates, Masters and Chief Engineers. These positions take years to certify and train and therefore are difficult to replace. It is relatively easier to find replacement for unlicensed crew members. In some cases we can reduce the certification of the vessel which lowers the number of passengers we can carry on the vessel. Transport Canada requires a minimum number of crew to sail the vessel.</li> <li>• The FAC asked if it was possible to encourage local water taxi service providers to obtain a higher ticket license to support BCF during emergency situations where cancellations are at risk.</li> <li>• BC stated that this is something that would need to be taken into consideration with the union. All staff would need to go through internal training and certification.</li> <li>• <b>ACTION: CR team and Capt. Raduta to follow up on this inquiry.</b></li> </ul>
<p>Saturday Evening Sailings (7:50 HSB 7:20SC)</p>	<p>In the past we were told that these sailings were initiated based on being commercially viable. Does this run have enough demand in the summer to warrant its reinstatement currently?</p> <ul style="list-style-type: none"> <li>• We are not seeing overloads around the Saturday evening gap, so traffic generally doesn't warrant adding that trip back. The current gap in the schedule is also used for regulatory fire &amp; boat drills on Saturday night.</li> <li>• It was noted that the Saturday evening gap has never sailed, it has always been used for training. Other weekend morning sailings have been subject to changes in the past.</li> </ul>
<p>Ferry Reporting</p>	<p>Why is Bowen not represented in engagement studies <a href="#">Feedback and Engagement Report</a></p> <ul style="list-style-type: none"> <li>• Bowen Island information in on Page 7 of the engagement report.</li> </ul> <p>Why are cancellations not tracked for Bowen Island on Page 12. We are provided with more sailing per day than required but some days this is not met. <a href="#">Annual Report to the Commissioner 2021-2022</a></p> <p>With cancellations this year that put daily sailings below the minimum service levels we expect that we will be reflected in reports to the commissioner. Could you confirm?</p> <p><a href="#">BCF includes alternate service provided in report to the Commissioner. To avoid confusion, BCF will be splitting out alternate service round trip counts in this fiscal year's Commissioner reporting for transparency. Starting next year, alternate service will no longer be counted towards contract compliance as of PT6 April 2024.</a></p>
<p>May 18-October 9 Seasonal Schedule</p>	<p>The 2:40 sailing is 5 minutes after the end bell of the school day (2:35 PM) at Bowen Island Community School. If it is at all possible to move this sailing back to 2:55, or even 2:50, that would be helpful for families and staff hoping to catch a ferry immediately after school, but not have to leave school early. It seems like there has been plenty of time for the 3:30 to leave HSB most days and if pushing this 2:40 sailing back is possible, it would be immensely helpful for students, families, and staff.</p>

	<ul style="list-style-type: none"> <li>• We are happy to look at schedules to see what impacts this may have and if the schedule could be adjusted. Terminal operations and Fleet scheduling are currently looking into the details around this request and will report back to the FAC.</li> <li>• <b>ACTION: CR team to work with Terminal Operations and Fleeting Schedule to report back to the FAC on what can be done to align schedule with Bowen Island school day.</b></li> </ul>
<p>Increase the effectiveness of the FAC.</p>	<ul style="list-style-type: none"> <li>• Increased dialog and to return to holding regular internal meetings.</li> <li>• Discuss expectations of BC Ferries / terms of reference</li> <li>• Discuss tools available, FAC page</li> <li>• Web Meetings</li> </ul> <p>BCF is looking at the option of providing a login for virtual meeting platform (Zoom, Webex ect.) that can be used by the FAC to host meetings outside of the regular BCF/FAC meeting. In addition BCF is happy to support with booking meeting rooms when requested by the FAC to host meetings with their committee.</p>