

## **BC Ferry Services Inc.**

### **Accessibility Advisory Committee Meeting Minutes**

#### **Meeting Details**

Date February 9, 2012  
Time 1:00 PM - 4:00 PM  
Location Hotel Grand Pacific – East Vancouver Island Ballroom

#### **Attendance**

##### ***Public Interest Representatives***

Pat Danforth, Co-Chair  
Susan Gallagher, Alliance for Equality of Blind Canadians  
Hugh Mitchell, Canadian Hard of Hearing Association  
Mary-Kay Kennedy, Canadian National Institute for the Blind

##### ***BC Ferries Representatives***

Karen Tindall, Director Customer Care, Customer Care Department  
Jeff Davidson, Director, Retail Services  
Bruce Paterson, Fleet Technical Director, Engineering  
David Carroll, Director, Terminal Construction, Engineering  
Jeff Davidson, Director Retail Services, Food and Retail Operations  
Mike Menzies, Director, Standards  
Sean Westwood, Catering Superintendent, South Coast  
Garnet Renning, Customer Sales & Service Representative

##### ***Guests***

Andrea Timlick, Marketing Manager, Catering and Retail Operations  
Rosa Marinelli, Manager, Marketing  
Zoe King, Customer Service Centre Manager

##### ***Regrets***

Scott Heron, Disability Resource Centre  
Barbara Schuster, Canadian National Institute for the Blind  
Jane Sheaff, Seniors Serving Seniors  
Ernie Stigant, Multiple Sclerosis Society  
Valerie Thoem, BC Coalition of People with Disabilities  
Peter Simpson, Director Operational Strategy, Fleet Operations  
Jeff Joyce, Director, Operational Training, Fleet Operations and Training  
Stuart Leslie-Young, Catering Superintendent, Food and Retail Operations  
Paul McDaniel, Regional Director South, Terminal Operations

#### **Introductions**

Co-Chairs Pat Danforth and Karen Tindall welcomed the members of the committee.

#### **Review of minutes – July 13, 2011**

- The minutes of the meeting of July 13, 2011 were approved. There were no matters arising.

## **Standing Items**

### ***Training***

Karen Tindall advised the committee that there is no update with regard to training. She did express that BC Ferries continues to work on training material and is in the process of incorporating accessibility training materials presented previously into the SEA Training Program and online training.

### ***Loading Practices***

Mike Menzies encouraged communication to the members organizations the need for customers who require assistance to communicate their needs to BC Ferries' staff upon arrival at the terminal. He explained elevator access parking spaces are limited on the vessels, and it is imperative staff understand the customers needs and restrictions when they arrive. Karen Tindall also advised the committee that utilizing the C-Mist Communication tool that is on the BC Ferries website will greatly assist when loading passengers with accessibility concerns.

### ***C-Mist Communications Program***

Karen Tindall advised the committee that the C-Mist Communication Program was rolled out at the end of December 2011. BC Ferries hopes this will greatly improve the customer experience for those with accessibility concerns. She explained that the C-Mist Communications Program enables passengers a discreet way to self declare which will greatly assist staff when assisting passengers in the event of an emergency. She explained the importance of communicating ones needs to BC Ferries' employee's which begins by advising the ticket agent upon arrival and discussing specific needs with the Chief Steward or ship's First Officer when onboard. Karen Tindall advised the committee that there is an online form that can be printed, filled-in and taken with passengers that have accessibility concerns when travelling. Discussion ensued.

**ACTION:** For public interest committee members to provide information regarding the C-Mist Communication program to their respective contacts.

### ***Signage***

Andrea Timlick, Marketing Manager of Food and Retail Operations and Rosa Marinelli Marketing Manager, Corporate Marketing advised the committee that BC Ferries has approved a five year signage standards capital project which will revitalize terminal signage. They also advised the committee that they have been working on a Master Plan document which is in the process of being finalized. Discussion ensued.

**ACTION:** Andrea Timlick and Rosa Marinelli to provide information related to the Master Plan to Karen Tindall.

### ***Announcements***

Hugh Mitchell suggested that BC Ferries adopt an induction loop system whereby hearing aides serve as a wireless loudspeaker to deliver clear and customized sound. Discussion ensued.

ACTION: Hugh Mitchell to provide company contact information to Bruce Patterson.

ACTION: Jeff Davidson and Karen Tindall to work with Bruce Patterson to determine if an induction loop system is plausible for BC Ferries' vessels and if it can be installed during the Spirit refits.

## **Vessel Developments**

### ***Island Sky***

The Island Sky is currently in the shipyard and the anticipated return to service date is March 2012. The Island Sky will be refitted with a new elevator car and doors to comply with CTA requirements.

### **Tachek Upgrade**

The Tachek will be undergoing an upgrade similar to its sister ship the Quadra Queen II. The upgrades will include an accessible lounge and washroom facility on the car deck. This upgrade is scheduled to take place in December 2012 – Fall 2013.

### ***Kahloke***

The Kahloke will be undergoing an upgrade similar to the scope of the M.V. Klitsa on the Mill Bay Route whereby the lounges were upgraded and a new slide and platform system was put in place to increase efficiency.

### ***Queen of Chilliwack – Life Extension***

The Queen of Chilliwack currently services the mid-coast (Bella Bella) during the summer and provides relief vessel in the off-season. It is currently undergoing a two phased life extension project. Phase I of the project was completed in May 2011 and provided upgrades to the safety systems and crew accommodation. Phase II of the project is underway and includes upgrades to passenger services and electrical system. The anticipated completion date for Phase II is in May 2012.

### ***Spirit Class – Mid-Life Upgrade***

Initial planning for the 2015/16 mid-life upgrade for the Spirit of British Columbia and Spirit of Vancouver Island are underway. BC Ferries is in the process of developing the functional requirements for the vessels, which includes accessibility. Discussion ensued.

ACTION: Public Interest Committee members to provide input regarding the Spirit Class mid-life upgrade to Karen Tindall who in turn will provide comments to Jeff Davidson.

### ***Cable Ferry***

BC Ferries is in the process of developing and integrated Terminal/Vessel project for a Route 21 (Denman Island) cable ferry system. Propulsion for a cable ferry is by cable winch which is simple and efficient. Discussion ensued.

## **Terminal Developments**

### ***Swartz Bay Berth 5***

David Carroll advised the committee that berth has been outfitted with a floating integrated pontoon and standardized 1.5 meter walkways. David Carroll is in the process of creating appropriate signage for the upgrades. Discuss ensued.

### ***Nanaimo Harbour Waiting Room***

The Nanaimo Harbour waiting room is up to accessibility standards. There are three washrooms in total including one universal accessible washroom outfitted with appropriate wares for passengers with accessibility concerns. There is a separate pathway leading to the building which safely separates pedestrian traffic from vehicle traffic. Discussion ensued.

**ACTION:** David Carroll to advise committee if the women's washroom facility is wheelchair accessible.

### ***Hornby Rebuild***

The Hornby rebuild will be completed in the Fall and will be outfitted with the standardized 1.5 meter walkways.

### ***Upcoming***

David Carroll advised the committee that Powell River, Westview and Alert Bay will be outfitted with standardized berths in the near future.

### **Disabled Status Identification Card Update**

Zoe King advised the committee of the new process related to the Disabled Status Card. She advised the committee that discounted fares are available for residents of British Columbia who have a permanent disability. She explained that in order to receive the discounted fare one must apply for a BC Ferries Disabled Status Identification Card, which will need to be presented to the Ticket Agent when arriving at the terminal. Discussion ensued.

**ACTION:** Mary-Kay Kennedy to advise patrons that CNIB cards are still accepted.

### **Pre-Travel Information and Website Update**

Karen Tindall advised the committee that newly created accessibility brochures will be available to passenger's online and onboard vessels which will greatly assist with travel preparation and wayfinding while onboard. She also advised the committee that the accessibility webpage layout has been revised so that information is presented alphabetically to make it user-friendly. Discussion ensued.

### **Other Business**

#### ***Staxi Review***

Karen Tindall advised the committee that BC Ferries' has acquired and distributed 50 Staxi wheelchairs to the terminals. She also advised the committee that Dane wheelchair movers, a power-assist device designed to attach to the Staxi, are being considered for purchase to assist with safe passenger transport and help reduce the potential of injury. Discussion ensued.

### **Next Meeting**

July 12, 2012