

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

Date:	October 25, 2018
Committee Name:	Bowen Island
Routes:	8

### Attendees:

<p>For the FAC:</p> <p><i>Chair(s):</i> Susanna Braund</p> <p><i>Members</i></p> <ul style="list-style-type: none"> <li>• Johnathan Bell, David Hocking</li> <li>• Alison Morse</li> </ul>	<p>For BCF:</p> <ul style="list-style-type: none"> <li>• Mark Wilson, Peter Simpson</li> <li>• David Hendry, Doug Hanning</li> <li>• Lance Lomax , Darin Guenette</li> </ul>
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### Points of Information/Agreement:

<ol style="list-style-type: none"> <li>1. Postal carrier issue. BCF noted that they have spoken with the mail carrier, who had been inadvertently left behind at Horseshoe Bay, and have worked out a process to ensure he is loaded on his target sailing consistently.</li> <li>2. Weekday morning overloads; foot passengers. Since early September, there have been occasions when the vessel 'hit license' on the 7:30 am sailing. BCF had been sailing on a 'B' license, as their traffic forecasts and recent experiences had indicated this level of crewing would be sufficient. However, beginning Oct 18, they implemented a plan to use an 'A' license during the key morning sailings, at least until the end of November. This involves employment of two additional employees for a three-hour period (covering the 6:25, 7:30 and 8:35 sailings from Bowen). Bowen Municipality is working on getting an accurate idea of the number of students travelling on school buses off of the island to attend high school. A school district rep noted there are approximately 220-225 students going off island each morning to attend school.          BC Ferries acknowledges that they do look to operate as efficiently as planned, but when the passenger license is reached, it is a significant problem. To help address this, they are working with Transport Canada to revisit passenger maximums and how licenses are set. They hope to get agreement with TC to increase the levels, and they will keep using the 'A' license until this is sorted out. Discussion followed around understanding future demand and BCF looking for solutions to efficiently meet that demand. The FAC restated previous suggestion to see BCF develop a passenger-only service.</li> <li>3. Crewing consistencies. FAC noted that community members are observing different loading methods among the watches (crews), and are asking for BCF to both provide a clear procedure and then have all watches practice the same procedure (ie. when passengers are stopped loading, when vehicles are loaded, etc).</li> <li>4. Access for disabled customer access at Snug Cove. The FAC notes that there is no process to ensure that disabled customers who need to load near the elevator at Snug Cove. It was</li> </ol>
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noted that although there is currently a sign along the roadway indicating where these customers should stage, it is too far from the vessel. An idea was shared to look at paint 'hatch marks' on the roadway in an appropriate place, which would allow vehicle staging. BCF suggested that the ideal place to stage these vehicles is right at the front of line-up. Alison and Lance will discuss this outside the meeting. Related: Doug will explore options for allowing wheelchair space in Horseshoe Bay waiting rooms.

5. Horseshoe Bay 'ferry survival guide'. The FAC provided copies of their 'ferry survival guide', with a suggestion to streamline information and make it most useful for customers. This includes the value of placing the BCF guide on their website. BCF will take this feedback, make edits to their guide and look to provide a more useful guide.
6. Lane 69/return fare – printed on tickets. The FAC reiterated that customers who may be unfamiliar with this route could be better served with clearer messaging on the boarding pass they receive. Specifically, print information about loading in lanes 65-72 (instead of just lane 69) and that the fare is 'round-trip'. One suggestion was to install signage on the island indicating 'no return fare' required. The FAC also suggested a handout (sample given) could also be a low-tech solution. They noted that staging in Lane 69 is not working, particularly in peak season, as Lanes 70/71 get blocked.
7. Snug Cove terminal building improvements – new timeline. BCF confirmed that the plan is to replace the washroom/waiting area at Snug Cove by 2021, and will plan engagement sessions in spring 2019.
8. Requests. First, community members have asked to have both passenger lounge doors propped open during unloading, as this is not done consistently (Lance will investigate). As well, composting bins on board have been sought; BCF noted that there is no ability to unload compostable at Horseshoe Bay at this time. A third request was to eliminate single use plastics; BCF noted this is being worked on for straws and will be introduced soon. Finally, install a water fill station on the ship (BCF is working on getting these installed during refits, so this should happen during the next work planned).
9. Communications – reminder that '1-888' line not meeting customer need. BCF noted that they are working at providing much more thorough information for all routes via the website, which will then complement other forums for operational info. This project is underway and should see changes implemented within the next year. Discussion followed, and it was agreed that timely delivery of information is the most relevant aspect of getting to customers.
10. Horseshoe Bay redevelopment update. BCF is currently in the design phase for Horseshoe Bay development. The engagement is at the first of three phase engagement stages, with general themes heard through feedback being: practical/cost-effective solution, safe/accessible, integrate technology, integrate village with terminal, integrate customer experience. Next phase of public engagement should be in Feb/March of 2019. Construction scheduled to start in approximately 2023, with a three-year timeframe to completion. BCF highlighted that they are focusing on developing a construction plan that will minimize disruption to all routes serviced at the terminal.
11. Website survey/redevelopment. Darin noted that BCF is launching a new website soon, with different functionality and interaction for passengers. He'll update FAC members as release dates are set.
12. FAC term and reappointment. Darin explained process for resetting the committee memberships (to be in place for January 2019) and sought suggestions for any rep groups that may be missing from the committee. A reminder that there is a two-term limit.

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

Item	Who	By When
1. Analyse options for wheelchair staging at Horseshoe Bay.	Peter/Mark	ongoing
2. Look at streamlining/improving the HSB survival guide.	Doug	before
3. Look at signage ideas for helping with lane staging/return	Doug	Easter 2019
trip info confusion.		next meeting

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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.