

Gambier Island - Keats Island Ferry Advisory Committee

September 20, 2023 Meeting Agenda

11:00 am – 12:30 pm, Gibsons Public Market, 473 Gower Point Rd

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
Welcome and Territorial Acknowledgement	5 mins
Follow-up Items <ul style="list-style-type: none"> • BCF Website and App • Langdale Terminal Upgrade • Eastbourne cancellations due to weather • Gambier/Keats Ferry tickets in stores • Terminal waste management • Schedules and Ferry upgrades • FAC membership 	45 mins
Discussion section <ul style="list-style-type: none"> • Travel data • Keats schedule • Gambier New Brighton dock • Dangerous Goods sailing • Fire arms onboard Stormaway • Keats Landing berth congestions 	40 hour
Final questions and close	5 mins

Gambier Island – Keats Island Ferry Advisory Committee Meeting Topic Log September 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: Tamara Olson, Natalie McCall, Bruce Kerr (Kona Winds), Hardeep Grewal, Damon Durant, Carrie McIntosh

Ministry of Transportation & Infrastructure: N/A

FAC: Leanne Bruce, Peter Grierson, Trish Cowley, John McKearney, Michelle Hughes

Follow up:	
BCF Website and App	<p>Residents want to know when the Gambier/Keats schedule will be integrated into the app in the same manner as it is on the BCF website schedules for the Sunshine Coast.</p> <p>ACTION: N. McCall to talk to Digital Marketing team to investigate when the scheduling updates will be applied to the app for Route 13.</p> <p>Update: As the Gambier-Keats route is different and is operated by Kona Winds, the schedule has to be built separately and is pulled in from a different system. In order to provide accurate information for our customers we have set it as a link to the website for this route at this time to ensure no errors occur by trying to pull information from a separate system. They do have this noted as a possible upgrade in the future but no date has been set.</p> <p>New release coming for the app end of this month. ACTION: N. McCall to see if there are updates to the timing of the Route 13 addition.</p>
Langdale Terminal Upgrade	<p>FAC questioned whether upgrades to foot passenger loading area have also been delayed. Currently, passengers are loaded via the car deck.</p> <p>ACTION: T. Olson to follow up on Langdale Terminal update project - COMPLETED</p>

	<p>Update: Safety remains our highest priority and we will continue to upgrade and maintain the infrastructure at the Langdale terminal. We will also continue to mitigate operational impacts like noise and traffic congestion now and in the long term. Upgrades to the foot passenger loading is not currently part of this plan. The following projects are currently planned for Langdale Terminal:</p> <ul style="list-style-type: none"> • Berth Life extension is expected to take place in spring 2024. This will include steel strengthening and shoreline stabilization • Berth 1 replacement is planned for 2027
<p>Eastbourne cancellations due to weather</p>	<p>Community members would like 2 hours' notice if a sailing cancellation at the Eastbourne terminal will take place.</p> <p>FAC shared that when the Stormaway is cancelled a service notice is often not received. When service notices are provided they are often delayed</p> <p>ACTION: BCF to work with OSC and Stormaway to improve the efficiency of service notices when a cancellation to Eastbourne takes place. - COMPLETED</p> <p>ACTION: T. Olson to follow up with OSC to investigate how to better integrate Stormaway cancellations with BCF service notices. - COMPLETED</p> <p>Update: H. Grewal will follow up with OSC to establish a process for service notices related to the Stormaway. COMPLETED</p> <p>Bruce suggests that passengers make requests for Eastbourne a minimum of two hours v. the current one hour to provide the desired lead time for cancellations.</p> <p>Decision: Change the request time for drop-off/pick-up from Eastbourne from one hour to two hours, with the ability for the passenger to call back closer to the time to see if weather conditions have changed. The message that needs to be delivered that if Eastbourne residents are coming or going in the winter, they need to check in with the Stormaway first.</p> <p>ACTION: N. McCall to work with B. Kerr to update the information on the website to reflect the changes, and explore targeted social posts to support the distribution of this information.</p>
<p>Gambier/Keats Ferry tickets in stores</p>	<p>FAC requested tickets be available in a local Gibsons store, e.g., London Drugs, or preferably sold on the Stormaway.</p> <p>ACTION: T. Olson to follow up with the Manager of Recreation at the SCRD about the sale of ticket books at the Gibsons and/or Sechelt recreation centres. Update: After reviewing with BC Ferries revenue team, the decision</p>

	<p>was made to not pursue selling through SCR D, we did not engage further on the topic. FAC were made aware of the update at the meeting FAC meeting and as captured in the update below. COMPLETED</p> <p>ACTION: N. McCall to follow up with Revenue team on potential for third party vendor or kiosk at Langdale terminal. COMPLETED</p> <p>Update October 6, 2023: BCF assessed the ability to sell tickets through the SCR D (and other vendors outside of BCF) and due to costs associated to the creation, printing and maintaining of tickets, we are unable to offer this as an option. Efforts are being taken to look into other cost neutral options for ticket sales.</p> <p>Kiosks are also desirable as long as situated outside the fence where they are easily accessible for folks as they move between the Stormaway and Route 3.</p> <p>ACTION: N. McCall to revisit this idea with BCF tariff and revenue to see if we can reopen the idea of third-party vendor tickets and provide an update by mid-November. COMPLETED</p> <p>ACTION: Capt. Grewal and B. Kerr to discuss what options may be available for ticketing onboard the Stormaway.</p>
<p>Terminal waste management</p>	<p>FAC request a recycling system, including returnable bottle/can disposal. While this is not part of the BC Ferries scope of service, our teams will look into possible options alongside SCR D. M. Hughes offered to connect the SCR D and BCF to create a formal recycling system at the Langdale Terminal</p> <p>ACTION: D. Durant and M. Hughes to connect about recycling system at Langdale terminal COMPLETED</p> <p>Update: Our teams are waiting for a response regarding regulations on non-BCF staff requiring WorkSafe BC coverage for picking up bottles/cans. We hope to have a resolution soon as there are parties interested in collecting the recyclables. Unfortunately, due to the lack of space to sort recycling items, increased labour costs, and costs associating with managing the recycling (contracted pick-up, security, etc.) we are unable to expand the current recycling project to include additional items at the Langdale terminal.</p> <p>The terminal is trying to find someone who is interested in taking over recycling collection, this requires BCF to be sensitive to contractual agreements, WorkSafe BC regulations etc. associated with regular pick up and management. It is a space and labour cost consideration, and BCF is not actively pursuing this at this time, but FAC would like to keep this idea on the table to revisit at a later time.</p> <p>Note: BCF will not be revisiting this in next 12 months unless a substantial change in process/space/labour occur.</p>

<p>Schedules and Ferry upgrades</p>	<p>FAC shared that overloads occur when youth and their parents are travelling to a local camp. In addition, there is a new resort on Gambier Island. BCF suggested that when it is known that a large group will be travelling that they provide a warning to the Stormaway and consequently BCF so that a warning of high traffic can be shared in a service notice.</p> <p>ACTION: B. Kerr to call the Keats Island youth camp and ask them to inform parents and alert the Kona Winds when they are expecting large groups of travellers. COMPLETED</p> <p>FAC proposed to move the Sunday Stormaway sailing up a 10-15 minutes to ensure the connection at LNG is secured.</p> <p>ACTION: T. Olson to follow up with S. Anderson to action this item and confirm with the FAC - COMPLETED ACTION: BCF will create service notices and update the online schedule once approved. - COMPLETED ACTION: CR team to update the Community Page with these changes. - COMPLETED ACTION: FAC will share updated schedule through their mailing list and Facebook. - COMPLETED</p> <p>UPDATE: Schedule changes have now been updated on the BCF Website. Further updates have been requested from the FAC and are currently under review.</p>
<p>FAC membership</p>	<p>FAC request to know how long each committee member has been on the FAC</p> <p>ACTION: BCF to review how long each committee members have been on the FAC COMPLETED</p> <p>Update: T. Olson gathered available contact lists and has put together a list with available information. When shared with members of the FAC it was noted that the lists did not appear to be accurate. Our contact list has recently (in the previous 12 months) been updated to ensure accuracy of time on the FAC to help correct this for future reference.</p>

<p>New Items – Discussion Section</p>	
<p>Travel data</p>	<p>FAC requests report or the travel data for the number of travellers to each stop on Route 13 for the past year.</p> <p>Kona Winds keeps daily manifests that are reported monthly, and published annually. There are examples that can be published to show what data is available. This data shows how many people and where they are going. Kona Winds can sit down with the FAC members to review data and look at the schedule at regular intervals if desired in a separate meeting.</p>

	<p>FAC would like to see the data to digest it before discussing it. They would like to have a way to place the daily manifest information into a spreadsheet so they can do number crunching, averages etc. Once data goes into a monthly aggregation, it loses granularity of who is going where, and how many people.</p> <p>Can daily manifest sheets be shared with the FAC so they can create a spreadsheet format that provides them with the information they are looking for?</p> <p>FAC would like to see information/notes on when cancellation happens and why (weather etc.) to better understand ridership numbers.</p> <p>ACTION: T. Olson to confirm that we can provide the sail-by-sail data to the FAC members provided it stays within the FAC as un-audited data.</p> <p>ACTION: With go-ahead to share, B. Kerr can set meeting with FAC to discuss further.</p>
<p>Keats schedule</p>	<p>FAC requests adjustments of sailings to Keats to improve the wait time at Langdale coming to/from Route 3.</p> <p>Keats and Eastbourne travellers wait a long time at Langdale in comparison to Gambier travellers and there appear to be opportunities for improvement to the schedule to minimize these times.</p> <p>Keats has identified areas they would like this addressed and this feedback to be used to inform schedule changes. In particular, going home via Langdale on Sundays. It was noted that all runs don't seem to connect well.</p> <p>ACTION: S. Anderson to analyze changes provided by P. Grierson and connect with B. Kerr to discuss further.</p> <p>ACTION: P. Grierson's suggested changes will also be discussed during the meeting on ridership data. During this meeting, B. Kerr will take input away and develop a revised schedule which will be presented back to BCF for their consideration.</p>
<p>Gambier New Brighton dock</p>	<p>Discussion of the condition of the ramp at Gambier Island (New Brighton). It is a significant hazard. What happens if we lose this dock?</p> <p>There is a hole in the ramp and there are significant hazards with the dock that are creating concerns for riders. This is an infrastructure issue. Right now the community pays for the dock, but BCF uses this and should be maintaining/funding this infrastructure.</p>

	<p>Gambier Island has a central contact at the SCRD regarding dock management and maintenance. SCRD did review the condition of the New Brighton dock when they did safety assessments on the Island's docks some time back.</p> <p>ACTION: T.Olson to research who is responsible for the docks and how to move the concerns related to safety and accessibility of this infrastructure forward.</p>
<p>Dangerous Goods sailing</p>	<p>Discussion on feasibility of a Dangerous Goods run while Hopkins Landing dock is out for a year. The dock was a central access point for Islanders getting gas/propane.</p> <p>Update: Transport Canada regulations were looked into years ago about DG and based on the requirements it is not feasible for Dangerous Goods to be transported on this route.</p> <p>Route 3 does not have Dangerous Goods sailings because these travel by barge. On other routes, DG sailings are reserved for trucks, which is different than what Route 13 needs. Right now Route 13 uses private boats and needs transport for individuals carrying fuel and propane tanks. It is logistically challenging for the Stormaway to carry DG within regulations for multiple passengers and multiple stops. This would require Stormaway to become enforcement for safety of tanks etc. and passengers could not be carried at the same time as DG. It does not appear to be feasible and the FAC appreciates the discussion.</p>
<p>Fire arms onboard Stormaway</p>	<p>Review of rules Coinciding with the opening of hunting season, Gambier Islanders have asked for a review of the rules regarding weapons on the Stormaway.</p> <p>Signage is up on the boat, but a reminder can be placed on the website to remind folks that firearms are not allowed on the Stormaway. There will be no review of the rules related to firearms.</p> <p>ACTION: N. McCall will place a reminder on the Route 13 schedule pages.</p>
<p>Keats Landing berth congestions</p>	<p>The Stormaway experiences issues with docking at Keats Landing when a large boat (the Britannia on a few occasions this summer) or large barge is in during an extreme low tide. Where can the Stormaway dock when this occurs?</p> <p>Challenges may occur once a month where the dock at Keats Landing is occupied by the barge, and the Stormaway cannot dock and cannot wait for the barge to clear.</p> <p>The Stormaway crew reached out to Keats Camp and the Britannia Crew about the timing at the dock this summer and the Britannia was very helpful in delaying their arrivals. The issue may arise again when a large barge is at the ramp which can block the float for 2 hours. Access to SCRD dock when Britannia is in can be</p>

	<p>managed in peak season. Stormaway is prepared to use other docks when necessary, as when Eastbourne is not accessible.</p> <p>What is BCF's responsibility for maintaining/providing docks for Route 13? FAC would like BCF to be an advocate and a voice for dock maintenance and repairs to support the community requests.</p> <p>ACTION: Keats FAC members can communicate that barges need to be scheduled to avoid Stormaway schedule, as this is a conflict created by resident work schedules.</p> <p>ACTION: As above for safety of New Brighton dock with T. Olson to research how to move these concerns forward.</p>
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BC Ferries Updates	
<p>Terms of Reference</p>	<p>TOR Update Thank you to everyone who made the effort to review the first draft of the Terms of Reference! C. McIntosh is now working on the second draft of the ToR based on the feedback received from the membership and Chairs. One item requires further discussion with the membership to help inform the changes:</p> <p>Election (re-election) of FAC Chair: We had mixed input on the need for term limit on the FAC Chair position. A suggestion has been made for the FACs to vote every two years on whether a fresh face is desired. Through this process members wishing to step into the Chair's role could express their interest to the group and members could vote. Members would also be asked to vote on whether they feel there is need for a Co-Chair or Vice Chair for their committee.</p> <ul style="list-style-type: none"> • How does this suggestion feel to FAC members? • If an election process was initiated, how would members like to do this? Options include in-person at an FAC meeting; virtually through email and managed by a member of the FAC or by BCF; virtually through an anonymous channel (like Survey Monkey) and managed by BCF; other ideas? <p>ACTION: C. McIntosh to email this item to members for their input.</p>

FAC Chair: While Joe is away, T. Olson will email the full FAC to ensure communications are flowing well. The FAC is responsible for deciding what to do moving forward and to let BCF know what they would like to do.