

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

Date:	May 31, 2017
Committee Name:	Southern Sunshine Coast
Routes:	3

### Attendees:

<p>For the FAC:</p> <p><i>Chair(s):</i> Diana Mumford</p> <p><i>Members</i></p> <ul style="list-style-type: none"> <li>• Mike Shanks, Ed Steeves, Robin Merriott</li> <li>• Jeremy Valoriote (cc), Mathew Willson (cc)</li> <li>• Joyce Clegg (co-Chair GK FAC)</li> </ul>	<p>For BCF:</p> <ul style="list-style-type: none"> <li>• Mark Collins</li> <li>• Peter Simpson</li> <li>• Doug Hanning</li> <li>• Lance Lomax</li> <li>• Darin Guenette</li> <li>• David Hendry (cc)</li> </ul>
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### Points of Information/Agreement:

<ol style="list-style-type: none"> <li>1. Route 2/3/8 –Context has been hired by BC Ferries to engage communities as much as possible about what options for changing the sailing schedules for the three routes using Horseshoe Bay; a website is now live to explain this process. This is a multi-phase, varied format engagement process and will continue through June and July.          At this early stage, 2,300 surveys have been submitted online. A reminder that this process is aimed at finding a way to develop a more reliable schedule, as customers and employees need to know that the ferries will operate on-time.          A summary was provided outlining the constraints that would limit seeing two vessels operate on Route 3, including necessary changes at Horseshoe Bay and deployment of two appropriate vessels.</li> <li>2. Policy review disabled customers – it was noted that customers requiring loading near an elevator are not consistently loaded appropriately. For example, the vehicles are being parked where people with mobility issues cannot leave their vehicles and elevators are not nearby or accessible. As well, distances to travel at terminals are often seen as a hardship.</li> <li>3. Medical appointment travel and priority boarding: Question was posed as to whether customers travelling for medical appointments could be assured travel on a sailing without making a reservation. BC Ferries noted that there is a process whereby a customer can be provided assured loading for medical travel, but this requires obtaining a letter from a physician; this letter can be obtained in consultation with BC Ferries Customer Care section.</li> <li>4. Vessel ops update: Queen of Coquitlam starting summer service later in June; OTP is approximately 75% on average, which is well below fleet average and not acceptable to BC Ferries (thus, the impetus for engagement process mentioned earlier).</li> </ol>
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5. Terminal ops update: The next construction phase of the Langdale upgrade project will begin in early summer of 2018, and will include installation of the overhead foot passenger walkway. This will help separate passengers from vehicles when loading/unloading vessels. In a related note, master planning is underway to look at options for improvements and upgrades at Horseshoe Bay terminal.
6. BC Ferries has developed a process to allow FACs to submit requests for any notable service changes to BC Ferries, whereby BC Ferries will receive, analyse and reply to the request within 90 days. A part of this request is a form called the Significant Service Request ( SSR) form.
7. BCF in contract negotiations with a shipyard to design/build the Minor 44 Class vessels; will replace all of our smallest class ships in the future. Reps will come to the communities later this summer for the next phase of engagement on this vessel, and ideally again prior to the final design being set. Note: an electric hybrid propulsion solution is being considered for cost savings and efficiency reasons.
8. Shuttle Class intro: replacement project for the Bowen Class vessels; is a 100 AEQ design. BCF would like to be in contract for these new vessels by the end of 2017 if possible. Look for future communications and engagement plans.

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

Item	Who	By When
1. Develop process to ensure the 'disabled placard' is placed on the appropriate side of the vehicle, which will allow proper loading on board.	Lance/Doug	summer
2. Send Diana the link to 'medical assured loading' information on BCF.com.	Darin	early June
3. Provide data as to the number of TAPs travellers on Route 3.	Peter	early June

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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.