

Bowen Island Ferry Advisory Committee September 2023 Meeting Agenda

Tuesday, September 19, 2023 6:30 pm – 8:30 pm, BICS

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 Welcome and Territorial Acknowledgement	
Follow up <ol style="list-style-type: none"> 1. Traffic staging at Bowen 2. FAC review and enhancements 3. Summer Traffic Concerns <ul style="list-style-type: none"> ○ Summer 2022 Pilot ○ Improved communication for loading efficiency 4. Lane 69 Ticketing 5. Water Taxis during delayed sailings 6. Deck announcements 7. Assured Loading Requests 8. Communication Tools 9. Bowen Ferry Terminal Project Update 10. Medical Assured Loading Protocol 11. Student treatment at toll booth 12. Ferry cancellations 13. May 18 – October 19 Seasonal Schedule 	50 mins
New Items - Discussion section <ol style="list-style-type: none"> 1. Resident Priority 2. Reservations 3. Vessel swap during summer peak season 4. On Time Performance & Overloads 5. Staging at HSB 6. Traffic forecasting, growth and management 7. Crewing 8. ADDED: Contingency on evacuation 	1 hour
Final questions and close	5 mins

*We gratefully gather on the traditional territory of the Skwxwú7mesh Úxwumixw
(Squamish First Nation).*



Bowen 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:

- Captain Claudiu Raduta, Marine Superintendent
- Tamara Olson, Community Relations Manager
- Steve Anderson, Fleet Scheduling Manager
- Natalie McCall, Customer Experience Manager
- Emily McGrath-Agg, Regional Manager, Terminal Operations
- Terri King, Terminal Manager Horseshoe Bay

Ministry of Transportation & Infrastructure:

FAC:

- Tyler Davenport
- Murray Atherton
- Jonathon Bell
- Peter Matthews
- Gale Lyttle

Follow up:

Traffic staging at Bowen

Staging Traffic

Items from previous meeting:

FAC would like to advocate alongside BCF to improve traffic staging conditions at Snug Cove terminal outside of BCF property.

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.

Update July 13: A. Houghton contacted terminal staff who have been collaborating with BIM on a marshalling process. Currently the acting regional manager is on Vacation until August 2023. CR team will coordinate a meeting with stakeholders with the new Regional Manager for end of October 2023.

New updates/requests from FAC

Traffic staging on Bowen continues to be a significant problem. Tensions are high and conflict is occurring. Marshalling in summer months is required most of the time.

FAC would like BC Ferries to work with BIM to secure a land lease and pursue terminal enhancements or alternative measures to make significant changes to the existing system.

BIM, BC Ferries, MOTI, FAC meeting, should be scheduled before next busy season.

Update: This was reviewed during the Terminal Development Plan process and no viable options resulted as part of the review. At the time of the Terminal Development Plan, and in working with the municipality, it was discussed that traffic would need to be accommodated on existing pathways. This was largely due to lack of available land and space. In our discussions with our teams and stakeholders, we continue the discussions around alternate modes of transportation and how we can help create a more seamless link. Members of the BCF team are part of task force to look at connections between different transit providers, as well as BCF working with communities on providing assured loading to community programs such as a community bus.

FAC noted that they would like for BC Ferries to work with BIM on leasing land. This would allow BC Ferries staff to work in the area, and provide more flexibility on use of space.

Information pamphlet

Items from previous meeting:

An information pamphlet to be handed out to visitors is currently under review.

Update: A draft has been sent to FAC for review before finalizing by BCF

	<p><u>New updates/requests from FAC:</u> Instruction Pamphlet not being pursued due to printed material policy. Information available online under travel tips is not seen as being equivalent. FAC request permanent signage in the bunker as the next best option. ACTION: BCF to consider where on the Horseshoe Bay terminal (eg. along the cement wall of the staging area) the information can be posted. Update: Discussion held with the team around the location – does having the information inside the terminal about loading help once those travelling are already inside the terminal? ACTION: N. McCall to look into using BIM loading information and where to have it posted.</p>
<p>FAC review and enhancements</p>	<p>FAC would like to more frequent communication with the entire FAC on ferries issues to improve communication and progress on issues. CR to provide an action tracking list to show updates on FAC requests. This is to be provided every 3 months. Action: T. Davenport to get consensus from Bowen FAC on sharing information with full group rather than just the Chair. Completed It was agreed that we would trial including all FAC members in correspondence for 3 months.</p>
<p>Summer Traffic Concerns - Summer 2022 Pilot</p>	<p><u>Items from previous meeting:</u> FAC requested the discounted price amount for the 2022 pilot project which attempted to shift demand. ACTION: BCF to provide discounted price amount to FAC. Completed Update: There was a 75% discount off the regular Private Vehicle rate on RT 8. This discount was applied on the 21:20 sailing, all days of week at HSB ticket booths as it was configured in our POS system. It was \$14.40 to travel on the 21:20 sailing, which was \$7.75 for a Private Vehicle combined with the \$6.65 Adult Passenger e-card rate. <u>New update/request from FAC</u> Will there be any further trials on shifting demand through pricing? There are no plans to look at price shifting for Route 8</p>
<p>Summer Traffic Concerns - Improved communication for loading efficiency</p>	<p>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. Notes from last meeting: 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. Action: N. McCall to take this back to the marketing team and investigate the use of a flyer on vehicle windows. Completed Action: BCF to look follow up on announcements to encourage vehicles to park closer together on vessels. Completed</p>

	<p>Update: Announcements are made at HSB terminal encouraging drivers to pull up to the vehicle in front. Our teams are also looking into what signage could be placed at HSB terminal by the staging lanes to remind drivers. Flyers are not being considered at this time.</p>
<p>Lane 69 Ticketing</p>	<p>The FAC would like "lane 69" removed from the HSB to Bowen Island ticket which causes confusion and conflict amongst travellers.</p> <p>ACTION: B. Kiloh to take this information back to the team to see if the 69 can be removed. Completed</p> <p>Update: As of mid-August, one of the three watches has been trailing the new profile in the ticketing system. The new system lists 69 on the ticket until full, then changes to lane 68 until full and so forth. Some challenges including software limitations and difficulties with overall volume have occurred.</p> <p>The terminal team also added signage to use while the new profile was being tested (bowen island: lane assignment changes in effect and Bowen Island: proceed to lane on ticket) Ticket Agents were not instructed to change their script – they still told Bowen drivers to proceed down lane 1.</p> <p>Terminal's initial observations were that some vehicles continued to place their car in any lane. This creates a challenge for our systems as counts are then inaccurate. Terminal Attendants typically increase parking control when Bowen hits 80% to make sure vehicles stay in order. The biggest effect it will have is preventing late additions to Lane 69, which should prevent any arguments from arising between customers.</p> <p>FAC reported marshaling improved the flow of traffic and staging over the summer. BCF reported that this is likely due to the additional staff that were added this year. This is planned for next year as well.</p>
<p>Water Taxis during delayed sailings</p>	<p>The FAC inquired about securing water taxis for foot passengers when vessels are significantly off schedule</p> <p>ACTION: BCF to take this request back to team to investigate what can be done to provide water taxis when vessels are significantly off schedule. Completed</p> <p>Update: Water Taxis are currently only used as part of our service recovery during cancelled sailings to ensure passengers have a way to get home. At this time there are no plans to use water taxi service during significant delays.</p> <p>Operations are meeting at the end of summer season to discuss next options moving forward.</p>
<p>Deck announcements</p>	<p>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.</p> <p>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. Completed</p>

	<p>Update: The Capilano announcements refer to the deck as “Deck 2, the Main Car Deck”. This is consistent with how we refer to the all the decks; deck number followed by deck description. There are 3 different disembarkation points on the Capilano:</p> <p>Deck 2 the Main Car Deck Deck 3 the Passenger Lounge Deck Deck 4 the Sundeck</p>
<p>Assured Loading Requests</p>	<p>The FAC requested that BCF create a procedure with instructions on how commercial vehicles and community initiatives can request assured loading and provide it to the FAC and Bowen Island Municipality (BIM).</p> <p>ACTION: CR Team to work with terminal to create a procedure for requesting assured loading for community pilots and share the information with BIM and the FAC. Completed</p> <p>Update: Requests for assured loading for commercial vehicles or community initiatives should be directed through the FAC in writing.</p> <p>For commercial vehicle requests:</p> <ul style="list-style-type: none"> • This should include the company and the reason for requesting assured loading • Days of week and sailing times being requested • FAC to provide input on benefit to community for request <p>For Community initiatives eg. Community Bus</p> <ul style="list-style-type: none"> • This should include the name of group/association and the reason for requesting assured loading • Size of bus • Days of week and sailing times being requested • FAC to provide input on benefit to community for request <p>Once the request has been submitted our operations teams will consider the request. BC Ferries Community Relations team will then provide the decision in writing to the FAC who is responsible for letting the applicant know of the decision. If approved BC Ferries will also provide parameters around loading including arrival times at terminal and directions when arriving at the terminal.</p> <p>ACTION: FAC requested parameters are provided for what are considered benefits to the community, and what type of users will be considered.</p>
<p>Communication Tools</p>	<p>One-Page Schedule</p> <p>ACTION: FAC to send link and CR team to link the Bowen Island one-page schedule to the Bowen community page and meeting minutes. Completed</p> <p>Update September 11: CR team received link from FAC and added it to the FAQ on the Bowen Island Community page.</p> <p>Service Notices</p>

	<p>The FAC requested changes to timing of Service Notices that travellers may change their plans in the case a sailing has been cancelled, delayed, or returned to its originally scheduled sailing. BCF has noted this feedback. ACTION: BCF to follow up with FAC with any updates to change to the timeliness of service notices. Completed Update: Feedback was passed on to the OSC department, who manage the service notices. We will continue to monitor the timeliness of SN and welcome feedback from the FAC if any improvement has been noted.</p> <p>New update/request from FAC FAC report that the issuing of the first service notice of the day has been good although updates to this notification would be helpful. It is understandable that people may not want 8 service notice emails a day. Are there other options for updating this information? Could the App and push notifications be used as a solution? Alternatively, could the service notice email contain live content showing how late the ferry is at the time of opening in addition to the initial message?</p> <p>FAC noted that updates are not being emailed out to people and a strong desire to improve the process of Service Notices, as well as what is included in the Service Notices. Ferry tracking is not available, but looking for ways to include better dynamic content in Service Notices</p> <p>FAC would also like to hear more about the work being done on intermodal transportation and connections. BCF shared they meet with translink and other transit providers 1/month to discuss scheduling with real time data as well as future forecasting.</p> <p>BC Ferries App and Current Conditions The FAC requested the BC Ferries app say when the vessel actually departed, not only when scheduled to depart and estimated arrival time. ACTION: N. McCall to share this request with the current conditions project team for consideration. Completed Update: An update is expected on the current conditions project at the end of the year. This is planned to include to include updates to departure times. FAC will be provided a demonstration of the updates before they are live. FAC noted an improvement in ticket sale cut off for Bowen and being in line with actual arrival and departure times.</p>
<p>Bowen Ferry Terminal Project Update</p>	<p>FAC expressed need for additional washrooms at Snug Cover terminal. Due to limited maintenance staff, BCF cannot provide additional washrooms at this time. 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. Update:</p>

<p>Medical Assured Loading Protocol</p>	<p>Item from previous meeting: FAC requested further information on MAL protocol related to:</p> <ul style="list-style-type: none"> • In what scenario would vehicles be asked to leave and return? • Under what conditions would procedures change at the terminal? <p>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.</p> <p>New updates/request from FAC Areas of concern regarding MAL from residents</p> <ul style="list-style-type: none"> • BCF staff seem to not know about MAL. Hopefully this continues to be addressed through training. • There needs to be a place where BCF staff can look it up quickly. Please advice where this information would be, can customer say "ask tower" or direct them elsewhere? • 3 choke points: Highway / Toll booth / HSB staging location (cross hatch area) • How to signal access needs? Flashing headlamps? Marker on car from BC Ferries? • Could a priority lane be designated? • Possible signage to alert drivers/employees to MAL staging location? <p>BCF teams noted they will revisit the training for the teams for the TAP and MAL program. It was also noted that drivers can ask for supervisors when they approach the ticket booth for clarification.</p> <p>With the layout of HSB terminal, priority lanes are not currently an option.</p>
<p>Student treatment at toll booth</p>	<p>BCF has been working to enhance our process for travelling students ACTION: BCF will share any new process for travelling students with FAC for review as soon as it is available.</p> <p>Discussion around students being questioned if they are students. Terminal Operations confirmed the process is for students to identify as a student, they can then sign in and they will not be questioned further. This procedure has been shared with the operations teams.</p>
<p>Ferry cancellations</p>	<p>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. BCF stated that this is something that would need be taken into consideration with the union. All staff would need to go through internal training and certification. ACTION: Fleet Operations to follow up on this inquiry.</p> <p>Vessel operations provided information on the requirements that would be required for other providers to be able to assist during cancellations. All BCF employees are required to go through specific training and certificates before they can work on a vessel. For this reason this avenue is not being explored further. Vessel staffing is currently in a good position for Route 8.</p>
<p>May 18 – October 19 Seasonal Schedule</p>	<p>FAC requested schedule adjustment to align with local school dismissal times.</p>

	<p>ACTION: Terminal Operations and Fleeting Schedule to report back to the FAC on what can be done to align schedule with Bowen Island school day.</p> <p>Discussions around the 3:30pm student sailing but ensuring the remainder of the schedule remains the same. Conversations suggested between schools and BCF to understand the requirements for timing and schools.</p>
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New Items - Discussion Section	
Resident Priority	<p>Seasonal increase in traffic from tourism has a large impact on Island Residents. The current summer ferry situation has reached the point where it is hard for residents to function. A two-sailing wait for access to the ferry service is untenable.</p> <p>In metropolitan areas that see heavy tourist traffic there are often accommodations made such that residents can access their homes and continue to function in their daily roles. For example, long term street parking accessible to residents only.</p> <p>FAC would like BC Ferries to update on status of Resident Priority Loading. If resident priority loading is not being pursued please provide any alternative options.</p> <p>Update: Several communities are feeling the pressure of increasing demand and passenger volume. Priority boarding for residents is a request we hear across multiple regions. This is a public policy decision that requires provincial involvement. We will continue to work with the Ministry of Transportation and Infrastructure (MoTI) to explore the requirements of a system of this nature.</p>
Reservations	<p>FAC request BC Ferries bring a detailed plan to the public for how reservations could be implemented on Route 8 to improve user experience. The proposal should be detailed enough that residents can comment on how it would or would not work for their situation. A community consensus cannot be reached on this topic without details to consider.</p> <p>BCF Info: BC Ferries is open to holding conversations and discussions around Route 8 reservations. Before a plan could be considered, BC Ferries would like to better understand what “reservations” means to the community, what would be important to include, and what outcome the community is hoping for.</p>
Vessel swap during summer peak season	<p>The Malaspina Sky with 112 AEQ capacity currently serves route 7. It appears that route 7 is operating at a lower utilization than route 8. Can the Malaspina Sky be brought to route 8 for July and August to assist with peak season capacity issues?</p>

	<p>The additional AEQ capacity may help with traffic volume while at the same time not be in excess of what the on road staging can accommodate on the Snug Cove side. This may help reduce the backlogs until significant changes to the service can be considered.</p> <p>Update: This option was considered previously and after review it was decided it was not a feasible option. The rationale includes the demand on Route 7 with the current customer mix, connections to Route 3 and transit, and the schedule constraints for both Route 7 and Route 8. In addition, the infrastructure on Route 8 would not currently support the larger vessel.</p> <p>We recognize the communities concern with traffic levels, and would be happy to discuss what other ways we could support the community as we do in other areas around the fleet, including assured loading for community/passenger busses, and supporting intermodal transportation.</p>
<p>On Time Performance & Overloads</p>	<p>The inability to maintain schedule has become severe during summer months. Between July 1st and Sept 1st there were approximately 4 days when a service notice email was not sent. This email is typical around 10am when the vessel first becomes more than 20 min late but delays often escalated until a sailing had to be cancelled to make it back on schedule. It is reported that vehicles were not left behind on the final sailing, yet most sailings of the day have more than 1 sailing wait due to the backlog.</p> <p>What can be done to improve this situation next season?</p> <p>What can be done long term?</p> <p>Did BC Ferries see an improvement in Horseshoe bay terminal performance with the repositioning of a vessel from Route 2 to Route 30? If so, are there adjustments that can be made such that Route 8 sees better on time performance?</p> <p>Loading efficiency</p> <p>The passenger loading and unloading appears to contribute substantially to the vessels inability to maintain schedule in summer months. Are there operational or terminal modifications that may assist in ensuring timely loading? For example:</p> <ul style="list-style-type: none"> • Some sort of simultaneous loading method for cars and passengers. • Two lane loading to make up time lost to pedestrian traffic (provide update, did you find the results of the trial) • Pedestrian traffic signals to better control crossings that delay ferry traffic. <p>FAC noted the overloads and on timer performance were very bad this year. FAC would like to know what moer can be done and looking at the long term solutions with the increased traffic.</p> <p>Peak time takes time to load foot passengers. Vessel operations will follow up with the crew on loading the vessel and how to help the efficiency of it.</p>

	<p>Passenger overloads Passenger overloads continue to be an issue especially on weekends. Are there any strategies available to prevent a large surge of foot passengers from contributing to vehicle traffic backlogs? FAC do not want to see this getting to the point where a two sailing wait develops due to a surge in tourism walk-ons.</p>
<p>Staging at HSB</p>	<p>Traffic along highway FAC continue to see traffic back up on the highway at least once this summer when vessels out of Swartz Bay had mechanical issues. Are there any further developments on how to prevent the issue?</p> <p>FAC asked if passenger count is met, will vehicles be left behind. BCF confirmed that deck space is filled before reaching passenger count.</p> <p>Terminal operations will continue to update on conversations with MoTI on highway congestion and how we can work together to better manage traffic line ups beyond BCF property.</p>
<p>Traffic forecasting, growth and management</p>	<p>The Bowen Island Community is very concerned with growth in seasonal traffic. 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. What progress has been made on integration between transportation systems to support shifting traffic out of cars? What is planned for the next six months, year?</p> <p>What progress has been made on demand management strategies for minor routes? What progress might we see in the next six months, year?</p> <p>The PT6 submission has not identified Bowen as a hot spot due to our yearly utilization being below the selected 70% mark, what is our summer season utilization? Does the seasonal traffic issue not warrant consideration? ACTION: BCF to provide clear explanation on Coastal Ferry Services Act and Performance Term 6. The capital plan does not indicate a replacement or even a procurement for Bowen through F36. Can you confirm it is still the plan for the mid-2030s?</p> <p>Please provide the results of the Fiscal 2024 planning period when available Jan/Feb 2024.</p>
<p>Crewing</p>	<p>FAC note that the summer has gone well for cancellations relative to the system as a whole. FAC would like an update on ongoing crewing efforts.</p>

	Has BC Ferries heard feedback if the switch from seasonal to casual and the minimum hours provided was enough for new hires?
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BC Ferries Updates	
<p>TOR Update</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?