

Ferry Advisory Committee (FAC) - Record of Meeting

Date	May 11, 2021	
Committee Name	Southern Gulf Islands	
Routes	5, 5a, 9, 9a	
Attendees	FAC	BC Ferries
	<i>Chair(s):</i> Mary Greenwood, Dave Maude <i>Members:</i> Charlene Dishaw, Roy Moore, Diana King, Dale Henning, Michel Chiasson	Capt Hardeep Grewal, Darin Guenette, Cam Hillis, Carrie McIntosh, Peter Simpson

Priority loading – Pender customers		
<p><u>Update:</u></p> <ul style="list-style-type: none"> • There is strong interest from Pender residents for considering priority loading from Swartz Bay to Pender, on the last daily sailing. • Questions made to BCF on specific overload stats. 		
<p><u>Feedback/Comments:</u></p> <ul style="list-style-type: none"> • A quick review of stats indicated there are few risks of getting overloaded at the end of the night. • Group discussed the challenges of determining residency, and Darin outlined that BCF is always willing to consider establishing a ‘local practice’ relevant to a specific route/sailing, but that they first need a clear indication of community consensus. • Cam noted that the Swartz Bay staff already have a process in which they would load and overloaded Route 5 customers (if it happens) on the later Skeena Queen sailing, which would then make a stop at Otter Bay for these customers. 		
<p><u>Resolution/Agreement:</u></p> <ul style="list-style-type: none"> • With this procedure Cam outlined in place, it was agreed there likely is no need to analyse if/how to set up resident priority loading for Pender customers. • The introduction of a Salish vessel in 2022, replacing the Mayne Queen, will likely provide a notable improvement. 		
Action Item	Responsibility	Deadline
n/a	-	-

Route schedules (printed, PDFs)		
<p><u>Update:</u></p> <ul style="list-style-type: none"> • Ongoing feedback on printed schedules not meeting customer needs. • Vessels and terminals can print schedules for customers on demand. • Printed booklets will become available during peak season (June 30-Sept 6). <p><u>Feedback/Comments:</u></p> <ul style="list-style-type: none"> • Some users need the ease of having a concise printable schedule (commercial drivers, etc) and the website is not well formatted for this. So, if you don't offer a printed schedule booklet, you really should provide a short, easy printable option. • Some people don't have mobile devices or internet, so access to concise printed versions of schedules is important. • Cam suggested that customers who may not be able to ask their local terminal staff to print off the PDF versions to visit the Admin office at Swartz Bay and request printing there. <p><u>Resolution/Agreement:</u></p> <ul style="list-style-type: none"> • Darin will continue to share feedback with other BCF sections, and stress the dependence on customer access to reliable, concise schedules (printed or printable versions). 		
Action Item	Responsibility	Deadline
Meet with Marketing reps to continue discussion	Darin	ongoing

Mobile App
<p><u>Update:</u></p> <ul style="list-style-type: none"> • Summary of current project: <ul style="list-style-type: none"> - BC Ferries is working on a mobile app to be delivered later this year - online survey was conducted to help better understand what customers would value most. - 2,300 survey respondents, with high-level results: Majority of respondents want a simple and easy to use app; most important features are schedules, Current Conditions and bookings. - development will follow an iterative approach; new functionality (MVP features) up front. - BC Ferries will make continuous improvement based on feedback. - A Customer Advisory Group has been established that will meet regularly to discuss app design and features, including representatives from all different segments of BC Ferries customers. - Session #2 (of 6) was held May 4; purpose is to gather feedback and be informed on what features and designs meet needs. Feedback is used to refine designs ahead of development. - Topics covered so far include the Dashboard, App Navigation and Travel Preferences. - Upcoming sessions will focus on Schedules, Current Conditions, Bookings and My Account.

<p><u>Feedback/Comments:</u></p> <ul style="list-style-type: none"> Mary is a participant on the Customer Advisory Group, and noted she's much impressed so far with the look and functions of the app design. <p><u>Resolution/Agreement:</u></p> <ul style="list-style-type: none"> FACs will receive updates as app moves towards final design and launch. 		
Action Item	Responsibility	Deadline
Provide 'milestone' updates	Darin	As project requires

Pender Island morning overloads		
<p><u>Update:</u></p> <ul style="list-style-type: none"> people are experiencing overloads at Otter Bay more frequently for the two morning, weekday sailings coming off the island. <p><u>Feedback/Comments:</u></p> <ul style="list-style-type: none"> BCF does not necessarily have access to specific port overload data, as the complex routing of ships makes it difficult to track. Discussion happened around the Province's description of what is 'essential traffic'. Outlined in the most Ministerial Order (M182), the Province has defined 14 reasons for essential travel, but this does not mean that one travelling under one of these reasons will also be provided priority loading. However, BCF is still responsible for providing priority loading only for customers carrying food, beverages, pharmaceutical products, sanitation and cleaning products. <p><u>Resolution/Agreement:</u></p> <ul style="list-style-type: none"> Cam can ask Otter Bay staff for actual numbers of vehicle overloads 		
Action Item	Responsibility	Deadline
Check with terminal staff for actual overload numbers	Cam	End-May

Mayne Island food truck		
<p><u>Update:</u></p> <ul style="list-style-type: none"> On several occasions, a Mayne Island food truck has been overloaded on weekday afternoon sailings at Swartz Bay, behind non-essential traffic. <p><u>Feedback/Comments:</u></p>		

- Cam apologized for this happening multiple times, and he has now thoroughly briefed/instructed all employees involved that this customer is carrying essential goods and is to receive assured loading on this mid-afternoon sailing.
- Dave noted that this was a very frustrating situation for this driver, who has now found different sailings to use. He suggested BCF reach out to this driver to apologize and assure him this mistake has been fixed.

Resolution/Agreement:

- Staff and terminal employees are now fully educated, and this overload should not reoccur.
- Dave suggested a personal outreach to this food driver from BCF is warranted.

Action Item ¹	Responsibility	Deadline
Arrange for direct outreach to driver to discuss/apologize.	Cam (with Comm Services)	End-May

Southern Gulf Islands Schedule Enhancement project

Update:

- Carrie provided brief summary of the project; next session with FACs will be May 31, and the next phase of engagement will involve sharing of schedules related to the three main concepts.

Feedback/Comments:

- BCF anticipates to share schedule options associated with the ‘three concepts’ with FAC approximately in early July.
- When ready, the three concept options will be introduced to the community ‘all at once’, to allow people to compare and contrast pros/cons of all options.

Resolution/Agreement:

- Separate, project-specific meetings to continue.

Action Item	Responsibility	Deadline
n/a	-	-

Dalton Road signage

Update:

- Signage to indicate where/how to join the ferry lineup is still needed, even though this is only a problem when traffic backs up.

Feedback/Comments:

<ul style="list-style-type: none"> • Dave noted that MOTI has indicated that they've tried to meet with BCF, but these meetings have not happened. • Cam noted that design of a sign has been in progress for some time, and was sidelined a bit during COVID reactions; he shared an image of this current draft. • Dave suggested that the sign (shown in the meeting) needs to be more specific to ensure drivers on Dalton Road know they need to go to the end of the line; text correction ideas were given. <p><u>Resolution/Agreement:</u></p> <ul style="list-style-type: none"> • Make changes to sign being made and look at challenge of drop-off area near the ticket booths. 		
Action Item ²	Responsibility	Deadline
Refine message/wording on sign and share with FAC	Cam	In Progress

Pender Island COVID restrictions		
<p><u>Update:</u></p> <ul style="list-style-type: none"> • On Route 1, BCF only asks if customers are travelling for essential reasons with no evidence/follow-up, and FAC seeks clarity on policy/authority given BCF. <p><u>Feedback/Comments:</u></p> <ul style="list-style-type: none"> • Darin confirmed that, by authority of the most recent Travel Order, BCF is directed to ask if people are travelling for essential reasons, and must then take people 'at their word'. • If people are unsure of what is deemed essential, BCF staff can read out list of defined reasons for essential travel. • If people say 'yes', they are permitted to travel, however, if they say 'no' BCF is directed to prohibit them from proceeding on a sailing. <p><u>Resolution/Agreement:</u></p> <ul style="list-style-type: none"> • Nothing further on this issue. 		
Action Item	Responsibility	Deadline
n/a	-	-

Island Updates
<p><u>Update:</u></p> <ul style="list-style-type: none"> • Each Island was offered an opportunity to provide input/feedback from their community.

² 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.

Feedback/Comments:

- Saturna: Throughfare schedule glitches were pointed out and being corrected, residents are not pleased with the 'transit model' concept. Discussion followed around problems with schedule presentation online.
- Pender: Property sales/builds are very active, and Roy anticipates a strong surge in demand on the ferry system. Dale outlined the 'essential purpose' reasons (19) outlined in the latest Travel Order, and Darin clarified these are different from the four priority categories BCF must prioritize travel.
- Mayne: Diana noted that traffic is fairly brisk/strong coming off of Mayne Island, with notable overloads already happening, and summer may be close to a non-COVID level of demand. Dave added there are three different projects happening on Mayne this summer, involving movement of many gravel/construction vehicles. He noted it would be beneficial if some of the larger, commercial traffic involved in these projects could be deferred to the fall/winter periods.
- Galiano: Charlene noted that people are experiencing overloading at Village Bay when transferring vessels, after having arrived at SWB early (and loaded on the upper deck of CUMB), and this is frustrating. Hardeep noted that the loading plan at Swartz Bay is complicated and different every single sailing, so it's not always feasible to try and coordinate this process better.

Resolution/Agreement:

- Nothing further on this issue.

Action Item	Responsibility	Deadline
n/a	-	-