

**Bowen Island Municipality Ferry Advisory Committee Meeting**

**Overview: Horseshoe Bay Terminal, May 13, 2015**

**In Attendance:**

Committee: Susanna Braund, Sue Ellen Fast, David Hocking, Adam Holbrook, David Honing, Kevin Jones (via phone), Melanie Mason, Alison Morse

BC Ferries: Corrine Storey- VP Customer Services, David Hendry- Strategic Planning Director, Captain Lewis MacKay- Marine Superintendent, Chris Morris- Terminal Operations Regional Manager, Darin Guenette-Public Affairs Manager

**Meeting Highlights:**

The objective of the meeting was to: discuss previous issues and explore options for addressing issues brought to the FAC from the community.

The next meeting is planned as a WebEx meeting during the fall of 2015.

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Issues Summary and Resolution Plan

**A. Issue: Terms of Reference review**

**Definition:** This being the first meeting of a new, four-year FAC term, the TOR was discussed. BC Ferries noted that ‘small, operational meetings, between vessel/terminal operations reps and some FAC members, are an effective way to address specific issues between larger FAC meetings.

The FAC said that the BIMTAC TOR outlines that a sub-committee can be established to get members ‘to the FAC table’.

**BC Ferries Commitment to Resolution:** none required.

**Action Plan:**

Action	Responsible	Date
n/a		

**B. Issue: ‘BCF 101’ review**

**Definition:** BC Ferries has developed a document (nicknamed ‘BCF 101’) to provide high-level information about key aspects of coastal ferry service, including sections on: BC Ferries, the Coastal Ferry Services Contract, the BC Ferry Commission, fares and FACs. The main intent of BCF 101 is to bring all FAC members to a common baseline of understanding, to better facilitate issue discussions during meetings.

**BC Ferries Commitment to Resolution:** Share documents with FAC.

**Action Plan:**

Action	Responsible	Date
Send FAC TOR/BCF 101 and '3 entities diagram'	Darin	When able

**C. Issue:      Schedule review**

**Definition:** The FAC expressed interest in having a process in place to continue exploring possible schedule improvements. BC Ferries suggested the FAC first bring forward general ideas of community issues/ideas for schedule changes, and then BC Ferries can engage appropriate employees to begin a scheduling discussion.

Discussion continued around the difficulty of adjusting schedules, while avoiding berth conflicts with three routes operating out of Horseshoe Bay terminal. The FAC noted that community members have expressed concern with the lack of a 9:30 am Sunday sailing from Bowen Island, and that there is a general desire to see a year-round schedule.

**BC Ferries Commitment to Resolution:** Be open to future schedule reviews.

**Action Plan:**

Action	Responsible	Date
n/a		

**D. Issue:      TransLink connections**

**Definition:** The FAC has previously suggested that Route 8 customers should be provided a dedicated foot passenger ticket booth in order to help people ticket prior to the 10-minute cut-off. BC Ferries reiterated the importance of keeping this 10-minute cut-off in place in order to safely keep the ferry on time.

To this, the FAC said people get frustrated when the arriving bus is slightly late, causing them to miss the ticket sales cut-off by only a minute or two. Further discussion happened about whether terminal employees could find any way to be flexible with the cut-off and how to get customers the best chance for ticketing in time to make a sailing.

BC Ferries added that they are working at developing processes to enable pre-paid boarding passes, but that any implementation is a couple of years away. As for a dedicated ticket booth for Route 8, there is already a process in place that allows TransLink to call Horseshoe Bay to inform them these customers would be arriving slightly late. At that point, ticket agents will call out for customers lined up who are destined for Bowen Island.

Ultimately, the FAC would like to continue this discussion on an ongoing basis, and hope to see BC Ferries come with possible ideas to help.

**BC Ferries Commitment to Resolution:** Remain open to further discussions on bus-ferry connectivity.

**Action Plan:**

Action	Responsible	Date
n/a		

**E. Issue: Bowen ‘through bus’**

**Definition:** The FAC suggested that if BC Ferries saw an opportunity to allow Peter King to park his bus at Horseshoe Bay for a discount, it would alleviate costs and help him continue this through-bus service for those customers who took advantage of it during the MLU.

BC Ferries clarified that the arrangement they were in with Peter King was only a temporary arrangement during the MLU, and now his bus service will be charged the same parking rates as any other bus service. As well, if overloads become excessive, BC Ferries needs to then first focus on utilization efficiency and how to spread out traffic.

Further discussion happened on possible ways to encourage future integrated transportation and long-term strategies for efficiently serving communities.

**BC Ferries Commitment to Resolution:** none required.

**Action Plan:**

Action	Responsible	Date
n/a		

**F. Issue: Queen of Capilano MLU review**

**Definition:** BC Ferries noted that the crews are still learning to get used to new loading/unloading procedures associated with having the new decks that were installed during the MLU, and that the shoulder schedules may require some timing adjustments.

FAC asked for advice on how to encourage fellow community members to assist in speedier loading/unloading at Snug Cove, other than reminding everyone of the five-minute cut-off process. BC Ferries suggested a gate be closed at two minutes prior to sailing time, and that crews could focus less on squeezing vehicles on and more on leaving on time.

As well, four things that should improve loading in general include:

- segregate commercial loading
- double lane loading
- single-to-double lane just prior to driving on vessel
- walk-on passengers load as an organized, singular group

FAC members added suggested that the Bowen Queen ‘by itself’ is no longer a sufficient relief plan during future refits, and that BC Ferries should strongly consider supplement services, such as the ones arranged for the MLU. NOTE: next refit is tentatively planned for late 2016/early 2017.

It was generally agreed that the ‘electronic sign’ on Bowen Island is not effective, so BC Ferries will remove it. In a related discussion, the FAC will further review whether the ‘small plexi-glass shelter’ near Snug Cove should be move/removed and let BC Ferries know.

BC Ferries provided ‘general guidelines’ for when the overhead walkway at Horseshoe Bay will be used for passenger loading/unloading as ‘anytime tides are approximately 6 to 8 feet or higher; other factors may also be involved in this decision.

**BC Ferries Commitment to Resolution:** none required.

**Action Plan:**

Action	Responsible	Date
n/a		

**G. Issue: April 17 Snug Cove ramp issues**

**Definition:** There was a quick discussion on ‘what happened’ when the ramp at Snug Cove was not operating on April 17, and that this type of malfunction can happen with very little notice. Ultimately, the repair was simple and there are no problems with this ramp in the long-term (despite rumours of this ramp reaching ‘end-of-life’).

**BC Ferries Commitment to Resolution:** none required.

**Action Plan:**

Action	Responsible	Date
n/a		

**H. Issue: Use of lighted wands for marshalling**

**Definition:** After a brief summary of a recent situation where a customer received uncertain marshalling signals, BC Ferries confirmed that their standard operating procedure involves ‘the first director’ using two lighted wands for marshalling vehicles at night.

**BC Ferries Commitment to Resolution:** Ensure crews are told if BCF hears of instances where both wands are not being used at night by the first director of vehicles.

**Action Plan:**

Action	Responsible	Date
Tell BC Ferries if hear/witness wands not being used properly at night	FAC	As appropriate

**I. Issue:        Miscellaneous items**

**Definition 1:** Wi-fi at Horseshoe Bay. After hearing from FAC members that wi-fi signals are generally not working well in vehicle holding lanes, BC Ferries replied that the IT department is currently conducting a project to improve signal dispersion/propagation.

**Definition 2:** Major route cost savings. As for Major routes, BC Ferries conducted extensive analysis on a variety of options for reducing service to achieve the \$4.9 million in net savings, but found that estimated revenue losses exceeded cost savings in all cases. It was pointed out that the Major routes have already had up to eight per cent service reductions between 2008 and 2014 as well.

These reductions came from service that was being provided above CFSC requirements prior to 2012 as well as the recent flexibility in the CFSC (400 round-trips) to further reduce service. As a result of this, it becomes harder to find Major route service reductions without impacting revenue which, in turn, would put further pressure on fares in a cross subsidized system.

The \$4.9 million of net savings still needs to be achieved by BC Ferries in Performance Term-4 to achieve the 1.9% annual price cap but BC Ferries will find these net savings through measures not related to service level reductions. It is important to also recognize that the BC Ferries Commissioner has further tasked BCF to continue the analysis related to longer term and larger measure initiatives related to the Major routes in order to identify large savings (\$100M) in our capital program.

**BC Ferries Commitment to Resolution:** none required.

**Action Plan:**

Action	Responsible	Date
n/a		