

Ferry Advisory Committee (FAC) - Record of Meeting

Date:	November 2, 2017
Committee Name:	Northern Sunshine Coast
Routes:	7, 17, 18

Attendees:

<p>For the FAC:</p> <p><i>Chair(s):</i> Kim Barton-Bridges</p> <p><i>Members</i></p> <ul style="list-style-type: none"> • Ken White, Myrna Leishman, Sandy McCormick • Jason Revke, Patrick Brabazon, Alan Davis 	<p>For BCF:</p> <ul style="list-style-type: none"> • Mark Collins, Mark Wilson • Peter Simpson, Jeff West • David Hendry, Jordan Knutsen • Al de Koninck, Darin Guenette
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Points of Information/Agreement:

<ol style="list-style-type: none"> 1. Texada direct service SSR – BC Ferries is expecting a report back from a consultant reviewing options for upgrading Blubber Bay terminal. Regardless of which option is chosen, BC Ferries is committing to conducting some sort of pilot that will see Texada customers provided with direct service to/from Comox. To determine how the pilot will be structured, BC Ferries will consult with the FAC and community. In a related matter, BC Ferries noted that the Minor 44 design has changed and is now a 47 AEQ design. 2. Cel service booster update – BC Ferries explored all suggestions provided by FAC for equipment to help boost cel service at Saltery Bay, but found there are no feasible solutions. The only future solutions will be in the service provider. 3. Rte 7-3 connectivity – BC Ferries has worked on all aspects of establishing a process whereby those customers arriving at Saltery Bay with a reservation for Langdale will be provided staging/loading/unloading such that their chances of making their connection to Route 3 will be maximized. There are still a few small pieces to be figured out, but BC Ferries will conduct a pilot and expects to come back to the FAC within a month or so to determine start time. 4. Summary of ad campaigns – Janet had noted at the previous meeting that she would provide a summary of ad campaigns that feature the Sunshine Coast. She will get invited to the spring 2018 meeting. 5. Vessel ops report – on-time performance has been high (90%+) on all three routes; Salish Orca will be having a small refit (dates TBD) to rectify issues, but when it goes away, the Salish Raven will be relieving the Orca; Island Sky has a refit Feb 6-Mar 17, with the Bowen Queen relieving on Rte 7 (with an additional round-trip); an additional round-trip will be implemented on Rte 17 for Saturday, December 23 and Wednesday, December 27; steel cutting on the M47 Class vessel is planned in February; all cooking systems are operating on the Orca; the Orca crews will unload a few main deck vehicles first (to clear the

hatches), but then allow the lower deck to unload completely prior to the rest of the main deck. After evaluating the conflicts with the 11:50 Westview departure for the Rte 17 and the arrival of the Rte 18 vessel, BC Ferries proposes two options to reduce those conflicts: start Rte 17 earlier each day or tweak Rte 18's schedule.

6. Terminal ops report – Jordan Knutsen is the new Terminal Manager at Westview; during busy peak times, more traffic control and customer interaction will be planned.
7. Vessel speeds at Blubber Bay – the dock structures would likely be damaged if the Orca were to impact at speeds of 0.5 kts or more, but could handle a landing at higher speed by the NIP. When the structures are upgraded, they will be built to the minor/intermediate standard.
8. NIP replacement - BCF is projecting in-service date for the new Minor 47 vessel in early-2020. The communities will likely be asked to contribute to the naming of these vessels.
9. NIP generator –BC Ferries has a spare generator at Westview, in case of any failure of the on board system.
10. Composting on board – FAC asked if there are any plans to allow the vessel to compost materials. BC Ferries noted that there is currently no commercial composting service to unload compost from this ship. FAC suggests discussing options with Powell River based commercial composting services, and will pass along contact information.
11. Summer season demand – with increasing traffic demands, FAC wonders if BC Ferries could look at extending the peak season length. Route 7 schedule will be operating a pilot that meets this goal next year, but there is no plan to add a Wednesday sailing on Rte 17. Further discussion around capacity and congestion ensued.
12. Medical assured loading – FAC forwarded a request for TAPs travellers to receive assured loading. BC Ferries noted there may be confusion around TAPs travel, in so much that those customers do not get assured loading. However, there is already a process in place where physicians/clinics can determine that those who need to travel without delay can secure a letter that provides assured loading.
13. Special events liaison – FAC noted that large community events can drive significant traffic increases, and Ken White will therefore inform Al and Jeff when events are planned.
14. Closed deck restrictions – BC Ferries noted there have been very few conflicts from customers around deck restrictions. As per a letter submitted by the FAC, the writer will be told she can request loading on the upper deck, and crews will do their best to accommodate.
15. Rte 17 reservations and Fare Flexibility – BC Ferries has no plans to introduce FF on routes associated with this region, but the first major routes changes will begin to happen late-2018/early 2019. Customers will see online options for sailing times/prices. Ultimately, BC Ferries is still working at changes towards frequent travel programs. As for reservation allocations, BC Ferries tends to provide 40-70% of any sailing for reservations, depending on factors such as time of day/season/vehicle mix. For Rte 17, the reservation loads tend to be approximately 25%.
16. Earls Cove Terminal Development Plan (TDP) – FAC noted that there has not been expansion of the holding area at Earls Cove, even though traffic has increased over the years. BC Ferries has a plan to conduct a TDP process for Earls Cove in the fiscal year 2018/19, with any work planned for fiscal year 2022/23. The TDP process will include engagement with the FAC and public.
17. Rte 3 pet areas – BC Ferries is adding a pet area on the upper (open) vehicle deck on the Queen of Surrey during a spring 2018 refit. In the meantime, crew members on all closed

- deck vessels will work at educating customers and trying to accommodate getting them loaded on upper decks when possible. BCF added that when new vessels are built, attention will be focused on ensuring appropriate size and comfort of pet areas.
18. Atlantic ferry opportunity update – The federal government is still analysing information submitted during a RFI (request for information) while they review options for delivering service on some Atlantic Canada routes. No RFP has been issued.
 19. Horseshoe Bay engagement – BC Ferries will be looking to begin an engagement process around the TDP for Horseshoe Bay terminal soon, as the terminal will need changes/upgrades in the next 5-10 years. The Horseshoe Bay TDP process will begin in 2018. The FAC will be provided with information on this engagement process as plans progress. FAC noted that the recent 2-3-8 engagement process was valuable and customers should expect to see increases in on-time service.
 20. Smoke-free update – BC Ferries is implementing a smoke-free environment across all terminals/vessels in January 2018. This can be a big change for both customers and employees, and BCF will work at education/awareness to help introduce this policy early.
 21. Next FAC meeting – plan is to hold the spring 2018 FAC meeting on Texada, likely in the May/June timeframe.

Action Items¹:

Item	Who	By When
1. BC Ferries to consult with FAC about Texada direct service pilot.	Via Darin	Once terminal work plan is determined
2. Inform FAC of when Rte 7-3 connectivity pilot will begin.	Darin	Early-Dec
3. Get summary of ad campaigns to FAC.	Mark C.	Completed
4. Share schedule options for reducing conflict at 11:50 with FAC.	Peter	Completed
5. Send Ken a photo of Queen of Oak Bay pet area.	Darin	Mid-Dec
6. Send BCF info on P.River composting options.	Kim	when able
7. Follow up with Cindy Babyn on her letter/questions.	Darin	Completed

¹ 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.