

Meeting Details

Date: August 3, 2022
Time: 1:30 pm – 4:00 pm
Location: Webex

Attendance

Public Interest Representatives

Marnie Essery, Intermunicipal Advisory Committee on Disability Issues – Co-Chair
Hugh Mitchell, Canadian Hard of Hearing Association
Pat Danforth, Disability Alliance BC
Neil Belanger, Indigenous Disability Canada
Matthew Ellies – Vision Loss Rehabilitation Canada, BC

BC Ferries Representatives

Karen Tindall, Director of Customer Care, Customer Care Department – Co-Chair
Captain Chris Frappell, Marine Superintendent, Vessel Replacement Program
Jeff Davidson, Director, Retail Services, Food and Retail Operations
Chris Morris, Terminal Operations Superintendent
Bruce Paterson, Fleet Technical Director, Engineering
Steve Harney, Project Manager, Terminal Construction
Steve Shardlow, Training Manager, Terminals
Rhonda Daye, Manager, Customer Relations
Angela Soucie, Director, Consumer Marketing
Hannah Smith, Manager, Consumer & Digital Marketing

Guest

Cheryl Forsyth, Customer Relations, Customer Care

Regrets

Albert Ruel, Seniors Serving Seniors
Vicki Pilot, Seniors Serving Seniors
Les Chan, Disability Resource Centre
Barbara Schuster, CNIB
Melanie Lucia, Director, Catering and Terminal Operations

Introduction

Co-Chairs Karen Tindall and Marnie Essery welcomed and introduced the members of the committee.

Updates from Public Interest Representatives

Hugh Mitchell

Hugh shared his feedback on the induction loops working well on the vessels. Advised the committee there is an upcoming Hard of Hearing camp with the goal of expanding knowledge and awareness to participants.

Pat Danforth

Pat advised that she is aware of a couple of individuals who have had some challenges/delays with renewing their Accessible Fare Identification (AFI) cards due to BCF head office being closed due to the pandemic.

Marnie Essery

Marnie shared some kudos from acquaintances who have had to travel for medical reasons recently. The feedback is that BCF staff have been very helpful with providing assistance onboard and customer service at check-in. Marnie has had feedback that car alarms onboard are very disruptive and annoying and has witnessed improvements with staff making additional announcements onboard.

Marnie would like to see additional signage and more frequent announcements regarding no smoking onboard our vessels. **Action: Karen will share request for additional no-smoking signage onboard with the Marketing department.** *(Completed)*

Marnie has observed BCF staff training to be very professional, friendly and engaging. Marnie asked if general training for our staff could include accessibility training.

The highway sign prior to the Swartz Bay terminal hasn't been working consistently, Karen advised that this is a known issue and our IT department are awaiting parts and this technology will be replaced with a new and improved technology soon.

Marnie updated the group that the new act, "*Part 3 Accessible BC Act*" that was passed into provincial law in June, 2021. This plan must be reviewed every 3 years. A link to this new Act is provided here, [Appendix 4 – Targeted Engagement FAQ \(gov.bc.ca\)](#)

Updates from BC Ferries

Vessel Development Update/Bruce Paterson:

Bruce attended a conference recently hosted by Transport Canada – ‘*Canadian Marine Advisory Committee*’. The Canadian Transportation Agency has included regulatory documentation in their new construct contracts which is very prescriptive for layouts and we are able to enforce with our ship building contracts. This applies to Marine Transportation companies. A lot of our regulations are federal, safety and other aspects are covered by WorkSafe BC. Note: None of this prevents anyone from making a complaint about any issue and we have been able to meet contractual requirements. Bruce also presented a ‘*Vessel Status Update*’ to the committee.

BCF Mobile App Presentation: Angela Soucie and Hannah Smith

Angela and Hannah delivered a demonstration of our current mobile app that is in development, with the hope of having this app available for use by the end of the year. The current plan is to have a two week testing phase in the fall. We are looking for volunteers to test in beta phase. Hannah will be in touch with Karen regarding participants to test the mobile app. Marnie would like the committee to be part of Beta testing of the app. Angela welcomed interested committee members to contact Marnie and looks forward to any feedback. The app and features available were well received by the committee members.

Action: Any committee members interested in participating with the Beta testing are to let Marnie know.

2:45pm – committee adjourned for a 10 minute break

2:55pm – the meeting reconvened

Terminal Construction Update: Steve Harney

Steve shared a presentation with the committee on ‘*Terminal Accessibility Standards*’. Some of the discussions points were: BCF Terminal Accessibility Standard and the two foundation documents “*Accessible Design for the Built Environment*” and “*Rick Hansen Foundation Accessibility Certification*” (RHFAC) Professional Handbook. BCF uses both when considering terminal updates and as well the “*BC Buildings Code*”. Many BCF projects and terminal development plans were deferred because of the pandemic, some are moving forward.

Food and Retail Operations Update: Jeff Davidson

Jeff is currently reviewing options around food services and is working with two consultants. We are looking at trends in the food service industry while being more

environmentally sustainable in the packaging we use (recyclable/compostable), reducing electrical requirements and being energy sustainable while providing good customer service. The Catering and Retail areas contribute approximately \$20 million annually to BCF's net income, which is significant, and the goal is to retain this as much as possible moving forward.

The topic of single use straws provided onboard was discussed – Jeff advised that it is our understanding that federal restrictions will include single use plastics that we have on hand and we will no longer be able to offer these to passengers in the future. The group was asked if there is a suggestion for an alternative. Pat commented that her understanding is single use plastic straws will be available if needed by passengers, as metal straws can cause palette damage for some individuals. **Action: Jeff will look into the straw issue further and report back to the committee.**

Training Update: Steve Shardlow

Steve shared with the committee that the training area has been very busy with seasonal recruitment; BCF has successfully trained over 500 employees. The focus now will be on fall/winter planning while keeping the focus on deck and engineering positions. We are active with partnerships with various school and cadet programs to assist with recruiting. Steve advised that slide/evacuation technology with accessibility requirements is planned. **Action: Steve will provide a more detailed overview of accessibility training at the next meeting.**

Other Business:

Karen shared a draft News Release relating to transportation grants. BCF continues to partner with Via Sport and has increased the funding by \$25k in-kind travel to specifically support athletes with disabilities.

Hugh asked that the public address announcements were not captioned on television monitors on a recent trip onboard a Spirit class vessel. **Action: Karen will look into this and report back to the committee.**

Meeting Adjourned: 3:55 pm

Next Meeting Date:

Wednesday, November 23, 2022