

Southern Sunshine Coast Ferry Advisory Committee September 2023 Meeting Agenda

Wednesday, September 20, 2023 2:00 pm – 4:30 pm,
Gibsons Public Market, 473 Gower Point Rd

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 <ul style="list-style-type: none"> • Welcome and Territorial Acknowledgement • Approval of agenda 	10 mins
Follow-up Items <ol style="list-style-type: none"> 1. Traffic held in pre-ticketing area 2. Student travel policy 3. Amenities at Horseshoe Bay 4. Langdale terminal redevelopment 5. Improved passenger-related communication 6. Free reservations with TAP forms 7. Crewing updates 8. Accessibility 9. Horseshoe Bay ticket availability 10. Traffic flow at Langdale Terminal 	1.5 hour
Discussion section <ol style="list-style-type: none"> 1. <i>Queen of Alberni</i> or Route 30 2. On time performance & overloads 3. TOR Update 	45 min
Final questions and close	5 mins

Southern Sunshine Coast 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:

- Brian Anderson (virtually at 3:30pm), Vice President, Strategy & Community Engagement
- Captain Claudiu Raduta, Marine Superintendent
- Karen Johnston, Executive Director Communications & Engagement
- Carrie McIntosh, Director of Community Relations
- Tamara Olson, Community Relations Manager
- Steve Anderson, Fleet Scheduling Manager
- Rebecca Jamieson, Customer Experience Manager
- Emily McGrath-Agg, Regional Manager, Terminal Operations
- Terri King, Terminal Manager Horseshoe Bay
- Damon Durant ,Terminal Manager Langdale

Ministry of Transportation & Infrastructure:

- Brian Jonker, Executive Director, Marine Branch, Ministry of Transportation and Infrastructure

FAC:

- Diana Mumford (Chair)
- Grace Carter
- Kim Dougherty
- Cheryl Hurlbut (virtual)
- Annie Wise
- Sue Girard

Agenda:

Territorial Acknowledgement:

The Southern Sunshine Coast is home to the traditional, unceded, and ancestral territories of the Skwxwú7mesh and Shíshálh Nations. We honour the Indigenous peoples in British Columbia and the Sunshine Coast as the knowledge keepers of this beautiful land and its inhabitants.

The FAC Chair adjusted the order of agenda items to reflect the priority issues for Sunshine Coast residents. This is reflected in the order shown below.

The FAC Chair read out a letter from the SSCFAC to Nicolas Jimenez addressing route 3 issues and requesting the identification of immediate and specific initiatives to mitigate significant disruptions to route 3 service. Brian Anderson provided the sole response to the article, noting that BCF could work with the FAC to develop communication for passengers to encourage travel at off-peak times.

<p>Queen of Alberni on Route 30</p>	<p>Loss of service due to the <i>Coastal Renaissance</i> emergency maintenance refit.</p> <p>Due to an unexpected mechanical issues on the <i>Coastal Renaissance</i>, the <i>Queen of Alberni</i> must stay on route 30 to meet minimum-service contractual obligations. As a result, the 5:30 pm sailing that traditionally used for the L-run will not be possible until the vessel has been returned to service.</p> <p>The FAC has the following concerns:</p> <ul style="list-style-type: none"> • Commuter travel times in light of poor on-time performance record on route • Impact of connectivity to Route 13 (Gambier/Keats), Route 7 (Earls Cove/Salter Bay) • Impacts on reservations for TAP holders • Loss of 5:30 pm sailings on all Tuesdays and Wednesdays for two-month peak season, now another 20 5:30 round-trip sailings • 6 other round-trip sailings for Sundays and Thanksgiving long weekend <p>BCF Info: We know the loss of the 5:30pm sailing has significant impact on those who commute using this route, and we wish to give everyone as much time as possible to plan their journey. We sincerely apologize for the impact we know this will have for you.</p> <p>Our operation is large and complex, we do not have spare ships available to fill in when unexpected mechanical issues happen, so we must move existing vessels around and change schedules to accommodate as many customers as possible with the available resources.</p> <p>In this instance, a ship from the Departure Bay – Nanaimo route (Route 2) usually moves to Route 3 on weekdays to provide the 5:30pm service, however with the loss of the Coastal Renaissance on Route 2, we must make ship and schedule changes that allow us to maintain the minimum level of service we are contractually obligated to provide. Route 3 service levels remain</p>
--	--

within contractually obligated levels, but some supplementary service (sailings above contract) will be lost over this time. FAC noted that Route 1 continues to operate with 4 round trip sailings over their contractual obligations.

At this time, the **supplemental service on Routes 2 and 3 is expected to resume on October 10th**, with two additional sailings – bringing the total to 8 daily. This supplemental service includes the 17:30 and 19:50 departures from Horseshoe Bay each day.

- Why is the Queen of Coquitlam not being used to service Route 3 during the Coastal Renaissance outage?
- What immediate steps will BCF take to mitigate the impacts and rectify the situation?

The community is not feeling heard and feels BCF has not been listening or responding to the serious concerns and consistently unacceptable service levels. They feel they are the Route that has become the 'ferry donor', propping up service up on other routes. They are requesting help and immediate action.

Supplemental service is heavily used, and overloads are common on this Route. 'Supplemental service' is a misnomer, these sailings are relied on heavily. The contract level is seven daily sailings for Route 3. The Sunshine Coast does not have services and providers like Mainland/Vancouver Island users, and only one way in/out. The ferry is an essential service and it should be a priority to maintain Route 3 service.

The loss of the 17:30 sailing has a significant impact on commuters. There are additional impacts and issues for route 3 users that are extremely frustrating: on Tuesdays/Wednesdays there are fewer available sailings, there are constant OTP challenges, and there have been numerous mechanical challenges.

High season was to start in April and the service was to remain the same seven days a week, however this service was not provided. As a result, the summer proved challenging and frustrations continue to grow. There are still 22 days remaining to this significant disruption. The community is concerned about Thanksgiving weekend. What can be done immediately to mitigate potentially adverse impacts? This is an important weekend and family visits will be significantly impacted.

The Queen of Coquitlam is undergoing a safety recertification, and the timing is not optional. The refit has been shortened by four days to bring it into service sooner. The Coquitlam refit is linked to the timing of the Queen of Cowichan refit timing, and to fall out of this cycle would create impacts throughout the holiday season and into the new year.

Is there an option to remove one RT sailing on Route 2 to help supplement Route 3? Nanaimo users have two routes and more services, so they have more options than the Sunshine Coast. Could this be done to help Route 3 through the Thanksgiving long weekend?

Is there a way to incentivize discretionary travelers to shift their travel patterns?

	<p>TAP reservations are very difficult to get, and even when calling customer care, there is often no reservation space available on requested sailing.</p> <ul style="list-style-type: none"> • Is there a limit to the number of TAP reservations permitted on any single sailing? • Gibsons Clinic is requiring folks to come in and get TAPS forms within two weeks of their appointment, which means that reservations are difficult to get. <p>ACTION: S. Anderson will look at whether a return trip can be moved from Route 2 to Route 3. He will respond to the FAC within the week.</p> <p>Update October 16: The option to take a trip from Route 2 and diverting it to Route 3 was looked into, however due to the expected utilization for both Route 2 (expected to be highly utilized) and Route 3 (not expected to overload on <u>shouldering sailings</u>), it was not a viable option.</p> <p>FAC notes that this information was not received within timelines as discussed. FAC also noted concerns over overload data in quarterly reports did not match update. Update: BCF provided that the quarterly reports are averages for the sailings and data for the specific shouldering sailings are the reports and data used in making the decisions for the specific sailings in question.</p> <p>ACTION: K. Johnston and C. McIntosh will follow up on TAPS reservation allocations and connect with MOH about communicating with Sunshine Coast medical clinics on when TAPS forms are issued to ensure that customers have a chance to book reservations.</p>
--	---

Follow up:	
<p>Traffic held in pre-ticketing area</p>	<p>FAC suggested that BCF continue to process vehicles through the tollbooth not holding ticket sales while one ferry departs) and fully utilizing the staging capacity of the terminal below the toll booth.</p> <p>ACTION: Terminal to take this question back to the HSB terminal operations team for rationale on the existing process.</p> <p>The concerns with HSB amenities is related to ongoing concerns with customer experience on the Route overall.</p> <ul style="list-style-type: none"> • When will OTP be improved? • When will overloads be addressed? • When will health and safety concerns be addressed for customers? <p>These questions were posed to the CEO and Board Chairs at the recent BC Ferries AGM.</p> <p>Vehicle staging area is never full at the terminal, yet people are being trapped above the toll booth and cannot access water and washrooms. Flaggers tell people not to leave their vehicles because they may be moved at any moment. People</p>

	<p>are being forced to wait for many hours without access to amenities. The community is concerned for those forced to wait for long periods without basic amenities and access to water.</p> <p>Concern that organization of vehicles within the terminal is taking precedent over people’s health and safety.</p> <p>FAC members shared their observation that when vehicles are held above the toll booth, it’s not possible to process the vehicles quickly enough to fill vessels on time, and noted occurrences of boats leaving without a full load.</p> <p>People are being turned away at the terminal and told to come back later. Messaging is vague and frustrating when people have travelled to the terminal. Flaggers are not sympathetic to travelers’ needs and will often not work to accommodate needs like medical travelers etc.</p> <p>Webcams: There is a need for better webcams outside the toll booth, although there is a webcam above the booth today, flaggers hold the traffic back quite a ways from the webcam view. Webcam either needs to be moved further up towards the line, or a camera needs to be added, and/or traffic needs to be held closer to the webcam.</p> <p>The community is looking for clarity of communications – current conditions, webcams, percentage full, vessel tracker etc. all say something different. They need the information directly and clearly, right now it is very difficult to plan travel and understand what the conditions are at the terminal.</p> <p>Operations teams have been working on different solutions to keep traffic moving through the terminal using different lanes and will continue to work on these challenges. MOTI will work with BCF on the requirements for the pre-ticketing area. This is technically MOTI highway property, but it is populated by ferry traffic and there should be joint solutions that can be developed.</p> <p>ACTION: MOTI and BC Ferries will establish joint solutions for this area, if permits are required we will ensure this happens. FAC requests solutions for Spring. We will respond to this request by end of week, with timelines and plans. (FAC notes that there has been no contact made with regards to this issue)</p> <p>ACTION: T. King will look at changing traffic patterns in the terminal to bring more traffic in and mitigate the need to hold traffic above the toll booth.</p> <p>ACTION: T. Olson will set a follow up meeting with the FAC to follow up on these items and provide a progress report, timelines etc.</p> <p>Update October 16: T. Olson sent note to FAC to inquire on availability.</p>
<p>Student travel policy</p>	<p>FAC requested students 18 and under, who are travelling for sporting or educational reasons, ride free on the HSB-Langdale route to align with the same BCF policy used for 12 other minor routes. Current policy found here: www.bcferrries.com/web_image/h89/he1/8939457544222.pdf</p>

	<p>ACTION: Terminal Operations to follow up on why students are being charged adult fare on Route 3.</p> <p>Update August 28: A. Houghton reached out to Regional Terminal manager to clarify what is currently accepted at the terminal and investigate if student IDs will suffice or if they must obtain a form from the school district.</p> <p>ACTION: CR team to follow up with the Revenue and Tariff department to explore the possibility of changing the student travel policy on Route 3 and clarify what school-sponsored activities the policy includes.</p> <p>Update August 28: Revenue and Tariff confirmed that free student travel is a government program. BCF will also bring this issue to MOTI in their upcoming internal meetings. The desire for a change in policy was noted again.</p> <p>Update October 6: BCF have begun conversations with MOTI on the questions and will follow up with FAC on results of conversations.</p> <p>ACTION: CR team to investigate reservation options for school groups less than 10 people. Completed.</p> <p>Update August 28: CR Team confirmed that BCF provides free travel for school groups and community youth sports teams from SD#46 and SD#47, no matter the size of the group on Route 3. This includes Free travel for school groups and Free travel for community youth sports teams incl. Girl Guides, Boy Scouts and Cadets, Music and Dance Competitions. Inquiries regarding eligibility should be referred to the School District and Sunshine Coast Regional District who issue the vouchers.</p> <p>FAC notes that the current process is time-consuming and awkward as one must obtain voucher from School District or Regional District before travel. This also does not cover all students under 18 who are travelling for events, training etc to the lower mainland.</p>
<p>Amenities at Horseshoe Bay</p>	<p>Washroom facilities above the toll booth at Horseshoe Bay are a major concern for ferry users. BC Ferries acknowledge these concerns and are currently working on a customer experience project to improve the experience. This includes the area above the toll booth, which requires permits from the Ministry of Transportation and Infrastructure (MoTI).</p> <p>ACTION: BCF to share contact information of MoTI to request additional amenities outside of BCF terminal property - Completed</p> <p>Update: All FAC Chairs have the contact information for the Executive Director, Marine Branch, of Ministry of Transportation and Infrastructure.</p> <p>ACTION: N. McCall to work with the marketing team to create signage directing pet owners toward the existing outdoor pet area and explore options for water access at LNG and HSB.</p> <p>Update: Langdale has 5 water bowls for dogs placed throughout the entire "fare-paid" area of the terminal. All of these spots also have access to a hose or tap nearby. The areas are:</p>

	<ul style="list-style-type: none"> • Shore side waiting area near admin • Covered area near Fandangos • Area near misting station at top end of Marketplace • Dog walking area at mid-lot • Area near upper washrooms at Black Bean Café <p>There is a mini-project for pet water stations at HSB that would include a pet-tap. Signage is waiting for approvals to answer the request above.</p> <p>There continues to be concern for the lack of washroom access for walk-on passengers at HSB terminal. It is very problematic and is impacting local businesses when passengers are forced to go elsewhere.</p> <p>ACTION: T.King will look at washroom access once again at the terminal to see if we can address the concerns regarding safety and cleanliness in a way that does not require us to close these important facilities.</p> <p>Update: Meeting has been set for end of October to discuss what immediate actions can be taken.</p>
<p>Langdale terminal redevelopment</p>	<p>FAC concerned that the Langdale Terminal Development project is not in the 12-year capital plan.</p> <p>In 2017 BCF, through the Provincial-Territorial Infrastructure Component – National and Regional Projects (PTIC-NRP), received approximately \$201 million for several upgrade projects and ferry purchases. This included \$17 million for the completion of the final phases of the Langdale Terminal redevelopment.</p> <p>ACTION: C. McIntosh to follow up with FAC regarding why the Langdale TDP is not in the 12-year Capital Plan including the whereabouts of the funding received from the BC Government for the project. Completed</p> <p>Update: The funding for the project was not used within the timelines required and has lapsed. The TDP is not in the 12-year capital plan, the projects contained within the TDP have been repackaged into smaller projects and the project as it was no longer exists.</p>
<p>Improved passenger-related communication</p>	<p>The FAC would like communication from BCF regarding available and overall capacity of vessels. This includes notifications by Service Notice of expected peak foot passenger travel times. BCF incorporated this feedback and provided peak travel times of foot passengers during peak season by SN and placed an advertisement the local media.</p> <p>Update: This was actioned with Service Notices and advertisements informing those travelling of expected peak travel days. FAC is appreciative that these actions were taken and provided more certainty for route 3 ferry users.</p> <p>The FAC requested a camera be placed at HSB and Langdale terminals to more accurately communicate traffic loads along with additional cameras above the toll booth at HSB to account for pre-toll booth traffic.</p>

	<p>ACTION: Community Relations to share FAC feedback and request with the Service Notices team and investigate if any changes can be made and request a water taxi when needed. Completed</p> <p>Update: Request was shared with our OSC teams. 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 or overloads.</p> <p>The FAC request that the new current conditions program communicates when sailings are delayed with an estimated time of departure. This will ensure travellers do not need to navigate to the Nanaimo schedule service notices page to determine where the vessel is located when on an L-run.</p> <p>ACTION: R. Edwards to investigate and provide more information on what information the new current conditions program will provide, including estimated time of departure/arrival and delay time. In addition, he will review if this information can be provided as soon as known (not only after the vessel departs).</p> <p>Update: A current conditions project is underway and will include webcams at terminals on BCF property, as well as an update to departure times for ferries. Next project update expected end of October. FAC will have an opportunity to take part in a demonstration of updates before it goes live.</p> <p>ACTION: N. McCall to check in with OSC about the timeliness of service notices to ensure that when a vessel is known to be delayed the service notice goes out as soon as known, instead of when it reaches the 30-35 minute threshold.</p> <p>FAC November update: Mobile App is not showing delays of sailings reliably. Screens at HSB show boarding as soon as ticket sales are held, even when vessel is not in the dock yet.</p>
<p>Free reservations with TAP forms</p>	<p>BCF confirmed that if travellers arrive late for their reservation, they will not be charged but will be placed on the next available sailing. However, often reservation availability is limited in the summer peak season. If no reservations available, or if a customer needs a last minute booking, residents are advised to call the customer care line.</p> <p>ACTION: N. McCall will follow up with the marketing team for opportunities to increase awareness of the customer care phone number for people needing last-minute MAL reservations with the TAP form. Completed</p> <p>Update: https://www.bcferrries.com/book-sailings/medical-assured-loading website was updated and the phone number is available in multiple places on webpage. The phone number for customer care was also added to the community page for further awareness. https://www.bcferrriesprojects.ca/southern-sunshine-coast</p>
<p>Crewing updates</p>	<p>FAC received correspondence from teachers who provide career preparation programming requesting BCF provide students more opportunities to explore mariner careers, including coming onboard and meeting crew.</p> <p>ACTION: Community Relations to connect BCF People and Culture leadership with the local school district and Capilano University regarding mariner career preparation opportunities. Completed</p>

	<p>Update: A. Houghton has shared contacts for Capilano University and SD64 provided by FAC with BCF recruitment team.</p> <p>BCF recruitment team is working on several initiatives within community, including with high schools and career development.</p> <p>Will there be crew for consistent seven-day-a-week service this summer? There have been negotiations with the Province to provide us with additional funding that allows us to hire the crew and this should happen for this summer.</p> <p>Questions about the \$500M in funding from the provincial gov't and how it will be used. BCF provided the answer that this funding is used to provide additional service and fund projects across the system, in an effort to keep fares low.</p>
<p>Accessibility</p>	<p>The distance from drop-off/parking areas to terminal gates, and the incline from the vessel to the terminal at HSB are difficult for people with accessibility concerns. On board vessels, there is limited space for wheelchairs, walkers and strollers to navigate on ship vehicle decks. FAC request BCF to consider adding a passenger trolley on the baggage truck to carry travellers from terminal lounge to vessel.</p> <p>ACTION: BCF get an update from the Accessibility Committee and explore if a representative can attend a future meeting with the FAC. Completed</p> <p>Update: The accessibility committee will meet on November 22, 2023 where these concerns will be reviewed. Meeting minutes from the May meeting will be posted this fall. All previous meeting minutes can be reviewed here: https://www.bcferrries.com/accessibility. Messaging was added to the website to update on minutes. <i>Minutes for the May 2023 meeting are pending and the next meeting is on November 22, 2023. Due to the COVID-19 pandemic, no meetings occurred between June 2019 and August 2022.</i></p> <p>In addition to members of BC Ferries, the Accessibility Committee has representation from the following areas: Intermunicipal Advisory Committee on Disability Issues, Canadian Hard of Hearing Association, BC Aboriginal Network on Disability Society (BCANDS), Vision Loss Rehabilitation Canada, Disability Alliance BC, Seniors Serving Seniors, Peer Support Specialist, Spinal Cord Injury BC. FAC and FAC Chairs group believe that there should be representation on this committee from the FAC level for general community issues.</p>
<p>Horseshoe Bay ticket availability</p>	<p>FAC requested that BCF align ticket machine ticket availability times with walk-on toll booth ticket availability times. Currently, kiosk machine cut-off times are set at 15 minutes before sailing, while staff ticket booths complete sales 10 minutes before departure.</p> <p>ACTION: Terminal to confirm that the ticket machine is closed 15 minutes before the actual sailing time, not scheduled sailing time.</p>

	<p>The difficulty is that folks don't know about the different cut-offs between kiosk and agent. More communication is required.</p> <p>ACTION: E. McGrath to see if signage or kiosk screens can convey the information to see ticket agent in this instance.</p> <p>Update: Meeting has been set for end of October to discuss what immediate actions can be taken.</p>
<p>Traffic flow at Langdale Terminal</p>	<p>FAC shared that during the 6:20 AM, 8:40 AM and 10:50 AM sailings there is only one toll booth open to process LNG-bound traffic.</p> <p>ACTION: Terminal to investigate why only one toll booth has been open on the 6:20, 8:40 and 10:50 AM sailings ex. LANG.</p> <p>Completed</p> <p>There have been three booths open in the mornings at LNG for the past month, which seems to be working well. All three booths will be open through to October 9. After that it will be two booths open.</p> <p>FAC is appreciative of these improvements by BC Ferries.</p> <p>ACTION: D. Durant can look at tweaking times to see what is working best to open ticket booths and keep traffic moving smoothly. And could look to open them earlier on weekdays, especially on Mondays when traffic is heavy.</p>

<p>New Items - Discussion Section</p>	
<p>On-time Performance & Overloads</p>	<p>On-time Performance & Overloads</p> <p>BC Ferries (BCF) continues to take actions to mitigate challenges at the HSB terminal and improve on-time performance. This includes plans to provide supplementary service in summer 2024 for which the Recruitment Team are currently hiring.</p> <p>The FAC would like clarification on when supplementary service will be provided, given PT6 states, "near-term: increase sailings in spring/fall with supplementary vessel" on page 125. FAC share provide the following data as evidence for additional service</p> <ul style="list-style-type: none"> Information released in the Fiscal 2023 Annual Report to BC Ferry Commission, shows that on-time performance for route 3 is 73.6%, while overloads are at 31.4%. Information available in the Quarterly Reports to the Commission show that in fact for 1/2 the year, route 3 capacity utilization is above 70% and has been since 2017 (except during peak COVID-19 periods).

Year	Fiscal	Capacity Utilization					On-time Performance					Overloads				
		1 st April- June	2 nd July - Sept	3 rd Oct - Dec	4 th Jan - March	Year	1 st April- June	2 nd July - Sept	3 rd Oct - Dec	4 th Jan - March	Year	1 st April- June	2 nd July - Sept	3 rd Oct - Dec	4 th Jan - March	Year
2023		70.5%	71.6%	65.1%	62.8%	67.8%	65.2%	71.8%	74.4%	84.5%	73.6%	39.9%	39.4%	23.9%	18.9%	31.3%
2022		62.8%	73.0%	65.2%	61.8%	66.2%	79.1%	71.0%	72.4%	76.9%	74.6%	28.1%	39.6%	28.4%	23.6%	30.5%
2021		61.0%	75.1%	55.3%	53.8%	61.6%	71.4%	79.5%	91.0%	90.8%	83.7%	30.7%	44.3%	16.7%	17.0%	27.3%
2020		70.3%	71.5%	65.8%	54.1%	65.9%	77.6%	85.5%	92.8%	98.1%	88.0%	33.7%	37.4%	24.4%	10.2%	27.3%
2019		71.6%	73.3%	66.0%	59.7%	68.1%	79.0%	73.5%	86.2%	89.5%	81.4%	37.5%	38.0%	23.5%	11.4%	28.4%
2018		71.3%	73.4%	66.1%	60.1%	68.1%	57.3%	78.5%	70.5%	94.0%	74.7%	35.2%	40.6%	24.3%	14.8%	29.6%
2017		70.5%	72.3%	63.1%	35.7%	58.0%	63.0%	70.2%	65.2%	90.1%	74.3%				12.0%	22.9%

BCF Info: Performance Term 6 is going through its final review with the commissioner. The Commissioner will make a final determination on the Performance Term Six price caps by September 30, 2023, after which BC Ferries will review and begin work with final results to be shared with the public beginning of 2024.

The Coastal Ferry Act does outline the minimum required sailings for each route, with Route 3 outlined below:

- Minimum Number of Round Trips to be Delivered per Contract Year 3,085
- Minimum Number of Round Trips per Day
 - Peak - 10
 - Off Peak – 7

Previous CFA

- Minimum Number of Round Trips to be Delivered per Contract Year 2,945
- Minimum Number of Round Trips per Day
- Peak 8 (7 on Tuesday & Wednesday, 9 on Friday & Sunday, and 8 on Sunday of Labour Day weekend)
- Off Peak 7 (6 on Sunday)

[Update: BCF and MOTI have committed to establishing metrics for when a review of core service levels is required](#)

BC Ferries - Updates	
TOR Update	<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? <p>ACTION: C. McIntosh will send an email to FAC members on this topic.</p>
Questions/Feedback from Audience	<ul style="list-style-type: none"> • Growth of PT residents: Growth of part-time residents is noticeable. These should be considered in the demographics being used to plan for service. • Reservations: In May it was already difficult to get reservations, with many being sold out for the entire year. A chart was provided to the FAC Chair by a community member. • Service Notices: 93% of the days on Route 3 have service notices issued. This indicates a significant issue with service on this route. • Communication at the ferry: There is little communication on-site at the terminal about what is happening when ships are delayed. More is needed for folks who are waiting. • Access to LNG terminal for people with disabilities: There is a need for better signage at the terminal to help people understand where they need to go to drop people at terminal if they have accessibility requirements. • Communication: Queen of Coquitlam is not a reservable vessel, and will clear traffic, but there is no communication about this, so that people who miss the 4:20 sailing know they will make the 5:30 sailing.

- | | |
|--|---|
| | <ul style="list-style-type: none">• There is a need for better bus service on the Sunshine Coast. There is integration needed for local governments, BCF, BC Transit so that park and rides can be built and make travel easier for people, and to prevent filling up the parking lot at the LNG terminal.• Developments are being approved around the Coast and bringing people to the Coast without the capacity to support.• Resident priority is highly desirable by some residents who find it difficult to understand why this has not been implemented. FAC is of the view that more capacity is what's required rather than prioritizing some travellers over others. BCF Note Resident priority is a public policy decision which requires provincial involvement. The idea of resident priority is with the Ministry of Transportation and Infrastructure for consideration and we are waiting for direction on whether they are interested in shaping such a policy and what such a policy would mean and contain.• At the August 2021 FAC Chairs meeting in Victoria, Minister Fleming responded to the idea of 'resident priority' by stating that it is not the Ministry's policy to provide different levels of access to a transportation system funded by and for the public.• Sunshine Coast is unique within the ferry system as there is only one ferry on/off the Coast. |
|--|---|