

Southern Sunshine Coast Ferry Advisory Committee June 2023 Meeting Agenda

Saturday, June 17, 2023 10:00 am – 12:00 pm

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 	5 mins
Presentations from the Public	5 mins
Correspondence: From community to FAC	
Follow-up Items <ol style="list-style-type: none"> 1. Langdale Terminal redevelopment update 2. On time performance 3. Summer sailings 4. Overloads 5. Washroom facilities (<i>combined with #1 in Discussion section</i>) 6. Terms of reference 7. TAP update 8. Crewing updates 	45 mins
Discussion section <ol style="list-style-type: none"> 1. Amenities at Horseshoe Bay Terminal 2. Student travel policy 3. Improved passenger-related communication 4. Improved traffic flow and safety at Langdale 5. Improved accessibility 6. Horseshoe Bay ticketing 	1 hour
Final questions and close	5 mins

Southern Sunshine Coast Ferry Advisory Committee Meeting Topic Log June 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: Captain Claudiu Raduta, Marine Superintendent; Robert Edwards, Acting Regional Manager Terminal Operations; Carrie McIntosh, Director Community Relations; Tamara Olson, Community Relations Manager; Arielle Houghton, Community Relations Coordinator; Rebecca Jamieson, Manager, Marketing & Customer Experience; Natalie McCall, Manager of Marketing & Customer Experience; Steve Anderson, Manager, Fleet Deployment and Scheduling

FAC: Diana Mumford (Chair), Grace Carter, Anne Cochran, Sue Girard (SD46), Cheryl Hurlbut, Darren Inkster (Sechelt), Kate-Louise Stamford (SCRD), Annie Wise

Guest: Piet Langstraat, Deputy BC Ferry Commissioner

Absent: Kim Dougherty, Stafford Lumley (Gibsons), Brian Jonker, Ministry of Transportation & Infrastructure: Executive Director, Marine Branch

Presentations – 5 Mins each	
Presentations from the public or organizations are an opportunity to present information to BC Ferries and the FAC for consideration. Each presenter is provided 5 minutes. To be included in future agendas, please contact your FAC Chair.	
School teams: policy for booking c/o Brenda Masich	Reservations do not work for the team as they tow their school truck with a truck and therefore are over-length. As a result, there are no reservations available. The teacher has been told that she can call BC Ferries to book for groups of 10 or more, but the team consists of 6 students and 2 adults, so does not meet the criteria. BCF and FAC acknowledge and thank Brenda Masich and her students for sharing their experiences and concerns. Please see the agenda item below, "Aligning student traveller policy with other routes" for BCF's response.

Correspondence: From community to FAC

Email received May 28th

“Wondering about why the BC Ferries ticket agent or the parking lot attendant or the people on Deck are unable to park disabled people close to the washroom I was told by a deck officer that the person has to tell the ticket agent they are disabled but clearly there is a sign hanging from people's windows when they are disabled.

I was on the ferry a couple weeks ago and my friend who was driving was parked in an area where she couldn't even get out of her car and ended up peeing in her pants and car. I was appalled to see that the deck people had parked some expensive truck and camper in the disability parking next to the elevator anyway this is unacceptable and there should be a better solution than putting all the onus on the driver to inform the ticket agent of their disability it's pretty clear to see from the ticket booth that something the ticket agent should be trained to look for just like propane tanks and gas cans.

Notes from BCF: Communication between crew and people with accessibility concerns

Policies are in place for passengers who are travelling and have requested special care or assistance when loading.

Loading Officers have been directed to try to do their best to park mobility-challenged passengers according to their needs. Parking vehicles by the washroom or in close proximity to the stairs are two options that should always be taken into consideration and communicated to the passengers.

A reminder of the policy was recently sent out to the teams.

Email received May 28th

An addition to the agenda is the issue with bathrooms. Bathrooms before the toll booths and bathrooms once you are passed the toll booths and waiting for the ferry. Lots and lots of porta potties while bathrooms are being built or repaired. At sports events they have lots of bathrooms and porta potties so they could be done at both Horseshoe Bay and Langdale. Lots of people cannot walk so far and fast to bathrooms so far away due to mobility issues and other medical conditions.

Email received June 10th

Charge of \$111.30 showing on the ticket the ferry user received when providing a MAL letter at the toll booth.

Phone call received June 16th

Gibson's resident who uses an electric wheelchair while boarding ferry as a 'walk-on' passenger, unable to access elevator because of already loaded vehicles. Using the elevator from level 3 is not viable due to the steepness of the ramp to get to this elevator.

Second issue provided was that while waiting in line at Horseshoe Bay to purchase ticket, he was hassled by a drunk individual. Despite yelling for security assistance, no help was provided.

Follow up:	
FAC Priorities	<p>FAC Chair, D. Mumford, shared that the region’s priorities remain focused on increased capacity and reliability of Ferry service for the large and growing Sunshine Coast community using route 3. While those goals remain top of mind for FAC and many community members, the focus of this meeting will be on the short-term service improvements outlined in this document.</p>
Langdale terminal redevelopment	<p>Update: Project timelines remain the same as provided in October with one project now complete. The larger terminal redevelopment project was deferred at the start of COVID and it is not currently in the 12-year Capital Plan.</p> <p>Update from the previous meeting:</p> <ul style="list-style-type: none"> Life Extend Transfer Deck – steel repairs are complete. Work on the ramp is expected to begin in the late fall. Once dates are confirmed we will start conversations with FAC with more details on the project. At this time, work is planned to take place during the night time hours. <p>Information from the previous meeting:</p> <ul style="list-style-type: none"> Berth 2 - Life Extension estimated completion Spring 2024 Upgrade to on-site sewage treatment plant at Langdale terminal estimated completion 2024 Berth 1 – Replacement estimated completion 2027 <p>FAC expressed concern that the Langdale Terminal Development project is not in the 12-year capital plan. In 2017 BC Ferries, 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. The improvements were intended to assist with on-time performance and accessibility. The FAC requested more information on where this funding has been reallocated and why.</p> <ul style="list-style-type: none"> ACTION: C. McIntosh to follow up with FAC regarding why the Langdale TDP is not in the 12-year Capital Plan including the use of the funding received from the Federal Government for the project. <p>A FAC member also shared a comment from the previous BC Ferries CEO to increase the price of the terminal parking with funds to go towards terminal improvements.</p>
On time performance during shoulder and summer seasons	<p>Follow-up action from the previous meeting: G. Krauser will continue to monitor OTP and look at ways to improve.</p> <p>We continue to take actions to mitigate challenges at the HSB terminal and improve on-time performance, such as:</p> <ul style="list-style-type: none"> Retain expanded schedules that were introduced on the Horseshoe Bay–Langdale route to give more time between sailings and improve on-time performance. These schedule adjustments better reflected actual sailing times. Continue to observe operational procedures, like loading and unloading were updated to improve efficiency.

- Summer #1 schedule was also extended into Fall shoulder same as in Fiscal 2023

Update:

- Supplementary sailings were planned for summer 2023, but due to BCF's inability to find crew were not able to be implemented. We plan to provide the supplementary service in summer 2024.
- We are repositioning a vessel from DEP-HSB (Route 2) to DUK-TSA (Route 30) to divert Nanaimo-bound traffic from HSB. We have also increased sailings from Tsawwassen to Departure Bay and provided saver fares to encourage travellers bound for Nanaimo to depart from Tsawwassen terminal. This will begin on June 25 and run until September 4. In addition to improved safety, the goal is to increase on-time performance by reducing congestion at HSB.

The FAC reported continued frustration with the lack of on-time performance and requested an explanation on the updates above.

- With three routes that sail out of Horseshoe Bay Terminal, delays on one route can impact the other.
- One operational procedure that BCF applies to reduce overloads is to cut off the number of vehicles boarding the vessel. For example, a call is made when sailings times are behind schedule to stop the flow of traffic onto the vessel. This may result in several open spaces at the back of the vessel. BCF is working to better train equipment operators to make the best judgement on when to make the cut off. This is a balancing act that BCF does not take lightly.
- The summer schedule is the same as last summer. BCF intended to provide additional sailings on Tuesday and Wednesday but unfortunately were not able to secure enough crew. BCF is currently in the process of hiring for next summer to secure enough crew for seven-day per week service on Route 3.
- The FAC shared that Thursday – Monday are common travel days for tourists. As a result, residents are more likely to travel for appointments on Tuesday and Wednesday to avoid traffic. No additional sailings on Tuesdays and Wednesdays, therefore, has a disproportionate impact on local residents.
- The FAC emphasized the need to extend the seven-day supplementary services outside of the summer season to include the spring and fall shoulder seasons. Specifically, April long weekend until October long weekend when tourism begins to pick up in the region.
- FAC also requested that the 5:30 pm sailing from HSB remains on Tuesdays and Wednesdays throughout the shoulder and summer seasons. The loss of the 5:30 pm sailing is even more valuable to local commuters because it is the only sailing with no reservable space. In the case that all other vessels are reserved, and the excess capacity for non-reserved spaces is sold, then the 5:30 sailing is the only hope that many residents can make it home at a reasonable hour.
 - **Addendum June 30, 2023:** The SSC FAC has been advocating since November 2001 for the 6:20 am and 5:30 sailing times to be available year round. Results of a community survey of 2017 led BCF to revise schedules for Route 3 that addressed the needs of commuter travel year round (*News Release, September 18th, 2017*). However, the FAC continue to advocate for a 5:30 pm sailings on Tuesdays and Wednesdays.

	<ul style="list-style-type: none"> • BCFerries currently provides a 6:20 am daily sailing. At this time, the 5:30 pm sailing can not be provided on Tuesdays and Wednesdays as we do not have adequate crewing to staff the sailings. BCF continues to actively recruit to provide additional sailings on Tuesdays and Wednesdays during the summer season. • The loss of the 5:30 pm sailing also limits options for Gambier/Keats Island residents for same day travel. The last ferry that would connect to Route 13 would be the 4:45 pm sailing. On-time performance for Route 3 afternoon sailings also impact route 13. <ul style="list-style-type: none"> • BCF responded that the reason that the 5:30 pm sailing is not available is because there is no “L run” in the summer months (one vessel travels from Departure Bay to Horseshoe Bay to Langdale and back). We are currently recruiting staff to be able to provide additional sailings on Tuesdays and Wednesdays.
<p>Summer sailings</p>	<p>Statement in meeting notes “next year we will start the summer sailing times at spring break”. Also, there was an increase in daily sailings in 2022 for shoulder season. Why was that not done in 2023?</p> <p>BCF started summer sailing times in 2023 at Spring Break on the #1 vessel. The supplementary sailings provided by the second vessel start June 22. BCF could not start the supplementary vessel #2 sailings that are provided during the summer season during the spring and fall shoulder seasons due to the required refit and operational activities that must take place during this time.</p> <ul style="list-style-type: none"> • The FAC clarified that the sailing times changed during spring break, but no additional sailings were provided. • BCF verified this is correct. The sailings were offered at more spread-out intervals to give more time for loading and unloading the vessel with the intention of improving on time performance, not to provide additional service. • The FAC stated that the time extensions between sailings is not improving on-time performance or meeting the need for additional sailings.
<p>Overloads</p>	<p>We will continue to manage traffic in our pre-ticketing area by enforcing capacity limits. These limits fluctuate depending on the volume for routes 2 and 3. If all routes are busy, expect that these capacity limits will be set at:</p> <ul style="list-style-type: none"> • Nanaimo – 180 vehicles • Langdale – 165 vehicles <p>These limits are critical in ensuring that traffic is managed safely and efficiently and does not extend back onto the highway. Also to make sure that we are able to process commercial traffic, reserved vehicles, and priority vehicles seamlessly through the ticket booths for all routes.</p> <p>Reservations for the second sailing, on back-to-back sailings during the summer, are being strategically managed to ensure that we are able to process the stand-by traffic in the pre-ticketing area efficiently.</p>

	<p>The FAC clarified that residents that arrive at the terminal without a reservation are turned away and told to return back another time. This is a concern for people who may be coming home from medical appointments and surgeries. The FAC requested that BCF provide a time when residents can return for the next available sailing.</p> <p>The FAC asked why the vehicle staging area within the HSB terminal is not 100% utilized, especially when traffic is backed up towards the highway and being staged above the toll booth. When vehicles are staged above the toll booth, it causes several issues. First, people who are not ticketed, and awaiting above the toll booth, do not want to leave their vehicles despite needing to access amenities such as the washroom, cooling stations or drinking water as they are afraid to lose their spot in the queue. Secondly, a backlog of vehicles above the toll booth can block those with reservations from making it to the toll-booth in time to redeem their reservation. In addition, when there are multiple sailings within a short period of time, such as the 4:45 and 5:30pm sailings, there is pressure on the ticketing agents to process large numbers of vehicles in a short time span. Consequently, the 5:30pm sailing then departs under capacity, leaving many vehicles behind because they were unable to move through the toll-booth quickly enough.</p> <ul style="list-style-type: none"> • FAC suggests that both of these issues could be solved by continuing to process vehicles through the toll-booth (not holding sales while one ferry departs), and fully utilizing the staging capacity of the terminal below the toll booth. • ACTION: R. Edwards to take this suggestion back to the HSB terminal operations team for more information on the existing process. <p>FAC raised a question as to whether the calculation for available vehicle deck space listed on the website includes the vehicles that are in the queue outside of the toll booth.</p> <ul style="list-style-type: none"> • BCF confirmed that the current conditions listed on the website do include some vehicles waiting to be ticketed. However, this vehicle deck space calculation is based on what can be viewed on the webcams at the terminal which do not show all vehicles waiting at the terminal. • BCF shared that it is currently in the process of transitioning its software to improve the timeliness and accuracy of current conditions available on the website and BCF app. The new software will be applied after the peak season.
Terms of Reference	<p>Terms of Reference will be discussed by Chairs of FACs, timeline August.</p> <p>During the last full week of May BCF met with the FAC Chairs to review the feedback received from members on the Terms of Reference and to discuss the next steps in the revision process. A synopsis of the discussion was emailed to all FAC members on June 6, including the engagement process agreed upon on moving forward.</p> <p>BCF's intention is to provide an online feedback mechanism once again and to welcome feedback through email, Word docs etc. as well.</p>

	<p>Please let the CR team know if you have a preferred method to provide your input and we will do our best to incorporate it.</p>
<p>Free reservations with TAP forms</p>	<p>The BC Government's Travel Assistance Program (TAP) helps patients with the cost of travel to and from medical specialist appointments. Support includes one under-height standard vehicle, a patient and a travel escort if required. We enhance this program by providing free reservations on bookable routes, where space is available.</p> <p>Medical Assured Loading (MAL) is available for those travelling under the Travel Assistance Program (TAP) and who have a MAL letter from their medical practitioner that states that it is necessary for them to avoid a wait at the ferry terminal.</p> <p>More information: https://www.bcferries.com/book-sailings/medical-assured-loading</p> <p>FAC notes they are not sure how well this will work during the summer when it is difficult to get a reservation.</p> <p>FAC asked if BCF will be charging residents a reservation fee if they do not arrive at their MAL reservation.</p> <ul style="list-style-type: none"> • BCF confirmed that if travellers arrive late to their reservation, they will not be charged but will be placed on the next available sailing • If there is no space available on the vessel, then residents can call the customer care line and they will do their best to place you on the next available sailing. This information is also available on the Community Page and on the BCF website. • FAC requested this information be shared in other formats such as through ads and signage at the terminal, as it is difficult to navigate the website. • BCF requested that FAC share any suggestions of where best to publish customer care information. The Chief Steward onboard the vessel has a customer care card for those wishing to keep it in their vehicle. • 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. • A FAC member asked if the TAP form can be changed to include this information. • BCF responded that the TAP form is a Ministry of Health Document that is governed by the BC Government and applies to all modes of transportation.
<p>Crewing updates</p>	<p>FAC requested updates on staffing</p> <p>Several months ago, BC Ferries launched its largest recruitment campaign ever. Since February we held 18 career fairs in over eight communities up and down the coast. To date, we've hired 500 staff for the coming peak summer season.</p> <p>In an effort to both attract and retain employees, BC Ferries has introduced incentives and guaranteed hours for new employees, enhanced allowances for employees with certain technical qualifications and those who work overnight hours, increased its training budget to support employees who train to reach higher qualifications and boosted its cadet training program.</p>

	<p>BC Ferries is supporting over 100 new licensed officers to complete training and certification requirements in anticipation of the peak summer season starting in June. The hiring of licensed officers continues.</p> <p>Our recruitment team has also been working overseas and is hiring people from England and the Philippines and we are hopeful India will be approved shortly.</p> <p>FAC has received correspondence regarding teachers who provide career preparation programming. These teachers request that BCF provide students have more opportunities to explore mariner careers including coming onboard and meeting crew.</p> <ul style="list-style-type: none"> • FAC requested that Capilano University be included in any career opportunities. • ACTON: Community Relations to connect BCF People and Culture leadership with the local school district and Capilano University regarding mariner career preparation opportunities. FAC to email contacts to T.Olson.
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New Items - Discussion Section	
<p>Amenities at Horseshoe Bay Terminal (Washrooms, shade and water)</p>	<p>Washroom facilities above the toll booth are a major concern for the community. This area is not BC Ferries property and changes would need to be made by MOTI. Correspondence with MOTI regarding improvements in the pre-ticketing area has occurred, and MOTI has agreed to listen to proposals for improvements. BC Ferries is in the process of submitting a permit to MOTI outlining the details of the proposed works. We are working on what amenities would be appropriate in this area, as we are limited with space. Before we proceed we are required to understand:</p> <ul style="list-style-type: none"> • The changes of no Route 2 supplementary vessel in HSB and the impacts to the pre-ticketing area before we can make a decision of where the amenities would go. • The impact that the new WorkSafe BC regulations for traffic control will have on processing vehicles during the summer. <p>While these items are being analyzed, BCF has set up water and misting stations at the terminal (one at the toll plaza) and continue to have portable washrooms available for customers.</p> <p>We will not have an opportunity to make changes this year but will focus our attention on 2024 when we have a better understanding of the flow of traffic and staging.</p> <p>FAC raised a concern about the lack of access to amenities including washrooms, water and shade. BC Ferries recognizes the desire for improved amenities at the Horseshoe Bay Terminal and our teams are currently working on a customer experience project to improve the experience. This includes:</p> <ul style="list-style-type: none"> • Working with MoTI on increased services (washrooms and water services) outside of BC Ferries property

	<ul style="list-style-type: none"> • Misting stations and water access – available now • Pet facilities are planned as part of Phase 3 in the customer experience project <p>BCF cannot provide services outside of BCF property without permission from the Ministry of Transportation and Infrastructure (MoTI). With that said, BCF is currently undergoing the permitting process to provide additional infrastructure, however, this will not come overnight. Considerations must be taken for new traffic flow from recent changes in operations at the HSB terminal to ensure that any new infrastructure is meeting the needs of travellers.</p> <ul style="list-style-type: none"> • FAC inquired about the existing infrastructure on BCF property and what could be done to re-open the bathrooms in the administration office as well as add a bathroom near the foot passenger waiting area. • BCF was required to close public bathrooms due to safety concerns from a rock slide that took place at the terminal. The bathrooms in the administrative office were closed due to unsafe conditions from users who were sleeping and using needles inside the washroom. BCF is trialling re-opening these bathrooms this summer. • FAC requested that the bathrooms be re-opened for those travellers exiting the ferries and waiting for public transportation and suggested the use of security or a door key to prevent inappropriate usage of the facilities. FAC offered to work with BCF to request additional services be installed by MoTI • ACTION: BCF to share contact information of MoTI to request additional amenities outside of BCF terminal property <p>A pet area with artificial turf was added to Horseshoe Bay after a rockslide closed off the original pet area. The existing turfed pet area is located on the far side of the terminal. Furthermore, there is a project currently underway which is working to improve the experience for pets onboard the vessel and at terminals. This is taking place in a phased approach and is being tested on different routes.</p> <ul style="list-style-type: none"> • The FAC requested additional signage to build awareness and direct pet owners towards the pet area in addition to an area where owners can access water for their animals. • 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 Langdale and HSB.
<p>Aligning student traveller policy with other routes</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 BC Ferries policy used for 12 other minor routes.</p> <p><i>Current policy for 12 other minor routes:</i> at www.bcferrries.com/web_image/h89/he1/8939457544222.pdf <i>Qualifying B.C. students ages 18 and under with acceptable I.D. (excluding Post Secondary students) can travel between their residence and school, and/or attend or participate in school and junior association education and sporting events for free on the following routes:</i></p>

	<p><i>Swartz Bay - Southern Gulf Islands</i> <i>Nanaimo Harbour - Gabriola Island Brentwood Bay - Mill Bay</i> <i>Crofton – Vesuvius</i> <i>Powell River - Texada Island</i> <i>Horseshoe Bay - Bowen Island</i> <i>Port McNeill - Alert Bay – Sointula</i> <i>Skidegate - Alliford Bay</i> <i>Campbell River - Quadra Island - Cortes Island</i> <i>Buckley Bay - Denman Island - Hornby Island</i> <i>Chemainus - Thetis Island - Penelakut Island</i> <i>Langdale - Gambier - Keats (residents only)</i></p> <p>Current Policy for Route 3: BC students 18 years and under (excluding post-secondary students) with acceptable ID can travel on school-sponsored events for a special reduced rate on Route 3 Vancouver (Horseshoe Bay) - Sunshine Coast (Langdale) and Route 7 Sunshine Coast (Earls Cove) - Powell River (Saltery Bay).</p> <p>The rate for students travelling to a school event from 12 - 18 years old is \$7.35 and 5 – 11 years old is \$3.70. Students will need a letter from their school confirming that the travel is for a school-related event.</p> <p>Almost all of the local schools sports must use the ferry to play sports. 10 other minor routes provide free travel for students of 18 years old and under with acceptable ID free travel provide between their residents and school and/or to attend or participate in school association and junior education sporting events. FAC request that Route 3 be included in this policy. Due to the small size of the communities, the discounted rate for groups of 10 or more often does not apply. Furthermore, many students are being charged for adult rates when travelling to school because they do not have a signed school form and terminal staff do not currently accept student ID. The FAC requests that if the policy for student sports travel can be changed and those changes include all student related travel, including drama, arts, etc.</p> <ul style="list-style-type: none"> • Addendum June 30, 2023: This change has been requested by the SSCFAC since inaugural FAC meeting of September 2001. • ACTION: Terminal Operations to follow up on why students are being charged adult fare on Route 3. • 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. • ACTION: CR team to investigate reservation options for school groups less than 10 people.
Improved passenger-related communication	Better communication from BCF to reduce the impact on passengers, including:

Clarity on capacity overall, including foot passenger data

Crewing levels determine whether a vessel can sail on an "A", "B", or "C" license and that affects the number of passengers that vessel can carry. We require a specific number of crewmembers on board the vessels to ensure the safety of our passengers in the unlikely event of an emergency and to comply with Transport Canada regulations.

Capacity limits for crew and passengers for the Queen of Surrey are as follows:

"A" license – 1430

"B" license – 1239

"C" license – 823

We issue service notices when we are aware of large groups travelling and know that foot passengers may be at risk of overloads as a result. A Service Notice (SN) would be issued when a drop in license coincides with a large group travelling by foot and that group has notified BCF so we are aware of what is happening ahead of time. Without advance notice from large groups, it's difficult for us to determine whether a drop in license will have an impact on walk-on travel. Additionally, foot passenger reservations are not required and there is no current conditions status for foot passengers so there is no way for walk-on passengers to see whether a license drop will impact their travel before they arrive to the terminal.

In addition to SNs ahead of sailings where we know of the risk to foot passengers, we also issue travel advisories ahead of very busy times when we know foot passengers may experience waits, e.g. Thanksgiving. Notices are also issued if drops in the license will result in closing onboard services.

FAC request that a service notice be provided when a license is lowered to warn people that they may be delayed. A notice about a reduction in service can warn people of a possible impact on their travel plans.

- BCF explained that while this concern is duly noted, it is important to prevent widespread concern about a missed sailing when the risk is very low. For that reason, we currently only provide a service notice when we are aware of large numbers of foot passengers or high vehicle traffic sailing on a reduced licence.
- FAC also requested that when the licence is dropped and there is a significant number of foot passengers left behind that a water taxi be provided.
- **ACTION: Community Relations to share FAC feedback, request with the Service Notices team and investigate if any changes can be made including request a water taxi when needed.**

In addition, the current conditions currently do not accurately reflect where the vessels are located.

- As aforementioned, BCF is upgrading the current conditions application in the fall for improved accuracy. The current system requires two systems to speak to one another and requires staff to manually input data which creates a potential for errors.

	<ul style="list-style-type: none"> The FAC request that the new program communicates when the sailing is delayed with an estimated time of departure so that 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. 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). ACTION: T. Olson 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>Notification of peak foot passenger times associated with large groups such as summer camps. (Possible solution: utilize Service Notices?) We can work with our Group Travel team and issue a Service Notice for high-volume foot passenger cases that we are aware of – the ones we have a booking for. If there’s any the FAC know of, they can bring it to our attention via the CR team to help ensure nothing is missed. Unfortunately, some large groups show up without a booking.</p> <p>Camera placement at HSB and Langdale terminals to more accurately communicate traffic loads. Additional cameras above the toll booth at HSB to account for pre-toll booth traffic not counted in available deck space projections available on the website A project is in place to review current cameras, and what is required at terminals for Operations, Security and Safety. As a note, all cameras need to be located on BCF property due to security and privacy concerns. Additional considerations are also needed including equipment that has access to power, maintenance and the required IT.</p> <p>FAC continues to share concerns that the webcams are not well placed for accurate viewing of traffic. FAC states that residents decipher the available information across multiple webpages and current conditions to glean current load capacity and arrival/departure times of sailings.</p> <p>ETA information to be placed on the destination terminal page, not the departure terminal page ETA is on the website for the current sailing.</p> <p>Departures/arrivals information needs to be on the BCF app Departures/arrivals is available on the mobile app and can be found on the current conditions section of the app.</p>
Improved traffic flow and safety at Langdale	<p>A request from the FAC to have a minimum of two booths open to process ferry traffic:</p> <ul style="list-style-type: none"> Is unsafe specifically during the short reservation check-in time window of 30 – 60 minutes pre-scheduled sailing

	<ul style="list-style-type: none"> • Presents safety hazards for school children, and those attempting to get to Port Mellon who are not able to get through the left lane • Idea: Could also consider extending the reservation check-in time window <p>FAC shared that the 6:20 AM, 8:40 AM and 10:50 AM sailings only have one toll booth open to process Langdale traffic. Even after the 2nd booth is opened, line-ups on both lanes on hill block those trying to access the Port Mellon area, as well as any ferry users with reservations. Furthermore, concern for safety for school students walking to school who must cross the terminal entrance. Due to the large number of travellers on these sailings, some vehicles are bypassing the lineup on the hill by using the lower residential road and even the gravel runaway lane. FAC requests two open toll booths to reduce congestion on these sailings.</p> <ul style="list-style-type: none"> • BCF has two booths scheduled to be open on the morning sailings at Langdale year-round. If they are closed this could be related to a staffing issue. During the shoulder and summer seasons, BCF has added additional labour to ensure three booths are open all Monday and Tuesday mornings after long weekends in addition to the 4:45 pm to alleviate the 6:20 sailing. • BCF also shared that many of the senior staff are trained to work as terminal attendants and ticket agents. This means that when needed, staff can rotate between positions to alleviate congestion as it arises. • ACTION: R. Edwards to investigate why only one toll booth has been open on the 6:20, 8:40 and 10:50 AM sailings. <p>BCF reported that delays in loading in Langdale may be a result of the new ticketing requirement. Terminal Operations is currently in the process of exploring a unique procedure on Route 3.</p> <ul style="list-style-type: none"> • FAC suggests that signage (like at Saltery Bay) be used to ensure drivers pull close to ticket booth to receive boarding ticket
<p>Improved accessibility getting on and off the vessel</p>	<p>BCF consider adding a passenger trolley on the baggage truck This information has been passed on to Accessibility Committee for them to review this suggestion for future planning.</p> <p>The distance from drop-off/parking areas to terminal gates, and the incline from the vessel to the terminal at Horseshoe Bay are difficult for people with accessibility concerns. The demographics of the Sunshine Coast are 51% of the population over the age of 55.</p> <ul style="list-style-type: none"> • ACTION: BCF get an update from the Accessibility Committee and explore if a representative can attend a future meeting with the FAC. <p>Addendum June 30, 2023: FAC notes that the Accessibility Committee meets just twice a year, and that the last posted minutes for this committee is June 13, 2018.</p> <p>Space for wheelchairs, walkers and strollers to navigate on ship – vehicle decks</p>

Horseshoe Bay	<p>FAC requested BCF align ticket machine ticket availability times with walk-on toll booth ticket availability times</p> <p>Kiosk cut off times are set at 15 minutes. Ticket booths are 10 minutes. The reason why we have the different times is due to the Tower's responsibility at shore closure. If customers are in line waiting to use the kiosk at the 10 minute cut off, and the Tower closes ticket sales to the kiosk (click of a button), the customer in line will miss their sailing. Clearing through the ticket booths allows the ticket agent to make announcements and manage passengers wanting to make the sailing.</p> <p>FAC emphasized that this is a problem especially when the sailing is delayed. Passengers arrive at the machine to purchase a ticket and receive one for the following sailing because of the cut-off time for the current sailing. There is no signage for those who do not know they can make the delayed sailing by going to the ticket attendant. FAC requests more signage and awareness building about this option. The FAC asked whether the ticket machine is being closed 15 minutes before the scheduled sailing time or the actual sailing time.</p> <ul style="list-style-type: none">• ACTION: R. Edwards to confirm that the ticket machine is closed 15 minutes before the actual sailing time, not scheduled sailing time.• ACTION: N. McCall to work with Marketing Team on signage regarding the discrepancy between the machine and attendant ticket booth cut off times. <p>Address expected arrival times with actual departure times, not scheduled times</p>
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