

Chemainus - Thetis - Penelakut Ferry Advisory Committee

March 16, 2023 Meeting Agenda

1:00 pm – 3:00 pm, Best Western PLUS Chemainus Inn

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	10 mins
Information section <ol style="list-style-type: none"> 1. BC Ferries Operational updates <ol style="list-style-type: none"> a. Marine superintendent b. Terminals 2. Customer experience updates 3. Community Relations 4. Follow up items 	45 mins
Discussion section <ol style="list-style-type: none"> 5. Ferry Cancellations and crewing update 6. Commercial Vehicles on DC runs 7. Replacement FAC from SD 79 8. Discussions with Penelakut on the trail to the beach at the Thetis Terminal and 'proposed fencing etc'. Status. 	1 hours
Final Questions & Close	5 minutes

Chemainus - Thetis - Penelakut Ferry Advisory Committee Meeting Topic Log March 16, 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: C. McIntosh, A. Houghton, N. McCall, S. Anderson, Capt. J. Bradley, C. Hillis

Ministry of Transportation & Infrastructure: B. Jonker

FAC: S. Cross, K. Hunter, A. Koeppen, J. James

Public: K. Allec, C. Pegg, Elder M. James, R. Koeppen

Operational Updates	
Marine Superintendent	<p>The expected dates for the Kuper refit are October 11, 2023 – December 10, 2023. At which time the Kahloke will providing service on the Route.</p> <ul style="list-style-type: none"> The current marine superintendent is Capt. C. Raduta
Terminals	<p>Would like to welcome Derrick Greenhalgh as the new Terminal Manager for the Route. Derrick has been a Terminal Manager at SWB Terminal since 2018 and officially took on his new role in November of 2022.</p> <ul style="list-style-type: none"> ACTION: C. Hillis will connect with J. Josh regarding adding bathrooms to the Penelakut terminal J. James met with BCF Terminal Projects Team and Indigenous Relations Team to establish a working group with ongoing meetings regarding terminal upgrades and projects with the Penelekaut Tribe as well as to communicate the need for a larger ferry to the island. Meetings are expected to begin in April. A suggestion was made for C. Hillis to join in relevant meetings. The meeting will also include the development of a communications plan to review how stakeholders are gathering and incorporating feedback from the community members for capital planning.

Customer Experience	There is a project underway to investigate the potential of adding cameras at all the minor route terminals to monitor current conditions. Some early findings of this project has revealed the importance of the positioning of cameras to ensure passenger privacy as well as maintaining the cameras on BCF property.
Community Relations	We are pleased to welcome our new Community Relations Coordinator Arielle Houghton.

Follow up Items	
Lane widening at Penelakut terminal	<p>Lane widening at Penelakut terminal. Ken Thomas noted the Penelakut are interested in discussing widening the holding lanes near the terminal. It is particular restrictive during busy times, and even worse with large commercial vehicles in the area.</p> <ul style="list-style-type: none"> Penelakut is working on a capital project with BCF for a lift station within the BC Ferries terminal. The project is currently in the planning phase. <p>ACTION: BC Ferries will connect with the Penelakut Band to discuss options to change the road in front of the Band Office.</p> <ul style="list-style-type: none"> There is a considerable amount of water runoff and pooling at the foot passenger area of the terminal during long periods of rain. <p>ACTION: Cam will connect with Penelakut to visit the site and discuss options around landscaping near the terminal to reduce rain effects.</p> <ul style="list-style-type: none"> J. James has been working with D. Slater regarding habitat restoration work which includes some landscaping.
Vessel Renaming	<p>ACTION from previous meeting: Carrie is working on internal analysis to consider if/how this could be done, including a meeting with Kelly Bannister, who has close connections and background on Penelakut Tribe.</p> <p>UPDATE: BC Ferries has been working closely with the Penelakut Tribe on the renaming of the Kuper, we look forward to sharing updates with the community soon.</p> <ul style="list-style-type: none"> ACTION: S. Cross will connect with Chief J. Brown of Penelakut Tribe to see if there is anything to report back to the FAC and BCF on the renaming of the Kuper.

Group Discussion

Ferry Cancellations and Crewing Updates

Crewing continues to be a top priority for BC Ferries. We are undertaking the largest recruitment push in BCF's history as we continue to be challenged by retirements in key on-board positions, the general worldwide shortage of mariners, fewer young people entering the marine sector and an extremely competitive job market in BC.

New recruitment strategy

New this year, we are recruiting primarily for casual positions. We are offering guaranteed hours, flexible schedules to support work-life balance, options to stay after peak season, extensive training and great career opportunities.

Application process

We are looking at ways to make it easy for people to apply including an updated careers page on bcferrys.com and local job fairs with on the spot interviews.

Co-chair S. Cross requested that when early morning ferry cancellations occur that the next sailing stops at the Penelakut terminal to ensure that community members waiting to get to work or important cultural events are able to travel the Chemainus. Another request was to provide a water taxi promptly so that in the case where another sailing will be postponed, residents can still get to work on time.

ACTION: Marine Superintendent to review and provide information and Community Relations to follow up with FAC after review. - COMPLETED

The FAC wants to acknowledge all of the crew members of the ships and terminals who have been working hard to minimize the amount of cancellations. An offer was made to provide input on HR policies and a suggestion was made to attend the upcoming Spring Job Fair at the Cowichan Community Centre on Thursday March 30, 2023.

ACTION: Community Relations to pass information on to People and Culture about Job Fair opportunity. - COMPLETED

The FAC asked if there are residents on Penelakut training to work onboard vessels to which J. James responded that there are a handful of community members who have done their bridge watch certificates and couple of community members that are working towards their Masters Mariners license.

J. James asked what jobs the BCF was currently hiring for and if there will be other job fair opportunities for which Penelelakut Tribe can help advertise. BCF is hiring for positions across the board. An extensive list can be seen here: <https://www.bcferrys.com/our-company/bc-ferrys-jobs>

ACTION: Community Relations team to update the FAC if there are any upcoming job fairs in the region – COMPLETED, no current job fairs scheduled for the region. CR will continue to update FAC and community when/if job fairs are booked.

Dangerous Cargo Run	<p>Commercial Vehicles on Dangerous Cargo runs</p> <p>No update on project at this time. The analysis is still being looked into and the feasibility of it.</p> <p>There is an initiative to allow commercial vehicles on dangerous cargo (DG) sailings to reduce congestion on the sailings before and after the DG sailing. DG sailing limit the capacity for other customers on the route as it restricts certain vehicles from travelling with dangerous goods. This is a heavily regulated Transport Canada issue with special considerations around which non-dangerous goods can travel next to dangerous goods including how much space is required between each vehicle. The project is temporarily on pause as BCF focuses on workforce planning, however, this continues to be important issue. We will update the FAC as soon as we have more details.</p>
Replacement FAC from SD 79	<p>The Transportation Manager for SD79 has offered to attend meetings and will follow up with K. Rush on further information.</p>
Penelakut Beach Trail	<p>Discussions with Penelakut on the trail to the beach at the Thetis Terminal and 'proposed fencing etc'.</p> <p>UPDATE: BC Ferries Indigenous relations team have been working closely with the Penelakut Tribe on the next steps of this project including signage to support the fence project, look forward to sharing updates with the community soon.</p> <p>Some signs have received approval from the Penelakut Tribe as well as plans to add a natural barrier along the trail. Conversations are ongoing with BCF, Penelakut Tribe, and the Islands Trust.</p> <p>BCF expressed gratitude for the relationship with Penelakut and will continue to follow their lead to conserve the habitat.</p>

Final Questions and Close	
Port Authority Stakeholder Relations	<p>A member of the Thetis Island Port Authority spoke to the important work of the Thetis Island Port Authority in maintaining the government dock which provides access to emergency services and water taxis. A request was made to be included in long term planning of BCF terminal development projects and reduce redundancies between the two docks.</p> <p>ACTION: Community Relations team to connect the terminal development project team with the Thetis Island Port Authority.</p>
Communication Improvements	<p>Penelakut Elder, M. James requested improved communication and enhanced working relationship with Thetis island, Penelakut Island and BC Ferries. She expressed that many community members on Penelakut Island do not know when the ferries will be coming and if what will take place when a disruption in regular sailings occur. This is especially important in cases of emergency.</p>

S. Cross added that the main means of communication amongst the community is on the community Facebook page. When there are changes to sailings, and a service notice is received, a community member will post the notice to the Penelakut community Facebook page to help spread the word.

BCF recently launched a new app that allows the public to receive service notifications directly to their phone. With that said, BCF is working to improve the speed at which service notices are received. If BCF anticipates there may be a cancellation, we make a service so that community members are aware as soon as possible. The aforementioned project on current conditions is another attempt to improve communications with communities. Signs at the terminal are manually updated by Terminal managers and therefore may be delayed in being updated due to the availability of staff.

Another place the public can access communications that are specific to the region is on the Community Pages. [Chemainus](#), [Thetis Island](#) and [Penelakut Island](#) each have a webpage where information such as updated schedules, route services, information about terminal upgrades, job fairs, and reports can be accessed. BCF is also hosting a community feedback engagement from March 27 – April 8 where community members can provide their ideas, feedback, and comments on the Community Pages, as well as on comment cards onboard vessels and at terminals.

K. Allec, Lands Manager of Penelakut Island acknowledged the communication efforts of BCF including the phone calls received by the Band Office receptionist and at terminal boards about Dangerous Cargo runs.