

### **Meeting Details**

Date: November 29, 2018  
Time: 1:00 pm – 4:00 pm  
Location: BC Ferries Head Office – Suite 500-1321 Blanshard Street

### **Attendance**

#### ***Public Interest Representatives***

Hugh Mitchell, Canadian Hard of Hearing Association  
Les Chan, Disability Resource Centre  
Marnie Essery, Inter-Municipal Advisory Committee on Disability Issues  
Pat Danforth, Disability Alliance BC  
Barbara Schuster, CNIB

#### ***BC Ferries Representatives***

Karen Tindall, Director of Customer Care, Customer Care Department  
Chris Gauld, Manager, Terminal Standards, Terminal Engineering  
Captain Chris Frappell, Marine Superintendent, Vessel Replacement Program  
Stephen Nussbaum, Superintendent, Customer Service Standards

#### ***Guest***

Dana Buxcey, Customer Relations, Customer Care

#### ***Regrets***

Julie Gray, Seniors Serving Seniors  
Debbie Yorker, Seniors Serving Seniors  
Bruce Paterson, Fleet Technical Director, Engineering  
Darin Guenette, Manager, Public Affairs  
Steve Shardlow, Training Manager, Terminals  
Garnet Renning, Customer Service & Sales Representative, Customer Care  
David Carroll, Director, Terminal Construction, Engineering  
Jeff Davidson, Director, Retail Services, Food and Retail Operations  
Melanie Lucia, Director, Catering and Terminal Operations

# Accessibility Advisory Committee

## Meeting Minutes

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### Introduction

Co-Chair Karen Tindall welcomed the members of the committee.

Review of Minutes – June 13, 2018 meeting. Minutes approved by the committee.

### ***Action Items for the next meeting:***

1. Advise Melanie Lucia the suggestion for public service announcements on the screens in the cafeteria was discussed.

**Who:** Karen Tindall

2. Ask Melanie Lucia if the automatic doors for the washrooms on Deck 6 of the Spirit Class vessels were upgraded during the midlife upgrade.

**Who:** Karen Tindall

3. Ask Bruce Paterson if the transition strip highlighting a tripping hazard from the inside deck to the outside deck on board the *Coastal Celebration* has been installed.

**Who:** Karen Tindall

### Updates from the Public Interest Representatives

#### *Pat Danforth*

Pat explained she received an inquiry from a wheelchair user regarding the lack of accessible outlets on board the *Queen of New Westminster* despite the recent refit; with the vessel's fixed seating, wheelchair users are unable to reach outlets to plug in their devices. For now, a suggested option for those requiring access to outlets contacting the Chief Steward's office.

#### *Hugh Mitchell*

On a recent trip, Hugh observed some "good things" and "bad things"; he will send his notes to Karen for Customer Relations. Hugh again suggested that public service announcements be displayed on the screens in the cafeteria.

#### *Barbara Schuster*

Barbara discussed the CNIB's Guide Dog Program which commenced in 2016. She explained the jackets are bright yellow, and CNIB is planning to open a Guide Dog training centre close to Ottawa – Barb noted that BC Guide Dogs and CNIB operate independently. She also advised the City of Victoria installed a new audible signal at intersections in Victoria.

#### *Les Chan*

The issue of slow opening and closing automatic doors to the washrooms on board Deck 6 of the Spirit Class vessels was brought to Les' attention; the automatic doors take approximately 45 seconds to open. Karen explained we do not know if this issue was resolved during the recent midlife upgrade, and she will check with Melanie Lucia. Les announced the Disability Resource Centre is hosting the 6<sup>th</sup>

Annual Art Show celebrating International Day of Disabled Persons from November 30 to December 3 at 821 Fort Street – all of the artists participating live with disabilities.

*Marnie Essery*

Marnie touched on the subject of customer service. She noted there are exemplary staff members providing amazing customer service, and then some that “need help”. She explained this seems to be a pattern and asked if BC Ferries recognizes their staff when they provide optimal service. Karen explained that we receive lots of comments commending our service and our Customer Relations team shares those comments directly with the employee’s manager so they can receive the recognition they deserve.

Marnie mentioned, in the event there are Malahat closures, there are travellers who would like to see more sailings between Mill Bay and Brentwood Bay, and they would like a reservation system in place. Karen explained that the vessel holds only 19 vehicles. BC Ferries does not currently have another vessel to serve as an addition on this route, and the crew has an hours of work limitations. Hugh commented that there is no way one ferry or even five ferries could accommodate the volume of vehicles, and recommended Route 12 vessel be available to provide priority service for those in emergency situations when the Malahat is closed.

Marnie asked: In previous minutes, it says BC Ferries will purchase electric wheelchairs – what terminals will they be available at, and at what times? Stephen Nussbaum replied that the notes may not have been clear in that we’ve ordered electric wheelchair ‘movers’ that staff can use at our major terminals to assist with customers loading the vessel.

Marnie asked: Is there still an opportunity to give feedback on upgrades to the Swartz Bay and Horseshoe Bay terminals? Karen replied that customers are welcome to submit feedback to the Customer Relations department even after the surveys are closed.

Marnie asked: Is it possible to send out News Releases to our advisory committee members at the same time they are sent to the public? Karen explained News Releases are posted on our website, and customers are welcome to choose the option to subscribe to News Releases and Service Updates online.

Marnie has observed a lot of people tripping as they make their way to the outer deck, and asked: is it possible to put a different colour strip at the transition to help people with macular degeneration, bifocals or other visions problems? Chris Gould explained that Bruce Paterson has designed something to reduce the tripping hazard, but when people are exiting the ship, the strip is not seen from the inside to the outside. We can look at this further.

## **Updates from BC Ferries**

### **Terminal Update:**

Stephen Nussbaum explained that BC Ferries received a relatively even number of positive and negative comments regarding loading practices over the last 6 months. He detailed that the last 6 months include the peak summer period and that if he characterized the customer's experience, they were travelling with during crowded conditions. Stephen found most of the negative comments were for sailing times that attracted extremely high traffic volumes, and that we may not have been able to accommodate these customers' requests due to congestion. Out of forty comments regarding loading, nearly all of the negative comments were regarding vehicle placement on board whether it be not close enough to the elevator or not receiving upper vehicle deck access.

Many customers commented on an inconsistent experience with how the crew handled those customers choosing to stay in their vehicles on the lower vehicle decks.

### **Terminal Development Update:**

Chris Gauld advised we are in the finalized draft and conducting the next stage of engagement for Swartz Bay. The Horseshoe Bay terminal development plan is engaging for the final stage – the main challenge at this terminal is land restrictions. The Terminal Development team is working on Campbell River, Nanaimo Harbour and Gabriola. The Terminal Development team has finalized plans for Alliford Bay, Denman Island East and Denman Island West.

From a project perspective, Chris explained the Prince Rupert trestle was replaced and equipped with a covered walkway – the cover used to only protect one side from the elements. The trestle is longer and, at this time, we are in the design phase for periodic fold down seating for installation.

There is work to be done at the Langdale terminal which includes reconfigured transit loops, updated parking and a new passenger waiting area. The development team is in the process of updating accessibility standards and they have received a draft from consultants. It's important to note the Langdale terminal could be the first to embody the Rick Hansen certification of gold standard for accessible design.

### **Vessel Development Update:**

Chris Frappell provided an update for the *Spirit of British Columbia* which returned to service from its midlife upgrade and is operating efficiently on LNG; he explained although powered by LNG, the engine requires diesel fuel as it provides a pilot light for the LNG to burn.

The *Spirit of Vancouver Island* had a successful voyage and arrival to Gdansk, Poland where she will undergo her midlife upgrade.

The *Northern Sea Wolf* unveiled the vessel's artwork and is currently in our refit facility at Deas Dock.

The first vessel of the Island Class ferries is scheduled to arrive at the end of September 2019, and planned to enter service in 2020.

**Other Business:**

*Co-Chair Position:*

Marnie Essery was elected.

**Meeting Adjourned: 3:30 pm**

**Next Meeting Date:**

Thursday, May 30, 2019