

Gabriola Island Ferry Advisory Committee

September 18, 2023 Meeting Agenda

3:00 pm – 5:00 pm, Gabriola Arts & Heritage Centre, 476 South 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
Territorial acknowledgement, introduction and welcome	5 mins
Follow Up <ol style="list-style-type: none"> 1. Compensation for travellers 2. Notices to the public 3. Nanaimo Harbour and Gabriola Terminal re-development 4. Meanings for Kwigwis and Gwawis 5. Shifting Gwawis schedule by one sailing later 6. Motorcycles at Descanso Bay terminal 7. Webcam 	40 mins
New Items <ol style="list-style-type: none"> 1. Crewing 2. Loading upper car deck 3. Vessel docking location in Nanaimo 4. Additional signage 5. Dangerous Cargo 6. Distracted drivers 7. Pedestrian and bicyclist safety 8. Local art in lounge 	1 hour
BC Ferries Updates <ol style="list-style-type: none"> 1. TOR Update 	10 mins
Final Questions & Close	5 minutes

We gratefully gather on the traditional territory of the Snuneymuxw First Nation. Since time immemorial, the Snuneymuxw People have resided in Snuneymuxw Territory as the first peoples, sustaining their lands, resources, culture and spiritual way of life.

Gabriola Island Ferry Advisory Committee Meeting Topic Log September 18, 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: John MacDonald, Captain Raduta, Tudor Popa, Tamara Olson, Carrie McIntosh, Raveen Kang, Natalie McCall

Ministry of Transportation & Infrastructure:

FAC: Steve Earle, Heather O’Sullivan, Peter Briscoe, Vanessa Craig, Carly McMahon, Peggy Richardson, Henry Reeve, Ivan Bulic, Colin Robertson, Tom Vernon, Tyler Gray, Susan Yates

Public: Members of the public were in attendance. No names were recorded.

Gabriola and Nanaimo terminal projects – Introducing Raveen Kang taking over for Jeffery Li

Welcome and Introductions	
Terminal Project Coordinator	Gabriola and Nanaimo terminal projects – Introducing Raveen Kang taking over for Jeffery Li
Follow Up	

<p>Compensation for travellers</p>	<p>Clearer communications are required that compensation is not offered if alternate service is available and people are physically able to take advantage of it.</p> <p>Action: BCF will look at the wording on the 'Making it Right' page to ensure it is clear when and how compensation is offered. COMPLETED</p> <p>Update: Completed - Changes have been made to the website to provide more information to those accessing the information. A link to the page has also been added under FAQ on the community page for easy access.</p> <p>https://www.bcferries.com/contact-us/helping-you-during-a-service-disruption</p> <p>New Action: follow up with FAC member directly who still has not received compensation from December hotel stay - COMPLETED</p>
<p>Notices to the public</p>	<p>A delay in receiving Service Notices is being noticed. The mobile app should help to address these delays because the notifications do not have to go through the email system which can delay delivery.</p> <p>Action: BCF will provide additional detail on timeframe for SMS launch and the back-end requirements for SMS. COMPLETED</p> <p>Update: Completed - SMS messaging has been identified as a future consideration but at this time is not in the immediate plan. Next update on this is expected for the mid 2024.</p> <p>FAC shared that the push notifications only works for a period of time, and then stops working with no notice. This causes issues for travellers expecting to receive notifications that stop checking their communication channels. FAC request an accelerated timeline and underscore the importance of SMS alerts that are reliable, noting this is especially valuable for younger generations.</p> <p>BCF shared there is another release for the app coming in the next couple of months to improve notifications. However the FAC stated the app notifications are less important than SMS notification.</p> <p>New Action: BCF to convey Gabriola FAC's request to prioritize SMS notification with the app team COMPLETED</p>
<p>Nanaimo Harbour and Gabriola Terminal Re-development</p>	<p>Action: BCF will set a specific meeting with the FAC about the terminal development plans and phasing at the earliest opportunity. MOTI, Islands Trust, RDN, will also be invited to these discussions.</p> <p>Update May 18 sent to FACC: T. Olson spoke with the Project Manager and they are currently working through approvals before the next steps can be taken. Decisions from those involved (including external</p>

groups) is expected at the end of August. As these approvals will determine the directions of the project, our teams feel it would be best to wait until those have been obtained before meeting.

Update September 15:

Our teams continue to work with local First Nations and stakeholders on the terminal development plans and required approvals, including rezoning applications submitted to Islands Trust. Work is expected to be completed in 2028.

Next project updates:

- Islands Trust rezoning decisions - expected mid-September 2023
- First Nations referrals decision - expected end of November 2023
- Draft concept drawings - expected end of November 2023. At this time we will set up a meeting with the FAC to discuss next steps and community engagement plans

Action: CR Team to pass along Mr. and Mrs. Elkingtons contact info to project team to ensure they are on the stakeholder list. **COMPLETED Update:** Completed – information was passed on to the project team.

Action: BCF will check in with Terminal Construction and Terminal Maintenance to see if there are immediate improvements in the plans and will provide information back to the FAC. **Update:** This will be discussed at the meeting in the fall when terminal development is being reviewed with the FAC.

Action: BCF will create flyer and Descanso Bay signage to inform customers of the tidal restrictions that are in place today and explore the inclusion of traffic safety messaging. **COMPLETED**

Update: Completed - Tidal restrictions information is now available on the BCF Website, Gabriola Community Page and is sent out via Service Notice when we are aware of possible low tides. G. Fipke has confirmed that signage regarding tidal restrictions will be posted near the ticket booths and in waiting rooms. FAC will review.

Action: BCF will move the overload sign to be more accurate. We won't remove it completely as we have heard feedback that it's valuable to some.

Update August 14: G. Fipke confirmed he will work with Terminal Maintenance to ensure it is moved this fall.

We are currently waiting for draft concept drawings after reviewing the Terminal Development Plan (TDP) with local First Nations and Islands Trust. Once approved, we will move forward with next steps which includes engagement with FAC and members of the public.

FAC expressed concern around the terminal upgrade timeline citing a lack of pedestrian and cycling lanes and lane shoulders as an issue. The level of exposure for vulnerable road users has increased and it is

	<p>especially unsafe during the winter when there is less light. FAC requested immediate changes to the terminal to address safety issues before 2028 when the TDP construction will take place. Some suggestions for improved safety include additional signage, cross walk, and traffic marshalling at busy times. Further, FAC request a meeting occur as soon as possible with relevant stakeholders such as school district, municipality, MoTI, etc.</p> <p>BCF shared that while many of these concerns are addressed in the terminal renderings, we will work with our teams to see what improvements can be made in the short term.</p> <p>NEW ACTION: CR team to set up meeting with Terminal to see what improvements can be changed in the short term, including a request for a crosswalk at Easthom and North Rd.</p>
<p>Meanings for Kwigwis and Gwawis</p>	<p>Action: BCF will look at how we can incorporate this information on the vessel.</p> <p>Update: BCF Customer Experience Team is working through the approvals on adding to digital screens. Updates on approvals are expected to be completed end of September.</p> <p>FAC request physical signage that says the name of the vessel and includes a description of the meaning and the significance to the First Nations.</p> <p>BCF is happy to create something of this nature and will make considerations for space. Furthermore, this work will need to be done in collaboration with the local First Nations.</p> <p>New ACTION: COMPLETED CR will work with Indigenous Relations team to explore options for signage onboard the vessels sharing the pronunciation and meaning of names and the significance to the nations.</p>
<p>Shifting Gwawis schedule by one sailing later</p>	<p>In the summer, the demand tends to be in the afternoon sailings and this can create overloads when the schedule goes to one-ship service around 5pm.</p> <p>BCF would need to ensure we support the school runs. FAC has suggested we look at NDSS schedule to structure dates around that. The different schedule could be in place seven days a week.</p> <p>Action: BCF will take this request away and provide an answer. COMPLETED</p> <p>Update: Completed - Our teams looked at adjusting the schedule to accommodate a later start for the second vessel, but based on utilization of the early morning sailings our data showed it would cause increased congestion on the morning sailings, when those looking to get across for work and/or appointments could be affected. Starting earlier as we do now allows traffic to be cleared out early, helping to keep traffic moving smoothly across the day.</p>

FAC request to see the data that informed this decision so they can evaluate it as well. FAC are concerned about the traffic congestion at Nanaimo Harbour in the summer months and would like to have a discussion to add a sailing several days a week at the end of *Island Gwawis* work day. They acknowledging the limitations with the two vessels, number of crew required etc. However in the late afternoon, at any time of year, but particularly in summer they report passengers may wait 3 – 4 hours to get onto a vessel to travel home. Furthermore, the area is not an ideal part of town to be waiting for an extended period of time. The FAC believe the only way to reduce the congestion is to add an additional sailings and they request a review of the alternatives.

BCF shared that while we have been able to add additional sailings during emergencies, having a regular increased service would require additional crewing.

Amenities at the Nanaimo Harbour Terminal

FAC share that there is no water stations, washrooms or signage explaining how long passengers will wait when traffic is backed up for multiple sailing waits. FAC request information for those waiting, portable washrooms, water access, etc. for those waiting in the hot sun in the peak season. FAC noted that the community is already out growing the new capacity provided by the Island Class vessels, despite having the new ships for 18 months. The population is growing exponentially however vessel capacity is not planned to change until 2030. The FAC also voiced concerned for youth and students waiting for late night sailings.

NEW Action: BCF to share the data that informed the decision on the *Island Gwawis* schedule

NEW Action: BCF to consider what additional communication and facilities may be options for travellers waiting multiple sailings from Nanaimo Harbour to Gabriola.

Traffic loading efficiencies

FAC requested an update on holding and loading traffic at the terminal and how best to do so to ensure efficiencies and keep vehicles off the roads.

The far two left lanes (**13 and 14**) are left open for emergency vehicles and any other traffic that needs to get through the terminal. All other lanes are filled up for staging traffic. This was a process that was created in collaboration with the ambulance crews. FAC notes, it appears that lanes 1, 2 and 3 are left empty to allow for oversize vehicles.

FAC request that the Nanaimo side terminal fill the lot completely (except lanes 1, 13 and 14). There have been times recently when it is not loaded entirely and cars are held on the street. BCF noted that there were some crew members who were not loading the terminal completely. BCF will re-assess this situation

	<p>and confirm the policy on filling lanes with the FAC.</p> <p>New action: Terminal operations to provide a reminder to terminal staff to load the terminal holding lot completely and keep staged vehicles off the roadways and CR to provide clarity on specific lane requirements. (Lanes 1, 13 and 14 are only lanes NOT to be filled)</p> <p>The FAC asked if vehicles can be immediately moved into the terminal as vehicles are loading onto the ferry. BCF shared that when the vessel is ready to sail, crew stop loading to generate a vehicle and passenger count. Therefore, vehicles must wait outside of the holding lot to ensure adequate tracking. For this reason, we must hold any overflow vehicles in place until staging for the next vessel.</p> <p>New action: BCF will look at ways we can increase efficiencies in loading to reduce the number of people held outside of the lot.</p>
<p>Motorcycles at Descanso Bay terminal</p>	<p>Action: J. Macdonald will report back to FAC through CR.</p> <p>Update Aug 14: G. Fipke confirmed terminal is still planning to enhance the motorcycle staging area and it will be addressed in the terminal maintenance fall meeting.</p> <p>A member of the public, J. Lewis provided photos to illustrate the concerns of the existing motorcycles staging area. A request was made to quadruple the staging area for motorcycles. Currently 2-3 bikes fit in the existing space and space left between vehicles in the staging lot further complicates the issue. BCF will meet in the coming weeks to discuss this issue. Consideration will also be made for motorcycle priority loading and the displacement of vehicles on sailings which may occur as a result of the additional motorcycle holding space. It was noted that BC Ambulance has shared that motorcycles priority also impacts the ability for traffic to enter the terminal, including emergency vehicles.</p> <p>New action: COMPLETE FAC to decide what they would motorcycle space they would prefer to have at the Nanaimo Harbour terminal and follow up with BCF.</p> <p>Update Sept 24: The Gabriola FAC has discussed the motorcycle issue at Descanso. It is the FAC recommendation that the area set aside for motorcycles be quadrupled in size. We also recommend no change to the policy that, at this terminal, motorcycles get priority over other vehicles, providing that they arrive before the start of vehicle boarding. We hope that the change to the road markings can be made by the spring, and that the relocation of the "One sailing wait" sign can be done this fall.</p>
<p>Webcam</p>	<p>Action: J. MacDonald will look into the feasibility of installing a webcam.</p> <p>Update: Cameras cannot be placed off BCF property due to privacy. A current conditions project is underway and will include webcams at terminals on BCF property. Next project update expected end of October. FAC</p>

	<p>will have an opportunity to take part in a demonstration of updates before it goes live.</p> <p>The objective of the current conditions project is to increase the quality and accessibility of sailing information on minor routes to par with that of the major routes. We're currently working to ensure that the website can withstand the additional data/information. The FAC noted that the Nanaimo Harbour is the terminal that needs the most attention. There is a camera from a private organization on the Descanso Bay terminal which is currently service the community's needs.</p>
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Discussion Section	
<p>Crewing</p>	<p>Status update on crew and officer recruitment for Route 19</p> <p>We are currently looking to adjust schedule on Gabriola to make it better for employees and additional crew members. While we are fully staffed, we are looking for additional staff assist with duties. The FAC asked for clarification on what "fully staffed" entails. Does it cover positions that are empty due to staff illnesses or absenteeism? BCF responded that we are working to hire additional crew to improve redundancies however this will depend on the position.</p> <p>The FAC shared that there are some retired crew-members who may be available for on-call shifts. BCF shared that we need these retirees to come forward and express their interest to continue to work.</p> <p>The FAC questioned if the current approaches to crewing have shown improvements. Marine Superintendent, Captain Raduta, stated that he has witnessed improvements in crewing. With that said, filling the higher certification roles is extremely difficult especially with a worldwide shortage of 150,000 positions. We have incentives in place to encourage and support existing employees to qualify for these certifications and begin training, however this will take time.</p> <p>The FAC request that BCF come to local schools to speak to the youth and let them know of opportunities. BCF has a recruitment department and we will share this information. BCF goes to BCIT to actively recruits and various universities that are providing schooling relevant to this degree.</p> <p>Action: Community relations team to share this request to present to local high-schools with the recruitment team. Completed Community Relations Coordinator shared the FAC's request with the senior manager of talent strategies on October 10, 2023.</p>

Loading upper car deck

Issues loading the upper car deck

The addition of two extra cars to the “upper deck”, one at the front of the ship at the bottom of the ramp, and another at the back of the ship at the bottom of the ramp.

FAC provided the update that the community seems to be adjusting to the parking protocol on the upper deck. An FAC member spoke with an FAC member on Route 23 (Campbell River – Quadra Island) and discovered that the first car loaded onto the Island Class vessel’s upper car deck is staged so that the front wheels are on the lower deck while and the back wheels are on the upper car deck. As a result, the vessel is able to get two additional cars per sailing on the vessel.

Action: Vessel operations team will investigate if this is safe on Route 19.

FAC noted that the width of the ramps are narrow, in particular at the Descanso terminal, and requested that the vessel to be turned around when docking. The Marine Superintendent shared that the exhaust and noise coming from the vessel was a complaint from nearby residents and therefore we do not dock the vessel in the other direction. FAC suggested the use of battery power when docked at Descanso to eliminate the noise problem could potentially address this concern.

Mobility concerns

The FAC voiced concerns around the accessibility of passengers on the upper car deck. When cars carrying passengers with mobility restraints are loaded they may not be able to get out of the vehicle depending on where they are parked. FAC shared that mobility needs are difficult to communicate to the crew when loading.

BCF shared that drivers can put on their hazard lights to identify themselves as a vehicle with mobility concerns. Unfortunately, some passengers abuse this system to avoid being placed on the upper vehicle deck out of preference, not necessity. Another challenge arises when a significant number of vehicles request to be on the lower deck, eventually some vehicles will need to be loaded on the upper deck. Furthermore, certain vehicles must be loaded on the lower vehicle deck due to height constraints putting further pressure on utilization of the upper vehicle decks of under height vehicles. BCF staff endeavour to place vehicles on their preferred level but ultimately work to ensure all vehicles are loaded safely and efficiently on each sailing. Staff do look for disability signage in addition to flashing indicators as they approach the vessel.

Update on electrification

The FAC requested more information regarding the withdrawal of the submission to the BC Ferries commissioner. BCF responded that a new submission is currently underway which is more specific and will be submitted at the end of this month.

<p>Vessel docking location in Nanaimo</p>	<p>Nanaimo tie-up alternatives for heavy weather</p> <p>BCF Info. During the initial project for the alternate dock, all locations were looked into and considered. These included Departure Bay and the Cruise Ship dock. After all options were explored, it was concluded the Visiting Pier was the most suitable for the vessel and the needs of the route. When service disruptions do happen our teams will look at all available options. In making these decisions, several factors including crew and berth availability are considered.</p> <p>FAC would like to know if there is an effort underway to find a solution to docking the <i>Island Gwawis</i> on the rare windy days. While the FAC acknowledges this is not a common occurrence, they would like to explore other options to avoid any cancellations.</p> <p>BCF has looked at several different docking locations but have not found a suitable place for our needs. The FAC suggested that the ferry be held by tug on windy days to avoid cancellations. Could BCF hire a tug to help dock the vessel? BCF shared that there are liability concerns but we will investigate this option.</p> <p>Action: Capt. Raduta to investigate the use of a tug during the rare occasions that heavy winds may prevent the <i>Island Gwawis</i> from sailing.</p>
<p>Additional signage</p>	<p>Additional signage request from FAC</p> <p>(a) a sign at the Nanaimo ticket booth reminding drivers that they are buying a return ticket and not to look for a ticket booth on the Gabriola side</p> <p>Tourist or visitors are confused while they look for booth to buy a ticket. The FAC suggested putting this information on the ticket. BCF is exploring what options can be implemented.</p> <p>Action: N. McCall to see what has been implemented on other islands to reduce confusion on return trip ticketing.</p> <p>(b) moving or removal of the "one sailing wait sign"</p> <p>The FAC stated that the current location is not adequate.</p> <p>Action: J. MacDonald is working on repositioning the sign</p> <p>(c) a summer-time sign at the terminal in Nanaimo with a reminder about water usage and fire risk</p> <p>The FAC request a fire hazard sign that shows the hazard rating and be done in partnership with the local fire department. BCF will start to add signage on the digital screens with announcements on the vessel and ensure they occur throughout the entire fire season. FAC share that the speaker system in the lounge is difficult to hear.</p>

	<p>BCF Info: This year enhancements were made to the signage and announcements in areas of the fleet regarding fire risk and water usage. A plan has been put in place for next year ahead of the summer season to apply this across the fleet. This will includes digital signage on board vessels and at terminals (where available), printed posters in terminal waiting rooms and announcements made on board.</p> <p>The FAC request a sign to encourage people not to use their phones while driving at both terminals. BCF can ask people not to be on their phone while driving, as is the law, but we are not an enforcement agency.</p> <p>Action: BCF to look into what additional work can be done to mitigate the use of hand held devices while driving at the terminal and vessels.</p>
<p>Dangerous Cargo</p>	<p>Discussion on dangerous cargo limitations There was a situation where there wasn't sufficient room for fuel trucks on a DG sailing. Would like to explore options for avoiding that in future. One would be to disallow diesel-only trucks from the DG sailing because they can go on any sailing. There may be other solutions so it would be good if we had someone who was familiar with the DG rules</p> <p>BCF Info. Operations confirmed that in the last 3 years there has only been 1 truck (propane) that could not be accommodated. The diesel trucks can travel anytime with documents, and often trucks don't show or cancel leaving extra room. So sounds like it really was just a one off and not a consistent issue.</p> <p>The FAC requested travel data on the number of DG reservations made per week and the type of each, and any denied reservations, for a period of at least one year, due to full occupancy of the vessel and the number of DG vehicles that did not show-up for their reservation. In addition, the FAC requested that vehicles carrying diesel be permitted to take any vessel, not just DG sailings, or if the DG is full that these vehicles be moved to the next sailing. This data is currently not available.</p> <p>Action: Terminal/Vessel operations to review Transport Canada regulations for vehicles carrying diesel</p> <p>Action: BCF to look at ways to collect DG data including no-shows</p>
<p>Distracted drivers</p>	<p>Discussion on drivers using phones during embarkation and disembark Signs at both ends about drivers NOT using phones while embarking and disembarking.</p> <p>Action: BCF to look at signage to address the concerns</p>
<p>Pedestrian and bicyclist safety</p>	<p>Fixing a date for a meeting regarding safety for cyclists and pedestrians around the terminal</p> <p>Update: As provided in the update to the FAC, this will be part of the discussion at the meeting in the fall when terminal development is being reviewed with the FAC. Results of approvals will effect next steps.</p>

	Timelines are noted above for required approvals and expected next project updates.
Local art in lounge	<p>Potential to display work by Gabriola artists in the passenger lounges of Kwigwis and/or Gwawis We are open to looking at displaying art work, yet note there is limited space on the vessel and no locked cabinets to prevent theft on both the vessel and/or waiting rooms in the terminals.</p> <p>The FAC is specifically interested in having art displayed in the passenger lounge and noted that the Salish Orca has artwork displayed in a locked cabinet. BCF can explore this option however we will need to ensure there is no risk of theft or obstruction of corridors.</p> <p>Action: N. McCall will explore where onboard the vessel or lounge art can be placed.</p>

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>The FAC noted that there is a 2 year learning curve for new chairs and this should be taken into consideration for succession planning.</p> <p>BCF shared that the intention of these changes is to ensure there is space for any new chairs who wish to step forward and take on the role to express their desire and provide an opportunity for current chairs to step down should they wish.</p> <p>Action: C. McIntosh to send an email to FAC with the options and questions for which we want feedback on</p>

	<p>Action: FAC to submit feedback on what they would like the chair election process to look like</p>
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Final Questions & Close

<p>Bathroom on Gwawis upper deck</p>	<p>FAC share the washroom on upper deck is of the <i>Island Gwawis</i> has been out of service for an extended period. Action: BCF to pass information on to operations teams to investigate any issues. Update: FAC provided update that the washroom is no in service.</p>
<p>Traffic light at Nanaimo Harbour</p>	<p>Traffic light control FAC shared that the city traffic light impedes loading and unloading of the vessel. Is there anything that can be done to control this traffic light to align with the vessel traffic flow?</p> <p>Terminal operations has reached out to the city in the past to improve the usage of the traffic light to improve flow at the terminal in Nanaimo Harbour. We will follow up to see what further can be done to control the traffic light.</p> <p>Action: J. MacDonald to follow up with City of Nanaimo to discuss options to align the traffic light outside Nanaimo terminal with the loading and unloading of the vessel.</p> <p>The FAC shared that it is confusing for traffic at the terminal to see where to turn due to location of the bicycle lane. Currently, Google maps directs people to make an illegal left turn. BCF shared this is City of Nanaimo signage, but will mention the concerns in next discussions.</p>
<p>Weight restrictions on website</p>	<p>Visibility of weight restrictions on schedule page The FAC provided feedback that the weight restrictions on the schedule page is located too far down on the screen to be easily visible. In the most recent website schedule redesign this important information is more difficult to find. The FAC requested that a link to the tidal and weight restrictions is placed at the top of the schedule page which bring them to the full information.</p> <p>Action: N. McCall to explore moving the information or placing a link at the top of the page.</p>
<p>Customer care line</p>	<p>A member of the public asked how to give feedback. BCF shared they can call the customer care line for feedback or questions.</p>