

Bowen Island Ferry Advisory Committee September 8 Meeting Agenda

Thursday, September 8, 2022, 6:30 pm – 9:00 pm
Bowen Island Community School Gymnasium

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"> • Note: introduce new BC Ferries representatives and re-acquaint all attendees. • Approval of agenda 	10 mins
Information section <ol style="list-style-type: none"> 1. BC Ferries Operational updates <ul style="list-style-type: none"> • Marine superintendent • Terminals 2. FAC review and enhancements 3. 	10 mins
Discussion section <ol style="list-style-type: none"> 1. Ferry Refit 2. Summer traffic concerns 3. Commercial traffic 4. Communications 5. Student Travel 6. Bowen Ferry Terminal Project Update 7. Vessel updates 	2 hours
Final questions and close	10 mins

Attached: Meeting topic log

Bowen Island Ferry Advisory Committee Meeting Topic Log September 2022

NOTE: notes summarizing the general discussion of meeting participants is included in the appropriate section of each agenda item in the table below.

Text in black was information sent to all meeting invitees prior to the meeting as part of the agenda. Text in blue are notes taken during the meeting as each item was discussed. Text in red captures a follow up action and parties responsible.

Meeting attendees:

BC Ferries: Brian Anderson, Doug Hanning, Captain James Bradley, Glen Krauser, Captain Darren Pereira, Karen Johnston, Steve Anderson, Natalie McCall, Tamara Olson

Ministry of Transportation & Infrastructure: Kirk Handrahan

FAC: Tyler Davenport, Murray Atherton, Jonathon Bell, Tanis Braraten, Javier Estebecorena, David Hocking, Fenella Jacquet, Scott Slater

Information Section	
Marine Superintendent	<ul style="list-style-type: none"> • Updates from Marine Superintendent • Refit information – ramps and Horseshoe Bay berth work <p>ACTION: Captain Pereira confirmed that the elevator is in good working condition, which provides access from the vehicle deck to the passenger deck and washrooms. It was also confirmed that ship-shore power is available in the event of a power outage. COMPLETED</p>
Terminals	<ul style="list-style-type: none"> • Horseshoe Bay extreme traffic days where Bowen traffic is stuck in the mess at the highway, what is the procedure to be followed. <ul style="list-style-type: none"> - Our teams continue to work on minimizing lineups and traffic congestion. Reservations allocations to help manage traffic including:

	<ul style="list-style-type: none"> - Ministry of Transportation and Infrastructure signage as well as highway signs to help communicate current status of availability - Additional staff are placed at the end of lines to help control vehicles and assist with loading - Traffic control and police assistance are organized, particularly on long weekends <p>Terminal operations reviewed the procedure and discussed some areas of concern and why cars should not pull out of line. These included needing to keep the lane clear for busses and emergency vehicles, as well as to avoid others following</p>
<p>Update on FAC review and enhancements</p>	<ul style="list-style-type: none"> • Recent events and updates include: <ul style="list-style-type: none"> - FAC Chairs Meeting - FAC annual survey - Finalizing FAC application package - Refreshed membership terms (rolling two years) <p>Community relations have added an Indigenous Relations Manager and Indigenous Relations Liaison to the team.</p> <p>ACTION: Community Relations to update BCF FAC page with meeting minutes for December 2021 meeting.</p>
<p>Discussion Section</p>	
<p>Ferry Refit</p>	<ul style="list-style-type: none"> • Capacity of Cumberland and use of ramps • Refit mitigation measures (parking, assured loading etc.) <ul style="list-style-type: none"> - Parking Discounts at Horseshoe Bay terminal during the refit - Traffic Control will be used at select times - Assured loading for high occupancy vehicles. During the refit, vehicles with four or more people will be provided assured loading on weekday sailings: 4:35 pm, 5:45 pm and 6:50 pm departing from Horseshoe Bay to Bowen Island. Vehicles must arrive no later than 20 minutes prior to departure. Assured Loading will be provided up to a maximum of 10 vehicles per sailing on a first come, first serve basis. • Vessel amenities/accessibility – Accessible washrooms, Elevator, Coastal Café Express, Pet Area <p>Discussion regarding the condition of the hand dryers on the Capilano. They are not in working order and the toilets flushing sensors need adjusting.</p>

	<p>ACTION: Captain Pereira has placed a service request for the dryers and toilet sensors to be fixed during the refit. COMPLETED</p> <p>Schedules – there will be a slight change to the schedule during the refit and the Horseshoe Bay Berth work</p>
<p>Summer traffic concerns</p>	<ul style="list-style-type: none"> • What can be done to improve livability for residents? Assured loading, reservations • Does BC Ferries see reservations helping the Bowen route, if so, how would reservations work for Bowen <p>It was noted from the Bowen FAC that if reservations are to be considered community engagement is requested.</p> <ul style="list-style-type: none"> • Did discounted evening runs shift traffic at all <p>ACTION: Community Relations will share report with FAC once completed.</p> <ul style="list-style-type: none"> • Horseshoe Bay Terminal Priority is often brought up during late schedules, do larger vessels still always get priority. Are there any steps that could be taken, alternative parking locations etc that could reduce the conflict? <p>Captain Bradley discussed the logistics around vessels entering the bay and the restrictions around vessels transiting in and out. Tower communicates with the vessels to decide which vessels have right of way. Vessels are not given priority and are based on first come, first served.</p> <p>Restrictions around which berths can be used for Langdale traffic with commercial vehicles.</p> <ul style="list-style-type: none"> • Passenger Only Service: will this ever be considered <p>BCF is open to the idea and continues to look across the system and what opportunities there are to work with MOTI.</p> <ul style="list-style-type: none"> • Bowen Ferry Lineup: Queues on Bowen are becoming more problematic. What short- or long-term measures are available if volumes are increasing? <p>Bowen FAC brought up the concerns over the proposed new camping sites and what it could mean to the community with the increased traffic. The area for staging on Bowen is already very limited.</p> <p>ACTION: Karen and Brian awaiting contact info from FAC in order to reach out to Metro Vancouver to discuss the proposal and what the possible implications are. Also to create a proactive plan to ensure BCF is included in communications.</p> <p>Traffic on Bowen Island has been extending past the lane available. Terminal Operations noted that BC Ferries staff can only go so far up to do to regulations and safety; however traffic control can be used to help manage. It was also noted that while local traffic know the</p>

	<p>procedures, many of the tourists that come to the island do not know what to do for lining up. It was asked that when loading the vessels the procedure to have traffic pulled up to ensure all space is being utilized is revisited.</p> <p>ACTION: Terminal Operations to open discussion with Bowen Island Municipality (BIM) on shared cost of additional traffic control for summer 2023</p> <p>ACTION: Natalie/Community Relations to create a peak-summer informational piece including the explanation of the loading process and loading priorities for HSB and Bowen Island ahead of summer 2023</p> <p>ACTION: Captain Pereira to follow up with deck hands on procedure on pulling cars up on the vessel when loading to ensure space is maximized</p>
Commercial traffic	<ul style="list-style-type: none"> • Are priority loading arrangements available • Are there other tools that could help the issue <p>Priority loading for commercial is something we hear about across our system. We are aware of this request, but are not able to offer it at this time to commercial providers, however there are discussions about priority loading happening at a corporate level.</p> <p>Several routes are feeling the pressure of changing demand and volumes. Priority is a public policy decision which requires provincial involvement. It is with the Ministry of Transportation and Infrastructure for consideration as to what priority policies could look like.</p> <p>It is a challenging request, as there are many facets to a program like this, i.e. who qualifies, what direction of travel is it for, how to enforce etc.</p> <p>Waiting for direction from Ministry on policy and whether it will or won't become a wider public policy, and what that would mean/contain.</p> <p>ACTION: Community Relations to share information on current status of commercial priority loading. Working with BIM to help communicate the message.</p>
Communication Tools	<ul style="list-style-type: none"> • Current conditions page • Service notices • Website issues • Schedules

	<p>The vessel can often make up time during a sailing and this effects how and what is shared in the Service Notices. A project, which includes updates to current conditions, is underway. An update on short term fixes are expected by end of October.</p> <p>ACTION: Natalie to inquire if the printable PDF available online can be converted to a one pager document. FAC supplied example.</p>
Student Travel	<ul style="list-style-type: none"> Schedules to match bus times for schools – The afternoon sailing is now updated to 3:30pm Can a student experience car or similar be used to eliminate the signature board requirements. <p>Discussions around the use of student cards in place of manually signing in is not currently available but the request has been noted for future considerations.</p>
Bowen Ferry Terminal Project Update	<ul style="list-style-type: none"> Upgrades to the terminal waiting room at Snug Cove are planned to be completed in 2030 and berth replacement is expected to be completed in 2035. <p>ACTION: BCF will look at what options are available for interim plan for a shelter and washroom.</p>
Vessel updates	<ul style="list-style-type: none"> Are current plans still per 2018 vessel replacement plan? <p>The Queen of Capilano is set to retire in 2037</p>
Washrooms	<ul style="list-style-type: none"> Condition of washrooms in the waiting area, cleanliness, door locks broken, and lack of facilities above the booth. <p>ACTION: Terminal Operations has placed a service request for the locks and paper towel dispensers to be fixed. COMPLETED</p>