

# Campbell River-Quadra-Cortes Ferry Advisory Committee

## Meeting Agenda

Wednesday, September 27, 2023

12:30 pm – 2:30pm

### 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
<b>Territory acknowledgement, introductions and welcome</b>	5 mins
<b>Follow up Items</b> <ol style="list-style-type: none"> <li>1. Two vessel service</li> <li>2. Commercial vehicles on DG run</li> <li>3. Foot passenger data</li> <li>4. Electrification</li> </ol>	30 mins
<b>New Items – Discussion Section</b> <ol style="list-style-type: none"> <li>1. Review of Chair and Vice Chair Position</li> <li>2. Capital projects and vessel replacements</li> <li>3. Summer service plans 2024</li> <li>4. Additional summer sailings on Rt 24</li> <li>5. Cortes Courtesy lane in Campbell River</li> <li>6. Island Class tidal restrictions</li> <li>7. Noise from Q-Cove ramp</li> <li>8. Commercial vehicle assured loading</li> <li>9. Overloads and additional sailings on digital signs</li> <li>10. Water Taxi service</li> <li>11. Rte 24 schedule website change</li> <li>12. Crewing lunch break on Rt 23</li> <li>13. Communications</li> <li>14. Park brake sign</li> <li>15. TOR Update</li> </ol>	1.25 hours
<b>Final Questions &amp; Close</b>	

## Quadra/Cortes Ferry Advisory Committee Meeting Topic Log September 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: T. Olson, A. Houghton, T. Popa, M. Caldwell, B. Anderson, N. McCall

FAC Members: M. Lynch, FAC Chair; J. Boas, J. Clelland, M. Manson, M. Lasby, B. Nicoll. *Absent:* Rod Lee, Kathy Sales, Uschi Koebberling

Stakeholders & Public: C. Thacker, D. Tennant, M. Vonesch, D. Clarke,

Follow up Items	
<b>Two vessel service</b>	<p><b>ACTION:</b> Terminal and Vessel teams will continue to monitor the new two ship service on the route and will reevaluate the new procedures after the summer season.</p> <p><b>Update:</b> M. Caldwell reported that from a terminal operations perspective the summer service went smoothly. Overloads were down. There was an increase in labour for both terminals. Route 24 (Heriot Bay – Whaletown) was more challenging with the two ship service, however overall it was successful from a terminal operations perspective.</p>
<b>Commercial vehicles on DG run</b>	<p><b>Commercial Vehicle on Dangerous Cargo Run</b></p> <p>A task analysis is underway around the fleet for Dangerous Cargo sailings. FAC requested more information on what the task analysis includes.</p> <p><b>ACTION:</b> Captain Raduta will look for an update on what is being investigated and we will provide an update to the FAC. <b>Completed</b></p>

	<p><b>Update July 4:</b> A. Houghton provided the FACC the update that 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> <p><b>Update:</b> 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. In the interim the current policy is that no passenger or commercial vehicles are permitted on Dangerous Goods sailings. It is not currently an active project for BCF. BCF will revisit this at the next Fall FAC meeting (2024).</p>
<p><b>Foot passenger data</b></p>	<p>A request was made for a count of the number of foot passengers moving between Quadra and Cortes Island to help with applying for community funding for a bus service on the islands.</p> <p><b>ACTION:</b> Terminal Operations agreed to further discuss the potential of measuring this data and follow up regarding what is possible in regards to staffing. <b>Completed</b></p> <p><b>Update:</b> Terminal Operations confirmed that we are unable to add this task to a vessel crew while unloading as the priority is on the safety of cars and passengers offloading. FAC are aware.</p>
<p><b>Electrification</b></p>	<p>FAC requested more information on the timeline of electrification of the Island Class vessels on Route 23</p> <p><b>ACTION:</b> Terminal operations staff agreed to get more information from the engineering team responsible for electrification on an approximate timeline. <b>Completed</b></p> <p><b>Update July 4:</b> A. Houghton sent update to FACC that early design work and hydro upgrades for terminal electrification are now underway. The initial design work is expected to take a year to complete and will include further engagement with First Nations and Stakeholders.</p> <p>We have approval from BC Ferries board of directors to move ahead with the project to electrify four terminals, including Campbell River, Quadra, Nanaimo Harbour and Descanso Bay (Gabriola). The next step is to re-submit our application to Commissioner with a refined scope. Then we will move forward with procurement. We expect vessels to be ready to provide fully electric service by 2026.</p>

<b>New Items – Discussion Section</b>	
<b>Review of Chair and Vice Chair Position</b>	<p>Welcome Jan Boas to the position of Vice Chair.</p> <p>J. Boas will assume FAC Chair duties for M. Lynch should he not be available. To clarify, this is not a Co-Chair position. It is a Vice Chair role. The FAC agreed to keep Michael as the Chair of the Ferry Advisory Committee.</p>
<b>Capital projects and vessel replacements</b>	<p><b>Review of capital projects upcoming for Rt 23 and 24 terminals</b></p> <ul style="list-style-type: none"> <li>• A berth replacement at Whaletown Terminal and a replacement to the berth and approach trestle at Heriot Bay is currently planned for this route</li> <li>• The projects are still in the planning phase; Construction is planned to begin fall of 2025 and complete in the summer of 2026;</li> <li>• BCF is currently in the process of applying for rezoning at Heriot Bay, letters will be going out to neighbours this week to inform them of the process and we are expecting to present the application in October.</li> </ul> <p>Heriot Bay and Whaletown will receive new terminals to support the repositioning of the existing Island Class vessels. We are still in the planning phase for both marine and upland portions of the upgrades. We are on track for construction in the Summer of 2026. In the meantime, there will be some minor enhancements taking place at the Heriot Bay terminal.</p> <p>Campbell River terminal redevelopment is expected to begin end of 2023. The work will include rebuilding the existing ticket booth to align with the highway to improve access in and out of the terminal, and allow for foot and vehicle passengers to be ticketed in the same location. This project is aimed to improve the customer and staff experience and improve the safe walking areas.</p> <p>During the work, a temporary ticket booth will be in place.</p> <p>The project will take about a year to complete and will be a substantial transition. Once contracts and timelines have been secured, further communication will be provided to the community. To see the concept drawings and more details on the project, please visit: <a href="https://www.bcferrysprojects.ca/campbell-river-tdp">https://www.bcferrysprojects.ca/campbell-river-tdp</a>.</p> <p><b>Upcoming refits and vessel replacements</b></p> <p>The <i>Tachek</i> refit was delayed for entry into service for September 27. There are no refits planned for route 23 or 24 vessels for the remainder of fiscal 23 or fiscal 24.</p>
<b>Summer service plans 2024</b>	<p><b>Summary of plans for next Summer on Route 24</b></p> <p>Performance Term 6 is going through its final review with the commissioner. The Commissioner will make a final determination on the Performance Term Six price caps by September 30, 2023, after which BC Ferries will review</p>



	<p>Benefits include 25 additional vehicles moved per hour (40% increase), more flexibility in travel schedule with two sailings per hour and prioritization of commuter vehicles as smaller cars are loaded on and off the vessel first.</p> <p>A limitation is that during peak travel times, the parking lot at Campbell River must stage cars based on size for two full deck loads. This puts considerable strain on the lot, filling it completely and heavily relying on ordering vehicles by size to maximize ridership. As a result, the Cortes courtesy lane is not feasible. With quicker turn-around times at ports, terminal staff must stage vehicles at the terminal to optimize speed when loading vessels. Time lost to sort traffic while loading and unloading based on exact order would result in lost time and cause accumulating delays. For these reasons, the Cortes courtesy is no longer available.</p> <p>Earlier this year BC Ferries team met with the FAC at the Campbell River terminal to review the limitations to staging and loading under the new two-ship service, including the rationale for removing the Cortes courtesy lane. With the current schedule and terminal structure, the courtesy lane will not be re-instated at this time.</p>
<p><b>Island Class tidal restrictions</b></p>	<p><b>Update on the problem with the low tide loading on Island Class vessels</b></p> <p>We operate in a marine environment where the tide changes twice per day, and where the timing of those tidal changes varies throughout the year. Extreme high and low tides, like the tides we've recently experienced, can create challenges for loading low-clearance vehicles like RVs and commercial trucks. This is because the ramp that vehicles travel over between the shore and the ship sits at a steep angle and vehicles can bottom out or become stuck. On the infrequent occasions when tides are extreme, some low clearance vehicles are not able to safely transit the ramp until the tide rises or falls.</p> <p>On the Island Class vessels there is an additional restriction for vehicles with long overhangs due to the shape of the vehicle deck. We are looking at plans to help address the limitations, and will update the FAC as decisions are made.</p> <p>We acknowledge there have been more frequent tidal restrictions as a result of severe weather. A resolution is being explored to adjust the ramp infrastructure and geometry of the vessel. Our teams have been working diligently to ensure that communications are provided when we anticipate there will be extreme tides, including Service Notices when expected.</p>
<p><b>Noise from Q-Cove ramp</b></p>	<p><b>Finding a solution for the very noisy metal plates on the Q'Cove ramp, recorded at 100dB</b></p> <p>We are aware of the issue and have ordered materials and currently planning for the work to be completed. We will endeavour to complete it as soon as possible and will update once timelines are known.</p> <p>The noise is caused by the loosening of metal grates situated on the terminal ramp. The terminal maintenance</p>

	<p>team periodically tightens the grates, however due to the high frequency of traffic the grates loosen regularly. Completed</p>
<p><b>Commercial vehicle assured loading</b></p>	<p><b>Review of assured loading companies for Cortes</b>          Currently the Coastal Transportation and Storage (CTS) &amp; Island Foods have assured loading on Rt 24, in addition to the Klahoose Nation bus.</p> <p>Coastal Transportation and Storage</p> <ul style="list-style-type: none"> <li>• Replacing Cortes Market</li> <li>• Tuesday and Friday</li> <li>• Heriot Bay to Whaletown 9:05am sailing and depart on an afternoon sailing (15:50 EX Whaletown).</li> <li>• 2023 June 22nd to Sept 4th: 08:45 from Heriot Bay and depart on an afternoon sailing (16:10 EX Whaletown)</li> </ul> <p>Island Foods</p> <ul style="list-style-type: none"> <li>• Winter Schedule (September – April)</li> <li>• Wednesday and Friday</li> <li>• Heriot Bay to Whaletown 9:05am and Whaletown to Heriot Bay 1:50pm</li> </ul> <p>2023 June 22nd to Sept 4th: 08:45 from Heriot Bay</p> <ul style="list-style-type: none"> <li>• Summer Schedule (May – August)</li> <li>• Wednesday, Thursday, and Friday</li> <li>• Heriot Bay to Whaletown 9:05am and Whaletown to Heriot Bay 1:50pm</li> <li>• 2023 June 22nd to Sept 4th: 08:45 from Heriot Bay</li> </ul> <p>The FAC added that the Klahoose Bus, Canada Post and Island Sea Farms also receive assured loading.</p> <p>The FAC reported that the assured loading of the Island Sea Farms trucks worsens congestion on the Monday morning sailing and requested that BCF investigate altering their scheduled loading time. BCF responded that there is a policy livestock will be loaded on the next available sailing based on deck space availability, with a maximum one sailing wait even during popular sailing times. <a href="https://www.bcferreries.com/travel-boarding/livestock-transport">https://www.bcferreries.com/travel-boarding/livestock-transport</a></p> <p><b>Update:</b> Livestock includes large animals such as: cattle, horses, sheep, swine, goats, mules, donkeys, game animals, llamas and alpacas. This definition also includes commercial quantities of live fish, shellfish, rabbits, rodents, birds of prey and poultry such as chickens, chicks, geese and turkeys.</p> <p><b>ACTION:</b> M. Caldwell will investigate the assured loading for Island Sea Farms, and if needed changing the loading of the Island Sea Farm trucks on Monday mornings to an alternate time on Monday or Thursday to avoid congestion.</p>

<p><b>Overloads and additional sailings on digital signs</b></p>	<p><b>Display overload/extra sailings on digital sign at Heriot Bay and Whaletown and communicate to ticket booths.</b></p> <p><b>BCF Info:</b> As these terminals are unstaffed, any operational update would need to be received from vessel staff and move through our operations and security centre. This requires a fleet wide operational change. This request has been shared with the Customer Relations manager.</p> <p>The FAC responded that the 6:45 pm sailing from Heriot bay is the last sailing to Cortes Island. If there are a significant number of vehicles left waiting at the terminal after the 6:45 pm sailing departs, the vessel may provide a discretionary sailing for additional service. The FAC understand the policy to be that if 11 vehicles are left waiting after the 6:45 pm sailing, there will be an additional sailing. However, if there is also an overload on the 5:05 pm sailing, the vessel will return for only 6 cars. In this situation it is not clear which sailing passengers will be loaded. The FAC request a confirmation from the Mate to ensure the vessel will return. An alternative solution would be to change the policy so that for both sailings the number of vehicles is 7 or 8.</p> <p>BC Ferries customer relations, operations and security centre, and vessel operations teams are exploring operational changes that would be required to make this change.</p> <p><b>ACTION:</b> BCF to follow up with FAC regarding any changes and provide clarity.</p>
<p><b>Water Taxi Service</b></p>	<p>Is BCF obliged to provide water taxi service when they cannot sail?</p> <p><b>BCF Info:</b> Water Taxis are currently only used as part of our service recovery during cancelled sailings to ensure passengers have a way to get home. At this time there are no plans to use water taxi service during significant delays.</p> <p>The FAC shared an example of a situation when there were two sailings that were cancelled because of weather followed by a risk of cancellation due to lack of crew. The following day there were further cancellations. In this case, would BCF provide a water taxi?</p> <p>BC Ferries has conveyed that, at present, water taxi services are not provided for Route 24. A comprehensive new policy is in progress, encompassing the entire fleet, with the aim of guaranteeing safe and sufficient service across all routes. The implementation of water taxi services on some routes, including those for Route 24, has been temporarily suspended pending the acquisition of insurance and vetting of water taxi service providers.</p> <p><b>ACTION:</b> T. Olson to provide more information on what circumstances trigger water taxis service following a cancellation.</p>



<p><b>Crewing lunch break on Rt 23</b></p>	<p><b>Lunch break on Route 23</b>          Is it possible to move from 11.15 to 12.15? It seems to be a factor for long pm lineups.</p> <p>Due to crew scheduling requirements, it is necessary to position the lunch period in close proximity to the middle of work shifts. Relocating the lunch break would merely shift the issue of congestion to an alternative time, as significant traffic is observed on both sides of the designated lunch break. Regardless of the specific timing of the lunch break, overloads on the subsequent two sailings are inevitable due to the utilization of the route.</p>
<p><b>Communications</b></p>	<p><b>Gap in communications from Media Relations at BCF</b>          Occasionally, general media releases don't get sent to FACs before going to the media. Request to remind communications team to ensure FAC are on media release list.</p> <p><b>BCF Info:</b> This feedback has been passed onto the communications team.</p>
<p><b>Park brake sign</b></p>	<p><b>Park brake signs on Island Class ferries, or at kiosks</b>          Idea for improved signage on utilization of park brakes came from a local resident. Currently, there is one small sign that is difficult to see when there is vessel is at full capacity. Request for bigger and more visible park brake signs onboard the vessel and at each vehicle ticketing booth at all terminals.</p> <p>An FAC member reported sighting seven signs around the vessel, however the existing signage could be more visible.</p> <p><b>ACTION:</b> BCF to look at making existing signage more visible for park brake signage.</p>
<p><b>TOR Update</b></p>	<p><b>TOR Update</b>          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.</p> <p>BCF will send out a follow up email to FACs regarding how to move forward with the term of the Chairs, including an election process. We look forward to receiving feedback from all FAC members.</p> <p><b>ACTION:</b> C. McIntosh to provide TOR updates and Chair election process via email.</p>
<p><b>Final Questions &amp; Close</b></p>	

<p><b>Vessel refueling dates on schedule</b></p>	<p>Every Thursday morning the vessel undergoes a refueling procedure for which a service notice is sent to inform the public of a delay. The FAC request that instead of providing a service notice that an update be made to the online schedule to reflect the expected time of departure.</p> <p>BCF shared that this request was passed on to S. Anderson and we will follow up with the FAC on this issue.</p>
<p><b>Questions and comments from members of the public</b></p>	<p>Q: Will the meeting will be posted on the BC Ferries website?  A: Yes. A summary of the meeting will be posted here: <a href="http://bcferries.com/in-the-community/ferry-advisory-committees">bcferries.com/in-the-community/ferry-advisory-committees</a></p> <p>Q: What is the timeline and budget for the electrification of the Island Class vessels on Route 23 and 24?  A: The current timeline for electrification is 2026. All details are included in the application to the BC Ferries Commissioner which is posted here: <a href="http://bcferrycommission.ca">bcferrycommission.ca</a> The timeline will become clear when the Commissioner provides their decision on BC Ferries’ proposal for four new Island Class vessels and four new electrified terminals. A public input period of 60 days will be available on the BC Ferry Commission website once approved.</p> <p>Q: Can you provide more information on the electrification and how you picked which routes would receive the Island Class vessels?  A: The application to the Commissioner is just the start of our full electrification journey. We picked the routes that have the greatest chance of success for trial. The vessels will be hybrid with minimal upgrades to ensure full electrification.</p> <p>Q: Can you provide more information to ensure Cortes residents will make their connecting sailing home? As a result of current procedures, people are not off-loading the vessel in order they arrived at the ferry. The FAC emphasized the impact this has on the community, stating it as the most common issue heard. Missed connecting sailings can result in an 8 hour travel day round-trip between Cortes and Vancouver Island. The FAC request that at least the first 10 vehicles loaded are offloaded first.  A: While we hear the frustration from community members, the vessel crew prioritize loading the maximum number of vehicles onboard. As a result this influences the load and unload order.  <b>ACTION: BCF to share this information with the vessel operations team to see how best to address this issue and the community relations team will share the response with the community.</b></p> <p>Q: Given the design of the Island Class vessels, which require offloading the gallery deck first, is it possible to re-order the traffic at Heriot Bay terminal when it is crewed in the summer? Could the time stamp on the ticket be used to order the traffic?</p>

Q: Every day the 9:05 am sailing from Heriot bay is delayed. However, the 11:05 am departs right on time. This leaves a short time frame for businesses to conduct their business on Cortes and catch their assured loading return sailing. Can anything be done about this?

**ACTION:** BCF will explore why the 9:05 am sailing has been consistently late and see what can be done to mitigate this issue.

Q: The evening staff break on Route 23 from 7:40 pm to 8:55 pm is a long service gap. Before the two-ship service there were 7:30 pm, 8:30 pm and 9:30 pm sailings. This change has impacted students travelling for after school programming and leaves students waiting for a long period at night in Campbell River and arriving home very late. Is there an opportunity to change this?

**ACTION:** BC Ferries will investigate this issue and follow up with FAC and the public on this issue.

Q: Who do we speak to regarding the placement of a food truck at Whaletown terminal in the Summer months? The speaker would like to know if there is appetite for a food truck at the terminal from the community and BC Ferries.

A: Please reach out to the regional terminal manager, M. Caldwell or contact [engagement@bcferries.com](mailto:engagement@bcferries.com).

Q: Can BCF provide additional cameras at the Whaletown and Quadra Island terminals to count the number of cars? When Cortes residents travel for an appointment they line-up the night prior and have a friend drive them to the terminal in the morning. However, this summer there were four occasions when the ferry was cancelled. The speaker would like more information on current conditions including more timely service notices.

A: We are currently working on a current conditions projects for all minor routes including Route 23 and 24. The goal is to bring the minor routes to the same level as provided on the major routes. It includes additional cameras at terminals. We are currently working to update our website to be able to handle this the project and will reach out to the FAC for feedback on camera views. BCF noted, all cameras must remain on BCF property.

**ACTION:** N. McCall will look at the current webcams in Cortes and Quadra and provide an update to FAC.

Q: What is the long term plan for facilities at Whaletown terminal? Will there be parking available?

A: We are currently working on internal approvals for a terminal development plan at Whaletown and Heriot Bay. While nothing is finalized, improved holding compounds and parking are both within the scope and priorities of the development. This would require land acquisition and capital planning which will take time. We look forward to engaging with the community for their input once timelines are clear.

Q: What is the possibility of having reservations on Route 24?

A: This has been brought up in the past and we have heard mixed feedback. There are questions on how to administer a reservation system. With that said, we are open to discussing the community's interest in implementing reservations.

**ACTION:** BCF to bring forward considerations for reservations on Route 24.

Q: Would staffing issues be resolved if a vessel was docked overnight at Quathiaski cove as it is a more desirable place to live?

A: BCF is currently working on enhancing our crewing compensation package for all communities and this includes housing. If anyone has any recommendations for staff housing, please contact [engagement@bcferries.com](mailto:engagement@bcferries.com).

Q: Can BCF provide more facilities such as washrooms and cooling stations for traffic backed up at Whaletown terminal during the high temperatures in the summer months?

A: We are looking to enhance landscaping and provide additional shelter as part of the terminal development plans to address this.

**Comments:**

- Casual employees are unable to live on the islands. The nature of on-call work does not suffice for those who have multiple jobs. The speaker would like to see attrition rates for new hires and permanent part-time work for local people.
- Regarding water taxis, a replacement ramp at Whaletown and Heriot bay is needed. Furthermore, there is no parking available at Whaletown terminal.
- Request for BCF to provide a functioning app including the ability to reload an experience card and access the same services available on the website.
- Request to provide a priority lane for Cortes residents that rotates with other lanes and provide one evening courtesy loading for Cortes residents so they can catch the last connecting sailing at Heriot Bay.
- Request that local Cortes rider's decal be promoted through BC Ferries.
- Request that the meetings be made more accessibility by providing the agenda to the public in advance and by recording the meeting.
- There are safety concerns during busy summer period at Whaletown due to the ferry line up. The terminal becomes dangerous with the number of cars and passengers parked on a steep hill with limited visibility. The speaker requested that BCF provide better parking and ferry staging and prevent vehicles from waiting on the hill.
- Request for more signage in Quathiaski Cove. The two lanes are confusing. Request that BCF put a sign on BCF property explaining who has priority when entering the intersection before entering the holding lot.
- Request for camera at south east corner of lot close to "old whisky point motel" to look up the hill.

**ACTION:** BCF to look to record future meetings. **COMPLETE:** BCF will record meetings moving forward.