

Ferry Advisory Committee (FAC) - Record of Meeting

Date:	November 15, 2017
Committee Name:	Campbell River/Quadra/Cortes
Routes:	23, 24

Attendees:

<p>For the FAC:</p> <p><i>Chair(s):</i> Paul Ryan</p> <p><i>Members</i></p> <ul style="list-style-type: none"> • Jim Abram, Mary Lavelle, Vince Martin • Rod Lee, Terry Hooper, Uschi Koebberling 	<p>For BCF:</p> <ul style="list-style-type: none"> • Mark Collins, Mark Wilson • Peter Simpson, David Hendry • Al de Koninck, Jeff West • Darin Guenette
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Points of Information/Agreement:

<ol style="list-style-type: none"> 1. Peak season overload procedure – After a very busy peak season, and with expected upcoming fare reductions/seniors discount increases, the FAC expressed concerns with the procedures used to load the ‘last few vehicles’ on full sailings. Crews are committed to using a process whereby they make just one call for top-ups during peak season. This would allow the ability to have the vessel ‘shuttle’ in order to fit in extra sailings to pick up extra traffic. Discussion occurred around the pros/cons of shuttling (ie. ferry sails off schedule to clear backlog) and the FAC noted they should learn what people on both islands feel about this concept. Ultimately, BC Ferries is willing to trial/pilot any process that the communities determine they would like to try. 2. Upcoming SSRs – the FAC Chairs has submitted a summary to the Ministry of which routes that experienced reductions in 2014 would like to see those sailings reinstated. BCF noted that they are aware of this request and would provide MOTI any info they need as they analyse this request. So, FAC will consider if submitting a SSR makes sense. Secondly, this FAC would like to submit a SSR to BCF deploy the first S-100 vessel on Rte 23. BCF would certainly look at that SSR and cautions that the ‘first of class’ for new vessels tend to have teething glitches. In the meantime, the FAC would like to have BCF consider deploying the Skeen Queen on Rte 23 prior to the new vessel arriving. Related issue: images were shared of a hole in the inside railing of the PRQ the day it returned from a recent work period, to show that this seemed sloppy. Al pointed out that that work period was not an actual refit, but rather to have critical repairs to deck steel; the next refit in 2018 will take care of other minor, cosmetic work. Final SSR: Cortes customers are seeking an extra Sunday morning, peak season, round-trip on Route 24. This will be submitted via a SSR soon. BCF noted that the drills and routine maintenance that is done during that Sunday morning period are not often performed
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during peak season.

3. S-100 project update – the BCF Board will review the plan in November, then a ‘Section 55’ submission will be sent to the Commissioner. Ideally, a contract with a shipyard will be secured in summer 2018, and in-service for the first vessel would be summer 2021. The project will include three stages of engagement, which includes the FAC, other stakeholder organizations and communities at large.
4. Outer islands assured loading request – A request came from the Surge Narrows Community Association (includes four islands) to be included in the Cortes assured loading process (Nov to March, 9 am Q Cove sailing, Mon/Thurs). FAC noted that it is difficult for BCF to understand how many vehicles to expect from the ‘outer islands’, and how to identify these drivers. It was noted that 2-3 vehicles each day may be a realistic expectation, and as long as both communities are supportive of this idea, BCF can look at how to establish this procedure.
5. Cortes assured loading – with recent heavy, peak-season traffic to/from Cortes, the FAC is expressing interest in certain customers (groceries, oyster carriage, health workers, etc) getting assured loading on both Rtes 23 & 24, westbound. Discussion happened about how/when to standardize assured loading procedures. Cortes reps will discuss what makes sense for their community and the FAC will then come back to BCF with any specific requests.
6. Superior Propane request – General Manager of Superior Propane has asked FAC to seek a change to the current DC schedule servicing Cortes, as they do not have sufficient time to service all customers between arriving and departing DC sailings. Realizing how difficult it is to change DC sailings, the FAC had suggested Superior consider using multiple trucks. Note that some fuel carriers are allowed to travel on regular sailings, as the flashpoint of their material is low enough to be deemed safe. As well, BCF is working with Transport Canada to determine if it may be possible to carry non-DC commercial vehicles on DC sailings.
7. Service Notices - FAC members are indicating that the content and delivery of SN has not improved much, particularly the absence of ‘resumption of service’ notices. Key suggestions: include location of vessel in original SN and issue a resumption SN. Emails of the notices are not being received consistently, but the posting of SN on BCF’s website is generally timely and reliable. BCF continues to work with service providers to improve how/when emails are issued, but this is logistically difficult. BCF is working on installing electronic screens at minor terminals that will be used to post timely operational information.
8. C.River terminal washroom closure – there have been many incidents of mess (used needles, blood, etc) from continued drug use in the washroom, and BCF had to therefore close it for customer safety reasons. The washroom is being renovated to discourage drug usage, and should be reopened in early-Dec. Surfaces are being removed where drug use is happening and alternative lighting is being installed.
9. Anti-idling policy – FAC noted that vehicles waiting in terminals are still idling for long periods, and it is hoped that some enforcement can occur. Suggestion includes more signage or changing the positioning.
10. Heriot Bay webcam request – camera could be positioned to show the line-up, beneficial to both vessel crews (for aid in planning loads) and customers.
11. FAC process post-2018 – BCF will look to reset FACs after the fall 2018 meetings via an information and nomination process. Discussion occurred around looking to provide

- exemptions if most/all of current committee members would be at their two-term limit.
12. Vessel ops update – Rte 24 OTP: 84%, Rte 23: 90+%. Tachek to undergo a refit in summer of 2018, with the Quadra Queen II to provide relief service. Powell River Queen to enter refit in September 2018, with Bowen Queen to provide relief.
 13. Smoke-free policy – BC Ferries is implementing a smoke-free environment across all terminals/vessels in January 2018. This can be a big change for both customers and employees, and BCF will work at education/awareness to help introduce this policy early.
 14. Closed vehicle deck restrictions – A Transport Canada regulation not permitting passengers to remain on closed vehicle decks has been implemented in October. The onus of the regulation is on the passenger, so BC Ferries is advising and informing all passengers who are on the closed deck of this responsibility. So far, passenger adherence has been very good. BC Ferries will make best efforts to accommodate requests from customers who wish to be loaded on the open vehicle decks, but there are no guarantees.
 15. Minor 47 Class update – the most recent design has resulted in 47 AEQ spaces on the deck of the vessel. Further information will come to communities via engagement sessions and expected in-service is mid-2020.

Action Items¹:

Item	Who	By When
1. Analyse if there is time to fit in an extra round-trip on Route 24 if shuttling were to be performed.	Peter	End-Dec
2. Look at options for ‘best identification’ method for outer island customers to be included in Cortes assured loading.	Jeff/AI	End-Nov
3. Send update to FAC on the efforts/policy-rewrite for assured loading procedures across the minor routes.	Mark C.	End-Dec
4. Look at options for enforcing/refreshing knowledge of idle-free policies at terminals.	Darin via Jeff	End-Dec
5. Consider installing webcam, for all to view, at Heriot Bay.	Mark W. via Jeff	End-Jan

¹ Significant Service Request (SSR) requiring detailed analysis and formal decisions from BCF should be submitted using the SSR process. Submission of a SSR should be noted as an Action Item.