

Ferry Advisory Committee (FAC) - Record of Meeting

Date:	November 14, 2017
Committee Name:	Tri-Islands
Routes:	25

Attendees:

<p>For the FAC:</p> <p><i>Chair(s):</i> Melissa Fletcher</p> <p><i>Members</i></p> <ul style="list-style-type: none"> • Shelley Downey, Stephanie Rockman • Hans Madsen, Carmen Burrows 	<p>For BCF:</p> <ul style="list-style-type: none"> • Mark Wilson • Peter Simpson • Jeff West • Al de Koninck • Darin Guenette
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Points of Information/Agreement:

<ol style="list-style-type: none"> 1. Traffic levels, first three sailings – FAC shared that there seems to be a perception during the peak season that the first sailing off of Malcolm Island overloads, and people therefore plan on catching the next sailing. BC Ferries noted that there is a plan to have the Bowen Queen service the route from May 9 until Labour Day in 2018, which means much larger capacity at each sailing. Related: planning is underway to try and bring the Bowen Queen onto the route for summer of 2019, with the new vessel expected to be in service for the summer of 2020. 2. Terminal webcams – discussion occurred around how islanders can get a real-time understanding of traffic conditions at the terminals, including what value would be provided by webcams. There may also be value in getting as much current information on multiple social media sites. 3. Inter-island turnaround traffic – vehicles transferring at Pt McNeill while travelling between the two islands seems to be displacing customers waiting, as the ferry may overload. Discussion followed around when/if to provide priority spots for customers connecting between islands. Ideas include: allocating certain spots for turnarounds; allowing all standard vehicles to turnaround, but putting commercial/RV traffic stage at the end of the traffic waiting at PM; or even look at charging extra-length fares for vehicles over 20'. A reminder for FAC members to share any info they have on timing/size of special events with Jeff and Al. 4. Vessel ops update - strong on-time-performance (87%) throughout the year, which was aided by removing the 'card system' for hand-in at Pt McNeill. A reminder that the Bowen Queen will be on Route 25 for the entire summer in 2018. BC Ferries is working with Alert Bay 360 organizers to ensure they are aware that the Bowen Queen will have higher vehicle/passenger capacity. Two vehicles that carry blood have requested priority loading

in order to carry perishable products as timely as possible. As well, BCF is working with regulators to get clearance to move large, commercial vehicles onto DC sailings, so as to free up deck space on other, regular sailings. The next ops meeting is being suggested for February, and AI will reach out to plan.

5. Terminal ops update – the newly installed public bathroom at Sointula could use signage and BCF is willing to consider supporting some costs; FAC will keep in touch on this.
6. Route 28 - BC Ferries outlined the new service beginning in June 2018 that will provide summertime direct service between Pt Hardy and Bella Coola, with the Northern Sea Wolf then providing mid-Coast service during the rest of the year. Notably, the summer Route 28 service will provide a 5:30 pm arrival in Pt Hardy.
7. 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.
8. 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.
9. M47 Class update – the most recent design has resulted in 47 AEQ spaces on the deck of the vessel due to replace the Quadra Queen II. Further information will come to communities via engagement sessions and expected in- service is mid-2020.
10. Government relations update – the 15% fare reduction for minor routes is expected to be implemented on April 1, along with a freeze on major routes as well as an increase in the seniors' discount, from 50% to 100% (Mon-Thurs).

Action Items¹:

Item	Who	By When
1. BC Ferries to research feasibility of establishing webcams.	Mark	By next meeting
2. Work with FAC on establishing a trial to have overlength vehicles wait at the end of the line when turning around.	Jeff/AI	By next meeting
3. Email FAC a list of current priority boarding customers.	Jeff	End-December
4. Provide updates on M47 design (images, etc) to the FAC	Darin	As applicable

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.