

## Ferry Advisory Committee (FAC) - Record of Meeting

Date:	October 16, 2017
Committee Name:	Southern Gulf Islands
Routes:	5, 5a, 9, 9a

### Attendees:

<p>For the FAC:</p> <p><i>Chair(s):</i> Brian Hollingshead, Eva Hage</p> <p><i>Members</i></p> <ul style="list-style-type: none"> <li>• Mary Greenwood, Anna Dean, Diana King,</li> <li>• Lorell Gienow, David Maude, Dave Dryer, Conny Nordin</li> <li>• Jill Justice, Roy Moore, Robert Matson</li> <li>• Harold Swierenga (SSI FAC)</li> </ul>	<p>For BCF:</p> <ul style="list-style-type: none"> <li>• Mark Wilson</li> <li>• Peter Simpson</li> <li>• David Hendry</li> <li>• Camrin Hillis</li> <li>• Derek Sweet</li> <li>• Darin Guenette</li> </ul>
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### Points of Information/Agreement:

<ol style="list-style-type: none"> <li>1. Salish Class issues. BC Ferries will be rectifying all A/C systems, under warranty, over the next few months. Once these systems are fully repaired, the full menu offering will return. Note: menu offering seemed to offer little options for children. As well, elevators were carefully selected as industrial, marine use units, but are having some reliability issues. Regardless, BCF is working on ideas to improve their service reliability. Doors have had initial problems, and BC Ferries is working on improvements.        Use of Berth 2 at TSA. Rte 9 operating out of Berths 1 or 2 is more efficient, and prevents any possible conflicts with Routes 1 or 30 operations. However, if Berth 3 or 4 are open, they will get used. BC Ferries is looking at making changes to Berth 2 that will allow greater use of the overhead walkway. FAC notes that customer dissatisfaction will greatly increase during the cold/windy/rainy winter months if waiting outdoors at Berth 2. BCF acknowledged that they did not account for effective use of the Berth 2 overhead walkway with Salish vessels, as it is only safe during low tides.        Passenger safety issues. Yellow strip was not at the top stair of all stairways, but this is getting corrected imminently. Also, passengers are now being prompted to go down to vehicle decks until closer to landing, when the lighting can then be turned on.</li> <li>2. Closed deck restrictions. BC Ferries starting with softer enforcements, but are working to raise awareness with passengers on their responsibility to leave the closed deck regulation. BCF also working to try and accommodate requests to be loaded on the upper deck, but this is not guaranteed.</li> <li>3. SGI to TSA Thurfare priority. BC Ferries is planning on starting brainstorming sessions later this fall, and FAC suggests they solicit user-group participation. Related issue: the Pender Island Clinic had been issuing assured loading letters to all TAPs customers, which was</li> </ol>
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- misused. Clinics must assess 'true need' for when a customer must travel without delay.
4. Inter-island Thurfare rates. BC Ferries Tariff section needs to focus on major route fare implementation efforts prior to any other changes can be considered.
  5. New schedule review.
    - i. Mayne/Pender overloads. Summer saw overloads from both islands going into Victoria. BC Ferries is looking at options for replacing the Bowen Queen with a larger capacity vessel (i.e. 100-138 AEQ) in the 2021/22 time frame. Discussion continued around trying to forecast demand and what options may be available to try and meet this demand; BCF noted they do have ability to increase some capacity in the shoulder seasons, and will likely do so. FAC reiterated that overload data for Rtes 5/5a is important and would like to see this including in traffic stats that come out twice/year.
    - ii. SAT/Mayne priority on 3 pm sailing in summer. SWB honours Saturna traffic up until 10 minutes prior to sailing, and turns on the 'Saturna only' sign at ticket booths approximately 20 minutes prior to sailing.
    - iii. Galiano transfers. Vehicles are being staged on the trestle and on the roadway, and this introduces safety risks. Related: there is an off-peak sailing from SWB to SAT, MAY then Galiano, and it overloaded customers going to Galiano at Mayne Island. FAC suggests using the Rte 9 vessel to make a Galiano/Mayne sailing in the afternoon instead of a first round-trip to Long Harbour in the afternoon. BC Ferries is already working with MOTI on improving traffic safety at Galiano (traffic studies, lighting options, etc.) and there is a flagger deployed to help. Related: this Friday PM, Rte 5a sailing overloaded at Village Bay and the FAC suggested a change be made to Rte 9 so that that first PM sailing not proceed to Long Harbour, instead picking up traffic from the other islands headed to Tsawwassen. Related: overload data. FAC still looking for more specific overload data for their routes, to help analyse schedule effectiveness. BCF still working on trying to get accurate data from island terminals.
  6. Trestle with restrictions at Sturdies Bay. Commercial operators note that they are required to take two trips to/from Sturdies Bay, as the trestle is limited. Bracing under the trestle occurred during the summer, but when the trestle is replaced (approx. 2021), it will indeed be able to handle full highway weight.
  7. Schedule distribution. Cumberland had lack of schedules again this FWS, and the contrast between the blue and black font do not have enough contrast between them.
  8. Island signage. BCF is currently producing new signage for island terminals and will be installing them in the next month or so.
  9. Service notices. BCF is improving the content level of Service Notices, and this should be seen by customers.
  10. SWB/TSA internet quality. Access nodes for wi-fi have been improved at SWB and TSA, and work should continue to improve full coverage in the future.
  11. Rte 9 online booking glitch. Still seems to be an online booking glitch for Salish vessel, whereby people can call and make a reservation when it shows 'full' online.
  12. Mayne Queen replacement. BC Ferries is expecting to be in contract with a shipyard to replace Bowen Queen/Mayne Queen in early 2018, with a late 2020 in service estimate. BCF intends to include three stages of stakeholder/public engagement during the project.
  13. Fare flexibility project. Still progressing with all elements (point-of-sale, website, reservation process, etc.). Focus for next 3-5 years is to introduce near-fully reservable system for the major routes first. Ideally, the infrastructure will be designed to allow reservations on non-major routes...but would not be implemented until BCF is fully

<p>comfortable with functionality of new major routes reservations process.</p> <p>14. Dalton Drive signage. MOTI is working on a solution, including a designated turnaround area and a new signage installation.</p> <p>15. Island round-up:</p> <ul style="list-style-type: none"> <li>i. Galiano- Conny retiring, but is staying on the FAC until end of 2018.</li> <li>ii. Pender- Fri PM double-transfer leaving the island is troublesome. They expect demand for ferry services to grow notably.</li> <li>iii. Mayne- using Facebook to reach more islanders. Short-link property still available.</li> <li>iv. Saturna- communication lines are improving to the island.</li> </ul>
<p>16. Ops reports. Eagle currently out doing warranty/AC work, and should return early-Nov. Some operational readiness training exercises upcoming in early 2018 (just a couple of days each time; relief vessels will fill in). Sturdies Bay work happening now, going well. Also, there is a digital signage pilot underway at Fulford, which aims to look at options for improving customer communications at terminals in the future.</p>

**Action Items<sup>1</sup>:**

Item	Who	By When
1. Let FAC know if TSA Berth 2 walkway work will happen to improve comfort for customers or other work will be done.	Darin	Mid-Nov
2. Find improvements for how/where passengers are being staged at TSA for Route 9 sailings.	Cam/Mark W.	Mid-Nov
3. Confirm Salish vessel passengers are not being sent down to vehicle decks 'into the dark'.	Derek	Mid-Nov
4. Continue to ask if Tariff team can consider inter-island TF.	David	Ongoing
5. Analyse safety concerns of having transfers at Sturdies Bay and looking at measures to minimize risks.	Cam	Near-term
6. Analyse scheduling options for Route 9 on Friday off-peak.	Peter	3 months
7. Analyse if Sturdies trestle is restricted.	Cam	3 months
8. Provide a simple summary of 'why no wi-fi access on non-major routes (vessels/terminals)' for FACs and on vessels.	Mark	3 months
9. Check if online reservation process for Salish vessels does indeed allow for booking both decks.	Darin	Completed
10. Provide timeline updates on Dalton signage fix.	Cam	End-Oct

<sup>1</sup> 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.