

**BC Ferry Advisory Committee Chairs (FACC) Meeting****Thursday, August 23, 2018, 10:30 a.m. - 6 p.m.****Les Etoiles Room, Hotel Le Soleil, Vancouver****FAC Chairs/Co-Chair Attendees**

Kim Barton-Bridges – Northern Sunshine Coast

Susanna Braund – Bowen Island

Ian Cameron – Brentwood Bay/Mill Bay

Joyce Clegg – Gambier/Keats

Melissa Fletcher – Tri-Islands

Eva Hage, Brian Hollingshead – Southern Gulf Isl.

Steve Earle – Gabriola Island

Greg Martin – North Coast

Diana Mumford – Southern Sunshine Coast

Keith Rush – Chemainus/Thetis/Penelakut

Mark Schlichting – Mid-Coast

Harold Swierenga – Salt Spring Island

*FAC Chairs not in attendance for routes: Denman/Hornby Islands, Campbell River/Quadra/Cortes***Ministry of Transportation – 1:00 p.m.**

Claire Trevena, Minister, Minister of Transportation &amp; Infrastructure

William Beale – Ministerial Assistant

**BC Ferries Commission – 2:30 p.m.**

Sheldon Stoilen – Commissioner

**BC Ferries – Friday morning, 7:00 a.m.**

Mark Collins – President &amp; Chief Executive Officer

Corinne Storey – Vice-President and Chief Operating Officer

Mark Wilson - Vice-President Strategy &amp; Community Engagement

Janet Carson – Vice-President Marketing &amp; Travel Services

Darin Guenette – Manager, Public Affairs

**1. Welcome, called to order at 10:45 a.m. by Co-Chair Keith Rush and Introductions****2. 'Wish List' review**

- The topics that FAC members proposed for discussion regrouped under six headings by Diana
- The meeting reviewed the list and decided which topics would be discussed with the various guests (Minister of Transportation, the BC Ferry Commissioner, BCF officials).

**3. Updates from FAC Chairs****a) Diana Mumford -- Horseshoe Bay - Langdale, Route 3**

- Overloads and on-time performance continue to be issues on route 3. Overloads can be any day of the week, any time of the day. These overloads are moving to days and times that have not been experiencing overloads in past years
- With North Vancouver's Lionsgate Hospital as the major hospital for Southern Sunshine Coast residents, there are community concerns about the wait times and lack of restrooms and services outside the Horseshoe Bay terminal for patients just released from hospital after surgery or medical procedures

- Accessibility for ferry users: long distances between drop-off zones and ferry (Langdale .19 km, Horseshoe Bay .47 km) and the challenges to use wheelchairs. Suggest the use of electric carts, such as those used at Costco and Superstore.
- Route ferry users are still concerned that due to Transport Canada regulations, they are unable to remain on the lower ferry decks during the trip. Ferry users have been able to request placement on upper deck in Langdale, but not at Horseshoe Bay.
- The parking lot at the Langdale terminal is constantly full. The BCF 'solution' in February was to raise the parking fees, but this increase did not reduce the frequency of a full parking lot. BCF has now come back to the FAC, proposing another increase (in less than a 6 month period)
- Because of the limited bus service on the Coast, community members and FAC have suggested that a more practical solution would be for B.C. Transit to provide park and ride lots, so ferry patrons would not have to drive to the terminal.

**b) Harold Swierenga -- Salt Spring (Fulford Harbour to Swartz Bay, Vesuvius to Crofton and Long Harbour to Tsawwassen) Routes 4, 6 and 9 (shared with SGI),**

- Parking for both ferry line-ups and foot passengers is a concern at Vesuvius, Crofton and Fulford terminals, which is not helped by the fact that work at Fulford has stalled.
- Directly related to the ferry lineup problem is the severe overloading and late sailing issue, particularly on route 6 (Vesuvius to Crofton)
- This is especially a concern for passengers with medical issues, which might be alleviated by having two classes of TAP (Travel Assistance Program) forms.

**c) Eva Hage, Brian Hollingshead -- Southern Gulf Islands (Swartz Bay to Galiano, Mayne, Pender and Saturna, and Tsawwassen to SGI), Routes 5 and 9 (shared with SSI)**

- The Queen of Cumberland was out of service for four weeks, which had a major impact. It caused disruption to both routes 5 and 9, as the Eagle, the route 5 ferry was partially taken off its route to help replace the missing Cumberland on route 5. The resultant schedule change was a problem, especially in the first week.
- Communication between BCF and the FAC was very important and instrumental in easing the pain. When everyone knows what is going on, there is more understanding and fewer concerns.
- Overload sailings are on-going and can only be resolved by a larger ferry.

**d) Kim Barton-Bridges -- Powell River, (Saltery Bay to Earles Cove, Powell River to Comox, Powell River to Texada), Routes 7, 17 and 18**

- Overloads are a problem.
- Residents have asked what plans BCF has in case of emergency, especially in light of the current fire situation.
- Response from other FAC Chairs: BCF will take orders from appropriate authorities, which means that if a state of emergency is declared for an area, the provincial government can require BCF to ignore load limits and schedules.

**e) Susanna Braund -- Bowen Island, Route 8**

- The new schedule has helped, and customers are generally happy.

- There was a mechanical problem in May, and the community was not kept informed about what was happening.
- The terminal rebuild has been moved back a year, which means that the marshalling problems continue. The terminal is unattended, and foot passengers disembarking obstruct cars waiting to board. Cars waiting to board don't always park efficiently. The municipality asked BCF to share the cost of flaggers, which has been done.
- Susanna asked what happens at other unattended terminals, and received various responses.

**f) Mark Schlichting -- Mid-Coast (Prince Rupert-Bella Bella-Port Hardy, Bella Bella-Shearwater-Ocean Falls-Bella Coola, Bella Coola to Port Hardy) Routes 10, 10s, 28**

- Issues caused by mechanical problems on the Northern Expedition were alleviated by replacement with the Northern Adventure, but Route 28 still has issues, which should be resolved in September when the Adventure returns.
- Reservations are still a problem, and that won't be resolved until the backlog created by last year's policy decisions is cleared up.
- An SSR (Significant Service Request) has been made, and the communities are still waiting for a response.

**g) Greg Martin -- Northern Coast, (Prince Rupert to Port Hardy and Central Coast, Prince Rupert to Haida Gwaii, Skidegate to Alliford Bay), Routes 10, 11, and 26**

- BCF did their best to alleviate mechanical problems, but it was a tough summer.
- There are overloads to Prince Rupert on many sailings, and as sailings are infrequent the impact is increased.
- Substitute crew is also a problem.
- An SSR brought no joy.

**h) Ian Cameron -- Brentwood/Mill Bay, Route 12**

- The problems caused by Malahat closures is not remediable, most people realize that the problem is not the ferry, it's the road. But there is an on-going overload problem, caused mostly by the poor road configuration of the approach to Goldstream, and that is solvable by adding another ferry. But then the Route would go from having the highest ridership of all the minors to having one of the lowest.
- Line-ups are also a problem, and while flaggers help, not as much as they could.

**i) Joyce Clegg -- Gambier/Keats to Langdale, Route 13**

- Off hour access to the dock has improved.
- Timing for connections continues to be a headache, and the number of passengers is sometimes a problem.
- Eastbourne dock on Keats Island is difficult and challenging for the contracted ferry provider to service in bad weather. The distance by road between this dock and Keats Landing dock is 4.5 km.

**j) Steve Earle -- Gabriola Island, Route 19**

- The local food bank introduced low-cost Experience Cards so that users don't have to put up \$55 to \$95 to buy a card. The food bank loads small amounts from a 'master card' onto blank cards and these are sold at the local Co-Op. The cards are in denominations of 1-footsie, 2 footsie and 1 car-and-driver
- They have solved the medical assured loading problem, and other routes can (possible) copy them.
- There are still problems with line-ups, so they're good, but not perfect.

**k) Keith Rush -- Chemainus/Thetis/ Penelakut, Route 20**

- Overloads continue to be a problem.
- The Friday schedule has an extra run to Penelakut, which presents a problem.
- There is a conflict with mail trucks not being permitted on dangerous load sailings, which may be unique to this Route. Does anyone else have this problem?
- The FAC is trying to get the mail truck permission to be allowed to travel on the returning DC run 14:40, every second Thursday.

**l) Melissa Fletcher -- Tri-Islands (Alert Bay, Sointula, Port McNeill), Route 25**

- As they now have the Bowen Queen, there are few overloads.
- They are working on the line-up problems in Sointula.

**Ferry Route FAC information not available:**

**Paul Ryan -- Campbell River/Quadra/Cortes, Routes 23, 24**

**Frank Frketich -- Denman/Hornby, Routes 20, 21**

**4. Guests @ 1:00 p.m.****CLAIRE TREVENA - Minister of Transportation, Derrick Harder ?? - Ministerial Assistant**

The Minister thanked Ferry Advisory Chairs for their service.

- Redlin Report: the organizational structure of BCF was not part of the review. Government and BCF want to improve government-ferry-public relationship.
- Government's role in vessel replacement: Under the current model the government is not responsible for vessel replacement. The increased capital costs for the replacement ferries should not lead to any increase in fares as BCF has indicated they can absorb them
- A well functioning ferry system servicing Coastal communities is vital to the strength of our provincial economy.
- Need improvements to bus ⇆ ferry connections for users. Also suggestion for consideration of park-n-rides for areas not well serviced by transit
- Ridership has increased, partly due to the recent fare changes, but now we have constant overloads. What is the solution?
- Can the time required for replacement of ferries be decreased?
- Suggestion for consideration of more passenger only ferries

- What solutions are available for reservation problems, especially on the northern routes, where tourists need to book a reservation a year ahead of time. Reliability is important for the tourists and all the tourist businesses along the coast
- Question about the life span of pilot programs
- Government's policy on new ferry construction -- prefer to have ferries built in B.C., but shipyards currently do not have the capacity available to handle planned BCF new vessel program. Government will be working with BCF and the local shipyard to try to expand capacity over the next few years.
- Role of FAC's: have respect for FAC's and hope the current model keeps working as well as it has in the past. How are your relations with BCF? (FAC Chairs agreed that relations with BCF are generally good.)
- The meeting ended with mutual thanks, and a suggestion by the Minister that her staff would arrange a conference call with FAC Chairs in a couple of months.

#### 5. Guest: 2:30 p.m.

##### Sheldon Stoilen – BC Ferry Commissioner

Mr. Stoilen started with an update of Commission activities and his position.

- He will be meeting with the Minister on a regular quarterly basis, starting next month.
- The Commissioner's Annual Report will be submitted by the end of August, to be tabled in the Legislature sometime in the fall. He characterized the report as 'fairly quiet'.
- The Commission will likely do performance reviews on price cap and drop trailer compliance as part of the price cap review process for PT5
- Customer Satisfaction surveys are on-going and must be conducted on all routes by the end of 2019.
- Performance Term (PT) 5 submission has to be filed by BC Ferries on September 30<sup>th</sup> and will include a long term (10 year) capital plan an efficiency plan. Public comments on the submission will be accepted until mid-March 2019, followed by the preliminary price cap decision by the end of March, BC Ferries and the government have until the end of June to agree on contract changes for PT5, and there is then another opportunity for public comment before the final price cap decision for PT5 on September 30, 2019.
- Do not know if there will be changes by the current Government to the role of Commissioner
- Is there anything new coming that you can see? No, other than BC Ferries' submission for PT5 and one or two s.55 applications in the fall.
- Members of the FACC stated that the change to the Automobile Equivalent (AEQ) doesn't appear to accurately reflect the number of vehicles that can be carried, presenting meaningless capacities on some of the smaller ferries. The AEQ was changed from 70 to 58 and 61 on the Mayne Queen and Bowen Queen, when both routinely carry 70 AEQ and more on busy sailings. The Commissioner received this information under advisement
- What is the current state of affairs with regard to community input on procurement policy? For major capital expenditures the Commissioner will always invite public comments

- With regard to vessel replacement, what is the Commission's role? Commissioner must approve all major capital expenditures over \$50 million which covers most new vessels. Currently BCF can buy ships where they get the best value, assuming that timelines, quality and contractual terms are satisfactory.
- Does the Commission care what the public thinks? Yes. (Melissa and Kim said that there had been consultation with regard to the Minor 47's. Brian agreed that there had been extensive consultation about the Salish class, but the design that was shown to the various panels was altered extensively in the final outcome.
- Will there be a requirement to have public input in light of the experience with replacement of the northern vessel with how they handled the ongoing changes to the in-service date? BCF has learned from the experience
- Question on what action will be taken if a new vessel does not meet the approved design criteria, as was the case with the Salish class? Commissioner Stoilen replied that Commission approved three ferries specified in BC Ferries' application with two vessels having a capacity of 145AEQ and one vessel at 125AEQ, BC Ferries decided during the procurement process to build all three vessels at 145AEQ because of cost and standardization benefits. Commission felt it was within what had been approved.

## 5. Adjournment

*Thanks to Ian Cameron for the notes of FACC meeting on Thursday*

## **FAC Chairs Annual Meeting with BCF**

**August 24, 2018, 7:00 a.m.**

**Fairmont Waterfront Hotel - Princess Louisa Suite**

### **BC Ferries:**

Mark Collins, Corrine Storey, Mark Wilson, Janet Carson, Darin Guenette

### **Ferry Advisory Committee Chairs:**

Kim Barton-Bridges, Susanna Braund, Joyce Clegg, Steve Earle, Melissa Fletcher, Eva Hage, Greg Martin, Diana Mumford, Keith Rush, Mark Schlichting, Harold Swierenga

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### 1. **Introductions** - Keith Rush

Keith said we respect what we're hearing. Let us know if anything is confidential

## 2. Retirement Gift

Thanks to Darin, Mark and Mark for Brian's gift. Wonderful choice, and Brian appreciated the gesture

NOTE: the following notes are from two sources, those from Darin Guenette are in black type and those from Kim are in blue type.

## 3. Board meeting update – Mark Collins

### a) Bowen Class replacement project

- Board approved the Bowen Class replacement plan; building four Island Class vessels (two for Route 23, two for Route 19) and one Salish Class vessel (Route 5). Next step is the Section 55 application to the Commissioner.
- Delivery in 2020/2021 for all
- Copies - identical versions of existing designs. Money and time saver. Takes a year off procurement process. Drawback from some perspectives is that we can't customize
- Standardization is easier for Commission approval
- Recognize that some have issues with Salish
- *Harold - The Powell River Queen and the Quinsam will both be replaced by two smaller vessels each, retiring the Powell River Queen and the Quinsam to be relocated. The Howe Sound Queen is slated to be retired by next summer, probably replaced temporarily by the Quinitsa until the Quinsam or another larger ship becomes available. The Mayne Queen would be replaced by the 5<sup>th</sup> ship and the Bowen Queen, being a relief ship, will simply be retired.*
- *Darin's response September 4<sup>th</sup> for clarification:  
The Bowen Queen is slated to be retired in 2021...likely the March-June time period.  
The main event triggered BQ retirement will be the introduction of the Island Class ferries that are set to go into service that year on both Route 19 (Gabriola) and 23 (Quadra). Part of this plan involves having the Quinsam (R19) move to Route 6 (Crofton-Ves). At that time, we will have the Raven or Eagle and the Quinitsa available as relief vessels in the area. Because of the 2-for-1 replacement strategy, we are approaching relief service in a bit of a different manner. That is, we have more resiliency in the vessel network, allowing redeployment of assets if required. Thus, we are not planning to ensure we have a relief vessel 'sitting around' in the 70-100ish capacity. For example, the Quinsam could be pulled from Route 6 to perform relief duties if required, and then the Quinitsa could go onto R6. Other scenarios are possible using a combination of an Island Class and the Quinitsa...freeing up larger vessels if needed.*

## 4. Langdale terminal

- Phase 1 (overhead walkway) of the Langdale terminal development project was also approved by the Board. BCF will also submit a voluntary Section 55 on this project.
- Phase 2 is for rest of building
- Both Section 55's going to Commissioner this fall

## 5. Fiscal Year end

- Most recent fiscal year-end results were approved, and presented at the Annual General Meeting on

August 24<sup>th</sup>. Net earnings were approximately \$59 million, which are used for debt payment and capital procurement.

## 6. Ferry traffic

- Summer 2018 traffic growth has been approximately 2-2.1%, whereas forecasts had been set for 3%. Sailed approx. 3,000 trips above contract.
- As service providers, BCF working with a contract that they are exceeding by wide margin. Doing what they are contracted to do no longer meets the expectations of the travelling public
- Traffic is still increasing year over year, and in fiscal 2018, BCF carried the highest number of vehicles ever, and the passenger levels may also hit a record this fiscal year.
- BCF is aware of the challenges that high traffic levels bring, and that community members are experiencing sailing waits and overloads more frequently. Route 1 was running near full last year (97%) and BCF will work with Ministry if they wish to change service levels.
- July was a real disappointment in terms of traffic, down 2% year over year, 5% below projection - almost exclusively on majors. Route 3 flat. Minors up. North flat. This is the first negative signal that we've seen. Don't want to repeat 2012 - negative outcome
- Traffic is still up year after year
- This year, even being softer, could still see all time record vehicles and passengers
- Capacity is a challenge and in uncharted territory
- Working hard with Ministry. They need to contract BCF if they want a different level of service. In order for BCF to address the issues, they need another billion dollars so need some certainty. Using money from ferry users of BC.
- BCF needs level of protection for the reset that the Ministry is suggesting

## 7. Performance Term 5 (PT5)

- The Performance Term 5 analysis/fare cap setting process is underway and BCF is forecasting a major capacity increase for the term. A major increase in capacity to BCF system is first since 2003. Up to this point capacity has not been the issue (has been cost, affordability.)
- This includes: one new major ship to share on Routes 1, 2, 30, which enables the major objective to introduce a two-ship service on Route 3.
- On inter-island routes, BCF is planning for a 'two-for-one' vessel replacement where it makes sense. For example, on Route 23, this will provide a 50% increase in vehicle capacity and a 300% increase in passenger capacity and going to one-half hour service. Note this helps avoid spending some capital on terminal expansion. Don't have to rebuild terminals if it is a two-ship terminal. Might have to make some smaller changes
- Worth extra operating costs. The new ships that are already in the works (5) are not dependent on PT5 process as they are in PT4 plan. \$12,000,000 for this proposal.
- The planned capacity increase for PT-5 is expected to require approximately \$400-500 million increase in costs. However, as BCF would like to aim to keep fare increases at approximately 1.9% annually, they would also like to propose a similar annual increase to service fees provided by the Province.
- While they know that price cap goes up, Mark C thinks the inflationary increase is reasonable if they can see the ferry system responding to the realities of serving communities.
- With no increases in fares/ service fee, Mark C fears that they won't meet the needs. Would be like

ships for like.

**ACTION:** Need feedback from FACs and community re PT5 submission to Ministry. CPI from Minister. Multiple ways for communities to be heard. Trying to propose most rational course to what is needed. Always open to discussion.

## 8. Recruitment & Hiring of qualified Marine Crew

- Mark discussed the efforts BCF is undertaking to hire, train and promote employees to help meet the goal of increasing system capacity.
- Part of BCF strategy involves working with Transport Canada on setting crewing levels.
- Canada is higher than other countries in crewing level requirements. Have given 30% lower levels to new ships Quebec.
- Senior director of Transport Canada is coming to ferry industry conference at Whistler this fall.
- Smaller ships are easier to recruit for.
- Working with indigenous communities re workers. Doesn't always mesh with cultural needs but they are working on a plan.
- Those sort of costs get built into PT5 submissions. New set of costs to recruit.
- BCF currently has a full-time manager to recruit licensed positions, and may need to look at covering some costs of accommodation during training.
- GM - going to have fall meeting Bella Bella in October. Has been talking to Travis Hall about recruiting.

## 9. Crew availability

- Discussion followed on understanding and forecasting times when higher crewing levels may be required; BCF noted they do plan levels of contingency to react to higher passenger levels.
- Plan crew levels and then there are occasions when something extraordinary is happening and need extra crew.
- Bowen overload on Monday morning a.m. so school kids left behind. (Susanna). For the rest of the school year BCF upped the license to A to take extra 40 passengers.
- BCF needs to be flexible when communities identify issues. Please be nimble.
- CS - key to know asap. How do we retain employees? Competitive market.
- Not optimal to be on call. Using Schwartz Bay model to role this out.
- Late/sick crew happen all year and we don't hear about it. Only hear when it doesn't work.
- Staffing are aware of flu season.
- Darin is conduit for FAC concerns and issues.

## 10. PT5 - Large ships

- The 'new major' Class concept planning is underway, which would allow BCF to replace aging C-Class vessels; potentially up to seven new vessels. The design concept would be something like a larger capacity version of the Coastal Class.
- Large double enders, LNG fuel, electric propulsion, two deck loading, 2,100 passengers. For middle half of 21st century.
- The last of the Bowen class will be retired by 2021
- The 'new majors' would also be LNG-electric hybrid propulsion.

- Mark noted BCF is aggressively exploring all clean technology potential, including battery powered ferries. However, the dock-charging capability is not available yet. No hydro on dock for Texada but capable when BC Hydro gets there.
- To run Coastal (120 megawatt hours to operate for one day), then getting off dock and onto ship. Massive battery storage.
- See the ships coming out of the box partially electric.
- LNG is fuel of choice. If we get breakthroughs later, can go full electric.

#### 11. Mobility challenged travelers/accessibility, Medical Assured Loading program

- Keith: Ongoing issue. Improvements in services for mobility challenged, particularly at Horseshoe Bay
- BCF is aware of the limitations for mobility challenged customers in some current infrastructure at some terminals, and have thus included universal standard design concepts as part of all terminal development planning (including at Horseshoe Bay).
- Mark C – Horseshoe Bay is a challenge in many ways. That is part of the rebuild and those discussions. Has to be more efficient.
- All kinds of vehicles, bikes, scooters – that present infrastructure doesn't support. Recognize in the meantime it is workarounds, not great.
- Lower Sunshine Coast - major hospital is Lion's Gate. If they have just been released there is not notice/accommodation. Can't get to elevator.
- Motorcyclists have loading priority and someone with major surgery has to wait a sailing.
- Southern Sunshine Coast has a demographic of older people who require medical attention, opportunity to be near elevator.
- Outside terminal toll booths there are only Jiffy Johns and they are on a parking lot incline.
- Accessibility – Diana put on a pedometer and .4 km is a long distance to get to ferry from drop off area at Horseshoe Bay.
- Diana: timeframe doesn't allow if the last minute
- Need to get physicians involved.
- BCF noted that planned changes to the reservation system (major routes) should decrease congestion at terminals.
- FAC asks BCF to keep in mind: distances customers need to move between ticketing and vessels, considering use of electric wheelchairs at terminals/on vessels and providing the flexibility to the 24-hour wheelchair reservation process.
- **ACTION:** BCF to look at electric mobility aids.

#### 12. Reservation System Changes

- BCF noted that planned changes to the reservation system (major routes) should decrease congestion at terminals.
- is going to largely eliminate lineups, sailing waits, overloads.
- System will allow process to happen more easily. Gives sailing certainty.

#### 13. Horseshoe Bay Redevelopment

- Change face of Horseshoe Bay

- Currently, the engagement process is going well, and construction is planned to begin in the 2023 time frame.
- One of the biggest challenges is to maintain efficient operations at the terminal while work is underway, which is expected to take approximately three years.

#### 14. Motorcycles

- Motorcycles always get priority loading, even when arriving just 10 minutes before loading
- first on and first off vessel
- more and more cycles per sailing (17 per trip), and are actually taking parking spaces from vehicles that arrived at terminal before the bikes
- three wheeled bikes are not motorcycles. Harold S
- Mark C - motorcycles. Physically possible to move them. Don't take up much space.

**ACTION:** BCF will investigate

#### 15. BCF Service Pilots

- FAC wonders when/how do 'pilot programs' end or become permanent.
- If schedules are to be changed, BCF seek to reach consensus with FAC first
- Kim - need an answer/follow-up from BCF on pilot of priority reservation boarding for Upper Sunshine Coast residents using route 3 and not able to make the 30 minute cut-off

**ACTION:** Mark Collins to confirm that changes in pilot programs/procedures are properly communicated.

- As to making pilots permanent, Mark cautioned that any pilots that provide service that is 'above contract' may be ceased if conditions require this...unless the service is added to minimum service levels.
- Permanence ... the only permanent sailings are the ones etched into the contract. Anything above contract may be published but remains discretionary. Could pull back to contract. Legal obligation. Within discretion to take away.
- As a business they need to have that discretion.
- Can't be forced into money losing situations above contract.
- If we want something that will never go away, it needs to be added to contract.

#### 16. Road Safety - Gabriola etc

- Steve noted that the roadway lineups, and safety problems, have been particularly bad this summer on Gabriola, and he wants to keep previous requests for BCF to place flaggers on the roadway in focus.
- It is happening in other unmanned terminals.
- Corrine noted that BCF is still working with the Ministry in how to most effectively deploy adequate traffic control at the most appropriate times. It was noted that the 'two-ship replacement' (i.e. higher frequency and capacity) will help minimize line-ups.
- Mark C - best solution is local flaggers.
- Not BCF roadways but they have responsibility. Need to make sure they do it to meet everyone's needs. Needs to be ready and available to all communities.
- What is the viewpoint of MoT and how can they work with them?
- Don't have ability to use their own employees. Don't always know when the volume is going to hit.

**ACTION:** BCF will provide update.

### 17. Northern Service/communications

- In light of difficulties around delays/changes around northern route service, FAC noted customer experiences with trying to phone the Call Centre to make/change travel arrangements were very frustrating.
- The call centre have lots on their plate and not familiar with their operation/circumstances. Ferry users are deferred to a supervisor or they have to call you back.
- The suggestion was to dedicate a team for 'northern routes' when phoning the CC, thus getting more tailored and timely service.
- Janet noted that BCF is currently planning on making all northern routes reservations available through a revamped BCF website; this capability should be available during this upcoming winter (post-January).
- Looking at industry standard and full set of functionality.
- Launch end of January. Loading inventory for October onward and will be on top of it next year.
- Those without computers/knowledge can call.

### 18. Northern Sea Wolf delay into Service

- Mark S. noted that this unfortunate delay in beginning Route 28 service has been felt in Central Coast communities in many ways (including lost tourism related business).
- BCF noted that they accepted the challenges of introducing service in 2018 on a schedule that was unrealistic, and they have learned from this.
- Excellent ship. Ship has had a number of technical faults that weren't meant to be there so going back to manufacturer to fix. Stripped her to the studs and have rebuilt the ship.
- The ship will provide the experience that customers expect and deserve with this new 'direct service'; admittedly a year later than hoped.
- BCF will focus on providing a strong and well promoted Route 28 service for 2019.

*Mark Collins left meeting at 8:58 a.m.*

### 19. Service Notices

- FAC reiterated the problems customers face when service notices do not specify the 'ship and route' information for areas that have multiple ships. Corrine noted and will discuss with the Operations and Security Centre.
- FAC suggested that the templated service notices could probably be refined. Currently quite creative and seem to state the obvious -- "we are loading as many vehicles as possible", "Helping customers who need assistance boarding", "vessel congestion at berths"

**ACTION:** Will refine and make website service messages more succinct.

- As well, BCF is currently installing digital signs at all inter-island terminals, displaying current sailing status, webcam, arrival timings for the next two sailings and to include any breaking news. This will allow customers to know what to expect while at the terminal.
- Related to this, BCF is working on providing this same info (webcam, sailing status for next two sailings, vessel position map) on the website (when the new website launches in the winter).

- Bottom line: BCF is working at providing all the accurate, relevant information that customers need in a timely manner, both at terminals and online. **Mark W: develop mechanism to communicate info re disruptions/changes**
- Email is a technology issue. They are looking at an external service provider to have ability to send out emails in a more timely manner.
- Website launch by end of January.
- Diana - location of webcams – Can't see whole picture re Langdale with respect to overflow, or at Horseshoe Bay as areas outside terminals are not effectively visible. One sailing wait doesn't always reflect what is happening.
- Darin will be sending info to all of us re signage.
- Diana - couldn't access info as to real time status on Saltery Bay.

## 20. Salish

- **Eva - Consensus they like Salish because ferry users like breakfast.**
- Anticipating that a Salish vessel will be deployed on Route 5, SGI customers have expressed concerns around having to leave animals in vehicles on lower vehicle decks.
- **Hot summer day leaving pets on lower deck. Very hot with no air. Bringing pets up on outer deck?**
- Eva has been communicating with Captain MacKay on exploring a process to move pets to the passenger sundeck during hot conditions. BCF is also discussing issues around moving pets in elevators with veterinary experts.
- **Dogs would have to be muzzled. Putting others at risk. (dogs uncomfortable in elevator.) Safety is #1. Allergies.**
- Further discussion happened around details related to people moving pets across various ship spaces.

## 21. FACC Work

- **Mark Wilson thanked everyone for their commitment and work. Meeting twice yearly. Ops meetings. Knocking off different issues. Chairs call. Continue to flow the issues in. Don't want to wait until meetings to action.**

## 22. Ferry Advisory Committee Chairs only, after BCF left meeting

- Brian will continue to do traffic to end of year - Keith will try to talk him into end of fiscal year.
- Diana volunteered to be Co-Chair with Keith for FACC group.
- Group thanked Keith for his work as Co-Chair
- Fuel deferral

**ACTIONS:** Mark S will talk to Brian about it. Diana would consider traffic if Brian trained her.

*Thanks to Kim Barton-Bridges for the notes of BCF meeting on Friday*