

Ferry Advisory Committee (FAC) - Record of Meeting

Date:	November 15, 2017
Committee Name:	Gabriola Island
Route:	19

Attendees:

<p>For the FAC:</p> <p><i>Vice-Chair(s)</i></p> <ul style="list-style-type: none"> • Steve Earle <p><i>Members</i></p> <ul style="list-style-type: none"> • Jim Ramsay, Paul O’Sullivan • Heather O’Sullivan, Jane McCall-Woods • Peggy Richardson, Jim Ramsay 	<p>For BCF:</p> <ul style="list-style-type: none"> • Mark Wilson • Peter Simpson • David Hendry • Chris Morris • Lance Lomax • Darin Guenette
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Points of Agreement/Information:

<ol style="list-style-type: none"> 1. FAC membership and Chair. Paul O’Sullivan was appointed to the committee, and Steve Earle will act as Chair for the remainder of the current term. 2. Public input. Doris Gailus: noted the costs of using the ferry is very high, the lack of covered/secure bicycle parking at Nanaimo Harbour, overloads, and that all forms of transportation should be integrated better. BCF noted they are involved in discussions with other transit organizations to help improve connectivity. Nancy Rowan: representing local physicians, she noted the need for island home care workers to travel without experiencing delays/overloads. Ester Newcomb: concerned about the ferry line-up roadway and the lack of capacity. Mark W. informed the group that BCF has been working with the Ministry of Transportation & Infrastructure to ensure issues around how/where vehicles line up at many small terminals are addressed together. 3. FAC survey results – a summary of a survey conducted in October by the FAC was provided. This included 315 responses and indicated a general ranking of concerns people have with ferry service during the summer. Key concerns: traffic overloads and safety of vehicle line-up. BC Ferries noted that their entire network of routes has seen strong surges of traffic demand, and they are looking at all options to address this demand. Note that the current plan has a replacement vessel for the Quinsam to happen in 2027, but closer term ideas are being explored; there will likely be an update on this at the spring 2018 FAC meeting. 4. Medical assured loading - Two spots were added at the ‘front of the line’ at Descanso Bay for medical users. FAC is suggesting increased communications such as a possible press release and clarification on social media. Customers and ferry crew may not understand how to obtain mirror cards and when to use these spots. BCF clarified that the mirror cards can be

- obtained at the Nanaimo terminal when a medical traveller presents a letter they have obtained from their medical clinic. It was noted that the home care nurses should be included on the medical assured loading list.
5. Refit requests – a reminder that the community has expressed a need for a baby change table in the disabled/accessible washroom with appropriate signage.
 6. Long-term parking control – BCF is installing the signage at Descanso Bay to remind customers of parking time limit. There have been no replies from efforts to secure an enforcement agency to help tow vehicles, but BCF is also looking at whether a camera to help monitor vehicles in the lot would help.
 7. Ferry web cam – there is community interest in installing a webcam on BCF property that will show the line-up along the road leaving the Descanso terminal, as well as installing a new camera at Nanaimo. Related matter: FAC is asking for finding a way to establish wi-fi at Nanaimo. BCF is currently looking at options for all minor route terminals.
 8. Extending peak season – BCF is analysing, and replying to, a formal request submitted by the FAC, whereby they suggested the need for adding weekend sailings outside of the peak season because of demand. The decision and response were provided to the FAC before Christmas (NOTE: one round-trip will be added on weekends that have shown to be particularly busy in previous years).
 9. Route 2 connectivity – the upcoming Route 2 schedule will provide customers with a later departure time from Metro Vancouver, but it is difficult to get there in the morning prior to approximately 10 am. Related: FAC suggested that MOTI reps would be beneficial to attend FAC meetings.
 10. Vessel ops – Quinsam is due to return in early-December from refit and may be a few days later than originally projected, and will return to service by Dec 20. On-time performance may be affected when multiple, heavy commercial vehicles coming to the islands, as only one large vehicle can travel the ramp at any time.
 11. Terminal ops report – no work planned at either terminal that may disrupt regular ops. It was noted that the hand dryers on ships and at terminals are not very powerful. Look for a public engagement session as part of the terminal development plan (TDP).
 12. 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.
 13. 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.
 14. Boarding passes – BCF security department is looking at possibly ensuring walk-on customers are issued a boarding pass, which they will hand in as they board the vessel. BCF will update the FAC if changes are coming. Suggestion: consider people who may have come into the terminal in a vehicle, but end up walking on the vessel; how would they prove a boarding pass.
 15. Gov't relations plans – the Province is planning on implementing fare reductions (15%) on minor/northern routes and increasing the seniors discount (Mon-Thurs) from 50% to 100% on April 1, 2018.

Action Items¹:

Item	Who	By When
1. Work on ensuring clear understanding of who can use the assured loading spots and on communicating clear policy. 2. Look at feasibility of installing third party webcam on BCF property. 3. Baby change table will be added during Quinsam refit this Oct...with appropriate signage.	Darin/Peggy and John M. Mark W. Lance	Separate meeting End-Dec Completed

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.