

Ferry Advisory Committee (FAC) - Record of Meeting

| | |
|-----------------|--------------|
| Date: | June 8, 2018 |
| Committee Name: | Bowen Island |
| Routes: | 8 |

Attendees:

| | |
|---|---|
| For the FAC: <i>Chair(s):</i> Jonathan Bell (acting) <i>Members</i> <ul style="list-style-type: none"> Melanie Mason, David Hocking, Rob Wynen | For BCF: <ul style="list-style-type: none"> Mark Wilson, Peter Simpson David Hendry, Chris Morris, Erwin Martinez Lance Lomax , Darin Guenette |
|---|---|

Points of Information/Agreement:

| |
|---|
| <ol style="list-style-type: none"> Recent passenger overload. The 7:30 am sailing on a recent Wednesday reached its passenger license and an explanation is sought. BC Ferries confirmed that the maximum passenger count of 392 was met, and this just seemed to be a regular load of community members. BC Ferries has now moved up to an A licence, which allows another 40 people, and will remain with an A licence during the mornings for the rest of the school year. If the community demand for the morning sailings continues to grow, the vessel would not have any other short-term solutions to carry any more passengers than what is available with this A licence. BC Ferries noted that there are other island communities with dedicated water taxi school runs, and these are contracted by the Province – so investigating this option may be a good idea for the community to explore. Snug Cove terminal development plan. Planning/design is set to begin in 2019, and will include stakeholder and community engagement, likely in three stages (explore idea/needs, early design analysis, final design). Improved on-time performance. In general, the new schedule has been well received, and on-time performance has increased notably in all months in 2018 compared to 2017. However, one of the right angle drives (RADs) has been out of service over the past number of weeks, and this hampers the ability of the vessel to keep to the schedule during very busy times and to try and make up time if delayed. To help with this, the vessel crew has been communicating with the crews on the other HSB route vessels, and this is allowing them to favour the Queen of Capilano getting in/out of HSB. In a related matter, the 2:55 pm sailing from Snug Cove is extremely tight for school kids and teachers to catch that ferry at the end of the school day. Marshalling challenges at HSB. At peak times, many Bowen-bound vehicles get stuck behind other route traffic outside of the ticket booths, even when they arrive well in time. BCF explained that when there are many vehicles waiting, it is very complicated to find a way to give a dedicated lane for the Bowen route. That is, all lanes may have to be used |
|---|

for the other two routes. Chris offered to have FAC members meet with the marshalling supervisor to understand pinch points/how its managed. Some discussion followed around 'fine tune' parking of vehicles in Lanes 65-72, and why all tickets indicate to go to 'only Lane 69'.

5. Snug Cove two-lane loading. BCF piloted a process of double-lane loading at Snug Cove, and this proved to both work well and save time at loading. From that, BCF is looking at a sign-bridge solution to allow double-lane loading on the Island. They will update the FAC when this sign is scheduled to be installed.
6. Horseshoe Bay terminal development plan (TDP). BC Ferries has just finished the online engagement phase of this plan, to understand the design driver for the future concepts. Next, concept options will be developed and presented to the community later this year, likely in the Fall. Preceding this will be stakeholder engagement, and the entire TDP is expected to be completed in approximately early-2019. Construction is expected to being in approximately five years. Discussion followed around how a plan should try to incorporate long-range possible changes in transportation patterns.
7. Holiday transit volumes/extra buses. Transit buses were full to capacity during recent long weekends, and FAC is asking if BCF can consider chartering buses for peak weekend times.
8. Customer specific Experience Card. Can BCF consider tailoring the E-Card for seniors/disabled, so as to avoid showing multiple identification at the booth. BCF is looking at the E-Card changes in the future, and whether there may be alternatives products that are more flexible, however there are no changes planned currently.
9. Transportation alternatives. As the community has experienced significant congestion near Snug Cove, and hoping that BCF is looking to include flexibility for changing transportation options (ie. getting people out of vehicles, increase to cycling/walking, etc). BCF has already established communications with the new Blue Bus operator to aid improved communication.
10. Snug Cove improvement. FAC will send a request to post an Islands Trust sign on the bathroom building, and will forward details to Chris and Darin.
11. FAC term and reappointment. The current FAC term ends December 31, so BC Ferries will be rebuilding all committees beginning later this summer/fall. A reminder that there is a two-term limit. If FAC members have ideas/suggestions for groups to include, please send to BCF.

Action Items:

| Item | Who | By When |
|--|-------|------------------------------------|
| 1. Analyse options for increasing passenger capacity service. | Peter | ongoing |
| 2. Analyse options for moving the 2:55 pm sailing 5-10 minutes later. | Peter | by end summer |
| 3. Provide BCF a 'consolidated schedule change suggestion doc'. | FAC | by Fall |
| 4. Look at changing the ticketing indication of "Lane 69" only on vehicle tickets. | Erwin | Complete: no change in short term. |
| 5. Analyse chartering peak-time bus service at HSB, dedicated to large arrivals from Bowen and Sunshine Coast. | Mark | ongoing |