



**TRANSPORTATION ADVISORY COMMITTEE**  
**Thursday, January 16, 2020**  
**SCRD Board Room, 1975 Field Road, Sechelt, B.C.**

**AGENDA**

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**CALL TO ORDER      2:45 p.m.**

**AGENDA**

1. Adoption of Agenda

**MINUTES**

2. Transportation Advisory Committee Meeting Minutes of October 17, 2019 - *receipt* Annex A  
pp 1 - 4

**BUSINESS ARISING FROM MINUTES AND UNFINISHED BUSINESS**

3. 2011 Integrated Transportation Study - <https://www.scrd.ca/ITS> [Link](#)

**REPORTS**

4. GM, Infrastructure Service / GM, Planning and Community Development  
Update on Highway 101 Corridor Review Verbal
5. General Manager, Infrastructure Services – 2019 Transit Fare Update Annex B  
pp 5 - 10
6. Manager, Transit and Fleet – Flume Road Safety Concern Annex C  
pp 11 - 13
7. Transportation-related items from Infrastructure Services Department Q4 – 2019 Quarterly report Annex D  
pp 14 - 15
8. Proposed 2020 Association of Vancouver Island and Coastal Communities (AVICC) Resolutions To Follow

**COMMUNICATIONS**

9. Diana Mumford, Southern Sunshine Coast Ferry Advisory Committee Annex E  
pp 16 - 22  
Regarding November 5, 2019 FAC Record of Meeting

**10. Honourable Claire Trevena, Minister of Transportation and Infrastructure**

Regarding Active Transportation

Annex F  
pp 23 - 27

**NEXT MEETING** April 16, 2020

**SUNSHINE COAST REGIONAL DISTRICT  
TRANSPORTATION ADVISORY COMMITTEE  
October 17, 2019**

RECOMMENDATIONS FROM THE TRANSPORTATION ADVISORY COMMITTEE MEETING  
HELD IN THE BOARD ROOM OF THE SUNSHINE COAST REGIONAL DISTRICT AT 1975  
FIELD ROAD, SECHELT, BC

**PRESENT:**

(Voting Members)

Director, Electoral Area E, Chair  
Director, Electoral Area A, Vice-Chair

Donna McMahon  
Leonard Lee

Director, Electoral Area B  
Director, Electoral Area F  
Director, District of Sechelt  
Director, District of Sechelt  
Transportation Choices (TraC)  
Trustee, School District No. 46

Lori Pratt  
Mark Hiltz  
Darnelda Siegers  
Tom Lamb  
Alun Woolliams  
Sue Girard

**ALSO PRESENT:**

(Non-Voting)

Interim Chief Administrative Officer  
GM, Planning and Community Development  
GM, Infrastructure Services  
Manager, Planning & Development  
Transportation Superintendent  
RCMP  
Seniors Planning Table  
Sunshine Coast Highway Society  
SCRD Administrative Assistant / Recorder  
SCRD Infrastructure Assistant  
Public  
Media

Mark Brown  
Ian Hall  
Remko Rosenboom  
Dave Pady  
Steven Sears  
Sgt. Mike Hacker  
Michelle Bruecker  
Maureen Bryce  
T. Ohlson  
C. Cotton  
3  
2

**CALL TO ORDER**

2:45 p.m.

**AGENDA**

The agenda was adopted as amended to add to following items of  
New Business:

- Appointment of New Operations Manager, Ministry of Transportation and Infrastructure (MOTI)
- Update on UBCM
- Update on free bus passes for students
- Annual Project Review Meeting SCR D and MOTI

## PRESENTATIONS AND DELEGATIONS

*Brian Green presented to the Transportation Advisory Committee regarding Horseshoe Bay Terminal Development Plan.*

Discussion included the following points:

- Terminal design and building compliance with net zero, seismic requirements and sustainable building practices
- Changing passenger trends and an increase in public transit use
- Concerns expressed about emergency vehicle access
- Financing from BC Ferries Capital Plan

## MINUTES

**Recommendation No. 1**      *Transportation Advisory Committee Meeting Minutes of July 18, 2019*

The Transportation Advisory Committee recommended that the Transportation Advisory Committee meeting minutes of July 18, 2019 be received.

## COMMUNICATIONS

**Recommendation No. 2**      *Update on MOTI Corridor Review*

The Transportation Advisory Committee recommended that correspondence from Kim Tournat, Constituency Assistant for MLA, Nicholas Simons regarding update on MOTI Corridor Review be received;

AND THAT the SCRD write a letter to the Ministry of Transportation and Infrastructure requesting that the seasonality of both traffic volumes and use by cyclists and pedestrians be taken into consideration when conducting the Corridor Review during the slowest months of the year.

## NEW BUSINESS

*Director Hiltz advised the Committee that Michael Braun is the new Operations Manager for Ministry of Transportation and Infrastructure for this area.*

**Recommendation No. 3**      *New MOTI Operations Manager*

The Transportation Advisory Committee recommended that a letter be sent to the new Ministry of Transportation and Infrastructure (MOTI) Operations Manager inviting him to attend the quarterly Transportation Advisory Committee meetings.

*Director Pratt provided the Committee with an overview of the meeting at UBCM between the SCRD Board and Minister Trevena regarding highway safety and the yearly meeting between SCRD and MOTI.*

**Recommendation No. 4**      *MOTI Annual Project Plan*

The Transportation Advisory Committee recommended that SCRD prepare a letter to the Ministry of Transportation and Infrastructure (MOTI) requesting a meeting between Sunshine

Coast local governments and Ministry of Transportation and Infrastructure (MOTI) to discuss the MOTI Annual Project Plan.

*The General Manager of Infrastructure Services indicated that BC Transit will attend as a delegation at the November 28, 2019 Corporate and Administrative Services Committee meeting.*

**Recommendation No. 5**     *Infrastructure Services Quarterly Report*

The Transportation Advisory Committee recommended that transportation-related items from the Infrastructure Services Quarterly report be added to the TAC Agenda.

**Recommendation No. 6**     *Parcels Accessible from Highway 101*

The Transportation Advisory Committee recommended that the email and map of parcels accessible from Highway 101 circulated at the meeting be received.

Discussion included the following points:

- Speed limit reduction on this section of the highway to 60 km per hour
- Status of Poplars Mobile Home Park having only one exit

**ROUNDTABLE**

Committee members provided roundtable updates as follows:

Sgt. Mike Hacker (RCMP) – There have been zero fatal collisions and the non-fatal collision rates for the entire Sunshine Coast for this quarter have remained steady. There were 47 impaired driving investigations, 352 violations resulting in 37 Notice in Orders. Noted traffic congestion remains an issue.

Director Siegers (District of Sechelt) – The Derby Road extension is open to the public and, as of October 15<sup>th</sup>, transit services Chatelech Secondary. Noted Cowrie at Trail Avenue construction will begin soon to update sewer and separate bike and walking paths from the road.

Director Lee (Egmont/Pender Harbour) – Noted that work continues with MOTI and the RCMP on abandoned vehicles.

Alun Woolliams (TraC) – Indicated that in the new MOTI maintenance contract inquiries from the public using social media (Instagram or Twitter) will be addressed within 24 hours but they are not complying with an automated or human response. TraC will follow up.

Director Pratt (Halfmoon Bay) – Noted ongoing road maintenance issues, particularly the section of the shoulder paved at Brooks Road and Stephens Road. Concern regarding flooding in ditches.

Sue Girard, Trustee (SD46) – Concern about speed on Chaster Road, RCMP have been more visible. Inquired whether there are parking lot restrictions at Frank West Hall and if people are being discouraged to use? A new portable has been added to Cedar Grove Elementary which is blocking access to some parking spaces.

Director Hiltz (West Howe Sound) – Noted the Marine Drive levy is in place for flooding. There has been paving completed on Port Mellon Highway. The intersection at Stewart and North

Road has been pressure washed. The MOTI webcam at the top of the bypass is installed and drainage issues at the base of the bypass continue to be of concern.

Director McMahon (Elphinstone) – Noted concerns about the engineering and no paving where the Russell Road culvert was washed out. Reed Road continues to have heavy use and still has no shoulder paving. The blind spot between North Road and Payne Road needs to be addressed, the Town of Gibsons is working on their side, a solution is needed.

**Recommendation No. 7**      *2011 Integrated Transportation*

The Transportation Advisory Committee recommended that the 2011 Integrated Transportation Study be circulated to TAC members and included as an agenda item for discussion at the January 2020 TAC meeting.

**ADJOURNMENT**                      4:05 p.m.

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Committee Chair

**SUNSHINE COAST REGIONAL DISTRICT STAFF REPORT**

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**TO:** Infrastructure Services Committee, January 16, 2020

**AUTHOR:** Remko Rosenboom, General Manager, Infrastructure Services

**SUBJECT:** 2019 FARE REVIEW UPDATE

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**RECOMMENDATION(S)**

**THAT the report titled 2019 Fare Review Update be received.**

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**BACKGROUND**

At the December 3, 2019 Special Infrastructure Services Committee meeting a report with the results of a review of the fare structure the transit system on the Sunshine Coast. This report can be found here: [Staff report 2019 Fare Review Results](#).

At its January 9, 2020 meeting the Board adopted the following recommendation:

311/19      **Recommendation No. 2**      *2019 Fare Review Results*

THAT the report titled 2019 Fare Review Results be received;

AND THAT staff provide a report to a January 2020 Committee meeting with the analysis of the impact of removing transfers from the Sunshine Coast transit system;

AND THAT staff work with BC Transit and School District No. 46 to bring forward a report to a January 2020 Committee meeting regarding a youth transit fare program based on a nominal fee structure and options for implementation, including proposed timelines;

AND FURTHER THAT staff work with School District No. 46, Youth Council and Transportation Choices Sunshine Coast to assess the demand for youth transit on the Sunshine Coast.

The purpose of this report is to provide an update on the progress made to date on the implementation of this resolution.

## DISCUSSION

At the December 3, 2019 Special Infrastructure Services Committee meeting, the following amendments to the fare structure or rates were presented as part of the fare review:

Fare Product	Riders	Current Fares	Option 1	Option 2	Option 3** (Free for Youth 18 and Under)
Cash	All	\$2.00	\$2.00	\$2.00	\$2.00
Tickets	All	\$18.00	\$18.00	\$18.00	\$18.00
DayPASS	All	\$5.00	<b>\$4.00*</b>	<b>\$4.00*</b>	<b>\$4.00*</b>
Monthly Pass	Adult	\$60.00	\$60.00	\$60.00	\$60.00
	Student/Senior	\$42.00	\$42.00	<b>\$30.00</b>	\$42.00

With the introduction of the DayPASS that is to be sold on the bus, these passes would no longer be available in presale and the fare product transfers would be discontinued.

### *Replacement of the fare product Transfer with DayPASS on Board*

The Board requested an analysis of the impact on residents of the elimination of the fare product transfer and the introduction of the DayPASS on Board fare product with a fare rate of \$4.00. The transfer fare product does currently allow for transfer between two bus routes in one direction (northbound or southbound) without incurring any additional costs as long as the total length of the combined trips does not exceed 90 minutes. The DayPASS would allow for unlimited travel on the transit system on the Sunshine Coast on the day of purchase.

Residents would be impacted by the elimination of transfers in the following circumstances:

1. Residents transfer between bus routes to get to their destination and are returning the same day.

These are resident in most cases transferring from route 2, 3, 4 to route 90 or 1 and are making the transfer on their return trip on the same day. These trips are most often associated with trips of a more regular nature like work, shopping, medical visits or social visits. These resident current pay \$4.00 per day and will continue to do so moving forward with the DayPASS on Board fare product

2. Residents transfer between bus routes to get to their destination and are not returning the same day.

These are residents in most cases transferring from route 2, 3, 4 to route 90 or 1 or vice versa. These residents most often are travelling to or from the Langdale Ferry Terminal and or in most case not making the return trip on the same day. These residents currently pay \$2.00 per trip and will pay \$4.00 moving forward.

Based on the best data currently available with BC Transit and the SCRD approximately 3% (approximately 11,000 trips) of the annual ridership uses transfers. It is anticipated that the vast majority of all transfers are made by residents who are making the return trip on the same day and hence only several thousand trips by residents per year would be impacted by the change.



The reduction in the fare rate for the DayPASS from \$5.00 to \$4.00 would, based on 2019 data, residents would have saved \$1.00 on approximately 1100 travel days.

This change in fare product will reduce the amount of potentially confrontational discussions between drivers and passengers. Instead of administering transfers drivers would now sell the DayPASS.

#### *Youth Transit Demand Assessment*

A Youth Transit Demand Assessment could provide insight into:

- Current transit use by youth (e.g. when, where from and to and for what purpose).
- Youth's desire to use transit more often (e.g. why, when, where from and to and for what purpose)
- The limitations for doing so (e.g. fare rates, routes, service frequency)
- Possible solutions to address these limitations

Indications received to date from the community and the School District No. 46 (SD46) indicate that one of barriers for increased transit use by youth is the service level outside of the school hours. The low service frequency, especially in the evenings, limits the use of transit to attend extracurricular and non-school related activities.

Staff suggest developing an online survey targeting youth as well as their parents to gather additional insight in how best to increase the use of the Sunshine Coast Transit System by youth. Additionally SD46 staff indicated that they could support a Youth Transit Demand Assessment by having a selection of classes complete a survey.

The SCRDC recently received ideas regarding a Youth Transit Demand Assessment from the Transportation Choices Sunshine Coast (TRAC). Staff will follow-up with TRAC to explore collaboration opportunities.

The SCRDC Collective Agreement does not allow for youth to perform SCRDC duties in support of a SCRDC led Youth Transit Demand Assessment initiative. All duties the SCRDC decides to undertake in support of this assessment have to be performed by SCRDC employed staff.

#### *Youth Transit Fare Program - Collaboration with School District 46*

Following the December 3, 2019 Special Infrastructure Services Committee meeting staff from the SCRDC and SD46 met to discuss the introduction of a Youth Transit fare program.

The following considerations for a Youth Transit Fare Program were discussed:

- Any such program should be designed to be complementary to the School Bus Program. This program is currently designed to get all students from their home to school and back, even if that requires crossing catchment boundaries.
- Both the school bus system and the conventional transit system are funded from taxation.
- The provincial funding the SD46 receives for their School Bus Program is intended to fund school bus travel for all their student to and from school.

- The School Bus Program is delivered by a private contractor and this contract will not expire for several years.
- SD46 relies, in only a very few instances, on the transit system to travel with their students.
- SD46 purchases monthly passes for a limited number of students who could use the school bus to get to and from school, but doing so would create personal challenges. Most of these students attend the Sunshine Coast Alternative School.
- Some students that are attending a school in a different catchment area may benefit by taking the conventional transit system instead of the school bus for part of their travel to and from school. The number of students for which this may be beneficial is estimated to be low while it would require a significant amount of effort to assess and implement required changes to the transit and school bus schedules.
- SD46's budget for 2019-2020 does not currently allow for any financial contributions to a Youth Transit Fare Program established by the SCRD.
- If the SCRD would fund and provide a significant number of month passes to SD46 for distribution amongst their students, they would be challenged to do so in a fair and transparent way and would not have the administrative resources to administer such a program.
- There is recognition that a Youth Transit Fare Program could benefit youth in financing their travel to extracurricular activities and their non-school related travel and could contribute to a more long-term commitment to more frequent transit use. This notion aligns with statements from several students who appeared as a delegation at the above mentioned December 3, 2019 Committee meeting.
- There is recognition that the frequency and routing of the conventional transit service could be a more significant limiting factor than cost of transit for youth using transit more frequently.

To date staff have not been able to identify feasible opportunities for a collaboration with SD46 that would result in the development and implementation of a Youth Transit Fare Program as sought by the Board. Staff would welcome direction from the Board to advance discussions with SD46 on any of the above listed items.

#### *Youth Transit Fare Program – Development and Implementation considerations*

In order to be effective and efficient a Youth Transit Fare Program is best to have clearly defined desired outcomes in terms of increased transit use by youth. The Youth Transit Demand Assessment should be able to guide defining these outcomes.

This Youth Transit Demand Assessment will also confirm the extent to which the current fare structure and rates are a barrier in achieving the desired increased transit use by youth.

Several conceptual formats for a Youth Transit Fare Program are possible such as 1) further reduced rates for youth for the regular fare products, 2) the introduction of a youth specific fare product (e.g. semester pass) or 3) a certain amount of passes that are made available to another organization to distribute amongst youth.

Each of these conceptual formats would require a significant amount of time to further develop and implement. In doing so special consideration would need to be given to the practicality of the program for youth and transit staff, project administration and fraud resiliency.

The SCRDC is using conceptual format 3 for over a decade now to support community agencies in their assistance to low income residents. This program has an annual budget of \$14,000. Staff have not yet been able to identify one or more organizations that could take such a role for a Youth Transit Fare Program.

BC Transit indicated it currently only has a very limited amount of monthly passes available for a Youth Transit Fare Program. Additional passes could be provided in Q3 2020 or sooner at a significant additional costs.

#### *Timeline for next steps*

Based on its findings to date staff suggest the Board considers whether it prefers to await the results of the Youth Transit Demand Assessment before the development of a Youth Transit Fare Program or another initiative is considered.

Alternatively the Board could provide specific direction to staff on the desired outcomes, conceptual format and budget for such Youth Transit Fare Program. Based on that direction staff would in collaboration with BC Transit develop a project plan for the development and implementation of the program.

#### *Financial implications*

There is currently no budget to support the development and implementation of Youth Transit Fare Program or the Demand Assessment included in the 2020 budget. It will depend on the direction received from the Board if these initiatives can be developed and implemented within the currently considered budget for the Transit service for 2020 or additional budget would be required. If that's the case, staff to bring forward a budget proposal for the development and implementation of a Youth Transit Fare Program and Youth Transit Demand Assessment.

#### *Organizational implications*

Staff's work plan for 2020 did not account for the development and implementation of a Youth Transit Fare Program and the Youth Transit Demand Assessment. Based on the Board direction received staff will provide the Board with insight in impacts on other priorities of the Board.

### **STRATEGIC PLAN AND RELATED POLICIES**

N/A

**CONCLUSION**

Staff are seeking Board direction on the following items related to the Transit Fare structure and rates:

- Implementation of any of the analysis amendments to the fare structure or rates as presented in the report 2019 Fare Review Results presented at the December 3, 2019 Special Infrastructure Services Committee meeting.
- Further collaboration with SD46 on a Youth Transit Fare Program.
- The extent the Youth Transit Demand Assessment is to influence the development of a Youth Transit Fare Program or direction on the key parameters of such a program.

Reviewed by:			
Manager	X – J. Walton	Finance	
GM		Legislative	
Interim CAO	X – M. Brown	Other	

**SUNSHINE COAST REGIONAL DISTRICT STAFF REPORT**

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**TO:** Infrastructure Services Committee – January 16, 2020  
**AUTHOR:** James Walton, Manager, Transit and Fleet  
**SUBJECT:** FLUME ROAD SAFETY CONCERN

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**RECOMMENDATION(S)**

**THAT the report titled Flume Road Safety Concern is received;**

**AND THAT Conventional transit service be re-routed to go up Roberts Creek Road in the northbound direction to be implemented in March of 2020.**

**AND FURTHER THAT staff will work with BC Transit and the Ministry of Transportation and Infrastructure on the implementation of long-term safety improvements at the Flume Road/Highway 101 crossing.**

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**BACKGROUND**

In September 2019 SCRD staff and BC Transit Safety Officers took part in a safety study regarding concerns about buses taking a left turn from Flume Road to highway 101 when returning from Gibsons to Sechelt.

The purpose of this report is to present the results of a further analysis of these concerns and how these will be addressed moving forward.

**DISCUSSION***Analysis*

In September 2019, a safety study was conducted as a result of safety concerns from BC Transit bus drivers as well as from the SCRD staff. The safety concern was regarding buses taking a left from Flume Road onto Highway 101 and the belief that there was a significant risk with a bus being involved in a motor vehicle accident which could harm the bus drivers, passengers, other vehicle operators as well as damage assets.

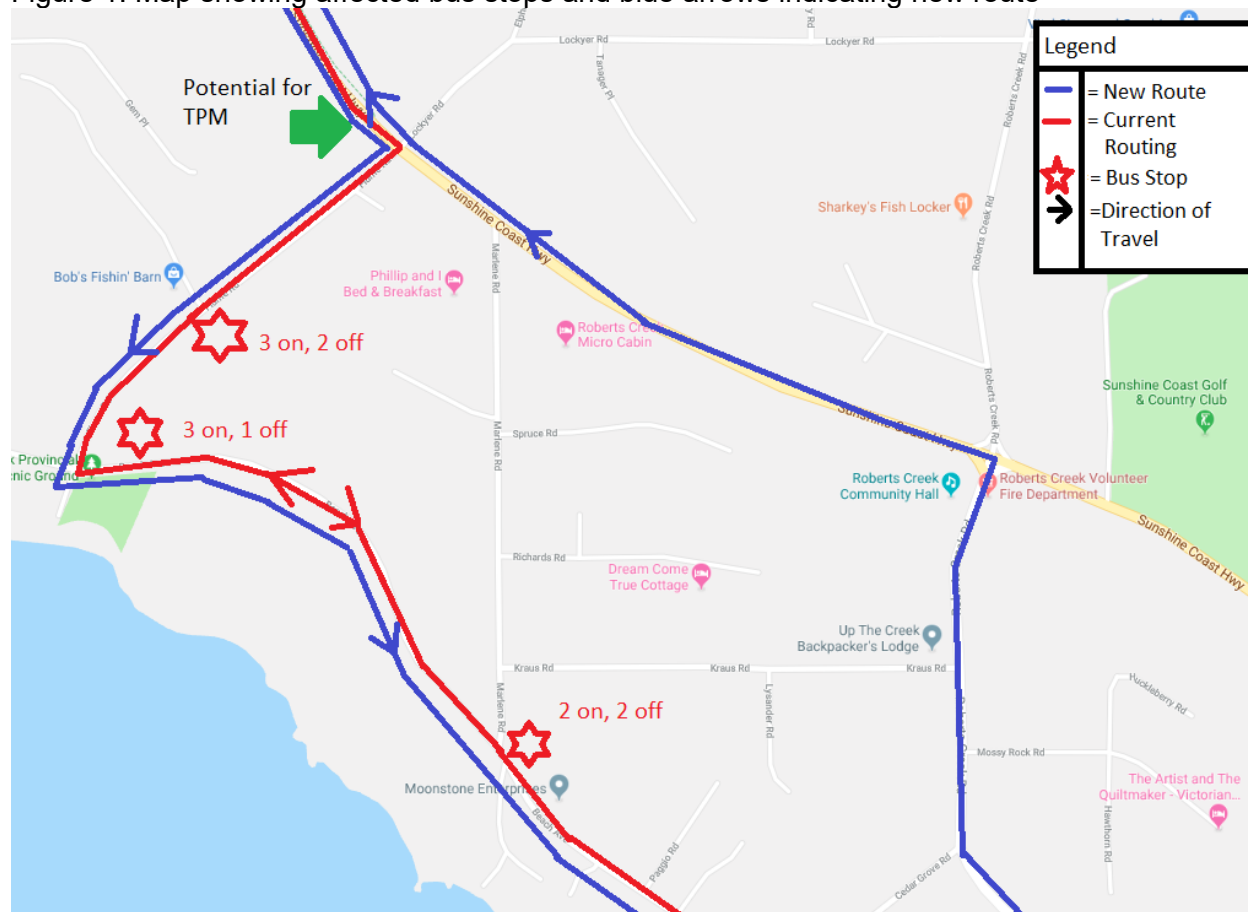
This risk is due to the steep slope of Flume Road as buses are not able to pull onto the highway in an appropriate amount of time, resulting in the risk for an accident with highway traffic. It takes a bus approximately eight seconds at full throttle to begin the left turn from Flume Road and pull into the lane of travel, and an additional two seconds to enter and stop in a bus stop immediately after the turn is complete. At the same time, it takes approximately 10 seconds for vehicles travelling at 80km/h to reach the middle of the intersection after first coming into the field of view for the bus operators.

### Resolution

The short term resolution to address the safety concern is to reroute the Conventional buses to go up Roberts Creek Road in the northbound direction bypassing Beach Ave and Flume Road, and to take a left onto Highway 101 from the Roberts Creek and Highway 101 intersection. Buses travelling in the southbound direction would continue on the current route utilizing Flume Road and Beach Ave. By implementing this change of the bus route it would eliminate this particular safety concern. Due to the outlined safety risks, staff would like to implement the bus route change in March of 2020.

Staff would install an additional bus stop in the proximity for the intersection between Roberts Creek Road and Kraus Road to offset some of the impacts for residents of this route change.

Figure 1. Map showing affected bus stops and blue arrows indicating new route



One of the long term resolutions to address the safety concern would be to implement a transit priority measure such as a pedestrian crossing with flashing lights at Flume Rd and Highway 101 that can be tripped by two vehicle detection loops on Flume Road and could only be enabled by a bus waiting. This would involve MOTI (Ministry of Transportation and Infrastructure) as Highway 101 is their right of way. Staff would need to engage with MOTI and BC Transit on funding and implementation opportunities as well as completing a comprehensive study which would require a longer time period to complete. This could include an application to have this funded through the MOTI's Minor Betterments program.

MOTI could also identify other potential infrastructure upgrades to improve the safety of this intersection as part of the Highway Corridor Study that they are currently undertaking.

*Impact to Ridership*

By having the bus rerouted up Roberts Creek Road in the northbound direction it would effect on average during summer weekday travel 8 boardings and 5 disembarkings and during the spring/fall weekday travel 10 boardings and 20 disembarkings as per data provided by BC Transit. The impact to weekend ridership is minimal as the bus stops affected have less activity on weekends. Affected passengers would either have to board/disembark by Roberts Creek General store, at the new stop at the Kraus Road intersection and or at the northbound stop on Highway 101 near Flume Road.

*Communications Strategy*

Staff will communicate the bus service change utilizing the Sunshine Coast Transit System “Trips Alerts”, by posting information at the affected bus stops and by providing print advertising on all buses and the delivery of notices to effected residents.

**STRATEGIC PLAN AND RELATED POLICIES**

N/A

**CONCLUSION**

Due to safety concerns regarding buses taking a left turn from Flume Road onto Highway 101, beginning in March of 2020 all buses travelling along Lower Road in the northbound direction will be rerouted up Roberts Creek Road in order to safely turn left onto Highway 101.

Reviewed by:			
Manager		Finance	
GM	X – R. Rosenboom	Legislative	
Interim CAO / CAO	X – M. Brown X – D. McKinley	Other	

**Excerpt from Infrastructure Services Department – 2019 Q4 Report presented at the January 16, 2020 Infrastructure Services Committee Meeting**

***Transit and Fleet Maintenance [310, 312]***

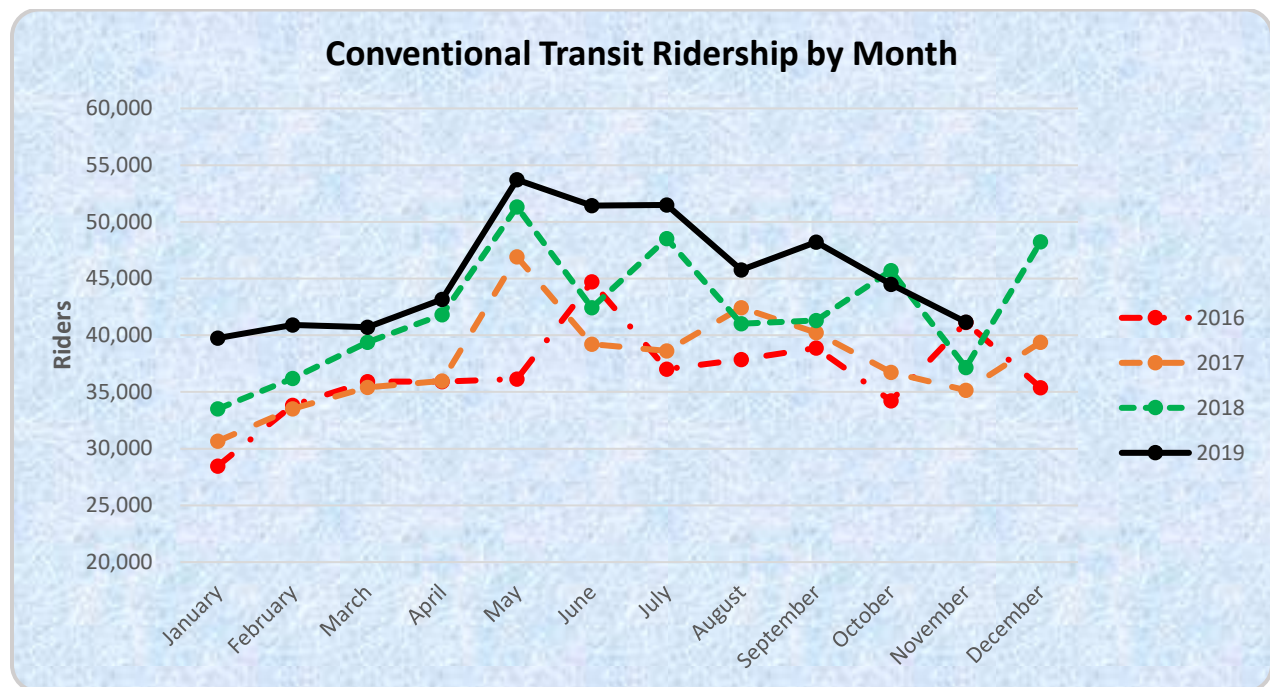
In contrast to most BC Transit systems, the SCRD functions as both the Local Government partner and the service contractor in relationship with BC Transit. This provides a clearer picture of costs than would otherwise be the case.

**PROJECTS**

***Transit***

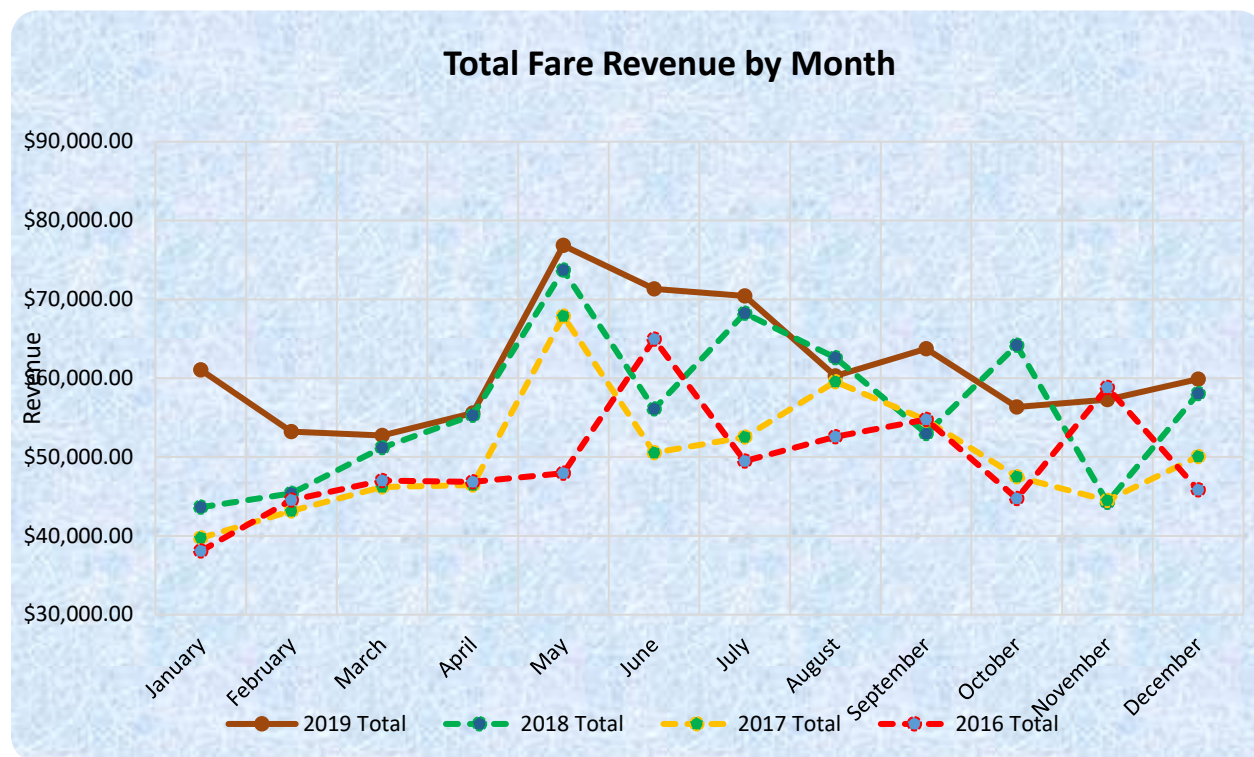
Transit ticket sales have shown a decline throughout the fall months with a marginal decrease from fall of 2018. However, monthly pass sales continue to increase indicating transit riders' commitment to using transit. Resulting in overall revenue of \$738,668 which is 9.34% above 2018. Conventional transit ridership has risen with fall 2019 outperforming fall 2018 numbers.

The implementation of additional recovery time and scheduling have contributed to an improvement in on-time performance results.



\*Includes all data received from BC Transit to date





The new Manager of Transit and Fleet started on November 18, 2019 and will be working on the review of the Custom transit service and the development of a bus shelter program.



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www.bcferrys.com

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

Date:	November 5, 2019
Committee Name:	Southern Sunshine Coast
Routes:	3

### Attendees:

<p>For the FAC:</p> <p><i>Chair(s):</i> Diana Mumford</p> <p><i>Members</i></p> <ul style="list-style-type: none"> <li>• David Croal, Grace Carter, Peter Kosof</li> <li>• Matt McLean, Ali Glencross, Lori Pratt</li> <li>• Pat Moore, Gary Nohr</li> <li>• Samantha Haines, Paul Kamon</li> </ul>	<p>For BCF:</p> <ul style="list-style-type: none"> <li>• Peter Simpson</li> <li>• Doug Hanning</li> <li>• Lance Lomax</li> <li>• Darin Guenette</li> <li>• Brian Anderson</li> <li>• Rhonda Daye, Cheryl Forsyth</li> </ul>
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### Points of Information/Agreement:

<p><b>1. Langdale Terminal Re-development</b></p> <p>BCF summarized that they are preparing material and information required to gain all approvals (including the Commissioner). The overhead walkway is still the priority and work would begin on that part of the project after approvals are all gained, which is expected next spring. The walkway would be in service in the fall of 2021. Other project work would follow when able, and with a goal of not disrupting regular operations.</p> <p><b>2. Two-ship service</b></p> <p>BCF noted that they are still planning on adding a second ship on Route 3 in approximately 2024, but there is no specific draft schedule in design yet. Currently, BCF has some two-ship service in place for shoulder seasons, and this has been added above what was in place in previous years.</p> <p>Discussion followed around how some of the physical constraints of Horseshoe Bay limit what is possible to implement a more efficient, two-ship service on Route 3. BCF confirmed that the upgrades they are planning for both Langdale and Horseshoe Bay are key parts of enabling two-ship service.</p> <p>Diana expressed that, because overloads have been increasing, locals and tourists are becoming discouraged away from the region; thus, getting two-ship service is paramount. BCF noted that having two-ships on the route would not necessarily provide hourly service, as the Queen of Oak Bay and Surrey would have challenges meeting a one-hour full turnaround time. BCF will come to the community in advance of setting the schedules for two-ship service, as this is a good opportunity to work together to develop a schedule that makes sense and is attainable.</p>
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Brian expressed that BCF will continue to work on reducing overloads, increasing capacity, improving on-time performance, and suggested that the FAC/community can also let the Province know the value of their role in improving service to the region. Diana agreed that ensuring the Province understands the importance of them supporting better service through service fees is important. Lori added that local government reps do take every opportunity to talk about the Contract with Ministry reps that they can. In a related note, a passenger only service has been raised and considered by the Province.

**3. Connectivity between Southern Sunshine Coast and Vancouver Island**

Diana noted that getting to Vancouver Island, in any direction, is cumbersome and takes very long to make multiple sailings (gaps in between can be large). Peter Simpson noted that the Route 3-7 connectivity is a goal, but can only be efficiently scheduled in one direction at a time. BCF experiences very low demand for traffic going to Vancouver Island 'up the Sunshine Coast'. He noted that the current "L-runs" that are in place between Langdale and Departure Bay help, and that there are no plans to add more. Some further discussion happened around challenges for people who may be trying to get to/from Vancouver Island.

**4. Horseshoe Bay Terminal Development Plan components**

Brian provided a basic summary of the reason for the terminal development plan. Process started 18 months ago, and through extensive, multi-phase feedback, BCF has learned what customers want to see how the terminal will look and function in the future. The fourth phase of engagement has been recently completed, with strong support (70+%) in the proposed designs. The upgrade work will be performed in phases, with the first part to work at improving functionality (second exit lane, improved berth alignments, etc). Discussion happened around finding ways to provide extensive engagement in all affected communities as much as possible. Grace added that whenever any updates can be shared with the FAC, (timelines, work plans, etc) this would be very beneficial. Discussion followed around the importance of considering cycling needs in terminal changes.

**5. Greening the ferries**

Grace noted there is always a keen community interest to see improvements in becoming more sustainable (ferry fuel, on board practices, etc), as reducing everyone's footprint is important. BCF needs to have cooperation with local governments with respect to recycling and composting, as there needs to be a way to unload waste and compostable items where the ship is home-ported. Discussion followed around how to improve/minimize waste unnecessarily.

BCF noted that they are building vessels (Island Class) that are electric capable but are awaiting suitable infrastructure and will work with BC Hydro to find ways to progress this technology.

**6. Medical assured loading (MAL)**

Diana noted that customers are still experiencing difficulties/inconsistencies with how/when to access medical assured loading (MAL) when required. She believes that the shortfall happens when a person travels unexpectedly and/or in short-notice. Rhonda noted that her team coordinates MAL, and they work very closely with Vancouver hospitals to address short-notice release from hospital. She reiterated that MAL process is intended to alleviate wait times for someone who may suffer great discomfort due to a medical procedure/condition, and that MAL letters are now being issued date-specific whenever possible, as abuse has been rising. Physicians can contact BCF in very short-notice, who can then coordinate MAL if appropriate.

More discussion followed around the fact that Sunshine Coast residents rely on advanced health services in Metro Vancouver, and the more clinics and physicians are aware of the MAL process, the better customers can know this service is available when possible. Rhonda added that more detail about MAL will be included with the current information on BCF's website. They are also working on a more streamlined process for MAL, whereby letters would no longer be necessary, but rather physician offices could arrange with BCF for an appropriate reservation when a customer needs it.

**7. BCF Website**

BCF noted that the website revamp is expected to be launched in early 2020, and that the fare flexibility initiative (dynamic pricing for major routes, depending on demand) will follow soon after. Discussion followed around reservation strategies and how allocation levels are coordinated. As well, both Current Conditions and parking lot info will indicate the percentage of space available on the new website, instead of space 'taken' as is now displayed.

**8. Route reports**

Diana had forwarded some questions regarding how data is displayed, and these were discussed. BCF noted that peak season overloads are higher in the summer, but this route is not the highest. A report of an overload does not include the number of vehicles overloaded, just that 'some vehicles' are left behind.

**9. Miscellaneous**

Discussions happened around how much BCF (corporate, crew level, etc) communications and cooperation have improved, and the FAC appreciates this.

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

Item	Who	By When
1. Tailor the route reports as asked by the FAC.	Peter	Next meeting

<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.

### West Van-Sunshine Coast

#### Route Deployment & Refits:

- F2020: *Queen of Surrey* – refit planned from Feb 26 to Mar 18, 2020, relief ship *Queen of Coquitlam*
- F2020: *Queen of Coquitlam* – summer vessel, no refits or planned out of service periods
- F2021: *Queen of Surrey* – refit planned from Jan 29 to Mar 31, 2021, relief ship *Queen of Coquitlam*
- F2021: *Queen of Coquitlam* – summer vessel, no refits or planned out of service periods

#### Significant Service Request Pilot:

- None

#### OTP:

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
F2019 Rt 3	84%	77%	77%	63%	78%	81%	82%	90%	86%	95%	93%	82%
F2020 Rt 3	87%	70%	77%	82%	89%	86%						

#### Reliability:

F2020 YTD to Aug	Estimated Schedule Core Round Trips	Controllable Core Round Trip Cancellations	Vessel Reliability	Cancellation Due to Weather, Medical and Rescues	All Core Round Trip Cancellations
Route 3	1449	9.5	99.34%	0	9.5

#### Overloads:

	F2020 YTD to Aug			F2019 YTD to Aug		
	Overloads	Sailings	% Overloads F2020 YTD	Overloads	Sailings	% Overloads F2019 YTD
Route 3	1,025	2,959	34.6%	1,047	2,900	36.1%

#### Capacity Utilization:

F2020	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Route 3	69%	72%	70%	72%	72%	70%						

# Medical Assured Loading Program

August 2018

## BC Ferries' Medical Assured Loading Program

Medical Assured Loading (MAL) is a BC Ferries program offered for eligible patients who need to travel to and/or from a critical medical appointment by personal vehicle. MAL provides patients with improved travel certainty provided they meet eligibility criteria and conditions as set by BC Ferries. This program is designed to reduce wait time at the terminal for those in need of critical care.

A patient's doctor must apply for Medical Assured Loading through BC Ferries (patients are unable to make the request on their own). Those who meet the criteria will be provided a Medical Assured Loading letter to be presented to the ticket agent at time of check-in, along with their completed Travel Assistance Program (TAP) form.

### **Eligibility Criteria and Conditions**

To be eligible for Medical Assured Loading, patients must:

- Be travelling with a completed Travel Assistance Program form, including Medical Services Plan confirmation number,
- Be travelling to and/or from a critical or emergency medical appointment or be travelling due to a life-threatening illness, and;
- Be experiencing undue or extreme discomfort and difficulty waiting at the terminal.
- Other medical conditions as deemed appropriate by BC Ferries and the referring doctor or agency.

Medical Assured Loading is not available for general doctor, dentist or specialist appointments. The number of assured loading spaces on each sailing is limited and varies by vessel and sailing. If these spaces are full when the patient arrives, it may be necessary to travel on the next available sailing. If guaranteed travel is required, a reservation is recommended on reservable routes.

Please note, Medical Assured Loading does not guarantee loading on the upper open vehicle deck. Transport Canada requires passengers loaded on the lower enclosed car deck to exit their vehicle while the vessel is underway. Patients may make a request to be placed on the upper open vehicle deck when they arrive at the terminal ticket booth. BC Ferries will work to accommodate the request based on space availability.

### **Requesting Medical Assured Loading**

A medical unit social worker, hospital, clinic or doctor must submit the request to BC Ferries on the patient's behalf (see Information for Medical Professionals below). The request is to be submitted to BC Ferries on official letterhead of the medical professional submitting the request, or contain the doctor's stamp.

### **Need for Travel Assistance Program (TAP) form**

Medical Assured Loading works in conjunction with the Travel Assistance Program provided by the BC Provincial Government. Medical Assured Loading will only be granted to patients travelling with a completed TAP form (pink form), including Medical Services Plan confirmation number.

TAP is a corporate partnership between the Ministry of Health and private transportation carriers. Additional information on the TAP program can be found here:

<https://www2.gov.bc.ca/gov/content/health/accessing-health-care/tap-bc/travel-assistance-program-tap-bc>.

### **Travel Requirements**

Patients who have a Medical Assured Loading letter need to:

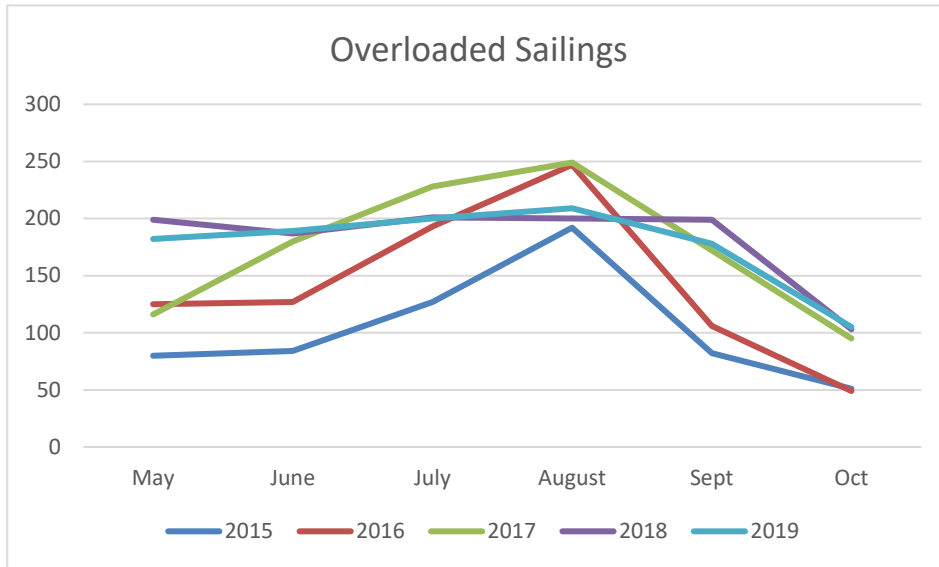
- Arrive at the ticket booth at least 30 minutes in advance of the scheduled sailing time
- Have the Medical Assured Loading letter and completed TAP form available to present to the ticket agent

Patients travelling on BC Ferries' fully reservable routes are encouraged to book a complimentary reservation in advance of their travel as Medical Assured Loading letters are not available for travel on these routes. Fully reservable routes include travel between: Tsawwassen and Southern Gulf Islands, Port Hardy and Prince Rupert, Prince Rupert and Haida Gwaii, Port Hardy and the mid-Coast.

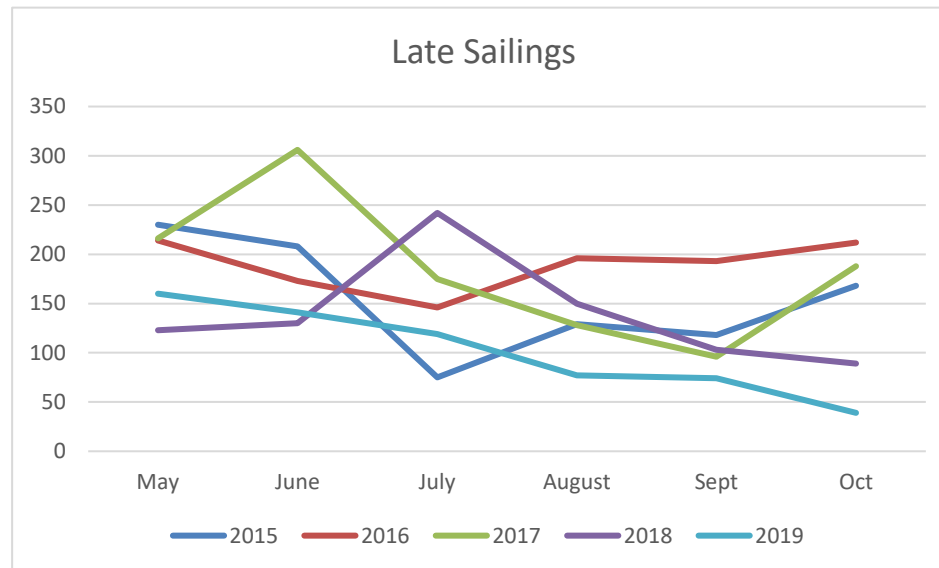
### **Information for Medical Professionals**

Email [Customer.Relations@bcferries.com](mailto:Customer.Relations@bcferries.com) to request the Medical Assured Loading request form. Completed forms can be emailed to the same address or faxed to 250-978-1240.

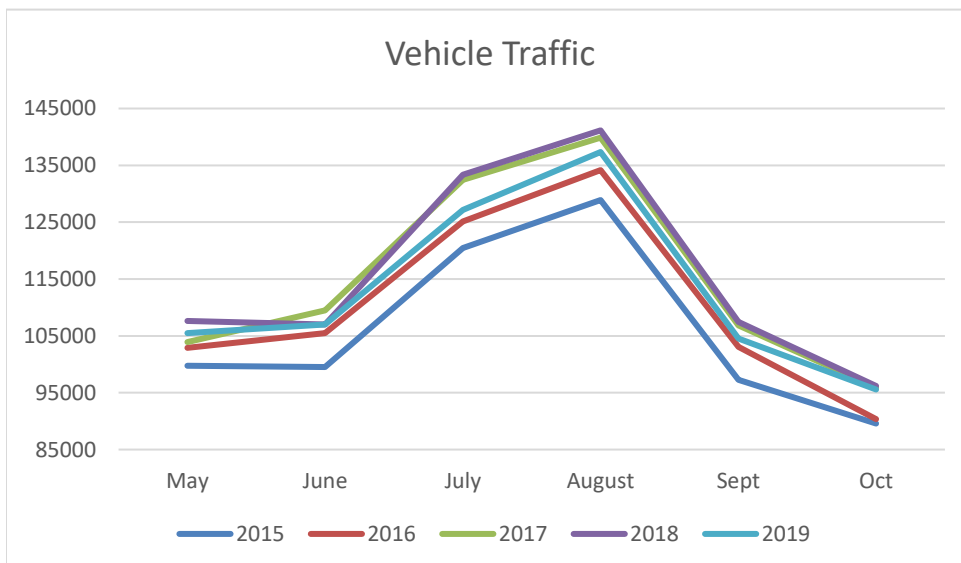
BC Ferries tracks the Medical Assured Loading letters to ensure validity. Invalid letters will not be accepted.



Overloads are up significantly in the shoulder season in the past three years



Late sailings have been reduced with recent schedule changes.



After four years of growth, total vehicle traffic is down in 2019

Bonus: the 7:30 from Horseshoe Bay is more often overloaded than the 8:40 from Langdale



**Tracy Ohlson**

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**Subject:** FW: for TAC Communications

**From:** Donna McMahon  
**Sent:** Wednesday, January 8, 2020 12:56 PM  
**To:** Tracy Ohlson <Tracy.Ohlson@scrd.ca>  
**Subject:** for TAC Communications

Could we please include this in the TAC agenda under Communications? Thanks.

Donna McMahon

Director, Area E  
**Sunshine Coast Regional District**  
 1975 Field Road, Sechelt, BC V0N 3A1 604-885-6800  
[www.scrd.ca](http://www.scrd.ca)

----- Original message -----

From: "Transportation, Minister TRAN:EX" <[Minister.Transportation@gov.bc.ca](mailto:Minister.Transportation@gov.bc.ca)>  
 To: "[coasttrac@gmail.com](mailto:coasttrac@gmail.com)" <[coasttrac@gmail.com](mailto:coasttrac@gmail.com)>  
 Cc: "Simons.MLA, Nicholas LASS:EX" <[Nicholas.Simons.MLA@leg.bc.ca](mailto:Nicholas.Simons.MLA@leg.bc.ca)>, "Brooke, Andrew TRAN:EX" <[Andrew.Brooke@gov.bc.ca](mailto:Andrew.Brooke@gov.bc.ca)>, "Berniaz, Kate TRAN:EX" <[Kate.Berniaz@gov.bc.ca](mailto:Kate.Berniaz@gov.bc.ca)>, "Nash, Ken TRAN:EX" <[Ken.Nash@gov.bc.ca](mailto:Ken.Nash@gov.bc.ca)>, "Farmer, Elena TRAN:EX" <[Elena.Farmer@gov.bc.ca](mailto:Elena.Farmer@gov.bc.ca)>, "Braun, Michael TRAN:EX" <[Michael.Braun@gov.bc.ca](mailto:Michael.Braun@gov.bc.ca)>  
 Subject: 289133 – Active transportation  
 Date: Monday, November 18, 2019 11:55 AM

Alun Woolliams, President  
 Transportation Choices  
[coasttrac@gmail.com](mailto:coasttrac@gmail.com)

289133 – Active transportation

Dear Mr. Woolliams,

Thank you for your email continuing our discussion about active transportation, especially along Highway 101.

The ministry is reviewing the Highway 101 corridor from the Langdale Ferry Terminal to Redroofs Road, north of Sechelt. As part of this review, we will look for opportunities to improve active transportation along the corridor, including potentially finding places to build walking or cycling paths so people can safely and easily get where they need to go. I appreciate your suggestions, and I have shared your email with the ministry staff involved in this work.

The draft Memorandum of Understanding you mention resulted from discussions with Sunshine Coast Regional District representatives and their desire to build active transportation facilities on major collector roads in the electoral areas using gas tax funding. Ministry staff have been working close with local government representatives on this matter.

Should you want an update on our work, please do not hesitate to contact Michael Braun, Operations Manager, Lower Mainland District. He can be reached by phone at 604 398-5677 or by email at [Michael.Braun@gov.bc.ca](mailto:Michael.Braun@gov.bc.ca) and would be pleased to assist you.

Thank you again for taking the time to write.

Yours sincerely,

Claire Trevena  
Minister

Copy to: Nicolas Simons  
MLA, Powell River-Sunshine Coast

Andrew Brooke, Executive Director  
Transportation Programs and Corporate Initiatives

Kate Berniaz, Manager  
Transportation Programs

Ken Nash, District Manager  
Lower Mainland District

Elena Farmer, Associate District Manager  
Lower Mainland District

Michael Braun, Operations Manager  
Lower Mainland District

On Tue, Sep 24, 2019 at 9:54 PM TraC <[coasttrac@gmail.com](mailto:coasttrac@gmail.com)> wrote:

Honourable Claire Trevena  
Minister of Transportation and Infrastructure  
PO Box 9055  
Stn Prov Govt  
Victoria, B.C. V8W 9E2

Dear Minister Trevena:

Thank you for the response of July 18, 2019 to our letter of June 13, 2019 regarding investment in active transportation infrastructure on the Sunshine Coast. We are familiar with both the BikeBC program and BC's active transportation strategy "Move, Commute, Connect", and commend your government for both initiatives. We also recognize that installing shoulders on Marine Drive from Langdale to Gibsons would, in some locations, be costly. However, our letter did not ask your Ministry to make that investment. Rather, what we are urging is that MOTI prioritize investment in active transportation (AT) infrastructure related to Highway 101, which is a Provincial highway solely within the jurisdiction and control of MOTI.

The NDP government has shown real leadership in advancing AT planning, as well as dialogue with stakeholders around improving AT in BC (for e.g., through the Active Transportation Summit). However, at the same time MOTI continues to pursue a strategy of downloading responsibility for construction and maintenance of AT on Provincially owned and managed highways to local governments. This is most evident through the draft Memorandum of Understanding developed between MOTI and member communities of the Association of Vancouver Island and Coastal Communities (AVICC) and draft Active Transportation Infrastructure Planning and Approval policy MOTI recently shared with local governments. We have reviewed both documents in detail, and they are premised on the assumption that responsibility for AT infrastructure on MOTI rights of way rests, in part at least, with local governments.

This assumption reflects the way in which AT infrastructure was developed under the previous government, and the results speak for how effective this has been: AT infrastructure on Provincial highways is piecemeal, patchy, and falling between the cracks of jurisdictional squabbles over who is responsible for building and maintenance. Highway 101 exemplifies these shortcomings, and we invite you to come and cycle it with us so you can experience this first hand.

What we are advocating, in simple terms, is for MOTI to assume responsibility for AT infrastructure related to the roads it owns and manages. Local government funding, including through BikeBC grants, should be focused on improving AT infrastructure within municipal control. MOTI should lead on planning, funding and maintaining AT facilities within Provincial jurisdiction, with the goal of bringing Provincial highways that do not meet current Provincial design guidelines into compliance by a set date. On the Sunshine Coast, this would require a focused but still achievable investment in building and maintaining shoulders on Highway 101.

Minister, the challenge with progressive planning documents like Move, Commute, Connect is not how to write them, but how to move past the text and into concrete implementation. We see the real risk that this document will remain aspirational, until MOTI commits itself to a leadership role in bringing Provincial highways into compliance with Provincial AT policy and design guidelines. We urge you to make this a priority and, in specific regards to the Sunshine Coast, make Highway 101 a showcase of a renewed Provincial investment in AT infrastructure.

Thank you for your time and attention,

Sincerely,

Alun Woolliams  
TraC President

Cc. Nicholas Simons, MLA  
Lori Pratt - Chair, SCRD  
Bill Beamish - Mayor, Town of Gibsons  
Darnelda Siegers - Mayor, District of Sechelt  
Elena Farmer - Lower Mainland District, MOTI  
Don Legault - Operations Manager, MOTI  
Glen Hafey - President, Sunshine Coast Cycling

On Thu, Jul 18, 2019 at 9:00 AM Transportation, Minister TRAN:EX <[Minister.Transportation@gov.bc.ca](mailto:Minister.Transportation@gov.bc.ca)> wrote:

Alun Woolliams, President

TraC

[coasttrac@gmail.com](mailto:coasttrac@gmail.com)

286536 - Sunshine Coast Cycling Infrastructure

Dear Mr. Woolliams,

Thank you for your email regarding cycling infrastructure on the Sunshine Coast.

We are committed to investing in cycling infrastructure across B.C. to promote a safe transportation alternative that reduces traffic congestion and greenhouse gas emissions while supporting healthier living.

Through our well-established [BikeBC](#) program, we help towns, cities, First Nations and local governments create and maintain their cycling networks. BikeBC is a partnered program that shares the cost of municipal cycling infrastructure projects, such as separated bike paths and bicycle/pedestrian overpasses, with local governments. Since 2001, the ministry has invested almost \$250 million in cycling grants and infrastructure projects across the province.

As you may have heard, we [recently released a new active transportation strategy](#)—Move. Commute. Connect.—which is designed to encourage active transportation use with a variety of incentives, build on the success of BikeBC program and work with communities to create policies and plans that support complete active transportation networks around the province. The strategy was developed following an extensive public consultation process and aims to double the percentage of trips taken with active transportation by 2030. You can find more details about the strategy on [the ministry's website](#).

The stretch of Marine Drive between the Langdale Ferry Terminal and the Town of Gibsons passes over some challenging terrain and through settlements that were developed 50 or more years ago. Filling in the gaps along Marine Drive with widened shoulders would be very costly in some areas as there is no room to construct without purchasing private properties and realigning existing roads. However, we will continue to work with local governments to find ways to make cycling an attractive option for commuting and recreation.

If you have any questions, please don't hesitate to contact Elena Farmer, District Manager, Lower Mainland District, at 604 527-2272 or [Elena.Farmer@gov.bc.ca](mailto:Elena.Farmer@gov.bc.ca). She would be happy to hear from you.

Thank you again for taking the time to write.

Yours sincerely,

Claire Trevena  
Minister

Copy to: Nicholas Simons  
MLA, Powell River-Sunshine Coast

Elena Farmer, District Manager

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This email was scanned by Bitdefender