

Shorelines

NEWSLETTER OF THE PROBUS CLUB OF NORTH SHORE VANCOUVER

February 2022

www.probus-northshorevancouver.ca

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John Elliott

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Doug Magoon

*Interim

Monday, February 14th Zoom Meeting - 9:30AM

with speaker

Meredith Moll, VP, Sales and Marketing, Harbour Air

“The History, Present Operation and Future Plans of Harbour Air”



Meredith will be joined by Shawn Braiden (*view his bio on page 2*) Vice President Mechanical and Maintenance to discuss the development of the electric powered seaplane that has already flown and is now in the certification process for commercial operation.

Meredith Moll is Vice President of Sales and Marketing for the largest seaplane airline in North America. With more than 20 years of industry experience, Meredith oversees all aspects of sales and marketing for the Harbour Air Group, including tourism, transportation, overseas consulting, and food and beverage. Over the previous 20 years, Meredith has been responsible for the implementation of key areas of growth for the organization, including the development of new routes, targeted international sales and marketing expansion, the Carbon Neutral program – which saw Harbour Air become North America’s first fully carbon neutral airline in 2007 – and acting as the point person for the merger and acquisition of three competitor airlines (West Coast Air, Whistler Air and SaltSpring Air). Meredith leads a team of more than 25 reports in five departments, Flight Analysis and Revenue, Marketing, Corporate and Leisure Sales, Reservations, and Group Ticket Sales. Since joining the organization in 2001, Harbour Air has grown from a team of 70+ to a team of 450+ (pre COVID) and Meredith has worked hard to integrate all departments to ensure that Harbour Air continues to succeed at offering their guests a travel experience unlike any other in the world. Meredith is former Chair of the Victoria Tourism Association and currently sits on the Executive Committee at The Greater Vancouver Board of Trade for the Scale-Up Centre for SMEs.

Originally from Connecticut, Meredith spent many years in both upstate New York and Ontario before moving to Vancouver after graduating from university to be closer to her family in Seattle. Meredith began her career at a boutique marketing agency but a passion for tourism and sales led her to Harbour Air in 2001. *View Shawn Braiden bio on page 2...*

Mark Your Calendars with These Important Dates



March 14th, Dr. David Wood, Noted Heart Surgeon

April 11th, Sam Cooper, Author and Journalist (Willful Blindness), Journalist, *“Money Laundering and Illegal Drugs”*

President's Notes



Fellow PROBUS members, I feel like I am stuck in a variation of the Ground Hog Day movie. Every month seems like a repeat of the one before. My advice is to have more hobbies than you can finish. You can glide from one to the next over a span of time before you realize that you missed 10 recycle days, 6 birthdays and your anniversary.

I broke the routine with a trip to Whistler on a “sunny” day mid January for day 1 of my ski season. When I got there, the inversion had caused pervasive fog, the snow was crusty from a week of no snow and myriad skiers and boarders. Fast forward to the bottom of my first run and the ski tips got tangled up by the dreaded snow snake and I did a face plant, landing with my hand between the bullet proof snow and my rib cage. When I got my wind back, I made my way back to my car and got to the Whistler Health Care Centre. The women there are fantastic, I was in and out in less than an hour having had an ultra-sound and x-ray to confirm no major damage. Now I have sore ribs to remind me of my age and also the good fortune to have the opportunity to head to the mountains anytime I want.

What has this got to do with our tenacious PROBUS club you ask? Well only to report that I am still in the President's saddle with a few points to report:

- The zoom meeting January 10, 2022 featuring Mark Collins of BC Ferries, was a great success. Thanks to John Elliott for organizing a wonderfully refined speaker. Thank you to Darlene Dean for preparing an accurate summary of the presentation (found later in this newsletter). The meeting invitation was shared with both Women's PROBUS clubs on the North Shore. We had one of our biggest zoom turnouts.
- Our next general meeting on February 14 will be zoom only once again. We will get back to the hybrid when health mandates permit.
- Doug Magoon reports that special events are on hold as well for the same reason.
- The bridge group is active again, playing using zoom and BridgeBaseOnline.
- No word at all from the golf group, I suspect they are hibernating in Palm Springs.
- Thank you to Linda Metcalfe for crafting another excellent newsletter.

*Keep well, stay safe and happy Ground Hog Day,
Darryl Stodalka*

Shawn Braiden Bio

Shawn Braiden, VP Maintenance, AME, DOM/PRM Maintenance Repair and Overhaul Services



A lifelong aviation enthusiast, Shawn received his pilot's license in 1997. As a pilot (later becoming a tow pilot, glider instructor and tow plane manager), he felt it was important to understand the workings of his aircraft and began pursuing his AME licensing at BCIT. After his first year at BCIT, Shawn accepted a part-time position with

Harbour Air as an Apprentice/Groomer/General team member, while also working part-time for Tasman Helicopters, gaining both fixed and rotary experience. His leadership, commitment to safety, passion and willingness to take on challenges propelled his career, and despite still being an Apprentice, in 2000 Shawn was appointed crew chief and later led the creation of the Coal Harbour Line Maintenance Base.

In 2013, Shawn was accepted by Transport Canada as a PRM delegate, and a few months later, accepted that same position for the Harbour Air Group of Companies, where he is currently responsible for a fleet of 40 aircraft, 30 additional third-party aircraft and responsible for Quality Assurance.

Shawn is PRM for three different AOCs, PRM for both a maintenance AMO and manufacturing AMO, and sits on the BCIT Program Advisory Council. In 2016 Shawn received the top 20 under 40 in Canadian Aviation and Aerospace and in 2020 was awarded the Robert Hope award for his outstanding work in the aviation industry.

Help Us Grow Our Membership



We encourage members to invite their friends and associates to join us at PROBUS. Although we have been unable to meet in-person during much of COVID, we have continued to have great speakers through Zoom and have many wonderful speakers confirmed for 2022.

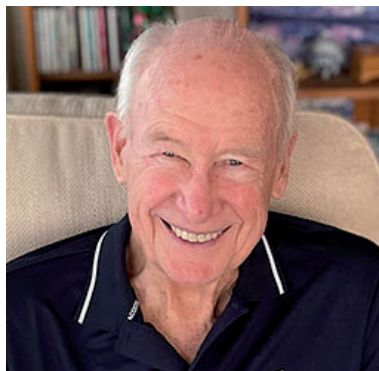
We have recently received several new members applications from acquaintances of current members!

Please reach out to any one whom you think would enjoy hearing some great speakers currently confirmed for this year. PROBUS membership information and application forms are available on our website at

<https://www.probusnorthshorevancouver.ca/membership/>

Dale Douglas, Membership Chair

New Members Introduced and Welcomed at January Meeting



David Critoph, a native of Powell River BC, David holds a B. Comm. from (UBC) and a CA. He was with the RCN in Aviation from 1964-1987 in various locations such as London ON, Portage La Prairie MB, and Dartmouth NS. Most recently, he worked as a Chartered

Accountant with Deloitte and Touche from 1973-2002.

During his years at UBC from 1957-1959 Dave's summer job was working on several CP ships such as the Patricia, Marguerite, Nanaimo and the Vancouver, which I believe was prior to the establishment of BC Ferries.

David's interests include curling and golf and he is a member of the North Shore Gyro Club and Naval Association of BC.

Philip Walton, he is a long time friend whom I met at UBC while we were obtaining our B Comm. together. Phil is a native Vancouverite and has only recently returned after many years in Toronto.



Phil's business career is in Corporate Finance with small and medium size enterprises. He was employed by Roynat, First City Trust and KPMG.

Phil's interests include Fitness, Golf, Bridge and Cycling. He also still has cottage near Peterborough Ontario, which I am sure he will visit during the summer months.

Dale Douglas, Membership Chair



Last Month Speaker - Mark Collins

The presentation began with some history and the current state of B.C. Ferries. Using slides, he showed BC Ferries traffic back to 1990 and stated that currently they are experiencing the lowest vehicle traffic in 30 years. Traffic has historically moved in a range of 7.5 to 8.5 million vehicles per year. There was a steady increase over time to 2019, which was the biggest year ever recorded, just before Covid, and then traffic plunged in 2020, losing 85% of the traffic in about 10 days. In 2008 during the recession there was a downturn and it took almost a year for the traffic to drop off a little bit, nowhere near to the current situation.

Good news is that it is turning around. For the 3rd and 4th waves there weren't the serious lockdowns as in the early waves of Covid and people have come back to the ferry service. They are just about back to before Covid levels on an annualized basis, although not at record levels. Commenting on some extreme peaks a very extreme peak in July and August of 2021 which were the busiest months of the ferry company ever. This is due to a number of things. People feel comfortable staying in their car whereas they may not want to get on an airplane or a bus. Your car is your space, you cleaned it, you know where it's been, making travellers comfortable... so ferries are a relatively safe way to travel. This made for busy lineups especially at Horseshoe Bay which is always a hotspot.

There is a Master Plan for Horseshoe Bay which includes:

- Berths 2 & 3 (closest to the cliff) to get active lift (the ramps leading to the ship) that can actively compensate for changes in the draft of the ship while traffic is moving. Currently, we have old technology whereas the cars get on the ship adding weight which requires stopping the onboarding and manually adjusting before continuing, which slows the whole process down, and wingwalls (the big flat panels that the ships bump up against when they dock) as they are reaching end of life requiring a very slow approach to avoid damage. Replacement will enable a quicker and safer approach into the dock.
- Berths 2 & 3 Marine Structures Life Extension -- all parts need replacement to extend life so that ferries don't have to arrive and depart too slowly.
- Replace vehicle transfer deck and control tower -- overhead cement deck that was built in phases in the 70's and 80's has to be replaced with modern structures and made bigger which is a massive civil engineering project. The control tower is where the BC Ferries people sit to conduct the symphony that makes the terminal go. They direct the traffic on and off the ships, advise captains which berths to use and when to dock. Right now they don't have good sightlines. The tower is very old (1960's) and needs

Last Month Speaker - Mark Collins

to be replaced with a modern and more useful structure.

- Food passenger arrivals/departures area improvements. This area is a design from another era – steel and plexiglass- appears a little hostile and cold, and a lot can be done to make it more friendly, and the flow better.

- Vehicle ticket plaza and ticket booths updates – These are way up on the highway and pose a real challenge. It is a long, narrow terminal and at one point goes down to a single lane to the Larsen Creek bridge which leads into a lower holding compound. This is a real choke point and is fantastically expensive to do anything about it. We need to increase capacity here and find smart ways to do this as we literally do not have any more land. We are trying to get around this problem without having to absorb more green space or create environmental problems. We have some thoughts on this and hope to bring them to the citizens of Horseshoe Bay within the next 3 – 5 years.

Horseshoe Bay is an extremely challenging terminal. It is the busiest terminal in terms of departures. In summer there are 39 departures a day as compared to Tsawwassen (the biggest terminal) which has only 33 departures a day. It is geographically constrained with a cliff on one side, a village on the other, behind is a major highway interchange and in front is the water. There are a lot of moving pieces to help Horseshoe Bay run smoothly and the slightest malfunction can knock the whole operation out of tempo, such as people losing their keys or late getting back from buying coffee in the village and not back to their car in time. The terminal as it is designed today is not resilient enough to adapt for those very human things that happen.

BC Ferries has been exploring how to make Horseshoe Bay more inviting and accessible to the Community. Showing us a concept design drafted by architects, the comment was made “that’s a very nice prison camp you are running there”. It is segregated from the community right now. He thinks that they can do much better and become “one” with the community of Horseshoe Bay and less of a walled-off prison camp over against the cliff. They want the businesses of West Vancouver to come and set up shop there so need to develop spaces that assist to integrate and stimulate business. This terminal handles about 8 million people a year. This is a longer term project that we want to discuss with the Community.

A recent event, the rockslide that took out pieces of the parkade and damaged a customer’s vehicle, requires immediate attention. Our structures did not collapse! It is difficult to deal with the rock face, and there will be environmental issues, permits needed and, it will be costly. We are cleaning this up now and will have to rock scale the cliff and make sure it is all safe going forward.

Another thing about traffic into Horseshoe Bay is how

we can change travel patterns and give incentives to do so?

We are moving the Coastal Class vessel (Coastal Renaissance) out of Horseshoe Bay to the Duke Point run, and replacing her with the Queen of Alberni. There has been some dissatisfaction with the Coastal Class vessels in and out of Horseshoe Bay due to noise and wake wash. This gives us more capacity on the Duke Point run and we are going to offer special incentives such as discounted fares for travellers who are south of the Burrard Inlet (Vancouver Harbour) to use the Duke Point run in order to give more capacity for North Shore travellers at Horseshoe Bay. North Shore users can also use this but will be most attractive for those that live south, the purpose being to pull traffic that would have gone over the Lion’s Gate Bridge to Horseshoe Bay to get to the Island and re-direct it through Tsawwassen.

BC Ferries is also focussing on electrification and sustainability. He showed a picture of the new Island Class Ferry – they have 6 of them and are planning for 6 more. They are identical and interchangeable and are hybrid electric. They are electric ready meaning they can become fully electric once there are suitable shore side plug-ins. These operate on 4 routes, 2 ships each. With some financial support from the Federal Government, could have up to 12 fully electric ferries operating within the next 5 years which will be a big move on their carbon footprint. They need rapid charging systems at minor terminals so they can charge on the fly. This is a very fast moving marine technology.

This sets the stage for a new class of major vessels being built, the “Island Class” - all electric, double ended ships - to replace the old “Sea Class” that we are familiar with ie. Queen of Alberni, Cowichan, Coquitlam which are approaching end of life. This is a massive new project, estimated to be between 1B\$ to 1.2B\$, excluding the shore charging infrastructure and the Island Class will be the biggest electric ferries in the world. For a sense of scale, the largest marine battery currently available is about 5 megawatt hours. Soon there will be a 10 megawatt hour but these ships will need a 108 megawatt hour battery – 18 times larger than what is available.

Potential attributes being considered for new ships to minimize the use of electricity on board are:

- All-electric propulsion
- Slower crossing speeds
- Self-serve, automated shopping. The Galley’s consume a lot of energy per day, so this can be used for propulsion instead.
- Pack-in, pack-out. Encourage people to bring their own food on board, and take garbage with them.
- Natural ventilation.

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- Solar powered lighting
- AI guiding navigation
- Autonomous docking & transit
- Light weight hull – takes less energy to drive
- Absolute minimum equipment and complexity

We will need the help of the public on many of these things to help BC Ferries reduce its carbon footprint. i.e. Are people willing to spend an extra 20 minutes for a crossing?

Eliminate:

- Air conditioning. Giving up air conditioning and opening windows. For 20 years the ferries were not air conditioned.
- Massive refrigeration systems.
- Galley and restaurants.
- Waste, trash compaction, recycling facilities.
- ¾ of toilets can be eliminated as washrooms are underutilized, and ¾ black/grey water.
- Large crew spaces.
- Car deck ventilation.
- Stores, cranes and inventory spaces.
- Pushing in the dock in berth – a safety requirement

If climate change is our priority is the public willing to support us in some of these sacrifices?

Shipbuilding. People always ask, ‘Why we don’t build the ships in B.C.’?. We do. We’ve built 3 out of 17 new ships in B.C. since being re-privatized in 2004. B.C. shipyards were NOT capable to handle more, and the Shipyards District today is NOT a shipyard and B.C. is NOT increasing capacity. It is now a community space with stores, restaurants, etc. The money we use to build ships comes directly from you – the ferry users. There is no tax money going into shipbuilding. Ferry users want the fares to be as low as possible so need to get the best deal on building ships. We would love to build ships in B.C. but “not at any price”. The costs of building in B.C. tend to be far above those internationally – in some cases 50 – 100% more. In the last 3 major building projects, no Canadian/B.C. shipyards even submitted bids.

Questions:

Q1 Re the cable ferry in Buckley Bay – Denman Island – are you considering changing to electric on that route?

A It is the only one we have, and it is the world’s largest at 1900 meters. It burns one third the fuel of the ship it replaced and has very low emissions. Has no propellers and therefore very quiet. Are currently considering converting it to electric. It is diesel and hydraulic-driven today which has had some problems which will be elimi-

nated by going to electric.

Q2 Could B.C. Ferries go to an all reservation system?

A Yes. Nothing in legislation or operations prevents us from doing so, however, we were founded as a show and go service. There is a very strong culture among our customers that some ability to just drive up and go needs to be retained. Needs to be balanced as the volume is now so enormous that the only way to manage it is with a reservation system. The only thing preventing a 100% reservation system is customer acceptance. In summer was at 70% reservation. Are developing an APP for customers to easily manage reservations right up to the last minute (coming in a year or so). In time, reservations will not carry an extra charge but will merely be part of the travel process.

Q3 On the sailing details page why can’t you show load numbers with times so users can assess how busy the route is that day?

A This is a take-away for me. We have historical information to determine what load patterns are. You can see the load conditions on the day, but not before or after. We are actively exploring ways to allow our customers to access up to date traffic data for “day of” sailings. Unfortunately, our IT systems do not allow this information to be accurately presented at the moment.

Q4 Route 3 (Langdale) is constantly in overload from May thru October. Why are you not prioritizing an additional ship?

A I disagree with the question slightly because Route 3 is not in fact constantly over loaded. Its average daily utilization runs about 50% in winter and 75% in summer, meaning there is significant unused capacity on the route.

We agree there are certain popular sailing times during the day that frequently sell out but the route capacity itself is not overloaded.

We would like to see year round two ship service on the Langdale route. However, our contract with government only specifies a single ship. We exceed our contract requirements year round.

In the summer, we add a second ship for five days a week for about four months. Unfortunately, that second ship cannot stay on the route year round because it is required for maintenance relief duties around the fleet. Providing year round, two ship service requires another major vessel and our contract with the Province does not provide for that.

Q5 What is the status of planned upgrade services for the Langdale terminal?

A We had a big project to rebuild which was put on

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hold for Covid. When revenue collapsed we had to cut our capital spending. The Langdale terminal upgrade is presently slated for 2028/29. The design is largely complete and we will commence as soon as it comes up in the construction schedule.

Q6 Are you measuring BC Ferries carbon footprint and is it public-facing?

A Yes, in compliance with the Clean B.C. Plan. We publish the data from time to time mostly in our annual performance and sustainability report available on the website. We will expand our communication around climate action targets, goals and accomplishments in the coming year.

Q7 Part 1 of this questions was regarding reservations, which has already been addressed. Part 2 was about ship design to allow all weather sailings.

A Communities generally oppose exclusively all reservations. However, you are quite correct that more reservation space reduces unnecessary waiting at terminals. We are prepared to do it if there is public acceptance.

Building an all-weather ship can be done – our ships are more weather-proof than in the past, but it means that you will have a lot of capacity that you will never use, so we take a prudent approach.

Q8 Has BC Ferries considered partnership with Washington State Ferries to build ferries for potential cost savings?

A We studied that but it never gets far because the regulatory regimes are very different in the USA which works toward the US Coastguard regulations vs Canada Transport regulations which works towards International standards. The ships would end up being very different and there would be no advantage. Also they have a build in Washington State policy and the prices there are excessive.

Q9 Can walk-ons purchase tickets on-line?

A Yes, for routes 1,2,9,30,10,11, and 28. Generally speaking our ships never sell out in passenger capacity, just vehicle capacity.

Q10 What can we learn from fast ferries about the political factor in the major infrastructure investments in this province? Is there risk that climate change/electrification goals expose us to some unfortunate outcomes based on political pressures?

A Direct political control was largely removed from the BC coastal ferry system in 2003. As long as the Coastal Ferry Act (CFA) remains intact, political involvement should take the form of contract requirements and persuasion...and that is something we can work with. The risk to watch for is any sweeping change to the CFA, which could

mean direct political control of operational and investment decisions with the ferry system.

Q11 How material is BC Ferries Vacations – it is an interesting concept – is it popular?

A BCF Ferries Vacations generates about \$10m/yr. in revenue and makes a positive contribution to the bottom line. Significantly, it brings in new customers that often would not come to BC were it not for their packages. This spreads the operating cost of the ferry system over more users, lowering cost and keeping fare lower than they otherwise would have been.

Q12 Horseshoe Bay resident question: We would like to be involved in how to de-prison the BC Ferries line.

A Presently all the plans for HSB terminal are “behind the scenes” technical work on berths, ramps etc. Nothing is customer facing now. BCF will conduct detailed community engagement processes when customer facing changes or projects are in the works. We will widely inform the public when that happens and provide many opportunities for humanity segment.

Before we do anything, we will be reaching out in formal consultation processes.

Q13 BC Ferries has huge traffic and commercial impact on West Vancouver and North Vancouver. You mentioned inviting businesses into your developments. Is West Van working with you and contributing ideas?

A Yes. We have a great relationship with them. We reach out to all the elected bodies and bring them into our planning. We also reach out directly to citizens regarding anything that will impact them directly. Getting some good ideas, but lots of constraints to tend with i.e. zoning, building codes, environmental concerns etc. really limit us. It takes a lot of time to get change done. There is good input from municipal, provincial and federal bodies when working on major infrastructures like Horseshoe Bay.

Q14 Crew members are required for safety reasons – what will they do in the future with less facilities (i.e. restaurants) to be concerned with?

A This will be an opportunity to adjust crew levels. One of the main reasons we have service interruptions is that when crew are unavailable for work the ship doesn't sail. A ship with fewer crew is likely to be more resilient to those impacts so we are working with Transport Canada to see how automation and ship design can reduce crew members. We are in a global shortage of mariners and it is very difficult to find people to sail the ships.

Q15 On Route 3, once COVID is over, are you going to push the Feds to allow passengers to stay in their vehicles on all decks?

A The reason passengers can stay in their vehicles is

Last Month Speaker - Mark Collins Cont'd and A Little Humour

not related to COVID Before COVID we worked out an arrangement with the Federal Gov't. Because that route is a sheltered waters route, if we leave the stern doors open we can leave everybody in their cars on all decks. We will certainly continue this.

Q16 Does the federal government subsidize the Newfoundland ferries? If so, how much?

A Marine Atlantic, the ferry operator connecting Newfoundland to Nova Scotia is a federal crown corporation. It receives an operating budget from the federal government and gets the rest of its revenue from the fare box. As a federal commercial crown corp, the federal government must absorb any annual losses it may experience.

Marine Atlantic is a constitutionally guaranteed inter-provincial ferry, which is why the federal gov't is bound by law to operate it. BC Ferries is not inter-provincial, is not constitutionally guaranteed and is not a crown corp. Rather BCF is an independent commercial company contracted by the government of BC to provide ferry services on the coast. This is why the federal government does not contribute to the BC Ferries to the same degree as Marine Atlantic.

This summary was prepared by member Darlene Dean



- When one door closes and another door opens, you are probably in prison.
- To me, "drink responsibly" means don't spill it.
- Age 60 might be the new 40, but 9:00 pm is the new midnight.
- When I say, "The other day," I could be referring to any time between yesterday and 15 years ago.
- When you ask me what I am doing today, and I say "nothing," it does not mean I am free. It means I am doing nothing.
- I hate when a couple argues in public, and I missed the beginning and don't know whose side I'm on.
- When someone asks what I did over the weekend, I squint and ask, "Why, what did you hear?"
- I don't mean to interrupt people. I just randomly remember things and get excited.
- When I ask for directions, please don't use words like "East."
- Don't bother walking a mile in my shoes. That would be boring. Spend 30 seconds in my head. That'll freak you right out.

**NEVER ASK GOOGLE
FOR MEDICAL ADVICE.**



During a recent password audit by a company, it was found that an employee was using the following password:

**"MickeyMinniePlutoHueyLouieDewey
DonaldGoofySacramento."**

When asked why they had such a long password, they rolled their eyes and said:

"Hello! It has to be at least **8 characters** and include at least **one capital**."

We Laugh BUT the ID is SAFE!

**As you get older, you've
got to stay positive.
For example, the other day
I fell down the stairs.
Instead of getting upset,
I just thought,
"Wow, that's the fastest
I've moved in years!"**