

Notice to the Public

New Vehicle Classification System (VCS) Pilot

On Wednesday, February 4, 2015, BC Ferries will be launching the new Vehicle Classification System (VCS) pilot at Horseshoe Bay Terminal. The VCS will automatically measure the length of commercial vehicles, buses, over length vehicles and trailers. This will improve the customer experience at the ticket booth by speeding up the ticketing process, and will deliver consistent measurement results.

The VCS uses laser and radar measurement sensors to measure the length, height, ground clearance, and classification of vehicles. All components of the VCS are CSA approved and are safe for people. This new system has been installed just before the commercial vehicle ticket booths between lanes 1 and 2 and has been independently tested for accuracy by a qualified third party prior to it being put into service.



New Vehicle Classification System (VCS)

1. Why is BC Ferries installing the vehicle classification systems?

To improve the customer experience at the booth, speed up the ticketing process, and to deliver consistent measurement results.

2. Why did BC Ferries choose Horseshoe Bay for the pilot?

At Horseshoe Bay, the layout of the lanes provides the best opportunity to minimize disruption for customers.

3. Are the laser and radar sensors safe for people?

Yes, the components used in the system are CSA certified and are safe for people.

4. How long will BC Ferries run the pilot and what criteria will deem it successful?

BC Ferries will run the pilot for approximately six months to assess its effectiveness in improving the ticketing process, customer experience, and providing consistent measurement results.

5. How does the VCS work?

As vehicles approach the ticket booth a combination of lasers and radar sensors feed information to the system. This information is interpreted by the VCS and the results including: height, length, ground clearance and vehicle classification are provided.

6. How do we know the system measurements are accurate?

The VCS has undergone extensive testing through a professional agency prior to implementation.