

## **Campbell River-Quadra-Cortes Ferry Advisory Committee Meeting**

**Overview: Mansons Hall, Cortes Island – November 17, 2016**

### **In Attendance:**

Committee: Noba Anderson, Terry Hooper, Bertha Jeffrey, Uschi Koebberling, Rod Lee, Vince Martin, Ester Strijbos, Paul Ryan

BC Ferries: Mark Collins - VP Strategic Planning and Community Engagement, David Hendry- Strategic Planning Director, Captain Al deKoninck - Marine Superintendent, Jeff West- Terminal Operations Superintendent, Darin Guenette - Public Affairs Manager

### **Meeting Highlights:**

The objective of the meeting was to: discuss previous issues and explore options for addressing issues brought to the FAC from the community.

The next meeting is planned for sometime late spring of 2017.

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Issues Summary and Resolution Plan

### **A. Issue:      Increased revenue**

#### **Definition:**      Summary:

- As the previous two years of financial data has revealed notable revenue increases on both routes, the FAC suggests that the cost savings targets identified as part of the 2014 service level adjustment process have been exceeded, and therefore consideration should be given to increasing service on Route 23.
- BC Ferries currently meets the minimum service level requirements and can add sailings independently...if there is a business rationale for these sailings.
- BC Ferries needs to see a two-step process to consider these additional sailings; this includes: first, a very specific sailing addition request, and second a rationale for why these sailings could be expected to generate net new traffic to help offset incremental costs.
- BC Ferries assumes that any such request also has broad community support.
- Additionally, if any community wishes to request a higher level of contracted (minimum) service levels (i.e. additional sailings without a business rationale), the request must then go to the Province.
- Cortes members also suggestion that the ‘crew training break’, currently conducted in place of two morning sailings on Sundays, be considered for a move to another less impactful day during peak season.

**BC Ferries Commitment to Resolution:** Review options for peak season, Route 24 crew training.

**Action Plan:**

Action	Responsible	Date
Consider options to move crew training during peak season	Al	For next ops meeting

**B. Issue:      Cleaning of Whaletown waiting room**

**Definition:**    Summary:

- Complaints have been made about the cleanliness of the waiting room at the terminal.
- BC Ferries currently has this cleaned daily (peak season) and five days/week (off-peak), but could look to increasing the frequency.

**BC Ferries Commitment to Resolution:** Analyse options for increasing cleanings.

**Action Plan:**

Action	Responsible	Date
Look at greater cleaning frequency in waiting room	Jeff	Three months

**C. Issue:      Cancelled sailings - weather**

**Definition:**    Summary:

- Cortes community members have shared concerns about the consistency of weather cancellations on Route 24.
- Currently, vessel Masters are experienced and make ‘go/no-go’ calls when conditions (wind speed, wave height, swell, currents, tides, etc) reach certain combinations, in consultation with the Superintendent.
- All consequences of making delay/cancellation decisions are fully understood and Masters try to remain consistent.
- FAC suggests that Masters may wish to include windytv.com as another weather analysis tool, as it provides very detailed, local information.
- In the past year, 57 sailings – out of a total 2,100 scheduled – were cancelled due to weather.
- To assist understand during cancellations, the FAC also suggested installation for a simple sign indicating ‘heavy weather warning’ (or similar) at Whaletown, that will help customers understand there may be a risk of not having a ‘return sailing available’.

**BC Ferries Commitment to Resolution:** compile a basic summary of decision making process for weather cancellations.

**Action Plan:**

Action	Responsible	Date
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Share 'decision making summary' with FAC	Al	For next ops meeting
Consider installing 'weather warning' sign	Jeff	For next ops meeting

**D. Issue: Heriot Bay off-loading**

**Definition:** Summary:

- Concerns were expressed around whether crews standard operating procedures provide an aim to unload in approximately the same order as loading.
- BC Ferries confirmed this is the general goal.

**BC Ferries Commitment to Resolution:** remind crews of goal to unload vehicles in similar order as loading.

**Action Plan:**

Action	Responsible	Date
Reinforce with crews that unloading should be same order as loading	Al	Three months

**E. Issue: Proposed smoking ban**

**Definition:** Summary:

- BC Ferries confirmed that they are planning on trying to implement smoke-free environments and expect to make announcement in the early part of 2017.

**BC Ferries Commitment to Resolution:** none required.

**Action Plan:**

Action	Responsible	Date
n/a		

**F. Issue: Campbell River shading**

**Definition:** Summary:

- BC Ferries' most recent estimate of developing some sort of covered walkway at the terminal are prohibitively expensive, and suggest that the best way to continue to look at options are to include this idea as part of a future terminal development plan (expected to see changes in 2021).
- FAC suggests there may be value in exploring an earlier option for a 'pergola-type structure', to provide five years of shade until changes may occur.

**BC Ferries Commitment to Resolution:** Await formal FAC recommendation to explore developing a pergola structure at Campbell River.

**Action Plan:**

Action	Responsible	Date
n/a		

**G. Issue: Service Notices**

**Definition:** Summary:

- Notices can be untimely, particularly for the short-duration Route 23. As well, FAC suggests a ‘sailings have resumed’ notice be issued at the end of a cancellation period.
- BC Ferries is working on the amount of detail in notices and timeliness already.

**BC Ferries Commitment to Resolution:** let FACs know when changes may be coming to Service Notice process.

**Action Plan:**

Action	Responsible	Date
Explore with the Operations Centre the idea of issuing ‘sailings resume’ notices	Mark	Three months

**H. Issue: Priority loading**

**Definition:** Summary:

- It was agreed that a previous decision had been made that would see ‘every vehicle on Route 24 vessel’ receive priority loading on Route 23 vessel at Quathiaski Cove.
- The community indeed had the understanding that ‘all vehicles’ were getting a priority card.
- Feedback was shared that some customers may not always be receiving a ‘loading card’ on the Route 24 vessel.

**BC Ferries Commitment to Resolution:** ensure Route 24 crew is provided a priority card to all customers when applicable.

**Action Plan:**

Action	Responsible	Date
Remind crew to provide priority cards appropriately	Al	Two months

**I. Issue: Cortes customer loading at Campbell River**

**Definition:** Summary:

- Problems/inconsistencies are still happening at Campbell River, where Cortes traffic is only being allocated one lane in the terminal instead of two.

**BC Ferries Commitment to Resolution:** Analyse process to provide Lane 7 and some of 8 when appropriate.

**Action Plan:**

Action	Responsible	Date
Discuss C.River staging process with terminal staff, with a goal of providing Lane 7 and some of 8	Jeff	Two months
Suggest terminal employees ask Cortes customers if they have a 'coloured tag' for staging at C.River	Jeff	Two months

**J. Issue: Campbell River webcam**

**Definition:** Summary:

- A webcam that was previously on a building near Campbell River terminal was removed, and FAC asked if there may be somewhere on the terminal where it can be reinstalled.
- BC Ferries will consider this, but needs contact info for who owns/controls this camera.

**BC Ferries Commitment to Resolution:** Discuss options for possible installation on the terminal with camera owner .

**Action Plan:**

Action	Responsible	Date
Consider camera placement options	Jeff	After discussion with owner

**K. Issue: Emergency sailings**

**Definition:** Summary:

- A recent incident was shared, where an ambulance was waiting at Quathiaski Cove while the vessel was returning to Campbell River on sailing of the day, and BC Ambulance had called the Coast Guard for assistance; the FAC asked why the vessel would not have been used.
- As the crew was still all on board at this time, BC Ambulance could have requested BC Ferries operate another sailing to transport the ambulance. The reason they did not was not clear to BC Ferries, but it is their decision.

**BC Ferries Commitment to Resolution:** none required.

**Action Plan:**

Action	Responsible	Date

**L. Issue: Crew shortage**

**Definition:** Summary:

- A recent sailing cancellation on Route 24 occurred due to a crew shortage, as a person with suitable certification was not available on short notice when illness occurred.
- BC Ferries is encouraging employees to obtain all qualifications as quickly as possible to help provide a greater number of people to fill in on short notice.

**BC Ferries Commitment to Resolution:** none required.

**Action Plan:**

Action	Responsible	Date

**M. Issue: First aid**

**Definition:** Summary:

- It was confirmed that an OFA (occupational first aid) Level III is on board every sailing and that all officers have basic first aid.

**BC Ferries Commitment to Resolution:** none required.

**Action Plan:**

Action	Responsible	Date

**N. Issue: Operations Report**

**Definition:** Summary:

- On-time performance past 12 months: Route 23 – 97%, Route 24-94%.
- Tachek refit: November 20 to December 7 for drydock and re-certification, with Quadra Queen II relieving.
- Tachek relief service: April 9 to June 9, 2017, Tachek will relieve the North Island Princess on the Texada route, and Quadra Queen II will move to Route 24.
- Powell River Queen: will conduct an ORX (operation readiness exercise) December 6 to 10 with Bowen Queen relieving.

**BC Ferries Commitment to Resolution:** coordinate operational meeting in new year.

**Action Plan:**

Action	Responsible	Date
Plan an local ops meeting with FAC membersq	Al	Completed

**O. Issue:      Vehicle discount promotion**

**Definition:** BC Ferries is coordinating a 50% fare discount on passenger vehicles, across all route, at select sailing times, between November 14 and December 18. Details can be found on bcferrries.com.

**BC Ferries input/follow-up:** none required.

**Action Plan:**

Action	Responsible	Date
n/a		

**P. Issue:      Minor 44 Class project**

**Definition:** BC Ferries is standing up a ‘Minor 44 Class’ project. Highlights include:

- New class of vessels to be the new, smallest class in the fleet
- Two ships built first, with up to five more to follow
- First two vessels to be deployed on Route 18 and 25, allowing retirement of North Island Princess and the Howe Sound Queen, by approximately 2020. Noted earlier: Quinita to replace HSQ on Route 6.
- Vessels to be 44 AEQ and 300 people capacity
- Near Coastal 2 classification; deployable on large variety of routes
- Engagement sessions planned in applicable communities; seeking input on amenities

**BC Ferries input/follow-up:** none required.

**Action Plan:**

Action	Responsible	Date
n/a		

**Q. Issue:      AEQ restatement**

**Definition:** BC Ferries has recently standardized the calculation of the measurement of area on a deck used to approximate the average space of a vehicle – the AEQ (automobile equivalent). One AEQ is now 2.6 m X 6.1 m of deck space.

This restatement will affect utilization figures, and this fact will be stated in the next report provide to the Ferry Commissioner. New AEQ’s:

- Powell River Queen: 59      Tachek: 26

**BC Ferries input/follow-up:** none required.

**Action Plan:**

Action	Responsible	Date
n/a		

**R. Issue: FFDEI update**

**Definition:** BC Ferries in continuing work in the Fare Flexibility and Digital Experience Initiative project, with significant updates in point-of-sale, website and ticketing technologies over the next two years. This will in turn allow for dynamic pricing to be offered on the Major routes, followed by the other reservable routes, starting in 2018. The overall goal of this work is to increase discretionary traffic travel by offering discount opportunities in lower utilized sailing times, to interact more efficiently with the customer and to bring in new traffic to the system.

**BC Ferries input/follow-up:** none required.

**Action Plan:**

Action	Responsible	Date
n/a		