

Ferry Advisory Committee (FAC) - Record of Meeting

Date:	May 25, 2017
Committee Name:	Northern Sunshine Coast
Routes:	7, 17, 18

Attendees:

<p>For the FAC:</p> <p><i>Chair(s):</i> Kim Barton-Bridges</p> <p><i>Members</i></p> <ul style="list-style-type: none"> • Ken White, Doug Skinner, Karen Skadsheim • Jason Revke, Patrick Brabazon, Alan Davis • Sandy McCormick, Jack Barr 	<p>For BCF:</p> <ul style="list-style-type: none"> • Mark Collins • Peter Simpson • David Hendry • Jeff West • Al de Koninck • Janet Carson • Darin Guenette
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Points of Information/Agreement:

<ol style="list-style-type: none"> 1. Presentations – Chuck Childress (Texada Action Now) is seeking direct access service from Blubber Bay to Comox (limited sailings each week); particularly important for seniors travelling to specialist appointments and commercial customers. BC Ferries noted that they have not received a formal request to analyse feasibility of this type of service. FAC provided formal service request on the spot. Note: Cindy Babyn (Texada Chamber of Commerce) added similar comments/requests later in the meeting. She noted that it would even be a great help if the Route 18 schedule could be adjusted to allow the NIP to come into Westview prior to the Orca (thus allowing a quick connection). As well, she expressed a community interest to allow the new Route 18 vessel to travel directly to Comox on occasion. 2. Appreciation from the FAC for the two-year pilot recently stood up by BC Ferries to add early sailings on Route 7 during peak season. 3. NIP replacement - BCF in contract negotiations with a shipyard to design/build the Minor 44 Class vessels; will replace all of our smallest class ships in the future. These two vessels should be in service in approximately 2020, with the first one replacing the N.Island Princess. BC Ferries will return to the community later this year for engaging on vessel details. 4. NIP refit – To respond to overloads and congestion, BC Ferries has adjusted the Route 18 schedule effective May 29, and this included an addition of two additional sailings (Mon-Fri) in the middle of the day. Note: BC Ferries has repaired and replaced the two generators on board the vessel, as well as storing a third generator on shore. 5. Saltery Bay cel service – customers have noted that they are unable to check BC Ferries
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website for updates/Service Notices, but this is not currently possible at Saltery Bay due to lack of net access.

6. Route 3-7 connectivity – FAC notes that customers are concerned about not being able to make it to Langdale in time for reservation cut-off times, perhaps enabled by allowing customers with Route 3 reservations to load at Saltery Bay in a location that would allow them early unload at Earls Cove. BC Ferries has been analysing whether a consistent and reliable process may be possible for helping expedite customers heading to Langdale, and try to build in 2 hours between unloading at Earls Cove and arrival at Langdale.
7. FFDEI and reservations update – BC Ferries is aiming to update the reservation mechanism in fall of 2017, followed by website functionality in early 2018. Further on, a plan will be developed for how to introduce increased reservation allocations (how quickly, etc).
8. Langdale tariff collection update – Part of the Langdale Terminal Development Plan is to upgrade the booths with the ability to collect fares, but there is no current timeline for when this practice may begin. Note that BC Ferries will be aiming to introduce dynamic fares across various sailings, depending on traditional demand.
9. Langdale parking – BC Ferries has a staging overflow lot (pre-ticketing), to keep traffic off the highway. Within the terminal, BC Ferries does have some long-term parking available, but the redevelopment of the terminal will only add a limited number of spots. Notably, BC Ferries is looking at adjusting the rates for daily parking, so as to discourage frequently use and limiting spots for monthly/yearly customers.
10. Salish Orca (home porting, licensing, early issues) – BC Ferries will not change the home porting of this route due to crewing arrangements; the Commissioner has agreed to rationale. As per licensing, the A license allows for 600 total people on board, and the plan is to operate on this license continuously.
Early issues – FAC concerned with early issues in operation, and BC Ferries noted that indeed all new vessels will experience glitches. As BC Ferries learns about the new technologies and systems, they will make adjustments to ensure the high level of reliability expected of the ships as they ‘settle in’ and crews become accustomed to all systems. The frequency of glitches should drop off in the near future, as BC Ferries learns early on technology issues and loading/operating procedures.
11. Overload data – overload numbers are provided in the traffic reports sent to the FACs every six months. Also, overloads as a percentage, on a route-by-route basis are included in quarterly reports to the Commissioner.
12. Waiting/staging at Horseshoe Bay – the layout of the terminal lends itself to seeing customers waiting outside of ticket booths areas and/or far from amenities. BC Ferries is working on updating/improving waiting areas, restrooms, etc.
13. Catering shortage (March 27) on Route 7 – Bowen Queen was stocked with food services it normally provides, but an FAC customer noted a lack of respectable communication when customers asked about food service.
14. Wed/Sat unique schedule – BC Ferries has not noted any unmet traffic demand during the afternoons where one round-trip is provided (Wed/Sat), which means no analysis is being done to look at consider adding sailings on those days.
15. Vessel ops update: strong on-time-performance on all both routes (90%+), and the Queen of Burnaby will be leaving Saltery Bay on May 28. New hires on Route 18 will help provide flexibility.
16. Terminal ops update: no construction projects planned in the next year. Traffic controllers are being added near Westview, to aid in efficient traffic flow during peak times.

- 17. BC Ferries has developed a process to allow FACs to submit requests for any notable service changes to BC Ferries, whereby BC Ferries will receive, analyse and reply to the request within 90 days. A part of this request is a form called the Significant Service Request (SSR) form, which needs to be submitted by the Chair.
- 18. Shuttle Class intro: replacement project for the Bowen Class vessels; is a 100 AEQ design. BCF would like to be in contract for these new vessels by the end of 2017 if possible. Look for future communications and engagement plans.

Action Items¹:

Item	Who	By When
1. BC Ferries to analyse 'Texada direct service' request (to be submitted soon).	Mark	Within 90 days
2. Send Jeff West information on robust cel service booster he has researched.	Alan	Two weeks
3. Continue to analyse options for improving efficiency of Route 7 to 3 connectivity, including options for expediting customers with Route 3 reservations.	Jeff/Al	Ongoing
4. Provide summary of number of ad campaigns related to Powell River/Sunshine Coast to FAC.	Janet	Mid-June
5. Follow up with Catering section to ensure food/beverage offerings on Bowen Queen are clearly communicated to customers.	Al	End-June

¹ 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.