

Ferry Advisory Committee (FAC) - Record of Meeting

Date:	October 17, 2017
Committee Name:	Salt Spring Island
Routes:	4, 6, 9, 9a

Attendees:

<p>For the FAC:</p> <p><i>Chair(s):</i> Harold Swierenga</p> <p><i>Members</i></p> <ul style="list-style-type: none"> • Dave Toynbee, Howard Holzapfel • John Wakefield, Chris Gadsby, Darryl Martin • Peter Grove, Matt Steffich 	<p>For BCF:</p> <ul style="list-style-type: none"> • Mark Collins, Mark Wilson • Peter Simpson • Rob Seitz , Brian Green • Camrin Hillis • Derek Sweet • Darin Guenette
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Points of Information/Agreement:

<ol style="list-style-type: none"> 1. Fulford Terminal project update – BC Ferries was unable to acquire a property immediately adjacent to the terminal, so they are working on modified development plan. Discussion ensued around aspects of that property and the owner. Next steps is to gather key stakeholders in a design charrette (workshop session), with a goal of creating a new plan for the terminal. A brief outline of the Terminal Development Planning process was outlined by BC Ferries. 2. Route 6 shelters have been ordered for both Vesuvius and Crofton terminals; they are fully covered and will be installed within the next month or two. 3. Howe Sound Queen replacement. HSQ is due to retire in early 2020, with the Quinitsa expected to replace the vessel at that time. As a trial for how the Quinitsa will perform on Rte 6, BCF agreed to deploy that vessel on the route this November for some time. 4. Skeena Queen Mid-Life Upgrade. Current plans for MLU dates are late-November 2019 to mid-March 2020, with a Salish vessel as relief. Work scope includes a rework of passenger lounges. 5. Salish teething issues. Customers have expressed concerns around some aspects of the new vessels. BC Ferries will be rectifying all A/C systems, under warranty, over the next few months. Once these systems are fully repaired, the full menu offering will return. <p>As well, elevators were carefully selected as industrial, marine use units, but are having some reliability issues. Regardless, BCF is working on ideas to improve their service reliability. Doors have had initial problems, and BC Ferries is working on improvements. BC Ferries has received concerns from customers about the steepness of stairs, but they are within acceptable limits. BCF believes a lot of this is due to illusion/perception effects</p> <ol style="list-style-type: none"> 6. Route 9 new schedules. This was the first summer for the new Rte 9 schedules, and most

sailings are working well, with a notable increase of at least 20% in traffic from the previous version. BC Ferries has flexibility to still add sailings in the ‘shoulder seasons’ if demand seems to warrant more service. Some specific timing tweaks can be reviewed during the off-peak season as well.

7. Fare flexibility update. April 2019 is the current target for when dynamic pricing options can be offered on the major routes. At the same time, a customer relationship management system will be introduced in order to tailor products and services for each customer.
Ideally, the infrastructure will be designed to allow reservations on non-major routes...but would not be implemented until BCF is fully comfortable with functionality of new major routes reservations process.
8. Ops report. Salish Eagle is expected to return in November after work completed. Operational Readiness Exercise for the Howe Sound Queen will happen in November and the Quinita will relieve on Route 6. Terminal ops: increase staff presence planned at Fulford and Vesuvius to address safety risks. New digital sign has been installed at Fulford to provide customers operational info. FAC suggest that the position of the sign be reviewed, as it cannot be seen by foot passengers.
9. Experience Card. Customers are still expressing difficulties with top off costs of the Experience Card, and FAC suggests BCF considers either a residents card or a process to allow topping off the E-Card to the price of one sailing. BC Ferries notes that establishing a residents program is a social policy decision, which is a government responsibility.
10. Tour des Isles. This is a weekend involving small boats moving people between the five southern Gulf Islands, encouraging inter-island experiences. The society that operates this initiative is now looking at piloting some sort of pilot water taxi service between the islands. Where it makes sense, they would like to work with BC Ferries.

Action Items¹:

Item	Who	By When
1. BC Ferries to initiate Fulford the terminal development plan.	Rob/Brian	Spring 2018
2. Look into feasibility of adding heating to Rte 6 shelters.	Cam	With installation
3. Look at deploying the Quinita on Route 6 for an extended length in the near future (tie-in with ORX).	Peter/Mark W.	Mid-Nov
4. Provide summary of Skeena MLU work scope to FAC.	Mark W.	Two months

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.