

Tri-Island Ferry Advisory Committee Meeting

Overview: at Black Bear Resort – November 10, 2016

In Attendance:

Committee: Doug Aberley, Carmen Burrows, Art Dick, Shelley Downey, Melissa Fletcher, Sharon Gordon

BC Ferries: Mark Collins- VP Strategic Planning and Community Engagement, David Hendry- Strategic Planning Director, Captain Al de Koninck - Marine Superintendent, Jeff West -Superintendent, Terminal Operations, Peter Bolza –Regional Terminal Operations Manager, 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 sometime late spring of 2017.

Issues Summary and Resolution Plan

A. Issue: Vessel deployment

Definition: Summary:

- From November 20 to December 8, the Bowen Queen will be servicing the route as Quadra Queen II relieves the Tachek during a maintenance period.
- From April 9, 2017 to June 10, the Quadra Queen II will relieve the North Island Princess during that vessel's refit, and the Bowen Queen will likely service this route.
- BC Ferries will make efforts to keep Bowen Queen on Route 25 past June 10.

BC Ferries Commitment to Resolution: none required.

Action Plan:

Action	Responsible	Date
n/a		

B. Issue: Sointula overloads

Definition: Summary:

- Committee member who submitted this item was absent, but it was believed to be a concern around overloads on the 7:55 am and 11 am sailings from Sointula.
- BC Ferries will employ extra staff at Sointula during peak season to help manage line-ups fairly.

BC Ferries Commitment to Resolution: none required.

Action Plan:

Action	Responsible	Date
n/a		

C. Issue: Operations Presentation

Definition: Summary:

- Traffic: up approx. 4-5% in past year.
- On-time performance: 90%+ for most of the year.
- Marine Superintendent continues to work on encouraging employees to work on Route 25.

BC Ferries Commitment to Resolution: none required.

Action Plan:

Action	Responsible	Date
Plan ops meeting with FAC members in January	AI	Completed

D. 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 bcferries.com.

BC Ferries input/follow-up: none required.

Action Plan:

Action	Responsible	Date
n/a		

E. 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 Commitment to Resolution: none required.

Action Plan:

Action	Responsible	Date
n/a		

F. 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. The new AEQ for Quadra Queen II is 26.

BC Ferries Commitment to Resolution: none required.

Action Plan:

Action	Responsible	Date
n/a		

G. 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		

H. Issue: Alert Bay update

Definition: Summary:

- Tourism is up notably to Alert Bay, with expanded tourism offers.
- Village of Alert Bay is near completion of multiple sustainability projects.

- A harbour development project is also about to begin.
- Four of five new homes have been recently built.
- A new Van City branch has opened on the island.
- The retaining wall at the terminal has been primed and will be painted by local school children next spring, when weather is suitable.

BC Ferries Commitment to Resolution: none required.

Action Plan:

Action	Responsible	Date
n/a		