

Southern Sunshine Coast Ferry Advisory Committee Meeting

Overview: FAC members were at the Sechelt District Building and BC Ferries reps were online via WebEx – October 24, 2014

In Attendance:

Committee: Barry Cavens, LeeAnn Johnson, Jakob Knaus, Mike Shanks, Joyce Clegg (Gambier Keats FAC Chair)

BC Ferries: Corrine Storey- VP Customer Services, David Hendry- Strategic Planning Director, Captain Al de Koninck - Marine Superintendent, Chris Morris – Regional Manager, Terminal Operations, Darin Guenette-Public Affairs Manager

More than 24 members of the public were in attendance, including media.

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 will be face-to-face during the week of May 4 or 11, 2015.

Issues Summary and Resolution Plan

A. Issue: Public Presentations

Definition: Diana Mumford expressed concern regarding various ferry related issues, including backed up traffic at Horseshoe Bay on BC Day weekend, low Route 3 on-time-performance, and how committed deck space is accounted for on BC Ferries’ website.

Ed Steeves noted that he would like to hear if BC Ferries had given any consideration to a previous proposal to introduce time-of-day discounts for RVs. BC Ferries reps replied that the ‘Size Up the Savings’ promotion that ran in the summer was a pilot aimed at increasing new overlength traffic with time-of-day discounts. As well, a current project is underway that will enable time-of-day and day-of-week pricing, to be implemented in three to four years.

Lori Edwards expressed concerned at having RCMP at both Route 3 terminals helping with traffic control, a schedule she feels is inadequate and increasing fares.

BC Ferries Commitment to Resolution: Review submissions from presenters when they are received later, and provide any feedback that may be required.

Action Plan:

Action	Responsible	Date
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email submissions from presenters to BC Ferries	Barry	When able
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B. Issue: Operations Presentation

Definition: Al provided a brief summary of operational information (traffic stats, on-time performance, etc) and near future terminal or vessel changes planned. This included an explanation of recent Route 2-3-8 efficiency discussions and analysis of bridge resource risk assessments.

Jakob asked the cost estimate for the ¾ life upgrade of the Queen of Surrey and how BC Ferries would finance the \$3.1 billion of planned investment over the next 12 years. David noted that all capital projects are covered by borrowing from the market and investing net earnings.

BC Ferries Commitment to Resolution:

Arrange a meeting with FAC reps to further analyse Route 2-3-8 efficiency.

Action Plan:

Action	Responsible	Date
Send FAC results of OTP analysis	Corrine	prior to next meeting
Coordinate Rte 2-3-8 meeting	Corrine	Done-Nov 26
Send FAC budget estimate for SUR upgrade	Darin	asap

C. Issue: Frequency/format of FAC meetings

Definition: FAC noted having only one face-to-face meeting each year may not be sufficient and asked BC Ferries to consider what may be the most productive frequency and format for meetings, keeping in mind how to maximize the value of having public attendance. As well, summary minutes need to be timely to be of value.

BC Ferries replied that a focus on maximizing the value for all participants is important, but for cost and time efficiencies, a ‘distance meeting’ once each year will likely remain the norm.

BC Ferries Commitment to Resolution:

Nothing further required on this issue.

Action Plan:

Action	Responsible	Date
No action required		

D. Issue: Cut off process

Definition: FAC members noted that there does not always seem to be consistent application of reservation cut-off times when departures are delayed; seeing the cut-off applied 30 minutes prior to scheduled sailing instead. As well, regular sailing cut-off timings should be delayed as well, particularly for the last daily sailing from Horseshoe Bay (ticket booths close at shift end instead of after the cut-off for a late sailing).

Chris replied that when a sailing is delayed, the tower implements the cut-off time when loading actually begins, and he has seen this applied consistently.

BC Ferries Commitment to Resolution:

Nothing further required on this issue.

Action Plan:

Action	Responsible	Date
No action required		

E. Issue: Langdale master plan

Definition: Barry noted that he had received a paper copy of the Master Plan that morning and thanked BC Ferries and hopes that changing community plans/demographics can be incorporated as the plan progresses. David noted that the plan is indeed flexible enough to adapt to changing demographics, however, there will some elements of the plan that will happen regardless. It was agreed that as the plan progresses through project stages, BC Ferries and FAC reps can analyse if community factors may necessitate plan adjustments together.

BC Ferries Commitment to Resolution:

Nothing further required on this issue.

Action Plan:

Action	Responsible	Date
No action required		

F. Issue: Recent comments by the Minister

Definition: Barry noted that FAC members receive questions about Minister Stone’s recent comments about seeing a reservation system for passengers connecting to Route 3 from Route 7 (red card for window), as well as the Province approaching the federal government to seek additional funding for coastal ferries and to explore reducing crew staffing requirements (save labour costs). BC Ferries noted there are no specific discussions happening at this time about these ideas expressed by the Minister.

BC Ferries Commitment to Resolution:

Nothing further required on this issue.

Action Plan:

Action	Responsible	Date
No action required		

G. Issue: PT4 process and timings

Definition: Outline: BC Ferries submitted three documents (Performance Term 4 submission, Efficiency Report, 12-year Capital Plan) to the Commissioner on September 30. The Commissioner has until March 31, 2015 to establish preliminary price caps (seeking public input until December 31, 2014). The Province and BC Ferries have until June 30, 2015 to incorporate any required changes to the CFSC. The Commissioner sets the final price caps by September 30, 2015 for the period of April 1, 2016 to March 31, 2020.

BC Ferries Commitment to Resolution:

Nothing further required on this issue.

Action Plan:

Action	Responsible	Date
No action required		

H. Issue: Youth sports discount

Definition: BC Ferries confirmed a decision to proceed with a ‘youth sports discount’ as previously proposed by the FAC, once implementation details are worked out.

BC Ferries Commitment to Resolution:

Work out implementation details with FAC members.

Action Plan:

Action	Responsible	Date
Arrange meeting to work out discount details	Darin	asap

I. Issue: Sunday service adjustment

Definition: FAC members told BC Ferries reps that they receive numerous comments from community members who are concerned about overloads and delays associated with the reduction in service during off-peak Sundays, and they request a review of this schedule change with BC Ferries.

It was noted that many customers are asking if the specific savings targeted by the reduction are being realized, and David replied that BC Ferries currently knows that

‘total, system-wide cost savings targets’ are being realized, but looking at a route-specific level is difficult.

BC Ferries Commitment to Resolution:

Work with FAC reps to explore new schedule options.

Action Plan:

Action	Responsible	Date
Coordinate face-to-face meeting with FAC	Darin	asap

J. Issue: Langdale shore power

Definition: Upgrades to Langdale’s equipment for providing shore power to ships will be completed by the end of November, and FAC members enquired as to whether there will be a reduction in emissions once both ship and shore systems are upgraded.

BC Ferries confirmed that the Queen of Coquitlam’s electrical upgrades have already been completed and the Queen of Surrey will have the same upgrade during a ¾-life upgrade scheduled to begin late 2015. Once shore and ship upgrades are completed, this will enable both vessels to run completely on shore power during ‘silent hours’, thus enabling engines/generators to be kept off.

BC Ferries Commitment to Resolution:

Nothing further required on this issue.

Action Plan:

Action	Responsible	Date
Nothing at this time		

K. Issue: Fare equity

Definition: Jakob reviewed a previous request to have BC Ferries reset fare levels based on distance travelled (a ‘taxi model’). BC Ferries noted that any fare change options would most likely require a ‘system wide’ change in fare structures...causing some routes to increase notably and others to decrease; which is a significant exercise involving fare analysis across a many communities/routes.

BC Ferries Commitment to Resolution:

Share the discussion with Pricing section and seek attendance at future meetings.

Action Plan:

Action	Responsible	Date
Invite Pricing rep to explain fare structure process at next FAC meeting	Darin	Completed

L. Issue: Langdale float and private water taxis

Definition: BC Ferries informed the FAC that company lawyers are working with SCR D on formalizing collection of fares for commercial water taxis that may use the Langdale float.

BC Ferries Commitment to Resolution:

Inform FAC when water taxi fare guidelines are established.

Action Plan:

Action	Responsible	Date
Inform FAC of water taxi fare process	Darin	When complete

M. Issue: Commercial travel leakage

Definition: Chris explained that BC Ferries have conducted further audits of type and frequency of commercial vehicles barging to the Sunshine Coast and using Route 3 to return to Metro Vancouver, and there is no evidence of purposeful leakage.

BC Ferries Commitment to Resolution:

Nothing further required on this issue.

Action Plan:

Action	Responsible	Date
Chris and Jakob to meet and review audit details	As noted	When able

N. Issue: Risk assessment – off-leash dogs

Definition: The group reviewed a previous incident at Horseshoe Bay, whereby a customer was bitten by another customer’s dog off-leash and the FAC wanted to know how BCF was managing to prevent future incidents.

Chris replied that there is currently signage directing that dogs be kept on leash at all times, with plans to upgrade signage. As well, employees are trained in expectations around informing customers to keep dogs on leash. Ultimately, the Risk & Insurance department is satisfied with measures and training currently in place.

BC Ferries Commitment to Resolution:

Nothing further required on this issue.

Action Plan:

Action	Responsible	Date
Nothing at this time		

O. Issue: FAC reappointment process and next meeting

Definition: Darin explained that he will be beginning the process of seeking nominations for the next FAC term (January 2015 – December 2018) in the upcoming weeks. As well, the next face-to-face FAC meetings will occur sometime during the weeks of May 4 or May 11, 2015.

BC Ferries Commitment to Resolution:

Nothing further required on this issue.

Action Plan:

Action	Responsible	Date
Nothing at this time		