

North & Central Coast Ferry Advisory Committee Meeting

Overview: Fairmont YVR Hotel – May 29, 2014

In Attendance:

Committee: Sharron Cartier, Ellen Cranston, James Emerson, Larry Greba, Travis Hall, Jack Mussallem, Evan Putterill, Mark Schlichting, Billy Yovanovich

BC Ferries: Corrine Storey- VP Customer Services, David Hendry- Strategic Planning Director, Captain Keith Hopkins - Marine Superintendent, Captain Lance Lomax – incoming Marine Superintendent, Jeff West - Superintendent, Terminal Operations, 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 as a WebEx meeting during the fall of 2014.

Issues Summary and Resolution Plan

A. Issue: Overheight fare removal

Definition: During previous discussions on removing the overheight fare from Northern routes, the FAC had passed along that they were not satisfied with any of the previous options put forth. BC Ferries needed to make a decision and proceeded without a clear indication of preference from the FAC.

End result was to implement a ‘commercial rate’ overlength fare in place of overheight fares. BC Ferries noted that this solution is not expected to be ‘revenue neutral’, whereby the loss of revenue from overheight fares will not be covered by new overlength fares.

FAC mentioned that had asked for a ‘length-based’ fare as an option. BC Ferries is looking at similar options and conducting a pilot project to accurately/quickly measure length of commercial vehicles. However, they currently do not have the required technology or other resources to charge by length.

BC Ferries Commitment to Resolution:

Nothing further required on this issue.

Action Plan:

Action	Responsible	Date
Send 'explanation of overheight fare removal' to FAC	Darin	When able

B. Issue: Route 26 schedule issues

Definition: Since the reduced sailing schedule has been in effect (April 28), some sailings have been noted as being extremely busy or overloaded. Of note is that the 12:50 pm sailing from Skidegate is a key connection to the airport, and it is often very close to full; which may be a serious concern in the busy summer period. Crews monitor how traffic patterns are settling with the new schedules and work to manage accordingly as they best can.

FAC asked is hostling may be an option for commercial vehicles.

BC Ferries Commitment to Resolution:

Allow some time for the new schedule to operate and for customers to adjust. Then work with FAC to explore options for further schedule refinement if any new issues/problem arise.

Action Plan:

Action	Responsible	Date
Look into whether hostling is possible	BCF	When able

C. Issue: Tribal Journey

Definition: A significant, canoeing event is planned for Bella Bella in July, and BC Ferries has been working with Heiltsuk organizers to coordinate ferry capacity with event demand as much as possible; including additional stops to Bella Bella.

BC Ferries Commitment to Resolution:

Nothing further required on this issue.

Action Plan:

Action	Responsible	Date
Standby for short notice queries	Keith	As required

D. Issue: Route 10 issues

Definition: FAC members noted that there have been some difficulties getting trailers onto some Pt Hardy-Bella Bella sailings/waitlists, particularly in shoulder seasons, and they hope future schedule changes could help minimize this issue.

BC Ferries Commitment to Resolution:

Nothing further required on this issue.

Action Plan:

Action	Responsible	Date
No action required		

E. Issue: Route 10'S' issues

Definition: With the Nimpkish now providing summer service in the Central Coast area, FAC members expressed concerns about wait lists and the summer tourist season. BC Ferries noted that the Nimpkish is the only vessel for use on the route, and that the recent upgrades now allow free food services. They asked FAC to encourage ‘take only what you need’ messaging in the communities if able.

BC Ferries Commitment to Resolution:

Nothing further required on this issue.

Action Plan:

Action	Responsible	Date
No action required		

F. Issue: Ninety minute check-in

Definition: FAC has asked BC Ferries if the two-hour check-in policy could be changed to 90 minutes and still allow avoid delays. BC Ferries noted that the full two hours are proving to be required, but noted that extra terminal employees are added at times to minimize the chance of sailing delays.

BC Ferries also noted that a plan is in place to the address staging area at Bella Bella in the future, thus improving efficiency of staging there.

BC Ferries Commitment to Resolution:

Nothing further required on this issue.

Action Plan:

Action	Responsible	Date
No action required		

G. Issue: Route 11 issues

Definition: FAC members noted there have been numerous occasions of overloads for sailings to Haida Gwaii, causing concerns about reliable shipments of food and mail. BC Ferries confirmed that critical shipments such as food and mail do not get overloaded, and terminal employees coordinate and prioritize according to the situation. It was noted that a significant paving project on Haida Gwaii has spiked demand temporarily, but this should end in mid-June.

BC Ferries Commitment to Resolution:
Nothing further required on this issue.

Action Plan:

Action	Responsible	Date
No action required		

H. Issue: Skidegate sewer update

Definition: Info: The final plans for Skidegate to upgrade the sewer system are still a couple of years away, and there may be a possibility to work with BC Ferries for a tie-in to the Skidegate terminal.

BC Ferries Commitment to Resolution:
Nothing further required on this issue.

Action Plan:

Action	Responsible	Date
No action required		

I. Issue: MAPP project

Definition: Larry summarized that a marine planning project (MAPP) is being coordinated between the Province and First Nations, and he wants to ensure BC Ferries has reviewed the most recent plan to understand if there is a role here.

BC Ferries Commitment to Resolution:
Remain up-to-date on MAPP plans.

Action Plan:

Action	Responsible	Date
Let Larry know if BCF is still reviewing MAPP	Darin	Done

J. Issue: Ops presentation

Definition: FAC requested traffic stats in more detail (ie. Utilization by sailing on a weekly/monthly basis).

Also, BC Ferries relayed that they are trialling a baggage tagging process in June/July, and will assess effectiveness for future use.

BC Ferries Commitment to Resolution:

Work at getting more traffic detail.

Action Plan:

Action	Responsible	Date
Aim to produce day/week/month details for traffic	Darin	Future meetings

K. Issue: FAC format review

Definition: BCF asked FAC members for opinions on the format/scope/frequency of FAC meetings or ideas to ‘close issues more effectively’.

BC Ferries Commitment to Resolution:

Nothing further required on this issue.

Action Plan:

Action	Responsible	Date
No action required		

L. Issue: Extra-length fare promotion

Definition: BC Ferries is running a promotion for twelve Wednesdays and Saturdays from June 18 to Sept 6, where on Route 1 and 30 sailings from 4 pm onwards, customers will vehicles of 20 feet or longer will be charged only \$2 per foot for each foot over 20 feet. This is being done to incentive new traffic, and revenue, to these sailings with a history of lower usage.

BC Ferries Commitment to Resolution:

Nothing further required on this issue.

Action Plan:

Action	Responsible	Date
Nothing at this time		

M. Issue: Meeting summaries – new format

Definition: Darin explained that he will be summarizing meeting discussions with a new format, highlighting any BC Ferries commitment to resolution of issues identified, as well as specific action takeaways.

BC Ferries Commitment to Resolution:

Forward completed meeting summary to FAC in new format.

Action Plan:

Action	Responsible	Date
Nothing at this time		