

Campbell River-Quadra-Cortes Ferry Advisory Committee Meeting

Overview: Meeting attendees communicated online via WebEx – October 29, 2014

In Attendance:

Committee: Jim Abram, Noba Anderson, Terry Hooper, Bertha Jeffrey, Uschi Koebberling, Rob Lee, Paul Ryan

BC Ferries: Corrine Storey- VP Customer Services, David Hendry- Strategic Planning Director, Captain Al de Koninck - 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 will be face-to-face during the week of May 4 or 11, 2015.

Issues Summary and Resolution Plan

A. Issue: Ferry schedules

Definition: Paul said he had been communicating with WalCan and learned that conversations between BC Ferries Commercial Service and WalCan are routine and not relating to ferry schedules in general. Regardless, he said there is still community concern with the current Route 23 schedule and desire to make changes.

BC Ferries reps had recently committed to meet face-to-face with FAC members to analyze what aspects of current schedules are not working well for customers, and to explore options for changes; meeting is set for November 17.

BC Ferries Commitment to Resolution:

Coordinate meeting details for scheduling discussion.

Action Plan:

Action	Responsible	Date
Confirm meeting time/place	Darin	Done

B. Issue: Night watchman

Definition: Corrine noted that BC Ferries has no plans to change nightwatch positions at this time. As a related point, she said that beginning November 1, BC Ambulance will call the Operations and Security Centre (OSC) directly to initiate an emergency crew

call-out. Further discussion happened around what nightwatch people do during silent hours.

BC Ferries Commitment to Resolution:

Nothing further required on this issue.

Action Plan:

Action	Responsible	Date
No action required		

C. Issue: Parking lot security update

Definition: Discussion began with a review of previous FAC requests for a secure area at Campbell River terminal for customers to park vehicles overnight. Jeff said that BC Ferries does not have extra/unused space at that terminal.

Jim confirmed that the lot in consideration is the one ‘prior to passing through the ticket booth’, and suggested that it would only require some fencing to be erected near the entrance area in order to secure the lot. Jeff replied that it would not be possible to completely secure the outer lot area easily or inexpensively.

BC Ferries Commitment to Resolution:

Coordinate a site visit and analysis.

Action Plan:

Action	Responsible	Date
Plan a walk-through of outer lot with Jim	Jeff	Done-Nov 24; no free secure parking can be made available

D. Issue: Shade trees update

Definition: This discussion was a continuation from a previous FAC meeting, where Jim had asked BC Ferries to research the feasibility of planting trees in an area of the Campbell River vehicle compound so that shade would be provided to customers on hot days.

Jeff confirmed that due to the presence of underground utilities, trees cannot be planted along the edge of the compound, but there are three other areas where potted plants could be positioned, but Jim replied those areas will not provide shade as per the original request.

BC Ferries Commitment to Resolution:

Review and analyse to determine if this issue is worth pursuing any further.

Action Plan:

Action	Responsible	Date
Review Campbell River site for shade possibilities	Jeff and Jim	Done-Nov 24; BC Ferries will proceed with potted planters along fence line, subject to review for angles and coverage

E. Issue: Service reductions – traffic/revenue impact

Definition: David summarized that BC Ferries is achieving the cost savings targets set as part of the Province’s service level adjustment on a ‘system-wide’ basis, but it is difficult to analyze at the individual route level. The FAC requested a summary of whether Route 23 savings are met when this detail of analysis is possible.

BC Ferries Commitment to Resolution:

Nothing further required on this issue.

Action Plan:

Action	Responsible	Date
Nothing at this time		

F. Issue: Tachek operation in Heriot Bay

Definition: Paul noted that the Tachek is notably louder since the most recent upgrade, but the wash/wake seems to be reduced. Al agreed that, since the vessel was re-engined, it is operating more loudly and that crews are looking at ways to reduce noise through operational procedures. He added that discussions with Transport Canada are also underway to explore discretionary use of the ship’s whistle.

BC Ferries Commitment to Resolution:

Explore options for minimizing noise from the Tachek.

Action Plan:

Action	Responsible	Date
Work with vessel crew to reduce noise	Al	When able

G. Issue: Q Cove loading/unloading safety

Definition: The FAC shared community concerns for how passengers and bicyclists unload prior to vehicles at Quathiaski Cove and therefore may be at risk for conflict with vehicles. Jeff replied that he can ask terminal staff to do a visit/review of these processes.

The FAC suggested either allowing cyclists to ride off (instead of walk bikes) or having them wait until vehicles have unloaded first.

BC Ferries Commitment to Resolution:

Coordinate a review between FAC reps and BC Ferries reps.

Action Plan:

Action	Responsible	Date
Observe unloading process, with a goal of looking for ideas to improve safety.	Jim/Paul & BCF reps	Done-Nov 24; BCF to test alternative process

H. Issue: Cortes loading/unloading procedures

Definition: As a result of a summer operations-related meeting, mirror-hanging cards were produced to improve smoothness of Cortes bound traffic on Route 23. As well, operating procedures were developed to accurately order traffic at Whaletown and sustain consistency of loading on/off Route 23.

Cortes customers have provided feedback that these cards seem to have improved things, with a few small glitches. Al said that these procedures will continue to be analyzed during future op meetings.

BC Ferries Commitment to Resolution:

Monitor Cortes loading procedures.

Action Plan:

Action	Responsible	Date
Nothing at this time		

I. Issue: FAC meeting format

Definition: The FAC term noted that they would prefer to conduct all meetings in a face-to-face format, and to try and alternate locations between Quadra and Cortes islands. Corrine replied that BC Ferries needs to continue to find a balance between the costs associated with face-to-face meetings and efficiency/value received during discussions.

Therefore, the plan for the next FAC term is to continue with one face-to-face and one WebEx meeting each year. She added that the aforementioned operations meetings that happen between the FAC meetings can provide an effective means of addressing specific, short-term issues.

BC Ferries Commitment to Resolution:

Nothing further required on this issue.

Action Plan:

Action	Responsible	Date
Nothing at this time		

J. Issue: On-time performance

Definition: Jim suggested that on-time performance statistics are not accurately reflecting the frequency of when ferries are loading and sailing late. Al clarified that when the ship blows its whistle, this signifies the cut-off time. As well, he noted that a sailing is considered on-time when it leaves within nine minutes of schedule time.

BC Ferries Commitment to Resolution:

Nothing further required on this issue.

Action Plan:

Action	Responsible	Date
Nothing at this time		

K. Issue: Heriot Bay load limits

Definition: Noba noted that there had been a recent occasion where a cement truck was turned back from boarding at Heriot Bay due to a load limitation, and she sought clarification.

Jeff replied that the load limit on the Heriot Bay trestle is 39,500 kg. Although some work is planned for February 2015 to upgrade the trestle, this load limit has not changed and will not after the work. However, that vehicle turnaround was the result of crew vigilance over the configuration of truck axles and load capability. This customer was contacted to ensure a clear understanding of vehicle allowances.

BC Ferries Commitment to Resolution:

Share any images/information regarding vehicle configurations and limits, and post a Service Notice clarifying no change to limits.

Action Plan:

Action	Responsible	Date
Send Noba a summary to clarify.	Jeff	Done.

N. 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. He mentioned that the Powell River Queen's refit during the fall of 2015 includes a re-certification, painting and minor machinery work.

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

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.

BC Ferries Commitment to Resolution:

Nothing further required on this issue.

Action Plan:

Action	Responsible	Date
Nothing at this time		