

Campbell River-Quadra-Cortes Ferry Advisory Committee Meeting

Overview: Heriot Bay Inn – June 10, 2014

In Attendance:

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

BC Ferries: Corrine Storey- VP Customer Services, David Hendry- Strategic Planning Director, Captain Al deKoninck - Marine Superintendent, Kim Macaulay – Terminal Manager, 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: **Night watch position**

Definition: BC Ferries is analyzing the possibility of removing the night watch position on vessels and ensuring the Operations and Security Centre (24/7 operation) will be responsible for recalling crews during ‘silent hour emergencies’. FAC suggests current Route 23 night watch member operates with a mobile phone instead of a pager.

BC Ferries Commitment to Resolution:

BC Ferries will continue discussions with BC Ambulance regarding the best way to provide emergency response when/where a ferry will be able to respond. No changes are planned until at least the fall.

Action Plan:

Action	Responsible	Date
No action required		

B. Issue: **Effect on traffic/revenue of service reductions**

Definition 1: The FAC asked if BCF is able to measure if saving targets (from the recent service reductions) are being met. BC Ferries is monitoring all aspects of the changes over some time (at least six months), and will look at analyzing the effectiveness of the changes and new schedules. The FAC

added that many of them are being ‘blamed’ for the effects of the new schedules.

BC Ferries Commitment to Resolution:

Review new traffic trends and impacts on costs in the fall.

Action Plan:

Action	Responsible	Date
Send May traffic (sailing-by-sailing) to FAC	Darin	When able

C. Issue: Revenue effect from change in seniors’ discount

Definition: FAC asked if BC Ferries has an indication of changes in ridership/revenue as a result of the reduction of the seniors’ discount from 100% to 50%.

BC Ferries Commitment to Resolution:

Aim to produce a report showing a comparison of seniors travel patterns before and after the discount change.

Action Plan:

Action	Responsible	Date
Send summary of revenue/losses resulting from the change in seniors discount	David	Complete

D. Issue: FOI requests in the future

Definition: FAC was sent cost savings target figures as part of the Province’s service level reductions, and where denied more details behind these figures when they requested this info. There is concern that similar info requests may be denied in the future because of this process.

BC Ferries Commitment to Resolution:

Aim to share data/info when and wherever possible.

Action Plan:

Action	Responsible	Date
No action required		

E. Issue: Tachek status

Definition: FAC asked for a summary of ‘return to service’ plan for the MV Tachek, and BC Ferries confirmed that that vessel would return to Route 24 on July 15.

BC Ferries Commitment to Resolution:
Nothing further at this time.

Action Plan:

Action	Responsible	Date
No action required		

F. Issue: Loading/unloading procedures

Definition: Examples were given of Cortes-bound traffic not being unloaded from the Route 23 vessel ‘first’ when they should have been (were in correct holding lane at the appropriate time), thus preventing a successful connection to the Route 24 vessel. Another example of a Route 24 employee practicing inconsistent loading was given.

BC Ferries Commitment to Resolution:
Confirm with all Route 23 crews that they are fully aware of the proper loading/unloading procedures.

BC Ferries Commitment to Resolution:
Work with FAC members directly to come up with most effective and consistent solutions for loading/unloading.

Action Plan:

Action	Responsible	Date
Talk with senior masters for both routes to determine their ideas for most consistent loading practices.	Al	Done

G. Issue: Numbered loading tickets

Definition: FAC would like BCF to consider giving Route 24 customers a numbered ticket when they load at Campbell River, providing an order for loading at Heriot Bay. BCF suggests a discussion happen amongst vessel/terminal reps and FAC members outside this meeting.

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

Action Plan:

Action	Responsible	Date
Arrange meeting with Cortes/FAC reps	Al	Done

H. Issue: New FAC term appointments

Definition: BCF confirmed that the next FAC term will begin January 1, 2015 and will last four years (in sync with municipal election cycle), with the nomination process to begin later this fall.

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

Action Plan:

Action	Responsible	Date
No action required		

I. Issue: Parking lot security

Definition: FAC suggested that customers would appreciate a safe area in Campbell River to leave a vehicle (commuter use); specifically a large, fully fenced area outside the ticket booth area.

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

Action Plan:

Action	Responsible	Date
No action required		

J. Issue: Shade trees at Campbell River

Definition: BCF has now researched options for planting trees at Campbell River terminal, but the primary site has electrical/water services underground that would prevent this from happening there.

BC Ferries Commitment to Resolution:
Explore other shading options.

Action Plan:

Action	Responsible	Date
Explore shading options	Kim	asap

K. Issue: Vessel capacity figures

Definition: FAC is concerned that the ‘true capacity’ of the Powell River Queen (and other vessels) is overstated, and they suggest BCF clarify/update these figures. BC Ferries confirmed that the figures are just estimates, and are based on a 17.5 foot length vehicle.

BC Ferries Commitment to Resolution:

Nothing further on this issue.

Action Plan:

Action	Responsible	Date
No action required		

L. Issue: Coastal Ferry Services Contract

Definition: FAC asked for clarification of what is the minimum number of sailings BCF must operate for both routes according to the CFSC. BCF suggested FAC members refer to Amendment #8 of the CFSC (on BCF website).

BC Ferries Commitment to Resolution:

Nothing further on this issue.

Action Plan:

Action	Responsible	Date
No action required		

M. Issue: Cortes priority loading

Definition: FAC asked if priority loading can be made available for Cortes bound customers on the 5:45 pm Route 23 sailing from Campbell River. BC Ferries confirms that all Cortes bound vehicles that have already been ticketed by cut-off time will be loaded on this sailing.

BC Ferries Commitment to Resolution:

Nothing further on this issue.

Action Plan:

Action	Responsible	Date
No action required		

N. Issue: Public input

Definition: Mike (Quadra Isl Chamber of Commerce) spoke, telling BC Ferries reps that he has heard from many locals that the new schedule times are not efficient. He suggests that changes be made as soon as reasonable.

Discussion continued about the schedule changes introduced with the service level reductions implemented in the spring. FAC members related stories, feedback and frustration from people noting some sailing times are not working and need to be changed.

General aspects of schedules (important sailing times, gaps between sailings, ability to connect smoothly between the two routes, business needs compared with general public needs, etc) were discussed at length and the FAC suggested the schedules be adjusted as soon as possible.

BC Ferries agreed that, if problems with the new schedules can be fixed in a timely manner, there is a need to work with the FAC soon to explore options for schedule changes.

BC Ferries Commitment to Resolution:

Work with FAC to analyze possible schedule changes.

Action Plan:

Action	Responsible	Date
Set up meeting with FAC to discuss schedules	Storey	Completed

O. 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’. FAC suggested that ‘Doodle Poll’ be considered when soliciting FAC members for meeting availability.

BC Ferries Commitment to Resolution:

Nothing further required on this issue.

Action Plan:

Action	Responsible	Date
No action required		

P. 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 with 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		

Q. 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		