Ferry Advisory Committee (FAC) - Record of Meeting

Date:	May 23, 2018
Committee Name:	Quadra-Cortes Islands
Routes:	23, 24

Attendees:

For the FAC:
Chair(s): Paul Ryan
Members
    • Michael Lynch, Mary Lavalle
    • Uschi Koebberling, Terry Hooper
	For BCF:
	    • Jeff West, Peter Simpson
	    • Mark Wilson, Al de Koninck
	    • Darin Guenette

Points of Information/Agreement:

1. Current outstanding SSR. BC Ferries has been reviewing the FAC request to 'reinstate the pre-2014 sailing schedules' and expects an executive decision very soon. There would be significant cost to instate evening sailings Monday to Friday, which is really the only difference for weekday service.
   Thus, BCF does not expect to approve reinstatement of evening sailings due to this cost. However, at the same time, the weekend schedule is also being reviewed, and there appears to be a strong possibility to align the weekend sailings with the weekdays. BC Ferries noted that they have made it clear in discussions with the government since they assumed power that the communities are seeking a return of sailings that were removed in 2014.
   Further discussion happened around the importance of the level of service for the quality of life in communities. The FAC will continue to stress the importance of having sufficient service to the Province, and BCF noted they also pass along what they are hearing from communities.

2. New vessels. The Powell River Queen needs to be replaced in the next five years or so, and BCF believes the best replacement option is to build and deploy two 'Minor 47' ships on Route 23. However, the overall operating costs of putting two ships on that route are expected to be higher, so this idea has not yet been an approved plan. The FAC noted that there used to be two vessels on that route, and they strongly support this concept in the future. The FAC, and community at large, will be engaged as plans start to solidify and capital plans become clear. The plan is also to see the eventual Tachek replacement as a M47.

3. Campbell River phone number. BCF understands the reasons why community members would like to have a public phone number available for the terminal, however, for multiple reasons, they will not be publishing numbers in the future. At the same time, there are

other initiatives to improve information flow to customers (electronic screens at terminals, website improvements, use of Twitter, etc). FAC understands the issues of safety and standardizing practices, however they suggest rethinking options to somehow have a way for a line to be open for the public during 'non-critical times' for the terminal.

4. Dangerous cargo contingency. BCF confirmed that, in the event of cancelled DC sailings on their scheduled Tuesdays, the default is to reschedule those sailings for the same sailings on Thursdays. Note that BCF is also working on getting approval for non-DC commercial customers to travel on DC sailings…thus freeing up space on regular sailings.

5. Service Notice update. The FAC still is looking for improvements in how/when Service Notices are provided. BCF has been including more details and increasing the number of SN issued. The FAC reminded the group that community members would appreciate a SN when a ship 'comes back into service'.

6. Whaletown signage. Signs at Whaletown Road/Carrington Road had been requested, and BCF has been discussing this with MOTI.

7. Customer Satisfaction Survey. FAC is happy to hear that Route 23 will be included in the CST process again. They suggested that the surveys for this route be different than the survey used on the larger routes. BCF noted that the survey used on all routes where CST is performed needs to be the same to provide measurable and consistent results.

8. Ministry review. BCF has provided information and other data to Mr Redlin, as he prepares his operational review of BC Ferries for the Ministry. BCF does not know if/when they will see the final report, or when it may be shared with the public.

9. After hours ambulance runs. BCF is working on a plan that would provide a reduction to the crew level required to operate silent-hours emergency response sailings. This plan still requires some internal and external (Transport Cda) approvals, and timelines for a decision are unknown. All agreed they understand that ambulance after-hours service is not part of the mandated service.

10. FAC term and reappointment. The current FAC term ends December 31, so BC Ferries will be rebuilding all committees beginning later this summer/fall. A reminder that there is a two-term limit. If FAC members have ideas/suggestions for groups to include, please send to BCF.

11. Webcams. BCF is still working on options for Heriot Bay and Whaletown, and will let FAC know, however previous offers for power/mounting pole for a Whaletown camera have not been returned.

12. Misc. Discussion happened around parking/lineup patterns at many unstaffed terminals, and BCF noted they are discussing these types of issues as 'a wholesome analysis' with MOTI.
Related to this, it was noted that BCF is not planning at this point to implement reservations at unstaffed, inter-island terminals.

13. BC Ferries overview. An overview was given on fare discounts, the Performance Term 5 process, fuel costs rising and possible near future reduction/elimination in the current fuel rebate, near record traffic levels and reservations/website changes upcoming. Some general discussion followed.

Action Items[1]:

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[1] Significant Service Request (SSR) requiring detailed analysis and formal decisions from BCF should be submitted using the SSR process. Submission of a SSR should be noted as an Action Item.

Item	Who	By When
1. Deliver result to the FAC on SSR.	Mark/Darin	Completed, some sailings added.
2. Review if it is possible to keep a phone line available during 'non-busy times' at the terminal, away from the booth.	Jeff	Completed: no, but digital signage coming soon.
3. Let FAC know 'Whaletown Signage' plan.	Jeff	Asap