

North and Central Coast Ferry Advisory Committee Meeting

Overview: Meeting attendees communicated online via WebEx – October 28, 2014

In Attendance:

Committee: Ellen Cranston, Leonard Ellis, Larry Greba, Travis Hall, Jack Mussallem

BC Ferries: Corrine Storey- VP Customer Services, David Hendry- Strategic Planning Director, Captain Lance Lomax - Marine Superintendent, Jeff West – Superintendent, Terminal Operations, Karen Tindall, Customer Care Director, 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: Patient travel concerns

Definition: Travis noted that patients travelling for medical needs are facing increasing costs with fewer sailings and the community is concerned. Ellen added there are similar patient travel concerns to/from Haida Gwaii. Karen suggested that the Ministry of Health may have options available to assist with increased costs.

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

Action Plan:

| Action | Responsible | Date |
|--------------------|-------------|------|
| No action required | | |

B. Issue: Wait list issues

Definition: Travis said that during the peak summer period, Bella Bella customers who wanted to travel to Port Hardy were often not able to book travel, and ended up on wait lists.

BC Ferries was aware of this issue and has now provided a way to open up an additional 400 feet of deck space for booking reservations on the Northern Expedition, thus greatly reducing the chance of being waitlisted. Additionally, there had been difficulties with providing cabin bookings for that sailing leg, and BC Ferries has found a way to book the

cabins ‘by leg’ instead of ‘the entire route’. This should now make available more opportunities to book a cabin.

BC Ferries Commitment to Resolution:

Nothing further required on this issue.

Action Plan:

| Action | Responsible | Date |
|--------------------|-------------|------|
| No action required | | |

C. Issue: Perishable produce delayed in Klemtu

Definition: Karen noted that Customer Care had followed up with the customer with a produce trailer and learned that he had electrical incompatibility problems that have now been solved.

BC Ferries Commitment to Resolution:

Nothing further required on this issue.

Action Plan:

| Action | Responsible | Date |
|--------------------|-------------|------|
| No action required | | |

D. Issue: Route 10 ‘shoulder season’

Definition: Larry noted that Route 10 sailings during the weeks ‘on either side’ of the peak season are quite busy and asked if BC Ferries could consider add sailings. BC Ferries is not looking at adding sailings at this time and are maintaining the Coastal Ferry Services Contract.

BC Ferries Commitment to Resolution:

Nothing further required on this issue.

Action Plan:

| Action | Responsible | Date |
|--------------------|-------------|------|
| No action required | | |

E. Issue: Student discount fare

Definition: Ellen summarized an email from a community member that had asked why there was no post-secondary student discount available. BC Ferries responded that the Province determines and funds social programs, and there are no discounts programs available for students 18 and older.

BC Ferries Commitment to Resolution:

Share particulars of this fare discount concern with the Ministry.

Action Plan:

| Action | Responsible | Date |
|---|-------------|------|
| Forward email received by Ellen with Ministry | David | Done |

F. Issue: Route 26 ambulance call-outs

Definition: Evan noted that when after-hours ambulance call-outs may or may not happen is still a concern in the Haida Gwaii community, and suggested further clarification of BC Ferries policies would be helpful. His understanding has been that BC Ferries will only respond after-hours during life-and-death situations and when the Coast Guard cutter is not available.

Lance confirmed that BC Ferries must adhere to Transport Canada regulations that require crew members to have six hours of uninterrupted rest during ‘non operating hours’, which is established as the 7pm to 1 am period for Route 26. If the vessel were to respond to an emergency during those hours, sailings scheduled for the next day would need to be cancelled to accommodate a new rest period.

BC Ferries Commitment to Resolution:

Discuss the exact call-out policy further.

Action Plan:

| Action | Responsible | Date |
|--|-------------|------|
| Clarify details of call-outs with Evan | Lance | Done |

G. Issue: Schedule feedback

Definition: Evan wondered if other FAC members had ideas on possible, small-adjustment ideas for all Northern schedules. BC Ferries noted they had not heard of any trend issues/problems. Evan requested BC Ferries consider extending the last sailing time on Route 26 by 10 minutes.

BC Ferries Commitment to Resolution:

Consider feasibility of extending last daily, Route 26 sailing 10 minutes.

Action Plan:

| Action | Responsible | Date |
|---|-------------|--|
| Discuss possibility of extending last sailing with crew members | Lance | Done – sailing is already as late as possible. |

H. Issue: Operations Presentation

Definition: Lance provided a brief summary of operational information (traffic stats, on-time performance, etc) and near future terminal or vessel changes planned. This included mention of a Nimpkish refit in April of 2015; alternate service will likely be implemented.

BC Ferries Commitment to Resolution:

Nothing further required on this issue.

Action Plan:

| Action | Responsible | Date |
|--|-------------|-------------|
| Ask Billy Yovanivich about hostling concerns at Skidegate | Ellen | When able |
| Consider showing month-by-month traffic data in future presentations | Darin | As required |
| Provide 'Rte 10 break-even point in dollars' | David | When able |

I. 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 | | |