

**North and Central Coast Ferry Advisory Committee Meeting**

**Overview: meeting held at the Fairmont YVR May 15, 2015**

**In Attendance:**

Committee: Bill Beldessi, Hank Bood, Sharron Cartier, Ellen Cranston (via phone), Ernest Hall, Travis Hall, Mark Schlichting, Angela Smith, Billy Yovanovich

BC Ferries: Corrine Storey- VP Customer Services, David Hendry- Strategic Planning Director, Captain Lance Lomax - 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 planned as a WebEx meeting during the fall of 2015.

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Issues Summary and Resolution Plan

**A. Issue: Chair selection**

**Definition:** Committee members were uncertain during the meeting of who may be willing and available to act as Chair, and committed to following up later with BC Ferries.

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

**Action Plan:**

Action	Responsible	Date
No action required		

**B. Issue: Terms of Reference review**

**Definition:** This being the first meeting of a new, four-year FAC term, the general TOR was discussed. There was general agreement that the new policy of a maximum two-term limit for committee members makes sense, given there could be discretion to allow members to remain past two terms if committee turnover seemed to great.

**BC Ferries Commitment to Resolution:**

Nothing further required on this issue.

**Action Plan:**

Action	Responsible	Date

No action required		
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**C. Issue:**      **‘BCF 101’ review**

**Definition:** BC Ferries has developed a document (nicknamed ‘BCF 101’) to provide high-level information about key aspects of coastal ferry service, including sections on: BC Ferries, the Coastal Ferry Services Contract, the BC Ferry Commission, fares and FACs. The main intent of BCF 101 is to bring all FAC members to a common baseline of understanding, to better facilitate issue discussions during meetings.

**BC Ferries Commitment to Resolution:**

Nothing further required on this issue.

**Action Plan:**

Action	Responsible	Date
No action required		

**D. Issue:**      **All Native Basketball tournament**

**Definition:** BC Ferries explained that the reason there was no a ‘mid-week’ sailing during the 2015 ANB tournament was that these Wednesday sailings were part of the reductions during the Province’s service level adjustments in 2014. If organizers deemed the need for a mid-week sailing during future tournaments, they should send a request to BC Ferries as far in advance as possible.

**BC Ferries Commitment to Resolution:**

Nothing further required on this issue.

**Action Plan:**

Action	Responsible	Date
No action required		

**E. Issue:**      **Size up the Savings**

**Definition:** BC Ferries explained that a promotion that provides a discount for non-commercial over-length customers using Route 1 and 30 will be running again this summer...similar to the one in 2014. Details to be announced soon.

In a related discussion, a summary of changes in overall ‘utilization’ since the service level adjustments were made was given by BC Ferries as follows:

- Route 10 increased 9.1% to a level of 48%
- Route 11 increased 12.2% to 57.6%
- Route 26 increased 4.8% to 27.9%
- overall: all routes at approximately 50% utilization.

**BC Ferries Commitment to Resolution:**

Nothing further required on this issue.

**Action Plan:**

Action	Responsible	Date
No action required		

**F. Issue:      Route 11 medical travel**

**Definition:** Billy raised two issues related medical travel on Route 11. First, customers are concerned about the elevators on the Northern Adventure not functioning. BC Ferries replied that those elevators were updated during the most recent vessel refit, and more reliable performance is expected.

Next, Billy asked if BC Ferries would consider some sort of priority medical travel list for Haida Gwaii customers that need to travel to medical appointments on Route 11. Corrine noted she would investigate feedback on this need.

**BC Ferries Commitment to Resolution:**

Research calls/requests for medical priority travel.

**Action Plan:**

Action	Responsible	Date
Let Billy know the known demand for medical priority travel, and whether BC Ferries could establish a workable procedure to accommodate	Corrine	When able

**G. Issue:      Route 11/26 schedules**

**Definition:** Route 11: during the past 12+ months, major projects (paving, hospital construction, etc) on Haida Gwaii have restricted access to Route 11 sailings notably for other customers, with overloads and wait lists increasing. Route 26: the ‘shorter sailing day’ (12 hours vs previous 18 hours) limits access for customers moving between the two islands, and there are concerns around limited emergency after-hours response.

FAC members acknowledged that both issues are a result of the service level adjustment process, and that request to consider adding back sailings that were eliminated in 2014 should go to the Province. BC Ferries agreed, but added that they do have some discretion to consider adding ‘end of day’ sailings on Route 26 if an overload occurs on the last sailing. Further discussion happened around how communities may be able to relay the significant effect of sailing reductions to the Province.

In a related note, BC Ferries explained that the new ‘crew building’ at Alliford Bay was built to provide crew quarters for relief crew members; which were previously very difficult to attract to Route 26.

**BC Ferries Commitment to Resolution:**

Nothing further required on this issue.

**Action Plan:**

Action	Responsible	Date
Nothing at this time		

**H. Issue:      Route 11 extra sailings**

**Definition:** BC Ferries did indeed add sailings on Route 11 on May 18 in response to pent up demand, and it is expected these sailings will clear any waitlists/backlog.

**BC Ferries Commitment to Resolution:**

Nothing further required on this issue.

**Action Plan:**

Action	Responsible	Date
Nothing at this time		

**I. Issue:      Discovery Coast Connector**

**Definition:** Tourism organizations are reporting that having only the Nimpkish providing summer service in the Central Coast is discouraging tourism in the region. As well, both Shearwater and the Heiltsuk Nation have conducted an economic analysis of the impact of having Route 40 eliminated in 2014, and have presented ideas from this analysis to the Province.

BC Ferries is aware that the Province is considering options on how to best provide this summer service and will provide direction to BC Ferries when they are ready. Further discussion happened about some negative feedback that has been received from tourists during the past year, and whether the Nimpkish is a suitable vessel for tourism needs. Specific concerns have been expressed about the restroom, food options, lounge comfort and unsuitable info racks on the vessel.

On a related note, Jeff explained that BC Ferries will be putting in a shelter at McLoughlin Terminal this summer.

**BC Ferries Commitment to Resolution:**

Nothing further required on this issue.

**Action Plan:**

Action	Responsible	Date
Nothing at this time		

**J. 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 that, now that there has been a 12-hour service day on Route 26 for 12 months, he is working at getting a clear message on after-hours emergency service in the community.

He also mentioned that there has been an increase in incidences requiring security and/or police assistance during Route 10 Central Coast stops, which is a concern. Northern Expedition returns to service from its annual refit June 19.

Finally, work on marine structures at the Prince Rupert terminal is planned for late 2016, with more details to the FAC to come at a later date.

**BC Ferries Commitment to Resolution:**

Nothing further required on this issue.

**Action Plan:**

Action	Responsible	Date
Nothing at this time		