

Gabriola Island Ferry Advisory Committee Meeting

Overview: The Haven Conference Centre (Gabriola Island) – May 27, 2014

In Attendance:

Committee: Dyan Dunsmoor-Farley, John Hodgkins, Gisele Rudischer, Chris Hock

BC Ferries: Corrine Storey- VP Customer Services, David Hendry- Strategic Planning Director, Captain Lewis MacKay - Marine Superintendent, John MacDonald- Regional 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: Chair and interim member appointment

Definition: The committee elected to reappoint John as the Chair for the remainder of the term. Also, BC Ferries confirmed that Chris Hock is appointed to the committee to fill the committee vacancy.

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

Action Plan:

Action	Responsible	Date
No further action required		

B. Issue: FAC role in engagement process

Definition: The committee expressed concern that they received no advance notice of what role they were expected to play in the Province’s recent engagement/service level adjustment process. Despite this, they coordinated a local stakeholder group and performed analysis of future community needs/demands in order to help BC Ferries devise schedule options.

BC Ferries Commitment to Resolution:
Nothing further required.

Action Plan:

Action	Responsible	Date
No further action required		

C. Issue: Operations since service reductions

Definition: The FAC wishes to see close analysis of how the reduced sailing schedule is affecting traffic patterns and producing overloads. BC Ferries noted that crews are now used to the new sailing times/routines and that it may be difficult to get a realistic idea of overloads on the Gabriola side of the route.

John shared feedback he has received so far and pointed out key issues of: on-time-performance worsening, roadway congestion/dangers, and increasing overload magnitudes. He added that some community members are questioning the logic of maintaining late night sailings at the expense of having mid-day gaps in the schedule.

BC Ferries Commitment to Resolution:

Work with FAC and MOTI to address roadway safety issues.

Action Plan:

Action	Responsible	Date
Participate in roadway issues meetings.	MacKay	summer

D. Issue: Local liaison group

Definition: FAC has asked BC Ferries to consider establishing a local liaison group to monitor schedule impacts.

BC Ferries Commitment to Resolution:

Work with FAC to set up appropriate working group.

Action Plan:

Action	Responsible	Date
Work with FAC to establish a working committee to address schedule issues	Guenette	In progress

E. Issue: Schedule modifications process

Definition: The local community needs to understand how/when to effectively discuss future schedule changes. BC Ferries suggests the new schedule needs

some time to operate prior to looking at changes, allowing at least six months for crews, customers and businesses to adjust.

BC Ferries Commitment to Resolution:

Share analysis of how the new schedule is working and work with FAC on options for possible changes in the future.

Action Plan:

Action	Responsible	Date
No further action required		

F. Issue: Monday early school dismissal

Definition: School District 68 is planning to change Monday dismissal times, meaning students would arrive at Nanaimo terminal in between sailings.

BC Ferries Commitment to Resolution:

Consider if sailing schedule can adapt if/when the school district finalizes new schedule plans.

Action Plan:

Action	Responsible	Date
No further action required		

G. Issue: Crew parking spaces

Definition: Since the new schedule does not require an immediate handover at Descanso, the committee suggests that BCF consider freeing up some parking spots for public use. BCF acknowledges they have looked at this possibility and wants to wait and see if the ‘mid-day gap’ is a realistic, long-term expectation prior to freeing up spots.

BC Ferries Commitment to Resolution:

If it becomes apparent that the ‘gap’ will remain long-term, consider freeing up parking spots at Descanso.

Action Plan:

Action	Responsible	Date
No further action required		

H. Issue: Gertie bus stop location

Definition: BC Ferries is concerned that the current stop site presents risks for vehicles colliding with other vehicles and passengers, and would like to see it relocated.

BC Ferries Commitment to Resolution:

Work on ideas for relocation bus stop as part of ‘new liaison working group’.

Action Plan:

Action	Responsible	Date
No further action required		

I. Issue: Managing ferry lineups

Definition: FAC is concerned with problems associated with vehicle line-ups leading to the terminal and the potential for accidents/injuries. Discussion followed around lack of signage, how customers line-up, safe turning areas, etc.

BC Ferries Commitment to Resolution:

Nothing at this time.

Action Plan:

Action	Responsible	Date
No further action required		

J. Issue: Clarifying policy for priority users

Definition: FAC asked if people travelling for critical appointments (medical or similar) can receive priority/assured loading. Discussion followed around difficulties with facilitating priority loading rules, particularly at unstaffed terminals.

BC Ferries Commitment to Resolution:

Discuss issues and specific factors of priority loading with the committee in future discussions.

Action Plan:

Action	Responsible	Date
No further action required		

K. Issue: FAC sustainability/format

Definition: BCF asked FAC members for opinions on the format/scope/frequency of FAC meetings or ideas to ‘close issues more effectively’. FAC members noted a need to identify and address short-term issues more directly and at a local level. Also, more discussion across other organizations (transit, RegDist, etc) would be beneficial.

BC Ferries Commitment to Resolution:

Work with FAC on getting a wider scope of committee members and in developing working group solutions.

Action Plan:

Action	Responsible	Date
No further action required		

L. 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 will 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		

M. 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
No action required		