

Ferry Advisory Committee (FAC) - Record of Meeting

Date:	May 16, 2017
Committee Name:	Campbell River/Quadra/Cortes
Routes:	23, 24

Attendees:

<p>For the FAC:</p> <p><i>Chair(s):</i> Paul Ryan</p> <p><i>Members</i></p> <ul style="list-style-type: none"> Rod Lee, Michael Lynch, Uschi Koebberling 	<p>For BCF:</p> <ul style="list-style-type: none"> Peter Simpson David Hendry Jeff West Al de Koninck Darin Guenette
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Points of Information/Agreement:

<ol style="list-style-type: none"> Dangerous Cargo weather cancellations – FAC shares community suggestion that a standard contingency plan be established in the case when DG sailings are cancelled, so that DG customers will know exactly when they may be able to travel. Idea: once BC Ferries knows the Tuesday DG sailing will be cancelled, then the same sailing times on the Wednesday or Thursday will automatically be set as DG sailings. Weather cancellations Route 24 – community members are concerned that the vessel crew may be cancelling an entire round trip from Whaletown and return when the weather conditions may actually be fine to safely sail the first leg; this appears to not be providing service for one sailing for which customers should be able to have access. BC Ferries explained that, if a crew is stranded at Heriot Bay overnight, regulations will prevent them from operating for up to eight hours at that start of the next service day. That is, there is one crew only and they have regulated crew rest that is affected when they are unable to return to home port. Service Notices: FAC members are receiving SN for routes they have not subscribed, with inconsistency of info (some have much detail, some have almost none) and frequency of when they are being issued. Problems experienced: when emails are sent to subscribers, they don't have basic info of the matter in the header of the email...and the link has already expired; not enough detail; time lag to receiver; inconsistency for issuing SN when service resumes. Vessel ops update: strong on-time-performance on both routes, a notable frequency of ambulance call-outs can affect regular schedules. New Senior Master on Route 23 is Will Frowd. Powell River Queen will have work performed for approximately two weeks in mid-October (Bowen Queen relief vessel). Tachek to return to Route 24 around June 21. BC Ferries will be adding extra sailings during the Tribal Journeys event on Quadra Island in early August.

5. Terminal ops update: seasonal hiring and maintenance work on schedule. BCF working with local Quadra company in setting up a web cam near Campbell River/Heriot Bay/Whaletown terminals, with BCF power support. Defibrillator problems: Heriot Bay machine was stolen and Whaletown batteries were stolen; HB will likely not be replaced.
6. BC Ferries has developed a process to allow FACs to submit requests for any notable service changes to BC Ferries, whereby BC Ferries will receive, analyse and reply to the request within 90 days. A part of this request is a form called the Significant Service Request (SSR) form.
7. BCF in contract negotiations with a shipyard to design/build the Minor 44 Class vessels; will replace all of our smallest class ships in the future.
8. Shuttle Class intro: replacement project for the Bowen Class vessels; is a 100 AEQ design. BCF would like to be in contract for these new vessels by the end of 2017 if possible. Look for future communications and engagement plans.

Action Items¹:

Item	Who	By When
1. BC Ferries to analyse if a SOP can be set to make Wed or Thurs sailings established as 'DG contingency sailings' when weather cancellations occur on regular Tuesday sailings. Suppliers will be engaged to understand what will work for them.	Al/Jeff	End-summer
2. Continue discussions/analysis on timeliness, content detail in the 'header' and consistency of Service Notices.	Jeff/Darin	End-summer
3. Send BCF summary of events that may affect ferry service.	Michael	May/June

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.