

Ferry Advisory Committee (FAC) - Record of Meeting

Date:	May 30, 2019
Committee Name:	Northern Sunshine Coast
Route:	7, 17, 18

Attendees:

<p>For the FAC:</p> <p><i>Chair</i></p> <ul style="list-style-type: none"> • Kim Barton-Bridges <p><i>Members</i></p> <ul style="list-style-type: none"> • Sue Clark, Al Davis • Paul Kamon, Jason Rekve 	<p>For BCF:</p> <ul style="list-style-type: none"> • Peter Simpson • Mike Davis • Jeff West • Al de Koninck • Darin Guenette
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Points of Agreement/Information:

1. Salish Eagle issues. First, one elevator has been out of service for some time and the FAC has heard concerns from customers, particularly when they are required to leave their vehicles on the closed deck. BCF noted that their elevator repair contractor is awaiting parts from a supplier and trying to get this serviceable as soon as possible.
Hot chocolate machine. This was out of service, but has been repaired since May 15.
2. Route 18 crewing difficulties. Capt de Koninck has made connections with organizations that can help promote possible workers, including the school district. He noted that the crewing requirements are set for the summer. A goal of communication is to encourage workers in certain trades that can then find jobs across many related organizations.
3. Performance Term 5 summary. Commissioner has provided his preliminary price cap ruling of 2.3% for the period April 1, 2020 to March 31, 2024. Next steps are analysis and negotiations and contract changes by BCF and the Province. The final price cap needs to be set by September 30, 2019. BCF wants to ensure that the analysis into their capital plan is built into the projections sufficiently for fare caps, and this is part of the discussions that happen during this time. Kim shared some information she and other FAC Chairs received from Mark Collins the previous day.
4. Beer/wine sales – update on roll-out. BCF is planning on offering BC beer/wine sales as part of a pilot on three vessels on the Vancouver-Victoria route.
5. Summer out-of-service relief plans. BCF noted that the plan for relief vessels during peak season is finishing a draft soon, and will be shared by FACs. This will be a public document that aims to help people understand what is/is not possible in the busy season.
6. Island Class naming. BCF is planning some sort of ceremony to announce the name of the first two Island Class vessels in late fall. More details when they are worked out.
7. Langdale and Hwy 101 traffic update. Paul asked if BCF had traffic projections to identify possible impact to Highway 101 and the lower Sunshine Coast once two vessels are

implemented on Route 3. BCF does not have specific traffic projections for two ship service, but they acknowledge the concern.

8. Forest fire evacuation. BCF noted that, when any sort of significant emergency is declared, they would be tasked by provincial emergency agencies to 'do whatever may be required'. In these types of situations, the regular passenger limits would not be in effect; they could handle as many passengers as is deemed safe by the Master.
9. BCF 101 and TOR. Darin explained that these documents were tweaked for this term and asked for any ideas at any time for edits from the FAC members.
10. Blubber Bay wingwall upgrade. Project is going well and on-schedule for summer completion. There have not been interruptions to the regular ferry service.
11. Route 18 midday service request. FAC submitted a SSR for BCF to keep a return sailing in place year-round, to help alleviate the sailing 'just before and after' that gap during the off-peak season. BCF accepted the form.
12. Island Sky paper towel dispenser. This was raised previously; paper towel dispensers encourage more cleanliness, instead of hand dryers. Jeff will follow up with the ship as he knows they don't have a current work order to this request.
13. Cancelled sailings and hotels. BCF noted they still have preferred rates with some hotels in the event of unexpected stay in Comox due to ferry cancellations. Jeff replied that there is some discussion and analysis underway to determine if there can be a way cover the room charges for people in distress.
14. Access to Vancouver via V.Island, at the same cost as Sunshine Coast. Jason has asked about this concept before; customers could be very willing to go to Vancouver via the island if the costs are same/similar. BCF noted that there are a few aspects involved; fare setting, setting up a process, understanding what the benefits are for the customer and the company, but that this is not seen as a likely initiative.
15. Explanation of commercial pricing. After discussion, BCF confirmed that they are not looking at changing the classification for a commercial vehicle from the current 5500 kg.
16. Special events. A call was put out to let the FAC know of all special events in both communities, and BCF can be prepared to possibly adjust operations as much as possible.
17. Texada-Comox direct service update. The pilot is planned to begin after Labour Day. What is still outstanding is the pricing and reservation process, but this will all be communicated and promoted once all details are finalized. The pilot will see the Salish vessel stop at Blubber Bay after leaving Westview 8:05 am and again with the Comox departure around 7:45 pm. Discussion followed around how to set appropriate allocation levels and the reservation process (which is intended to be online).
18. Coastal Ferry Act amendments. There were a couple of notable changes to the Act recently, which BCF summarized as being related to the Redlin report recommendation that the Province focus on a coastal ferry strategy and vision.
19. Water bottle stations. FAC had asked previously asked if bottle filling stations on the ferry. BCF is looking at installing these station on the Island Class vessels, and at implementing them on the Salish during their next refits.
20. Ops meeting scheduling. The goal is to hold an 'ops meeting' the week of September 23, and the FAC can let AI know which date works best.
21. Route 3-7 connectivity. Kim reiterated that all efforts for BCF to help sailing timings accommodate customers travelling between both routes is appreciated.
22. Customer Satisfaction Tracking. Darin explained that the Commissioner has asked BCF to review the effectiveness of the CST process in 2017, and to this, BCF is hiring a new

<p>research partner soon. A two-phase program will see the development of a new strategy for CST, and to expand both the scope (all routes will be included) and methodology (open online feedback, on board survey and more) of how customer satisfaction is received and measured.</p> <p>23. Fare flexibility. Implementation is delayed until after the website launches in the fall, but the keys notes are: on Major routes, there will still be some standby travel, there will not be surge pricing, some sailings will be discounted to promote travel. These offerings will apply to the Majors, and full implementation will happen in the next 1-2 years.</p> <p>24. Correspondence. Tim Larson had sent Kim and Darin an email sharing an experience about a difficulty making a connection at Earls Cove, even after asking on the Route 3 sailing. Discussion followed around how two ships communicate and what customers are then told.</p>

Action Items¹:

Item	Who	By When
1. Let Engineering section know that customers are concerned about the lack of serviceable elevators.	Jeff	Completed
2. Explore analysis around a 'Vancouver via V.Island' routing, starting with Tariff & Revenue.	Darin	Completed
3. Follow up on the progress of 'hotel rooms in Comox' backup plan.	Jeff	summer

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.