

Ferry Advisory Committee (FAC) - Record of Meeting

| | |
|-----------------|----------------------------|
| Date: | May 31, 2019 |
| Committee Name: | Chemainus-Thetis-Penelakut |
| Routes: | 20 |

Attendees:

| | |
|---|--|
| <p>For the FAC:</p> <p><i>Chair(s):</i> Keith Rush</p> <p><i>Members</i></p> <ul style="list-style-type: none"> • Anne-Marie Koeppen • Selena Hayes, Ken Hunter | <p>For BCF:</p> <ul style="list-style-type: none"> • Peter Simpson, Mark Wilson • Camrin Hillis • Darin Guenette • Al de Koninck |
|---|--|

Points of Information/Agreement:

1. Dangerous cargo sailings. Keith had heard some community confusion/concern about the recent change to a DC sailing, so he put out reminders. It was noted that this change has benefitted the mail delivery well.
 Discussion followed around how customers can learn when scheduled DC sailings have no commercial customers, and thus could take regular vehicle traffic. Cam asked for an email address that community members could monitor...as BCF would post a note there letting customers know when a sailing is available for them. Related: BCF is still pursuing the idea of allowing regular commercial vehicles (up to 12) to travel on DC sailings, which could free up space on regular sailings. More on this as progress/decisions are finalized.
2. New Friday schedule. BCF noted that the on-time performance has improved with recent changes, with an average in the 85% range. They have also been monitoring Thursdays, as there have been some traffic pressures on that day...and some degradation of OTP on other days. Al added he has travelled on the route and is looking for procedural ideas that may be done to improve efficiency; including a future potential vessel swap if there is another ferry that makes sense. These changes would be preferable to implement prior to looking at making schedule changes.
3. Performance Term 5 summary. The 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, which is currently underway. 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 ongoing discussions.
4. Bill 25 update. This Bill has been fully passed, and it changes some wording within the Coastal Ferry Act. A notable change from the government allows them to appoint more directors of the BC Ferry Authority Board. Another change was a setting of a two-term limit for BC Ferry Services board, which has now resulted in a change of three directors.

5. Terminal digital signs. Keith had previously asked if community notices/info could be included on the digital signs at terminals. BC Ferries had noted that these signs are intended to provide operational information (current conditions and vessel maps) and BC Ferries Vacation ads. This will remain the process for the near future.
6. BCF updates (CST changes, Fare Flex, new FAC docs, etc.
 - i. 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 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.
 - ii. 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.
 - iii. New FAC docs. Darin reminded the FAC that the Terms of Reference and BCF 101 documents were tweaked for this new term, and he suggested that FAC members can forward any change ideas. Discussion followed on promoting communications between the FAC and BCF.
 - iv. Al's notes. Vessel data and refit plans are included in the route reports. He noted that he will coordinate an 'ops meeting' in between FAC meetings, to deal with specific, detailed operational items. He added that Capt Cormier is moving to another route at the end of June, and he will keep engaged on Route 20 until a new Senior Master is hired.

Action Items¹:

| Item | Who | By When |
|------|-----|---------|
| none | | |

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.