

## Ferry Advisory Committee (FAC) - Record of Meeting

Date:	November 4, 2019
Committee Name:	Gambier-Keats Islands
Routes:	13

### Attendees:

<p>For the FAC:</p> <p><i>Chair(s):</i> Joseph Wright</p> <p><i>Members</i></p> <ul style="list-style-type: none"> <li>• Bruce Kerr</li> <li>• Camilla Berry</li> <li>• Tanya Saunders</li> <li>• Peter Grierson</li> </ul>	<p>For BCF:</p> <ul style="list-style-type: none"> <li>• Brian Anderson</li> <li>• Peter Simpson</li> <li>• Doug Hanning</li> <li>• Lance Lomax</li> <li>• Darin Guenette</li> <li>• Robert Edwards</li> </ul>
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### Points of Information/Agreement:

<ol style="list-style-type: none"> <li>1. Keats extra sailings request. Tanya summarized part of a previous discussion, where she is requesting an option be found for an additional midday sailing to Keats, ideally by swapping for a sailing to Gambier around the time. Joe noted that the midday run to/from Gambier is actually heavily used in the off-peak season. Bruce added that they do see lower numbers (2-4) of people heading to Keats each day. The FAC agreed this issue requires some discussion amongst themselves, as they currently don't have a consensus on an option for change.</li> <li>2. Route 3 on-time performance. In peak season, when Route 3 is not running on time on summer weekdays, this causes a notable disconnect with Route 13, and thus causes some very long waits for Gambier/Keats customers...connecting both to and from the islands. This issues is most apparent around the 3:15 pm Stormaway run.</li> <li>3. Route 3 overloads. The peak season increased occurrence of overloads has meant that it has become difficult for residents to connect to Route 3 sailings. Peter Simpson noted that the actual number of sailings overloaded has been decreasing, but the sailings that are overloading are seeing an increase in the number of vehicles overloading. It was agreed that the 8:40 am sailing from Langdale is the most efficient sailing for residents to travel to Metro Vancouver, and that this is already a very popular sailing for all customers. Discussion followed around balancing having a consistent, year-round schedule and trying to have different time-of-week schedules to better connect with Route 3.</li> <li>4. Route 3 increase to hourly sailings. A discussion occurred around the general plan for BCF to add a second vessel to Route 3 full-time, thus allowing approximately hourly service. This plan is being progressed and requires a number of approvals, financial results and</li> </ol>
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capital plans to continue as expected. The FAC noted they are still very strongly in support of seeing this plan happen as soon as reasonable.

5. Route 3/13 connections. Bruce noted that about half of Stormaway sailings connect going to Route 3 and the other half coming from Route 3. Some customers feel that the unintended connections are very close and are asking to try and make this connection in both direction. Peter Grierson noted that it may make sense to manage customer expectations, finding ways to ensure people are aware of which sailings connect in which directions. Discussion followed around options for wording to make practices/policies around when the Stormaway may wait for customers and what customers should/should not expect. BCF noted that they can help clarify communications with links on their website pages; they asked for text suggestions from the FAC.
6. Traffic congestion/parking at Langdale. This has been a perennial concern in the past few years, but the FAC said it seems this has improved in the last year. BCF noted that Robbins has been consistent with education and enforcement, and this keeps parkers well behaved. Joe suggested that when long-term parkers need to park in the short-term lot (because long-term lot is full), they are asking for Robbins to not ticket these vehicles with a long-term sticker. It was agreed that, in general, the parking lot management is improving.
7. Route 13 fares. Joe noted that the Route 13 fares are unfairly high, particularly when compared to Route 3, and when length of travel is considered. He noted that the fare jumped notably when this route was changed to a contracted route, so this is part of the reason for this perception of unfairness. Discussion followed around what other similar services cost and where to try and get a sympathetic ear.
8. Langdale development update. BCF summarized that they are preparing material and information required to gain all approvals (including the Commissioner). The overhead walkway is still the priority and work would begin on that part of the project after approvals are all gained, which is expected next spring. The walkway would be in service in the fall of 2021. Other project work would follow when able, with a goal of not disrupting regular operations.  
Discussion followed around how customers would see changes to connecting to/from both Route 3 and 13.
9. BCF updates. BCF noted that their website revamp is expected to be launched in early 2020, and that the fare flexibility initiative (dynamic pricing for major routes, depending on demand) will follow soon after. Discussion followed around reservation strategies and how allocation levels are coordinated. As well, both Current Conditions and parking lot info will indicate the percentage of space available on the new website, instead of space 'taken' as is now displayed.
10. Keats landing pier damage. Peter Grierson shared with attendees that there may be some liability risks with how Stormaway connects with the dock used at Keats Landing. The SCRCD owns this public dock, but no organization has priority access to its use. Discussion followed around managing customer expectations around whether Stormaway sailings should get consideration over private users; it is informal but often locally encouraged. Joe noted he will raise this issue at future SCRCD meetings.
11. Gambier dock. Discussion occurred around possible risks associated with the unknown plans for the dock at New Brighton. The Squamish Nation owns it, but the Province owns the water lease.

**Action Items<sup>1</sup>:**

Item	Who	By When
1. Share fare inequity with Tariff & Revenue and let FAC know if there are any option to address.	Darin/Brian	ongoing

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<sup>1</sup> 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.