

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

Date:	May 29, 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, Camilla Berry</li> <li>• Susan McLaren</li> <li>• Peter Grierson, Tanya Saunders</li> </ul>	<p>For BCF:</p> <ul style="list-style-type: none"> <li>• Peter Simpson</li> <li>• Doug Hanning</li> <li>• Lance Lomax</li> <li>• Darin Guenette</li> </ul>
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### Points of Information/Agreement:

1. Terms of Reference and BCF 101 for new members. Darin reiterated that these documents were updated for this new FAC term, and that any feedback people may wish to pass along would be appreciated.
2. Langdale Terminal upgrade update; Rte 3-13 connection, construction impact etc. FAC gets questions about what may differ for how Route 13 customers arrive/depart/connect at Langdale when the upgrades are implemented.  
 BCF noted that the plan is for two options for customers; one involves a dedicated path between the dock and the main lot/admin building (with a gate to help connect directly to Route 3). There will also be a way for customers coming off of the Route 3 vessel to depart the vessel on the vehicle deck to head directly to the Stormaway.  
 Timeline. Construction to begin this fall, in a phased approach with work in the upper lot area. A one-way roadway will exist in the upper lot to prevent vehicles going to the admin building from mixing with vehicles departing the vessel. Susan suggested that it would be very much appreciated if the practice of allowing people to drive onto the terminal to unload heavy objects near the dock when there is no Route 3 sailing arrival/departure would be continued.
3. Oversized baggage on busy Stormaway sailings. People use larger baggage carts, and there seems to be an increasing numbers of oversize baggage coming on the boat. The FAC has discussed whether there is a way to determine a defined 'max size/dimension' of a baggage cart that should be allowed on busy/popular sailings. The basic idea is to set the size at 60 cm X 60 cm and 30 kg. The FAC and Kona Winds have determined they will proceed with a plan to implement this size limit and communicate.
4. Route 13 schedule changes. The FAC and Kona have made some changes to sailing timings recently and BCF has been able to implement/publish these in a timely manner. Schedules

will be monitored for further improvements. Discussion followed around identifying weaknesses in the current schedules and whether changes that work could be found.

5. TransLink connections to Route 3. FAC has observed a noticeable disconnect between the arrival of the 8:40 Route 3 sailing at HSB and the 257 bus. Doug noted that TransLink has changed how they deliver service to/from HSB, and they are producing a bus approximately every 20 minutes to the terminal; they should keep this service in place for some time.
6. BCF updates.
  - 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. Bruce asked what Kona could do to help with this strategy.
  - ii. 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.
  - iii. 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.
  - iv. Fuel surcharge. BCF is about to implement a fuel surcharge of 1.5% (Northern routes are exempt), as this mechanism serves to mitigate fuel price volatility.

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

Item	Who	By When
1. Ask Marketing if Kona Winds can help with any CST plans.	Darin	ongoing

<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.