

Ferry Advisory Committee (FAC) - Record of Meeting

Date:	October 24, 2018
Committee Name:	Gambier-Keats Islands
Routes:	13

Attendees:

<p>For the FAC:</p> <p><i>Chair(s):</i> Joyce Clegg, Dan Rogers</p> <p><i>Members</i></p> <ul style="list-style-type: none"> • Bruce Kerr • Joseph Wright, Tanya Saunders 	<p>For BCF:</p> <ul style="list-style-type: none"> • Mark Wilson • Peter Simpson • David Hendry • Doug Hanning • Lance Lomax • Darin Guenette
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Points of Information/Agreement:

<ol style="list-style-type: none"> 1. New Brighton dock. It was noted that the NB dock is now owned/operated by the Squamish First Nation, who are ending a five-year contract in November. They are exploring their options for future ownership and see a need for annual revenue to maintain operations there (estimated at approx. \$100K/year). Discussion followed on aspects of future ownership/usage of the dock. It was noted that, although there are two other docks on Gambier, they are not realistically usable for this ferry service. As well, the Sunshine Coast Regional District is not interested in taking control/ownership of the dock. 2. Outstanding schedule discussion; suggestions submitted. Previous schedule ideas have been sorted out between the FAC members and Kona Winds. In general, it was agreed that customers appreciate the recent schedule changes. FAC members will have an 'offline discussion' to explore ideas around splitting a morning sailing between islands. 3. Eastbourne visits in FWS season; weather decisions and technology. Discussion has continued between Kona and Keats members as to concerns of the lack of reliable stops in Eastbourne during fall/winter weather. They asked Kona to provide a clear explanation of whether conditions where Kona Winds is unable to come into Eastbourne; Bruce agreed to provide guidelines. 4. Horseshoe Bay redevelopment update. BCF is currently in the design phase for Horseshoe Bay development. The engagement is at the fourth of five engagement stages, with general themes heard through feedback being : practical/cost-effective solution, safe/accessible, integrate technology, integrate village with terminal, integrate customer experience. Construction scheduled to start in approximately 2023, with a three-year timeframe to completion. 5. Langdale development. The project is seeing the 'overhead walkway' split out from the rest of the terminal work. The walkway build timeline has not been set, as BCF still needs

to finish Commissioner approvals. Ideally, work should begin in spring/summer 2019. The rest of the plan will follow within a year or two afterwards. BCF noted that they will engage with the communities on aspects of Route 3-13 connectivity when the project progresses.

6. Langdale parking. It was noted that Robbins has been enforcing unpaid parking and giving tickets where warranted. Doug shared pictures of signage in the parking lot that indicates how to extend parking time and a Robbins phone number.
7. Performance Term 5 submission. BCF submitted documents to the Commissioner at the end of September, including traffic/revenue/cost forecasts. The submission is available on the Commissioner’s website for public viewing. The next step is when the Commissioner is due to set the preliminary price caps- to be in place for April 2020 to March 21, 2024 - by the end of March 2019. BCF forecasts and expectations are to see fare increases at approximately the rate of inflation. Some discussion happened around BCF efforts to moving to cleaner fuels/hybrid propulsion/electric ferries as a means of improving costs and reducing emissions.
8. Customer satisfaction issue. Joe noted that in some occasions the automatic top-up has not been implemented, and there is no process to ‘allow a discount fare’ for a short time until the top-up happens. Related: some discussion followed on the process for trying to accommodate customer requests to be loaded on the upper vehicle deck. Also, discussion followed about keeping ‘realistic cargo guidelines’ for customers, and the committee will let BCF know if they are asking for help in resetting rules, etc.
9. FAC term and reappointment. Darin explained process for resetting the committee memberships (to be in place for January 2019) and sought suggestions for any rep groups that may be missing from the committee.

Action Items¹:

Item	Who	By When
1. Analyse dock ownership/usage aspects of New Brighton, with a concern on the longer-term delivery to Gambier.	Lance/Mark	As required

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.