

Southern Sunshine Coast Ferry Advisory Committee Meeting

Overview: Cedars Inn Hotel, Gibsons November 14, 2016

In Attendance:

Committee: Diana Mumford, Greg Russell, Mike Shanks, Ed Steeves, Jeremy Valeriotte, Joyce Clegg (Gambier Keats-FAC)

BC Ferries: Mark Collins- VP Strategic Planning and Community Engagement, David Hendry-Strategic Planning Director, Captain Lance Lomax - Marine Superintendent, Chris Morris- Terminal Operations Superintendent, Doug Hanning- Terminal Operations Regional Manager, Darin Guenette-Public Affairs Manager

Meeting Highlights:

The objective of the meeting was to: discuss previous issues and explore options for addressing issues brought to the FAC from the community.

The next meeting is planned sometime late spring of 2017.

Issues Summary and Resolution Plan

A. Issue: Operations Report

Definition: Summary:

- Traffic: has been increasing 4-5% in previous year.
- Queen of Surrey refit: to occur March 20-April 10, 2017, with the Queen of Coquitlam as the relief vessel.
- Langdale Berth 1 closure: plans on schedule for closure to occur January 19-April 6, 2017.

BC Ferries Commitment to Resolution: none required.

Action Plan:

Action	Responsible	Date
n/a		

B. Issue: Berth 1 upgrade/closure

Definition: Summary:

- During closure period, BC Ferries will operate a two vessel, single-deck vehicle, hourly service.
- Some concerns have been expressed about decreased vehicle capacity and increased overloads the period (Mar 20-April 6) that the Island Sky is operating on Route 3.

- BC Ferries reiterated there are no plans to use articulated ramps during this period, but if significant overloads do occur, the better option would be to add sailings.
- BCF is communicating with known commercial customers to encourage usage on the sailings with lowest expected usage.
- Related note: when asked why BC Ferries is not first installing a ‘straight in’ berth at Langdale, instead of using a berth that requires a curved arrival, BC Ferries noted that the current Berth 1 position lends itself best for customer terminal access. As well, a ‘straight in’ floating berth is still being analysed as a possible longer-term capital investment.

BC Ferries Commitment to Resolution: none required.

Action Plan:

Action	Responsible	Date
n/a		

C. Issue: Route 3 on-time performance

Definition: Summary:

- Community members have shared experiences of unsatisfactory overloads and schedule reliability.
- OTP does vary, but has been averaging 55-60% during increasing traffic times.
- BC Ferries analysing possible Route 3 schedule changes to help improve on-time performance. If plan is set, implementation dates would be as soon as reasonable, with BCF vessel crews needing to be consulted.
- Essentially, new schedules would see a longer operation day and provide realistic sailing timings.

BC Ferries Commitment to Resolution: none required.

Action Plan:

Action	Responsible	Date
Inform FAC if/when schedule changes are made	BCF	As applicable

D. Issue: Transit-BC Ferries connections

Definition: Summary:

- BC Ferries has been meeting with BC Transit and TransLink, both of which are awaiting Route 3 schedule changes prior to determining what is possible with their scheduled operations to/from both Langdale and Horseshoe Bay.
- FAC suggests that conversation includes consideration that walk-on customers may have increasing luggage needs on buses.

BC Ferries Commitment to Resolution: none required.

Action Plan:

Action	Responsible	Date
n/a		

E. Issue: Langdale parking

Definition: Summary:

- Customers experiencing greater frequency of having the parking lot full and are frustrated with the lack of options.
- BC Ferries is considering an option of having an outside agency manage the parking lot, as this happens at other major terminals.
- Another option is whether a community park-and-ride could be established.

BC Ferries Commitment to Resolution: none required.

Action Plan:

Action	Responsible	Date
n/a		

F. Issue: Marine superintendent meetings

Definition: In the past, the Marine Superintendent met with FAC members to discuss specific ‘operations related issues’, and the FAC is keen to restart this process.

BC Ferries Commitment to Resolution: work with FAC to establish ‘ops meetings’.

Action Plan:

Action	Responsible	Date
Coordinate ops meetings	Diana/Lance	As required

G. Issue: Summary note support

Definition: Summary:

- Previous meeting summaries have been late or missing, and suggestion is for BCF to pay for an official note taker.
- BCF is willing to consider any recommendations for a note taker, but also needs to develop a more reliable system.

BC Ferries Commitment to Resolution: review more efficient/timely note taking.

Action Plan:

Action	Responsible	Date
Develop more reliable summary note process	Darin	asap

H. Issue: Low-clearance vehicles

Definition: Summary:

- Question was raised as whether future sailings may be limited for low clearance vehicles based on tide levels, in order to avoid vehicle hang-ups and delays.
- BC Ferries already examines low-clearance vehicles at the terminals and will pass on details to the vessel for a decision.
- There are no new policies planned to restrict these vehicles to certain sailings, as it makes sense to assess each situation on a case-by-case basis.
- Related: a 10' tide is a good rule-of-thumb to expect flat/even loading.

BC Ferries Commitment to Resolution: none required.

Action Plan:

Action	Responsible	Date
n/a		

I. Issue: Livestock loading

Definition: Summary:

- BC Ferries has a separate reservation system/process for livestock carriers; if they do not have a reservation, they may be overloaded.

BC Ferries Commitment to Resolution: none required.

Action Plan:

Action	Responsible	Date
n/a		

J. Issue: Youth discounts

Definition: Summary:

- The program established in 2010, which saw Route 3 fares increase 0.5% to fund a school travel discount fare, has been extended for other groups (youth sports and organizations), including Route 7 for N.Sunshine Coast youth related travel. BC Ferries is satisfied that most monies collected are being redeemed through discounts.
- The final piece to completing this arrangement was recognizing that any extra costs incurred from recent Route 3 Sunday sailing additions could account for any potential 'unredeemed' balance.
- BC Ferries has no plan to revisit this arrangement.

BC Ferries Commitment to Resolution: none required.

Action Plan:

Action	Responsible	Date
n/a		

K. Issue: Correspondence review

Definition 1: Email from Elizabeth Padilla to Diana:

- Elizabeth has asked why no consultation had occurred before determining the temporary, hourly-service, schedule during the Berth 1 closure.
- BC Ferries noted that the only option was to insert sailing times as they have been done for this schedule due to the constraints of Horseshoe Bay seeing three routes operate there provided.

Definition 2: Email from Scott Bleackley to various people (Oct 7, 2016):

- Scott’s main concern was the need for a 10-minute cut-off prior to loading.
- BC Ferries explained that the cut-off time limits have been determined to ensure safe operations prior to departure.
- If a sailing is late, the cut-off (called by the tower) is set when the ferry completes its unload and begins the new load.
- Customers with reservations still need to be at the terminal 30 minutes prior to scheduled sailing time, as these vehicles need to be staged separately so that staff can understand the amount of remaining space available on the sailing.

Definition 3: Letter from Olivia Kingsbury to Nicolas Simons (MLA):

- Olivia’s letter was requesting direct service between Langdale and Nanaimo.
- BC Ferries confirmed that the Province determines ferry policy, such as routing...so Olivia needs to reach out to them.

BC Ferries Commitment to Resolution: none required.

Action Plan:

Action	Responsible	Date
n/a		

L. Issue: Vehicle discount promotion

Definition: BC Ferries is coordinating a 50% fare discount on passenger vehicles, across all route, at select sailing times, between November 14 and December 18. Details can be found on bcferries.com.

BC Ferries input/follow-up: none required.

Action Plan:

Action	Responsible	Date
n/a		

M. Issue: Minor 44 Class project

Definition: BC Ferries is standing up a ‘Minor 44 Class’ project. Highlights include:

- New class of vessels to be the new, smallest class in the fleet
- Two ships built first, with up to five more to follow
- First two vessels to be deployed on Route 18 and 25, allowing retirement of North Island Princess and the Howe Sound Queen, by approximately 2020. Noted earlier: Quinitsa to replace HSQ on Route 6.
- Vessels to be 44 AEQ and 300 people capacity
- Near Coastal 2 classification; deployable on large variety of routes
- Engagement sessions planned in applicable communities; seeking input on amenities.

BC Ferries Commitment to Resolution: none required.

Action Plan:

Action	Responsible	Date
n/a		

N. Issue: AEQ restatement

Definition: BC Ferries has recently standardized the calculation of the measurement of area on a deck used to approximate the average space of a vehicle – the AEQ (automobile equivalent). One AEQ is now 2.6 m X 6.1 m of deck space.

This restatement will affect utilization figures, and this fact will be stated in the next report provide to the Ferry Commissioner. The Queen of Surrey’s new AEQ capacity is 311 and the Queen of Coquitlam is 322.

BC Ferries Commitment to Resolution: none required.

Action Plan:

Action	Responsible	Date
n/a		

O. Issue: FFDEI update

Definition: BC Ferries in continuing work in the Fare Flexibility and Digital Experience Initiative project, with significant updates in point-of-sale, website and ticketing technologies over the next two years. This will in turn allow for dynamic

pricing to be offered on the Major routes, followed by the other reservable routes, starting in 2018. The overall goal of this work is to increase discretionary traffic travel by offering discount opportunities in lower utilized sailing times, to interact more efficiently with the customer and to bring in new traffic to the system.

Of note, BC Ferries is aware of the unique aspects of Route 3, with high commuter volumes, and are developing FFDEI products or services suitable for the route.

BC Ferries Commitment to Resolution: none required.

Action Plan:

Action	Responsible	Date
n/a		