

Ferry Advisory Committee (FAC) - Record of Meeting

Date	November 19, 2021	
Committee Name	Tri-Islands	
Routes	25 (Alert Bay-Port McNeill-Sointula)	
Attendees	FAC	BC Ferries
	<i>Chair(s):</i> Melissa Fletcher <i>Members:</i> Ryan Mitchell, Dennis Buchanan, Carmen Burrows, Tosha Nelson, Stephanie Rockman	Peter Simpson, Carrie McIntosh, Natalie McCall, Captain Jan Brockhausen, Peter Bolza, Rosa Marinelli, Darin Guenette

BC Ferries updates		
<p><u>Update:</u></p> <ul style="list-style-type: none"> Terminal Operations: there are no projects or work scheduled at any of the three terminals in the near future, and there are no planned power outages either. Vessel Operations: The Island Aurora is scheduled to undergo a warranty maintenance refit January 12 to February 22, 2022. During that time, the Island K’ulut’a will be the relief vessel, after which the Aurora will return to service on the route. Captain Dan Miller is the Senior Master, and work is ongoing to move to electrification of the Island Class vessels. Overall, route operations have been going well. Connectivity between FAC and BC Ferries. BC Ferries is aware that FAC members are interested in knowing the most efficient way to connect when day-to-day operational issues/questions arise. Cognizant of not overloading local operational managers, and wanting to ensure FACs know how to reach out, BCF asks FACs to use Darin as a first point-of-contact and he can reach out to BCF reps. In the event Darin is not available, they can reach out to Carrie as well. <p><u>Feedback/Comments:</u></p> <ul style="list-style-type: none"> FAC members noted there has been a lot of positive feedback from community members on having the Island Class vessel on this route. <p><u>Resolution/Agreement:</u></p> <ul style="list-style-type: none"> None at this time. 		
Action Item	Responsibility	Deadline

n/a		
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FAC analysis
<p><u>Update:</u></p> <ul style="list-style-type: none"> • BC Ferries has sought feedback from all FACs on how the FAC process works to ensure it's productive for all involved. Approximately 80 members from all 13 committees completed a survey this past summer, from which common themes arose for analysis. • From these themes, BC Ferries sees a need to improve communications, value in increasing meeting cadence...including a virtual update session open to all; a couple of options twice/year. They will be introducing new route reports, which will contain information related to each route that is generally already available from various sources, but brought together in one document that is easy to read and digest. • Some key aspects of this analysis included reviewing the current Terms of Reference (TOR) common to all FACs, the structure of membership on committees, and other aspects of how FACs are set. This conversation with all FAC Chairs started this past summer and will continue in follow-up meetings...with one happening next week. The overall goal is to develop options to review and improve the entire FAC process. • One of the key themes was Service Notices (SN), as much was heard about the challenges with timeliness and content of SN. Thus, BC Ferries recently added a Customer Service agent directly into the Operations & Security Centre (OSC – who issue SN and are in 24/7 contact with terminals and vessels), which means someone can be dedicated to focussing on customer communications when incidents happens. • As for timeliness, some back-end processes have recently been changed, and SNs should now be received by subscribers much sooner after having been posted on BC Ferries' website. With respect to content, the wording and tone is being altered to provide more useful information for customers. • From discussions held during the annual BC Ferries-FAC Chairs meeting in August, BC Ferries formed working groups to come up with implementable improvements to some of the bigger 'pain points' common to many FACs; notable were the Current Conditions information on the website and a lack of understanding around the reservation process. <p><u>Feedback/Comments:</u></p> <ul style="list-style-type: none"> • BC Ferries confirmed that monthly traffic statistics are published on the new website. • It was noted that in summertime, there is need for surplus capacity to avoid overloads. Is this surplus capacity (ie higher crew) built into the plan? BCF: we adjust crewing levels (move to a higher license...can then carry more passengers), but need a reasonable amount of lead time. As far as general demand increase, this can be addressed by keeping higher license in more often. Discussion followed around BCF ability to follow growing trends. • It was noted that the Regional District is looking at installing an electronic board/sign, and ferry-related information (like that found in Current Conditions), particularly during unusual events, may be valuable to display on this sign. A suggestion to BCF: go through the Regional District to understand how/when to get ferry info on these boards once they are erected. Exact installation of the signs (how many, where, etc) is still being worked out.

<p><u>Resolution/Agreement:</u></p> <ul style="list-style-type: none"> On the Current Conditions page of BC Ferries website, a Q&A section has been added explaining the most common questions heard around this information. Note: links to the Q&A section can also be found on the Arrivals and Departures pages as well. A new webpage explaining how allocation of deck space is performed on reservable routes has been added to the website. 		
Action Item	Responsibility	Deadline
Send Melissa link to Traffic data	Darin	Completed
Send link to Melissa for 'reservations info' webpage.	Darin	Completed

Commissioner FAC review		
<p><u>Update:</u></p> <ul style="list-style-type: none"> The BC Ferry Commissioner's office has started a review of how the FAC process functions, looking at multiple aspects. They are in early stages, and their consultant has started meeting with BCF employees. They'll be carrying out interviews with both BCF reps and FAC Chairs to explore areas for improvement and will finish by preparing a report. More to come. <p><u>Feedback/Comments:</u></p> <ul style="list-style-type: none"> none <p><u>Resolution/Agreement:</u></p> <ul style="list-style-type: none"> none 		
Action Item	Responsibility	Deadline
n/a		

Website/wifi updates		
<p><u>Update:</u></p> <ul style="list-style-type: none"> Since the new website was launched last fall, BCF has been receiving customer feedback and making regular upgrades to improve usability. All feedback is welcome to feed into these upgrades. Wifi. Ealier this year, BCF announced we would be installing wifi infrastructure at 14 terminals, to allow customer access to the internet while waiting at these terminals. Exact timelines for when and where these upgrades happen is expected to be finalized late-January. Alert Bay is one of these terminals scheduled to get wifi. <p><u>Feedback/Comments:</u></p> <ul style="list-style-type: none"> none 		

<u>Resolution/Agreement:</u> <ul style="list-style-type: none"> • none 		
Action Item	Responsibility	Deadline
Send 'wifi' link to FAC	Darin	Completed

Insert Agenda Topic

COVID impacts		
<u>Update:</u> <ul style="list-style-type: none"> • BC Ferries noted that there had been impacts to many routes and capital projects due to the pandemic, but noted that this route and terminals were unaffected. There was no further discussion. <u>Feedback/Comments:</u> <ul style="list-style-type: none"> • none <u>Resolution/Agreement:</u> <ul style="list-style-type: none"> • none 		
Action Item	Responsibility	Deadline
n/a		

Customer Experience Team		
<u>Update:</u> <ul style="list-style-type: none"> • Customer Experience is a new division in Marketing (divided into Minor and Northern routes focus and Major routes) aimed at identifying customer experiences and 'pain points'...with a goal of addressing these and seeking improvements. The goal is to understand the entire customer journey, starting from the booking/planning process through to post-travel stage. Natalie is responsible for exploring these experiences on the Minor/North routes. • The team are tied into several projects and bring a customer focus to these internal discussions. • The Community Investment program is included in this portfolio, which is aimed at supporting community events/initiatives. <u>Feedback/Comments:</u> <ul style="list-style-type: none"> • none <u>Resolution/Agreement:</u> <ul style="list-style-type: none"> • none 		

Action Item	Responsibility	Deadline
n/a		

Community Relations team		
<p><u>Update:</u></p> <ul style="list-style-type: none"> Carrie explained that she leads a growing Community Relations team, with a goal of a more proactive and team-focused approach to community engagement and discussions. To focus will be to better understand the communities BC Ferries serves, and to be present in the communities for reasons other than just when something goes wrong. A recent addition has been a CR Coordinator (Tamara Olson), who may be in contact with FACs as plans develop. Finally, Indigenous Relations is a component of the work the team does. <p><u>Feedback/Comments:</u></p> <ul style="list-style-type: none"> none <p><u>Resolution/Agreement:</u></p> <ul style="list-style-type: none"> none 		
Action Item	Responsibility	Deadline
n/a		

FAC submissions		
<p><u>Update 1:</u></p> <ul style="list-style-type: none"> Congestion on roadway leading to Sointula terminal has become a concern. This past summer was particularly busy with lineups and possible safety problems. <p><u>Feedback/Comments:</u></p> <ul style="list-style-type: none"> Peter Bolza had to leave meeting early, but it was agreed that there is value in Carmen continuing discussion with Peter, who may have contacts with the Ministry of Transportation and Infrastructure (MOTI) that he can engage. A previous idea was that, if BCF had ability to stage vehicles somewhere (a vacant lot, etc), the roadways would not be congested. However, there are no longer any available lots near the terminal. Also, it was noted that the speed limit is too high, and double parking adds to making the situation unsafe. In other regions, BC Ferries and MOTI do have discussions to understand how to address challenges of traffic on roadways. They explore ways to improve signage, laneways and other ideas. <p><u>Update 2:</u></p> <ul style="list-style-type: none"> A FAC member noted that video and safety announcements on the Island Aurora have made mention of Malcolm Island as ‘Sointula Island’, as did a media piece. 		

Feedback/Comments:

- BCF added that they accurately annotate both the island and terminal names on their website, so the confusion would not come from there. BC Ferries will get this rectified.

Update 3:

- FAC members were looking to understand how people could share feedback with the operator of Spirit of Yalis.

Feedback/Comments:

- BC Ferries does have a connection with Western Pacific Marine (WPM).

Resolution/Agreement:

- BC Ferries to forward process for customers sharing feedback with WPM directly.

Action Item	Responsibility	Deadline
Connect Peter B with Carmen	Darin	Completed
Check on board announcement for terminology	Natalie	Completed – “Island” (Sointula Island) being removed from Scala display.
Provide Western Marine feedback info to FAC	Jan and Darin	Completed