

**Southern Gulf Islands Ferry Advisory Committee Meeting**

**Overview: Mary Winspear Centre (Sidney) – May 26, 2014**

**In Attendance:**

Committee: Dave Dryer, Eva Hage, Terry Halverson, Brian Hollingshead, David Maude, Elma Maund, Roy Moore, Oksana Richards, Mike Sywulich

BC Ferries: Corrine Storey- VP Customer Services, David Hendry- Strategic Planning Director, Captain Lewis MacKay- Marine Superintendent, Stephen Nussbaum- South Terminal Operations Superintendent, 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 as a WebEx meeting during the fall of 2014.

-----

Issues Summary and Resolution Plan

**A. Issue:      Committee appointments**

**Definition:** The committee agreed to keep Brian Hollingshead as Chair, Elma Maund as Vice-Chair and the four Island Reps as Eva Hage (Sat), Jill Justice (Pen), Elma (May) and Conny Nordin (Gal-in absentia).

**BC Ferries Commitment to Resolution:** Nothing further required on this issue.

**Action Plan:**

Action	Responsible	Date
No action required		

**B. Issue:      Route 9 schedule change**

**Definition:** Due to the Province’s recent service level reduction decisions, the Route 9 schedule needs to be altered for the Fall-Winter-Spring period, and BC Ferries has expressed a goal of discussing options with SGI and Salt Spring FAC reps.

**BC Ferries Commitment to Resolution:**

Develop a ‘strawman schedule’ for a FWS Rte 9 schedule to share with FAC prior to the end of June.

**Action Plan:**

Action	Responsible	Date
Send Rte 9 schedule proposal to FAC	Guenette	By end-June

**C. Issue: Otter Bay overloads – FWS 11:40 am sailing**

**Definition:** The problem of overloading at Otter Bay on this specific sailing has been discussed between the FAC and BC Ferries for some time with no workable solutions found. The FAC is asking for consideration on two ideas: the vessel stops in Village Bay on Mon/Wed/Fri and Otter Bay Tues/Thurs, or the ‘summer morning schedule’ be implemented year-round.

**BC Ferries Commitment to Resolution:**

Begin financial analysis and feasibility of the two ideas suggested by the FAC.

**Action Plan:**

Action	Responsible	Date
Coordinate discussion of two FAC ideas for 11:40 overloads	Guenette	Near future

**D. Issue: Home porting a vessel at Village Bay**

**Definition:** The idea for BC Ferries to consider home-porting a vessel at Village Bay has been put forward by the FAC in the past, and any details of analysis done are requested now.

BC Ferries noted their current focus is on analysing possibilities to re-develop Rte 5 and 9 schedules once the two, Intermediate Class Ferries (ICF) replace the Queen of Nanaimo in approximately two years. Part of the new-build process involves considering a ‘live aboard’ option for the crew, which should bring alternatives for routing/scheduling.

**BC Ferries Commitment to Resolution:**

Continue to look at possible routing/scheduling options once all four, Route 5/5a/9 vessels (incl two ICF vessels) are in service.

**Action Plan:**

Action	Responsible	Date
BCF to reach out to communities/FAC once feasible options are developed for future Rte 5/5a/9 schedules and routing	Guenette	As appropriate

**E. Issue: Saturna short-link proposal**

**Definition:** A request had previously come to BC Ferries from a Saturna organization to consider a ‘short-link’ service between Saturna and Mayne Islands, with a goal of eliminating the direct link to Saturna and improving efficiency of Rte 5 vessels.

**BC Ferries Commitment to Resolution:**

As part of BC Ferries’ analysis of possible routing/scheduling options, the Saturna short-link idea is being considered.

**Action Plan:**

Action	Responsible	Date
No action required		

**F. Issue: Queen of Nanaimo Replacement**

**Definition:** FAC interested in learning when contract settled for building new ICF vessels and when BCF may then be ready to discuss future schedule/service options for Rte 9 and/or final design input from the communities.

**BC Ferries Commitment to Resolution:**

Reach out to FAC when the ICF process is ready to analyze new schedule options and areas open for outside design input.

**Action Plan:**

Action	Responsible	Date
No action required		

**G. Issue: Printed Schedule Distribution**

**Definition:** FAC reiterated previous suggestion that SGI community members use, and need, a printed form of the Route 5/5a/9/9a schedules. They also recommend a more uniform and consistent distribution system be considered, as vessels/terminals do not all have the schedules displayed and easily accessed.

**BC Ferries Commitment to Resolution:**

Work with vessels/terminals to provide a more efficient schedule distribution process.

**Action Plan:**

Action	Responsible	Date
Discuss what current distribution process is and discuss options for making schedules more available	Nussbaum/ Storey/ MacKay	asap

**H. Issue: SSI-SGI inter-island fares**

**Definition:** FAC asks BCF to consider a permanent ‘inter-island, via SWB, throughfare discount’. BCF notes that although the point-of-sale can be programmed to support this discount, the purpose of throughfares does not make sense in this instance.

**BC Ferries Commitment to Resolution:**

BC Ferries needs to look at the potential revenue impact of establishing SSI-SGI throughfares.

**Action Plan:**

Action	Responsible	Date
Share impacts derived by pricing section of a SSI-SGI throughfare	Guenette	Before next meeting

**I. Issue: SWB Boarding Announcements**

**Definition:** Announcements informing customers when to begin boarding (foot passengers) have recently been noted as way too early.

**BC Ferries Commitment to Resolution:**

Review exactly when boarding announcements are being made, while also working on improving clarity.

**Action Plan:**

Action	Responsible	Date
Consider if ‘foot passenger announcements’ can be made closer to sailing time	Nussbaum	Before next meeting
Review how/where ‘clock time’ is displayed on screens at terminals	Storey	Before next meeting
Check why Queen of Nanaimo passenger loading walkway may come down only 10 mins prior to sailing sometimes	MacKay	Before next meeting

**J. Issue: Customer input to ACE**

**Definition:** FAC would like to be informed when/how community/FAC input can be included in finalizing ACE processes.

**BC Ferries Commitment to Resolution:**

Considering when and how to include customer input can contribute to development of dynamic pricing features of ACE. Finalizing changes to the any features of the Experience Card can also benefit from customer input. ACE is still ‘too early’ to accept customer input, but BCF will ask FAC for assistance in this when the project is at that stage.

**Action Plan:**

Action	Responsible	Date
Nothing at this time		

**K. Issue: FAC format review**

**Definition:** BCF asked FAC members for ideas and opinions on the format/scope/frequency of FAC meetings, including ideas to ‘close issues more effectively’. FAC noted they are satisfied with the current format of one live meeting and one distance meeting, with ‘as needed, issue specific meetings’ in between.

**BC Ferries Commitment to Resolution:**

Consider working in smaller, sub-group formats to close off specific issues easier.

**Action Plan:**

Action	Responsible	Date
Nothing at this time		

**L. Issue: Extra-length fare promotion**

**Definition:** BC Ferries is running a promotion for twelve Wednesdays and Saturdays from June 18 to Sept 6, where on Route 1 and 30 sailings from 4 pm onwards, customers will vehicles of 20 feet or longer will be charged only \$2 per foot for each foot over 20 feet. This is being done to incentive new traffic, and revenue, to these sailings with a history of lower usage.

**BC Ferries Commitment to Resolution:**

Nothing further required on this issue.

**Action Plan:**

Action	Responsible	Date
Nothing at this time		

**M. Issue: Meeting summaries – new format**

**Definition:** Darin explained that he will be summarizing meeting discussions with a new format, highlighting any BC Ferries commitment to resolution of issues identified, as well as specific action takeaways.

**BC Ferries Commitment to Resolution:**

Forward completed meeting summary to FAC in new format.

**Action Plan:**

Action	Responsible	Date
Nothing at this time		

Miscellaneous Discussion:

- Lewis elaborated on how the ‘new Friday PM’ Rte 9 schedule is being used by customers; in general, traffic is flowing well and timings are being met.
- Some discussion occurred around the known issue with Pender Island (M-F, FWS) overload problems with the pre-noon sailing. FAC would still like to establish the previous idea of setting up a scheduling sum-committee to explore options to alleviate this problem, and Brian will send a list of island reps to partake in this process.
- As part of a previous FAC request to ‘use empty space’ on the printed schedules, Corrine noted she will discuss this with Marketing.