

Ferry Advisory Committee (FAC) - Record of Meeting

Date:	October 15, 2018
Committee Name:	Chemainus-Thetis-Penelakut
Routes:	20

Attendees:

<p>For the FAC:</p> <p><i>Chair(s):</i> Keith Rush, Sharon Cross</p> <p><i>Members</i></p> <ul style="list-style-type: none"> • Joan Brown • Sue French, Ken Hunter 	<p>For BCF:</p> <ul style="list-style-type: none"> • Peter Simpson, Mark Wilson • Camrin Hillis, Lewis MacKay • Darin Guenette, Sheena Reagan • Michael Cormier
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Points of Information/Agreement:

<ol style="list-style-type: none"> 1. Dangerous Cargo; request to move timings. BCF has been analysing operational aspects of moving the DC sailing from 2:40 pm to 1:10 pm. In a related matter, BCF is also still considering if/how to work with Transport Canada to see if commercial vehicles may be carried on DC sailings. BCF has spoken with the DC carriers and one of them has expressed concern that there may not be sufficient time to deliver their product on the islands and make the return sailing back to Chemainus; BCF will continue to discuss this change idea with them. BCF is inclined to make the change anyways...and wait for feedback from the carriers to see if there are any problems. 2. Friday schedule. BC Ferries has prepared three options for changes to the current Friday schedule. Attendees viewed a copy of these options and discussion pros/cons. BCF suggests the FAC members review the three options and let BCF know if anything other than Options 1 would be preferred. But for now, the plan would be to implement Option 1 for January 1. 3. BCF/Ministry safety analysis for Thetis. BCF is looking at congestion concerns at Thetis, particularly with respect to uplands features that may be changed to improve efficiency and safety. Terminal Development Planning will aim to make positive changes. 4. Safety/emergency ambassadors. An idea has come from a community member for having BCF brief customers that are frequent travellers in emergency response/safety awareness. It was agreed that there may be some value in considering some sort of awareness training for the 'school runs', as these younger travellers are particularly keen. There may be value in looking at establishing regular training, and BCF is interested in hearing a proposal/plan from the two communities. 5. Kuper refit. Previous concerns had been expressed because people were parking on the roadway leading to the terminal, and BCF installed signage to discourage this. 6. MV Kuper refit. Scope of work includes: enlarging the bridge, new electronic equipment,

redesigned crew workspaces, updated finish in passenger lounge, seating increase by approximately 15, installation of a water bottle filling station, propulsion maintenance upgrades and changes to engineering spaces.

7. Penelakut lineup issues. Cam and two members of the Terminal Development Planning team visited the island earlier this summer to brainstorm ideas for making improvements to 'pinch point' problems. One short-term action would be to get a portable washroom (including a wooden enclosure that the community could paint) installed near the berth as soon as reasonable. They also want to explore options for upgrading/repainting the current passenger shelter.
8. Service Notices and community info during breakdowns/problems. FAC members prepared a summary of 'questions/requests/recommendations' as a response to problems experienced when the Kahloke has engine problems (rope intake, log jam) Oct 9/10. Essentially, customers were not aware of what was happening and were looking for information on service recovery. BCF explained some of the limitations and unique circumstances that happened in this instance, and agreed that communication to customers and communities was not as timely and thorough as it could have been. They passed around a summary sheet and were hoping for BCF ideas. Lewis noted that BCF cannot replicate the service (ie. insert another ferry) if the normal vessel breaks down. The focus needs to be on troubleshooting and reacting, including looking for outside water taxi service if the ship looks like it will not be repaired soon. Use of a tug to move the actual ferry is not a realistic option if a breakdown occurs.
A terminal manager from Victoria went to Chemainus to try and help with customer information 'on the ground', including trying to update the new electronic signage. Their plan is to have a process in place that will: add terminal staff on short notice and provide water taxi assistance for customers. BCF is also currently working on an accurate and timely 'current conditions' status on their website for all inter-island routes; look for this to be live within the next year.
One of the FAC suggestions was to consider implementing a 'number system' that would allow people to take a number upon arrival at Chemainus, thus keeping them in order. If this is reasonable, let communities know that they are supposed to 'get a number' when they first arrive at the terminal. Also consider putting 'number now being served' info on the electronic signage.
9. Penelakut Experience Card issues. They are still experiencing problems with loading/redeeming E-Card payments, and transferring funds to the 'sub-cards' within their master accounts. Their suggestion: leave one loaded E-Card at Chemainus and allow Penelakut Administration to issue some sort of 'purchase order' to customers who are eligible to travel under E-Card funds, and then they hand in the purchase order to the ticket agent for redemption on the E-Card.
10. BCF meeting increasing traffic demands. BCF first looks to address increasing demand by making schedule changes and/or adding sailings. Once those options are exhausting, the next option is vessel replacement/redeployment. This is where the current strategy comes in to introduce the Island Class ferries to replace all of the current smallest vessels in the fleet. Further discussion happened around moving vessels around across routes, and looking at what Island Class vessels will bring to the system.
11. Fare flexibility update. BCF reminded all that the ability to offer flexible fares will only come to the major routes, but the idea is to provide advance planning and purchasing...giving fare options. Note that there will not be 'surge pricing' (ie. max fare will

- be what exists today for a vehicle/driver/reservation) and there will still be an allotment of approximately 20% space available for show-and-go travel.
12. Redline review. BCF does not know when the Province may be sharing the results of the Redlin review.
 13. 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.
 14. 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. Aim to implement a change for the DG sailing, as a trial.	Cam/Lewis	Jan 1
2. Implement Option 1 Friday schedule change.	Peter	Jan 1
3. Confirm when the Thetis TDP is scheduled to occur.	Darin	asap
4. Get ideas back to BCF on training certain safety ambassadors.	FAC	next meeting
5. Look into ideas for improving 'security/camera coverage' at Chemainus terminal.	Cam	next meeting

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.