

Chemainus-Thetis-Penelakut Ferry Advisory Committee Meeting

Overview: Best Western Chemainus, May 7, 2015

In Attendance:

Committee: Sue French, Art Hunter, Keith Rush

BC Ferries: Corrine Storey- VP Customer Services, David Hendry- Strategic Planning Director, Captain Lewis MacKay- Marine Superintendent, Steve Nussbaum- Terminal Operations Director, Monique Turgeon- 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 for sometime in October/November of 2015, with the FAC members suggesting they come to BC Ferries Head Office.

Issues Summary and Resolution Plan

A. Issue: Chair Selection

Definition: Keith Rush will perform the Chair role this term again.

BC Ferries Commitment to Resolution: none required.

Action Plan:

Action	Responsible	Date
n/a		

B. Issue: Terms of Reference review

Definition: This being the first meeting of a new, four-year FAC term, the general TOR was discussed.

BC Ferries Commitment to Resolution: none required.

Action Plan:

Action	Responsible	Date
n/a		

C. Issue: 'BCF 101' review

Definition: BC Ferries has developed a document (nicknamed ‘BCF 101’) to provide high-level information about key aspects of coastal ferry service, including sections on: BC Ferries, the Coastal Ferry Services Contract, the BC Ferry Commission, fares and FACs. The main intent of BCF 101 is to bring all FAC members to a common baseline of understanding, to better facilitate issue discussions during meetings. No questions or issues were raised about this document.

BC Ferries Commitment to Resolution: none required.

Action Plan:

Action	Responsible	Date
n/a		

D. Issue: Route 20 cost savings analysis

Definition: First, David Hendry reviewed the analysis around whether cost savings from the 2014 Service Level Adjustments made by the Province have been realized. He explained that, because BC Ferries issues bonds, they are currently in a post-fiscal year blackout period and cannot disclose specific financial results from 2014/15.

BC Ferries’ Board of Directors has requested an analysis of cost savings realized through these service level adjustments made in 2014, and the company is working on reports that will fulfill this request. He added that at a ‘system wide level’, it appears that the overall cost savings targets are being met.

Then, once BC Ferries determines final financial results from the most recent fiscal year, they will be able to revisit a discussion with this FAC with respect to whether voluntary ‘extra service level changes’ made by the FAC produced cost saving above and beyond the provincial targets, and how these extra savings may be applied to fare relief.

BC Ferries Commitment to Resolution: determine ‘extra savings’ realized by voluntary schedule adjustments and inform FAC. The plan evolved to hold an interim meeting with FAC members to review financial results and explore options for applying savings.

Action Plan:

Action	Responsible	Date
Coordinate ‘savings analysis meeting’ in Victoria. Note: consider this a normal FAC meeting and include someone from Pricing if applicable.	Darin	10 am, Sept 25

E. Issue: Dangerous goods sailings review

Definition: In the last year, Dangerous Goods (DG) sailings have been changed from weekly to a bi-weekly schedule, and Keith asked how this is working out. Lewis noted

that this schedule worked well during the winter, but whether bi-weekly DG sailings will be sufficient during peak season needs analysis.

BC Ferries Commitment to Resolution: Consult with DG customers and suppliers.

Action Plan:

Action	Responsible	Date
Work with DG reps/customers to determine viability of keeping bi-weekly DG sailings in peak season	Lewis	asap

F. Issue: Crew parking at Chemainus

Definition: The FAC renewed a question they had previously asked BC Ferries, this being whether an ‘extra crew parking spot’ at Chemainus terminal could be returned to general public parking. Lewis said he had asked crew members for input, but had not heard back.

BC Ferries Commitment to Resolution: Re-approach employees about parking.

Action Plan:

Action	Responsible	Date
Get reply from employees on whether a parking spot can be freed at Chemainus.	Steve	COMPLETE. Spot is highly utilized by crew.

G. Issue: Thetis terminal – rotten plank

Definition: As a follow-up item from a previous meeting, Steve noted that all planks that are not in acceptable condition at Thetis terminal are scheduled to be replaced in the end May timeframe.

BC Ferries Commitment to Resolution: none required.

Action Plan:

Action	Responsible	Date
n/a		

H. Issue: Schedule sign at Chemainus ticket booth

Definition: Steve noted that an updated ‘schedule sign’ has been installed at Chemainus. Discussion followed to explore whether wording that would direct customers clearer when attendant not present could be improved.

BC Ferries Commitment to Resolution: check wording that directs customers when attendant is away.

Action Plan:

Action	Responsible	Date
Improve wording for customers is required	Monique	asap

I. Issue: Web cams

Definition: BC Ferries has installed two cameras recently, both at Thetis and Penelakut terminals, and are awaiting a licensing process. The intent of these cameras would be to monitor ‘vehicle access points’, primarily for security purposes. As well, BC Ferries is considering allowing external (public) access to these camera feeds, but bandwidth limitations may limit resolution and clarity for all.

A brief conversation happened about better understanding the volume of commercial traffic that may be waiting on Thetis, thus enabling a load plan that could include all commercial customers better.

BC Ferries Commitment to Resolution: analyse how to allow vessel crew to better view commercial traffic prior to loading.

Action Plan:

Action	Responsible	Date
Research a project that can address ways to allow crew to learn commercial volume waiting to load.	Steve	When able

J. Issue: Vandalism/graffiti

Definition: FAC members relayed concerns about ‘who bears the cost of cleaning/repairing vandalism’ and ‘how these actions may be discouraged’. BC Ferries noted that there are costs involved in cleaning up vandalism/graffiti, and suggested that communities can be reminded that the costs of inappropriate acts such as this can end up increasing pressure on fares.

BC Ferries Commitment to Resolution: none required.

Action Plan:

Action	Responsible	Date
n/a		

K. Issue: Size Up the Savings

Definition: BC Ferries explained that a promotion that provides a discount for non-commercial over-length customers using Route 1 and 30 will be running again this summer...similar to the one in 2014. Details to be announced soon.

BC Ferries Commitment to Resolution: none required.

Action Plan:

Action	Responsible	Date
n/a		

L. Issue: Operations Report

Definition: Capt MacKay provided a summary of recent and near-future vessel and terminal developments related to Route 20, including traffic and on-time performance statistics. Specifically, he noted that further schedule analysis (efficiency of service) is ongoing.

BC Ferries Commitment to Resolution: work with FAC to continue reviewing schedule effectiveness.

Action Plan:

Action	Responsible	Date
Meet with Keith to continue to review schedule	Capt MacKay	When appropriate