

Southern Sunshine Coast Ferry Advisory Committee Meeting

Overview: Chaster House Hall, Gibsons – May 28, 2014

In Attendance:

Committee: Barry Cavens, David Dick, LeeAnn Johnson, Jef Keighley, Jakob Knaus, Mike Shanks, Joyce Clegg (Gambier Keats FAC Chair)

BC Ferries: Corrine Storey- VP Customer Services, David Hendry- Strategic Planning Director, Captain Al de Koninck - Marine Superintendent, Chris Morris – Regional Manager, Terminal Operations, 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: Operations Presentation

Definition: BC Ferries reps moved through brief summary of operational information (traffic stats, on-time performance, etc) and near future terminal or vessel changes planned. FAC noted that they have been hoping to be involved in Route 2-3-8 efficiency change discussions since 2013, and reiterated that Barry and David Dick are available to provide input.

The FAC have asked if a report showing ‘how late sailings are’ can be shared at future meetings and if the on-time performance of late afternoon sailings (close to 5:30 pm) can be pulled out separately.

BC Ferries Commitment to Resolution: Check whether ‘proportional delay’ reports can be produced.

Action Plan:

| Action | Responsible | Date |
|---|-------------|-----------------|
| Contact Barry and David if/when input required on 2-3-8 efficiency review | Al/Chris | Completed |
| Check for proportional delay reports | Darin | Future meetings |
| Consider adding ‘please fold mirrors in’ as part of terminal announcements to vehicle customers | Chris | asap |

B. Issue: 5:30 pm year-round sailing

Definition: FAC members wanted to remind BC Ferries that, for some time, community members have been requesting year-round 5:30 pm sailings from Horseshoe Bay terminal. BC Ferries reiterated that the current limiting factor to see this sailing time being met is that significant infrastructure changes would be required at Horseshoe Bay, and nothing is planned in the near future.

Note: There may be changes to the Route 2 (Departure Bay-Horseshoe Bay) schedules in the near future, and it is unknown if/how this may change what may be possible with Route 3 scheduling around 5:30 pm.

BC Ferries Commitment to Resolution:

Nothing further required on this issue.

Action Plan:

| Action | Responsible | Date |
|--------------------|-------------|------|
| No action required | | |

C. Issue: MOTI engagement process

Definition: FAC members noted that there is a general sense of frustration in the communities, as people believe they provided thorough input to the 2012 and 2013 MOTI engagement sessions, but received little useful reply/action in return. From this, a blurring of the roles/expectations on FAC members has occurred, and they are seeking a way to address this.

BC Ferries Commitment to Resolution:

Consider drafting communications pieces to clarify the FAC's role and delineate roles of parties involved in coastal ferry service.

Action Plan:

| Action | Responsible | Date |
|---|-------------------|-------------|
| Work on development of communications piece to clarify FAC roles/responsibilities | David and Corrine | In progress |

D. Issue: Province's vision for ferry service

Definition: FAC are seeking any update on previously noted intentions by the Province/Commissioner to establish a 'coastal ferry vision'. BC Ferries noted the company is not aware of any visioning exercise that may be undertaken by the other parties.

BC Ferries Commitment to Resolution:

Nothing further required on this issue.

Action Plan:

| Action | Responsible | Date |
|--------------------|-------------|------|
| No action required | | |

E. Issue: Langdale master plan

Definition: BC Ferries last reported that concept plans and capital plans were in development. David confirmed that the actual master plan process was a two-year effort and has been completed. Five-year capital plan work includes: Berth improvements, exit road/holding compound/parking lot changes, terminal building/waiting lounge/overhead walkway construction.

BC Ferries Commitment to Resolution:

FAC would like a copy of the completed plan.

Action Plan:

| Action | Responsible | Date |
|-------------------------------|-------------|-----------|
| Forward completed plan to FAC | Darin | When able |

F. Issue: On-time-performance

Definition: FAC members have noted that recent OTP for Route 3 is not acceptable and community members are looking for a reliable schedule.

BC Ferries Commitment to Resolution:

Continue to work on improving efficiency of Horseshoe Bay terminal and the three routes that operate there.

Action Plan:

| Action | Responsible | Date |
|------------------------------------|-------------|----------|
| Analyze ways to improve efficiency | Al/Chris | on-going |

G. Issue: Langdale float and private water taxis

Definition: Currently, the use agreement for the ‘small float’ near Langdale terminal is not set up for commercial water taxi use, and the FAC wants this considered.

BC Ferries Commitment to Resolution:

Work with the SCR D to ensure any outside users are properly covered in the lease agreement for the Langdale float.

Action Plan:

| Action | Responsible | Date |
|--------------------------|-------------|------|
| Oversee changes to lease | Corrine | asap |

H. Issue: Fare equity

Definition: Jakob expressed that ‘if fares were derived by distance travelled, Route 3 would be the highest levels in the entire coastal ferry system’. He noted that community members want to see fares restructured to make this more equitable across the system, and therefore asks that BC Ferries reset fares to follow a ‘taxi model’ (basic terminal fare + distance of route).

BC Ferries Commitment to Resolution:

Consider if there is a way to provide a fare rationale.

Action Plan:

| Action | Responsible | Date |
|----------------------|-------------|------|
| Nothing at this time | | |

I. Issue: Youth discount

Definition: The FAC has previously proposed that a trial ‘youth sports discount’ be established, with discounts covered by the ‘surplus’ funds provided from the previous 0.5% increase to fares that was implemented to cover a school event travel discount. BC Ferries agreed that there was a 0.5% increase previously made when the school discount was established, and that the revenue gained from this increase flowed into ‘general revenue’ accounts.

BC Ferries Commitment to Resolution:

Learn details around the extra funds raised from the school discount with CFO Rob Clarke and relay community expectations for either piloting youth discounts or releasing funds.

Action Plan:

| Action | Responsible | Date |
|---|-------------|-----------|
| Discuss school discount/‘extra fares’ situation with CFO and reply to FAC | Corrine | Completed |

J. Issue: Commercial travel leakage

Definition: The FAC believes that some commercial customers are using barge service to get to the Sunshine Coast and then using Route 3 to return to Metro Vancouver (without fares in that direction), causing BC Ferries significant revenue loss. They suggest either monitoring barge traffic or establishing a commercial point-of-sale at Langdale.

BC Ferries Commitment to Resolution:

Continue to conduct regular audits (have been done for some time) at Langdale, checking for fare receipts. Analyze other ideas for assessing if commercial traffic payment is verified.

Action Plan:

| Action | Responsible | Date |
|-------------------------------------|-------------|----------|
| Explore ideas for verifying traffic | Chris | on-going |

K. Issue: Service reduction impact

Definition: The FAC asked is fuel savings as a result of a recent Sunday morning (off-peak) sailing reduction is being realized, and whether system wide savings are generally being realized from all service adjustments.

BC Ferries Commitment to Resolution:

Watch how traffic patterns settle and customer behaviours change over at least the next six months and work with the FAC to analyze if future schedule changes make sense.

Action Plan:

| Action | Responsible | Date |
|------------------------------|-------------|------|
| Nothing further at this time | | |

L. Issue: Coordination with other transportation

Definition: BC Ferries noted that efforts are being made (technology, processes, etc) with other transportation providers to coordinate fare collection where possible.

BC Ferries Commitment to Resolution:

Continue discussions with other transportation providers.

Action Plan:

| Action | Responsible | Date |
|----------------------|-------------|------|
| Nothing at this time | | |

M. Issue: FAC format review

Definition: BCF asked FAC members for opinions on the format/scope/frequency of FAC meetings or ideas to ‘close issues more effectively’.

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

Action Plan:

| Action | Responsible | Date |
|----------------------|-------------|------|
| Nothing at this time | | |

N. 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 | | |

O. 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 | | |