

Ferry Advisory Committee (FAC) - Record of Meeting

Date:	May 30, 2017
Committee Name:	North & Central Coast
Routes:	10, 11, 26, 28

Attendees:

<p>For the FAC:</p> <p><i>Chair(s):</i> TBD</p> <p><i>Members</i></p> <ul style="list-style-type: none"> • Mark Schlichting, Travis Hall, Sharron Cartier • Pete Kovanda, Elizabeth Aman-Hume, Darren Edgar • Fred Robertson, Greg Martin • Jo-Anne MacMullin (cc), Barry Cunningham (cc) 	<p>For BCF:</p> <ul style="list-style-type: none"> • Peter Bolza • Peter Simpson • David Hendry • Jeff West • Hardeep Grewal • Janet Carson • Darin Guenette
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Points of Information/Agreement:

<ol style="list-style-type: none"> 1. Chair/co-Chair – Greg Martin and Mark Schlichting volunteered to serve as co-Chairs. 2. Behaviour problems on Route 10 - BC Ferries has been experiencing problems with intoxicated customers on board, who are behaving poorly and causing potentially unsafe situations. A suggestion was for BCF to distribute a notice across vessels/terminals raising awareness of safety risk involved, another one is for FAC members to spread awareness via online forums/webpages, etc. 3. Low cost overnight parking at Bear Cove terminal – concern from Pt Hardy is that customers may choose to park at the terminal for cheaper than local campgrounds. BC Ferries reminded that they see an average of 2.4 customers every two nights, there are no services available, and that customers are expecting a place to park. BCF staff will first encourage visitors to consider alternate options in the area, and local campgrounds are highlighted on BCF website ahead of this parking option. BCF offered to display rack cards from local campsites at the terminal. 4. Community consultation – Pt Hardy community felt there could have been more through consultation around the vessel decision for Route 28. BC Ferries outlined that the decision to establish Route 28 was a Provincial government one, including the service levels and capacity, and they are now able to engage the communities around aspects such as vessel amenities and sailing times. 5. Scheduling/type of service/freight – Pt Hardy businesses have expressed interest of shipping items to Central Coast communities, via a ‘freight shipping’ process on the Route 10 vessel. BC Ferries noted that they would need to be able carry items in standardized containers, and this service is not currently set up. BCF does ship items for Canada Post in
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baggage carts every weekend, and this is the only unaccompanied freight carried on the vessels.

6. Route 28 – Scheduling: Service levels have been set by the Province, crew rest parameters are set by Transport Canada regulations, and transit times are determined by vessel capabilities. Specifically, there is a 10 hour transit time between Bella Coola and Pt Hardy. Draft developed at this time envisions a morning departure and late afternoon arrival. Note that Route 10S (year-round) and Route 28 (peak season) are serviced by the same vessel. All agreed that a 0730 Pt Hardy departure made sense. Currently, the length of season of Route 28 is planned for 13 weeks, but BC Ferries needs to receive clarification from the Province. One key requirement designated in the contract for this route is to provide connectivity between Pt Hardy and the mid-Coast.

Engagement: A brief description was provided of the vessel that will be serving the route. BC Ferries expressed an interest in working with the local communities with respect to on board 'look and feel', vessel name, food offerings, etc. Notably, this vessel will be included in the Northern Class of vessels, and a naming committee will be formed to choose the descriptor part of the name; one FAC rep, one mid-Coast tourism rep and two First Nations reps are sought for the committee. FAC volunteers include Travis Hall and Pete Kovanda. June 20-22 or 27-29 are the date windows for the naming committee to meet in Bella Coola. Note: June 27-29 was determined to be the best option.

7. Vessel ops update: Route 10 schedule adjustments during the fall are published on BCF website, with sailings moved 'every second week'. Route 10 schedule was adjusted for February 2018 for the ANBT. Also, recent sailings have been added to Route 26 (one round trip, three days each week).
8. Terminal ops update: some Route 28 terminals will require some updates to accommodate the new vessel. Prince Rupert terminal is being upgraded, and a reminder that schedule changes have been made in the fall to accommodate trestle replacement.
9. North Coast issues: FAC gave thanks for recent Route 26 sailing changes/additions, Route 11 added sailings, as well as parking establishment at Skidegate. Note, the Province is already considering the community request to add a water taxi service to supplement Route 26.

Route 10: request to BC Ferries is to explore options for coordinating peak season schedules with Alaska ferry services, if possible. BC Ferries and Alaska ferry reps have spoken before, but in general, the schedules of both organization do not provide any notable flexibility to better coordinate connectivity.

Also, all North Coast communities have seen increased demand for Route 10 sailings, and FAC members note a great interest to extend the peak season length. BC Ferries noted that due to the high costs associated with lengthening the season, this request would need to be presented to the Province.

10. Reservations: customers have shared concerns around reservation wait times and around some inconsistencies with respect to customer service messaging around standby likeliness. BC Ferries asked to hear specific examples when this may happen, as they can ensure the customer call centre can be made aware of confusing messages.
11. No camping signs on vessels: concern was forwarded to FAC reps that signs on vessels and seating/lounge arrangements do not provide positive customer experience. BC Ferries confirmed that people had been setting up small tents in the stairwells, and this is indeed a safety aspect. They also noted an interest to look at improving aspects such as lighting,

- temperature during nights on board.
12. TAPs travel: discussion around process in Bella Bella where TAPs forms are swapped for ticket on ferries further down island. Thus, awareness is being spread around education with respect to the forms involved in medical travel and what customers need to do during travel. In a related issue, there are concerns with a customer getting short-notice access to a sailing when a medical urgency arises (ie. Sailing may already be fully reserved).
 13. BC Ferries has developed a process to allow FACs to submit requests for any notable service changes to BC Ferries, whereby BC Ferries will receive, analyse and reply to the request within 90 days. A part of this request is a form called the Significant Service Request (SSR) form.
 14. BCF in contract negotiations with a shipyard to design/build the Minor 44 Class vessels; will replace all of our smallest class ships in the future. Reps will come to the communities later this summer for the next phase of engagement on this vessel, and ideally again prior to the final design being set.
 15. Shuttle Class intro: replacement project for the Bowen Class vessels; is a 100 AEQ design. BCF would like to be in contract for these new vessels by the end of 2017 if possible. Look for future communications and engagement plans.

Action Items¹:

Item	Who	By When
1. Distribute a common message around ‘appropriate behaviour on board/not drinking excessively’ to all FAC.	Darin	Mid-June
2. Investigate options (incl Cda Post) for handling containerized, unaccompanied freight on Route 10 vessels.	Peter/Hardeep	By next meeting
3. Check whether ‘Week 2’ Route 10S sailings being set on Thurs/Fri are preferable.	Mark S.	Early-June
4. Provide BCF with specific request related to a water-taxi service being considered by the Province.	Greg	As appropriate
5. Re-engage with Alaska ferry reps for possible packaging/coordinating opportunities.	Janet	summer
6. Research options for improving overnight experience on vessels.	Hardeep/Janet	as appropriate
7. Plan fall 2017 meeting in Prince Rupert.	Darin	summer

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.