

Ferry Advisory Committee (FAC) - Record of Meeting

Date:	June 7, 2019
Committee Name:	Quadra-Cortes Islands
Routes:	23, 24

Attendees:

<p>For the FAC:</p> <p><i>Chair(s):</i> Paul Ryan</p> <p><i>Members</i></p> <ul style="list-style-type: none"> • Michael Lynch, Steven Brown • Jim Abram, Mary Lavalle • Jan Boas, Carolyn Howson • Uschi Koebberling, Adrienne Mann • Kate Maddigan, Vincent Martin 	<p>For BCF:</p> <ul style="list-style-type: none"> • Jeff West • Peter Simpson • Mark Wilson, • Al de Koninck • Darin Guenette
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Points of Information/Agreement:

<ol style="list-style-type: none"> 1. Committee changes; new member welcome. The FAC process (how committees are determined, member turnover/term limit, etc) was reviewed to ensure all are on the same level of understanding. Paul noted that the committee turnover was not as smooth as it could have been, and that he has been asked to resign as Chair in place of a new member. He noted that members are valuable in how they contribute to ensuring ferry issues are know/discussed in the communities. 2. Cortes Island transportation study. This organization completed a study within the last year, and the items relevant to BC Ferries were noted (these were included in a letter that all members had received). Jeff West has been the BC Ferries rep to discuss these points, and has been communicating with Kate already. Any points that come out of the local committee work on transportation ideas will be brought back to BCF for discussion and awareness as applicable. Some discussion followed on some elements of this study and how they may or may not be relevant to analysing BCF issues. Mark noted that BCF is interested in understanding how ferry service integrates with other transportation networks. Jeff clarified that reservations are not feasible on inter-island routes due to the lack of holding areas, staff and other related requirements. 3. Cortes peak season support vessel. Jan had previously sent a letter to the committee outlining the difficulties of high demand on Route 24 in peak season, and it included some possible ideas to help alleviate this problem. The FAC stressed that they believe the need to better meet this peak demand should be addressed as soon as possible. Ideas were to redeploy a larger vessel, add sailings, and/or continue to research ways to get some

vehicles onto Dangerous Cargo sailings. Paul noted that the FAC has recently submitted a SSR to request additional sailings on Route 24.

Steven added that Klahoose activity (development projects and population increases) is increasing and they can expect to see a related stream of vehicles to support all of this. Al added that BCF is still actively pursuing a process that would allow some commercial vehicles to travel on DC sailings. One other option may be for companies to charter the vessels (for example, the Quadra Queen II may be available...and is a 'sister ship' to the Tachek), thus setting their travel certainty. Discussion followed around challenges involved with analysing how to add capacity.

4. Totems at Q Cove. FAC noted that they were not aware of the project to install totems at the terminal until very late in the process, and wonder why they were not consulted. Mark agreed that BCF should have informed the FAC much earlier on this one, and he apologized for this miss. Related point; Steven noted that the Klahoose had also asked about erecting a pole at Whaletown, but had been declined. Jeff clarified that BCF learned that it was much more effort and money involved in the Q Cove installations, and need to keep this in mind when receiving other requests.
5. Electric vehicle protocol on ferries. Paul shared an experience where an electric vehicle was towed off a ferry recently, as it had no power. He asked if BCF has looked at protocols to manage 'stalled' EVs. Al noted that EVs must be towed off ferries when they are unable to move. They are continuing to understand all aspects of stalled EVs and how to best deal with this.
6. Route 24 foot passenger counts. Kate noted that she is already discussing how to get a breakdown of stats showing just foot passengers. Jeff will continue to work on this.
7. Assured loading for prawn trucks. Paul shared an experience of a customer who was at C.River terminal prior to three prawn trucks (empty) and was loaded after those trucks. Jeff confirmed that there is a process to accommodate assured loading for trucks carrying seafood product; empty trucks should not get preference.
8. BCF updates.
 - i. Customer Satisfaction Tracking. Darin explained that the Commissioner has asked BCF to review the effectiveness of the CST process in 2017, and to this, BCF is hiring a new research partner soon. A two-phase program will see the development of a new strategy for CST, and to expand both the scope (all routes will be included) and methodology (open online feedback, on board survey and more) of how customer satisfaction is received and measured.
 - ii. Performance Term 5 summary. Commissioner has provided his preliminary price cap ruling of 2.3% for the period April 1, 2020 to March 31, 2024. Next steps are analysis and negotiations and contract changes by BCF and the Province. The final price cap needs to be set by September 30, 2019. BCF wants to ensure that the analysis into their capital plan is built into the projections sufficiently for fare caps, and this is part of the discussions that happen during this time. Mark shared that BCF executive team is focussed on how to react efficiently on changes in traffic demand.
 - iii. Fare flexibility. Implementation is delayed until after the website launches in the fall, but the keys notes are: on Major routes, there will still be some standby travel, there will not be surge pricing, some sailings will be discounted to promote travel. These offerings will apply to the Majors, and full implementation will happen in the next 1-2 years.

iv. Printed schedules. BCF will cease printing route schedules as of June 2020. Darin asked the FAC for ideas on how to help prepare the communities for this change and communicate this change when required.

v. Contract changes. Mark noted that there have been some recent changes to the Coastal Ferry Services contract, and this is published on BCF's website.

Action Items¹:

Item	Who	By When
1. Check feasibility and cost of whether the Tachek could be operated at higher speed, so as to allow another round-trip within the current operating day.	AI	Fall 'Ops 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.