Ferry Advisory Committee (FAC) - Record of Meeting

Date:	May 24, 2017
Committee Name:	Gambier-Keats Islands
Routes:	13

Attendees:

For the FAC: *Chair(s):* Joyce Clegg, Rick Gayton *Members* - Nancy Donaldson, Tania, Bruce Kerr - Joseph Wright - Two members of the public	For BCF: - Mark Collins - Janet Carson - Peter Simpson - David Hendry - Chris Morris - Lance Lomax - Darin Guenette

Points of Information/Agreement:

1. Keats Island stop request – FAC suggested a Tues/Wed Keats Landing stop be added for the 6:40 pm departure, during the peak season schedule.
2. Change to an on-request stop for New Brighton – implement an 'on request' only basis for the 10:10 and 6:40 pm sailings daily to Gambier; these are currently a change from having these as scheduled stops currently.
3. Langdale admin office closure – staff having two periods during the day when they need close the admin office. BCF suggests that if a customer needs to purchase tickets during these closures, they can ask any employee in the terminal and they will endeavour to open the office as soon afterwards as possible.
4. New Langdale float arrangement – shelter is expected to be constructed before peak season. Some signage is still to be installed to clarify who may dock there. Also, it was suggested that the location of the SCRD dock is limiting for multiple boat access; if it was moved 5-6 feet further south, it would help. Also suggestion is to add a rubber 'buffer' to the two large, metal structures at the end of the Rte 13 float.
5. Langdale parking – long-term parking is sometimes not available for those with passes. This is particularly difficult when one is transferring from the Route 3 vessel to Route 13 with little time available. BC Ferries is discussing with parking management organizations to look at options for managing the lots.
6. Schedule change engagement process – Context has been hired by BC Ferries to engage communities as much as possible about what options for changing the sailing schedules for the three routes using Horseshoe Bay; a website is now live to explain this process.
7. Wi-fi. BC Ferries will work to improve the current wi-fi access we have on certain routes,

> however there are significant constraints to providing reliable, fast service.
> 8. Vessel ops update: nothing of note.
> 9. Terminal ops update: nothing of note.
> 10. 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.
> 11. 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.

Action Items[1]:

Item	Who	By When
1. Kona Winds to provide quote for costs associated with providing a Tues/Wed peak season stop for Keats Landing.	Bruce	Early June
2. Made decision about Tues/Wed Keats Landing stop and let FAC know.	Lance/Darin	Before end-June
3. Check that the lack of a stop for Keats on Sun/Holiday Monday during the peak schedule is consistent with previous years.	Peter	Early-June
4. Analyse implications (CFSC) of making the change request to 'make 10:10/6:40 sailings to Gambier during the off-peak as on-request' instead of scheduled stops.	Peter	Early-June
5. Look into adding rubber buffer/tires to end of Rte 13 dock and if SCRD dock could be moved further south.	Chris	End-June
6. Provide clear message to FAC on what process yearly parking pass holders should use if the lot is full. (That is, they can use the 15-minute lot and call terminal…if this makes sense).	Chris	End-June
7. Analyse options for increasing daily parking rate in Langdale lot, so as to discourage frequent use and open up more parking availability for monthly/yearly parkers.	BCF	summer

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[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.