

## Chemainus-Thetis-Penelakut Ferry Advisory Committee Meeting

**Overview: BC Ferries Head Office – Victoria, November 7, 2016**

### **In Attendance:**

Committee: Annie Cossey, Art Hunter, Ken Hunter, Keith Rush

BC Ferries: Mark Collins - VP Strategic Planning & Community Engagement, David Hendry - Strategic Planning Director, Captain Lewis MacKay - Marine Superintendent, Camrin Hillis - 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 sometime late spring of 2017, with a plan to hold the meeting on Penelakut.

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Issues Summary and Resolution Plan

### **A. Issue: Vehicle discount promotion**

**Definition:** BC Ferries is coordinating a 50% fare discount on passenger vehicles, across all route, at select sailing times, between November 14 and December 18. Details can be found on [bcferries.com](http://bcferries.com).

**BC Ferries input/follow-up:** none required.

### **Action Plan:**

Action	Responsible	Date
n/a		

### **B. Issue: Minor 44 Class project**

**Definition:** BC Ferries is standing up a ‘Minor 44 Class’ project. Highlights include:

- New class of vessels to be the new, smallest class in the fleet
- Two ships built first, with up to five more to follow
- First two vessels to be deployed on Route 18 and 25, allowing retirement of North Island Princess and the Howe Sound Queen, by approximately 2020. Noted earlier: Quinita to replace HSQ on Route 6.
- Vessels to be 44 AEQ and 300 people capacity
- Near Coastal 2 classification; deployable on large variety of routes

- Engagement sessions planned in applicable communities; seeking input on amenities

**BC Ferries input/follow-up:** none required.

**Action Plan:**

Action	Responsible	Date
n/a		

**C. Issue: AEQ restatement**

**Definition:** BC Ferries has recently standardized the calculation of the measurement of area on a deck used to approximate the average space of a vehicle – the AEQ (automobile equivalent). One AEQ is now 2.6 m X 6.1 m of deck space.

This restatement will affect utilization figures, and this fact will be stated in the next report provide to the Ferry Commissioner; updated AEQ capacity for the Kuper is 26.

**BC Ferries input/follow-up:** none required.

**Action Plan:**

Action	Responsible	Date
n/a		

**D. Issue: FFDEI update**

**Definition:** BC Ferries in continuing work in the Fare Flexibility and Digital Experience Initiative project, with significant updates in point-of-sale, website and ticketing technologies over the next two years. This will in turn allow for dynamic pricing to be offered on the Major routes, followed by the other reservable routes, starting in 2018. The overall goal of this work is to increase discretionary traffic travel by offering discount opportunities in lower utilized sailing times, to interact more efficiently with the customer and to bring in new traffic to the system.

**BC Ferries input/follow-up:** none required.

**Action Plan:**

Action	Responsible	Date
n/a		

**E. Issue: Dangerous Cargo sailings**

**Definition:** Summary:

- Previous discussions had explored options for altering the frequency/timing of dangerous cargo (DC) sailings; currently DC operate weekly in peak season and bi-weekly in off-peak.
- If peak DC sailings are changed to bi-weekly, this will open up five additional sailings for all traffic.
- Current practice allows regular service if it is known that no DC customers have booked 48 hours prior to scheduled DC sailings.
- BC Ferries seeking advice from FAC on whether communities would support bi-weekly DC sailings.

**BC Ferries Commitment to Resolution:** continue analysis as FAC learns of community preferences.

**Action Plan:**

Action	Responsible	Date
Analyse if there is a more reliable way to inform customers when a 'DC sailing is open for use'	Cam	Three months

**F. Issue: Fueling day**

**Definition:** Summary:

- Discussion occurred around options for moving the ship fueling from Thursday to a weekend day.
- No definitive changed idea resulted.

**BC Ferries Commitment to Resolution:** none required.

**Action Plan:**

Action	Responsible	Date
N/A		

**G. Issue: Mail delivery**

**Definition:** Summary:

- A submission by mail courier had been sent to FAC, asking if vessel could leave Thetis at 4:30 pm on DC days (Thursday), as he needs to return to Chemainus by 5 pm.

**BC Ferries Commitment to Resolution:** discuss options directly with mail courier.

**Action Plan:**

Action	Responsible	Date
Discuss ideas with courier – Keith to send Lewis' contact info to courier	Lewis	as able

**H. Issue: Friday morning schedule**

**Definition:** Summary:

- BC Ferries has been analysing Friday schedule and traffic to determine the cause/s of frequent delays.
- Of various options discussed, FAC agreed to consult communities on: stretching Friday morning schedule, such that sailings depart a little later than currently, OR the 9:45 departure from Chemainus proceeds to Thetis prior to Penelakut (opposite to current practice), allowing any Penelakut overloads to catch the following sailing that is dedicated to that island only.

**BC Ferries Commitment to Resolution:** none required.

**Action Plan:**

Action	Responsible	Date
Take both options for changing Friday schedule to Chief and Council	Annie	As applicable

**I. Issue: Terminal upgrades**

**Definition:** Summary:

- Chemainus: a trestle life extension is planned Jan to March 2017.
- Thetis: life extensions of the trestle, wingwall and fender pad are planned for March 2017.
- Penelakut: no planned work in the next fiscal year.
- A Terminal Development Plan (TDP) will begin in 2017 for all three terminals; looking at larger scale, longer-term upgrades; will begin with community engagement.
- In the meantime, Terminal ops can review if any minor work could be done on Penelakut.

**BC Ferries Commitment to Resolution:** inform FAC of steps of TDP as it progresses.

**Action Plan:**

Action	Responsible	Date
Work with Ruth S to consider minor work at Penelakut	Camrin	Three months

**J. Issue: Velez Thetis Lot 49**

**Definition:** Summary:

- A BC Ferries employee has built an unauthorized structure for housing other employees on Thetis, and this is being addressed.

- BC Ferries has no plans to move the point-of-assembly off of Thetis, but they work with employees to help determine the best way to get to/from their POA.

**BC Ferries Commitment to Resolution:** none required.

**Action Plan:**

Action	Responsible	Date
n/a		

**K. Issue: Passenger lounge**

**Definition:** Summary:

- During sailings with high numbers of passengers (ie. School runs), many people lack seating in the lounge.
- FAC suggests adding seats in spaces available.
- Current capacity provides seating for 56 people.

**BC Ferries Commitment to Resolution:** consider options for maximizing seating.

**Action Plan:**

Action	Responsible	Date
Review lounge layout/equipment for options to increase seating capacity.	Lewis	Three months

**L. Issue: Operations Report**

**Definition:** Summary:

- Traffic: vehicle traffic ‘flat’, and passenger stats down 4% year-to-date.
- On-time performance: similar to seasonal averages; fine.
- Lifteraft change to be done Nov 19, and will not affect sailings.
- Christmas sailing: previous request for two sailings to be cancelled December 10 for vessel to participate in sailpast (NOTE: confirmed that this will not work for the islands, so sailings will not be cancelled).

**BC Ferries Commitment to Resolution:** none required.

**Action Plan:**

Action	Responsible	Date
n/a		