

**Gambier-Keats Ferry Advisory Committee Meeting**

**Overview: Roberts Creek Hall, November 14, 2016**

**In Attendance:**

Committee: Joyce Clegg, Nancy Donaldson, Rick Gayton, Bruce Kerr, Diana Mumford (SSC FAC)

BC Ferries: Mark Collins - VP Strategic Planning and Community Engagement, David Hendry- Strategic Planning Director, Captain Lance Lomax - Marine Superintendent, Chris Morris- Terminal Operations Superintendent, Doug Hanning- 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.

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Issues Summary and Resolution Plan

**A. Issue: Berth 1 closure update**

**Definition:** Summary:

- All planned work at Berth 1 is on schedule.
- BC Ferries is installing lighting, handrails and signage at Dock A, as well as making three luggage carts available at Gibsons Harbour for use during closure.
- A person will be available to escort customers between Dock A and shuttle area.
- Shuttle bus will pick-up/drop-off in Langdale near Berth 2; timed to meet with the same five Route 3 sailings as happens currently.

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

**Action Plan:**

Action	Responsible	Date
n/a		

**B. Issue: Langdale admin office**

**Definition:** Summary:

- Route 13 customers report frustration when finding the admin office closed during part of the morning, around 10:30 am, as they are looking to buy tickets or arrange parking passes.

- BC Ferries closes the office temporarily each day to allow an appropriate employee break.

**BC Ferries Commitment to Resolution:** review current closure and options.

**Action Plan:**

Action	Responsible	Date
Meet with terminal manager to look at options to move/minimize office closure	Doug	Three months

**C. Issue: Langdale parking**

**Definition:** Summary:

- Customers experiencing greater frequency of having the parking lot full and are frustrated with the lack of options.
- BC Ferries is considering an option of having an outside agency manage the parking lot, as this happens at other major terminals.
- Another option is whether a community park-and-ride could be established.
- Discussion happened around ways to encourage more transit use, but it was noted that when Route 3 sailings are delayed, there is too much uncertainty around making smooth bus connections.

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

**Action Plan:**

Action	Responsible	Date
n/a		

**D. Issue: Operations Report**

**Definition:** Summary:

- Alternate service details during closure have all been arranged now, including a 18-24 passenger bus with freight capability.
- Gibsons Marina has large garbage bins for customer use.
- Anti-slip material will also be installed on dock walkways.

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

**Action Plan:**

Action	Responsible	Date
n/a		

**E. Issue: Schedule review**

**Definition:** Summary:

- Two FAC change suggestions: add Keats Landing (on request) to the 7 pm sailing, Mon-Thursdays, and all New Brighton stops to be on request.

**BC Ferries Commitment to Resolution:** work with Kona Winds to ensure changes compatible with current contract.

**Action Plan:**

Action	Responsible	Date
Discuss changes with Bruce and implement if all makes sense	Lance	Three months

**F. 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.

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

**Action Plan:**

Action	Responsible	Date
n/a		

**G. 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 Commitment to Resolution:** none required.

**Action Plan:**

Action	Responsible	Date
n/a		

**H. 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.

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

**Action Plan:**

Action	Responsible	Date
n/a		

**I. 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		