

Ferry Advisory Committee (FAC) - Record of Meeting

Date:	November 1, 2018
Committee Name:	Tri Islands
Routes:	25

Attendees:

<p>For the FAC:</p> <p><i>Chair(s):</i> Melissa Fletcher</p> <p><i>Members</i></p> <ul style="list-style-type: none"> • George Alfred, Doug Aberley • Hans Madsen, Stephanie Rockman 	<p>For BCF:</p> <ul style="list-style-type: none"> • Jeff West, Peter Simpson • Al de Koninck • Peter Bolza, Victoria Howard • Darin Guenette
--	---

Points of Information/Agreement:

<ol style="list-style-type: none"> 1. Timeliness of Service Notices. During a recent power outage, with the Quadra Queen II operating on a delayed scheduled, communities were not aware of how to help get school children back to the islands. Added to this, the Spirit of Yalis operator had indicated that she may or may not be operating for the end-of-school day runs. Further discussion happened around improving communications during power outages and how all services are affected (including when service restarts). BCF noted that they have been working on providing more accurate/timely information, often via multiple sources, online for all routes. This would including more fulsome 'current conditions' type information. Further discussion followed around ideas for using traffic data to help customers understand traditional traffic patterns. 2. Care for Sointula school children during a ferry breakdown. BCF noted that they will make all measures to move the school children, and will work with the Spirit of Yalis or water taxi operators to get them home. 3. Vehicle staging at Alert Bay. When customers stage in the holding lot at Alert Bay, as a plan to get in order for 'future sailings' (ie. not the next one to sail), this causes confusion/backlog...and can cause others to miss a sailing. One idea brought forward was for BCF staff to record license plates of the vehicles that are parking in the compound for future sailings, and then follow up with some education once they are on board...explaining why this practice is not helpful. Discussion followed on developing some sort of communications message about this practice, and locations to post this communication. This may include signage options for BCF. 4. Turnaround foot passengers and counting. Discussion happened around an occurrence earlier this year when Sointula school children who were intending to continue on to Alert Bay after arriving in Port McNeill were unloaded at PM and ended up left behind as the ship hit license. The problem was identified as a lack of proper communication from the
--

group when they loaded the ferry at Sointula and from the school to BCF. BCF can plan for large groups, but need advance notice. It was agreed that the FAC can work with the school to ensure a process to inform BCF of large walk-on expectations in advance; one suggestion was to send a notice to BCF Customer Service.

5. Sea time status. AI confirmed that the crew working on Route 25 operate under a 'Sheltered Waters' operating license (Transport Canada determined), even though the vessel is classified as a Near Coastal 2 classification. Thus, the crew do not accrue 'seatetime' while operating on this route. Therefore, BCF offers local crew opportunities to accrue seatetime by temporarily operating on other routes.
6. Turnaround priorities. BC Ferries is seeking FAC opinion on whether it may be deemed more equitable to make turnaround customers leave the vessel in Port McNeill and proceed to the end of line at the terminal. This problem (turnarounds seeming to get ahead of others) has become more noticeable as traffic demands have been climbing.
7. Commercial vehicles on Dangerous Cargo sailings. BCF is in discussions with Transport Canada to be able to carry commercial vehicles (5500 kg GVW) on DC sailings, thus freeing up space on non-DC sailings and giving DC carriers assurance of a sailing.
8. Performance Term 5 submission. BCF submitted documents to the Commissioner at the end of September, including traffic/revenue/cost forecasts. The submission is available on the Commissioner's website for public viewing. The next step is when the Commissioner is due to set the preliminary price caps- to be in place for April 2020 to March 21, 2024 - by the end of March 2019. BCF forecasts and expectations are to see fare increases at approximately the rate of inflation.

Peter noted that this PT5 review process provides a good opportunity for FAC members to also get their suggestions to the Province regarding service levels/service fees.

9. FAC term and reappointment. Darin explained process for resetting the committee memberships (to be in place for January 2019) and sought suggestions for any rep groups that may be missing from the committee. A reminder that there is a two-term limit.
10. Misc. The Bowen Queen is currently planned to serve Route 25 during the peak season of 2019. The FAC intends on submitting a SSR to see the vessel on the route 'for a longer period' than planned.

Action Items¹:

Item	Who	By When
1. Include communication with schools between BCF and the Spirit of Yalis in a service disruption situation.	AI	ongoing
2. Work on communications ideas to encourage customers to not 'stage too early' at Alert Bay.	Jeff/AI	ongoing
3. Send 'turnaround priority changes' options to FACs, asking for feedback from communities.	Jeff/AI	mid-Nov

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.