

# North & Central Coast Ferry Advisory Committee Meeting Agenda October 13, 2023

12:00 pm – 2:00 pm Radisson Airport Hotel - 818 Cambie Rd, Richmond

## Meeting Purpose

- 1. Share information by providing the Ferry Advisory Committee with:**
  - Updates on corporate and route-specific activities, plans and projects
  - Answers and updates on route-specific questions and concerns
  
- 2. Hear feedback and initiate action by:**
  - Hearing from the Ferry Advisory Committee about potential solutions to areas of concern
  - Generating trackable action items and next steps to address areas of concern raised by the Ferry Advisory Committee
  
- 3. Increase transparency and accountability by providing a public venue where:**
  - Community members can observe and hear the information and feedback exchanged between BC Ferries and the Ferry Advisory Committee
  - Actions and solutions to concerns can be identified, recorded, tracked and reported

Topic	Time
<b>Intros and welcome</b> <ol style="list-style-type: none"> <li>1. Territory acknowledgement</li> <li>2. Approval of agenda</li> </ol>	5 mins
<b>Action items from previous meeting</b> <ol style="list-style-type: none"> <li>1. Denny Island terminal</li> <li>2. Reservations</li> <li>3. Cancellation Policy</li> <li>4. Waitlist information on website</li> </ol>	20 mins
<b>Discussion section – New Items</b> <ol style="list-style-type: none"> <li>1. Review of FAC communication protocol</li> <li>2. Service Notices</li> <li>3. Tourism</li> <li>4. Crewing on northern routes</li> <li>5. Student fares</li> <li>6. Additional vessel on route 10/11/28</li> <li>7. Route 10/11</li> <li>8. Route 28/28a</li> <li>9. Route 26</li> </ol>	1.5 hours
Final questions and close	5 mins

## North & Central Coast Ferry Advisory Committee Meeting Topic Log October 2023

**NOTE: notes summarizing the general discussion of meeting participants is included in the appropriate section of each agenda item in the table below.**

**Text in black was information sent to all meeting invitees prior to the meeting as part of the agenda. Text in blue are notes taken during the meeting as each item was discussed. Text in red captures a follow up action and parties responsible.**

### Meeting attendees:

#### BC Ferries:

- Captain Miller, Senior Master
- Jordan Knusten, Terminal Operations Director
- Zoe King, Customer Service Manager
- Steve Anderson, Fleet Deployment and Scheduling Manager
- Natalie McCall, Marketing and Customer Experience Manager
- Peter Bolza, North Island and Mid-Coast Terminal Manager
- Carlos Verissimo, Terminal Operations Manager
- Benjamin Rhyno, Project Manager
- Dawn Slater, Indigenous Relations Manager
- Tamara Olson, Manager Community Relations
- Carrie McIntosh, Director Community Relation
- Arielle Houghton, Coordinator Community Relations

Ministry of Transportation & Infrastructure: Brian Jonker, Executive Director, Marine Branch

#### FAC:

- Evan Putterill, Chair
- Maria Martin, Heiltsuk Nation
- Barry Cunningham, Prince Rupert
- Fred Roberson, Port Hardy
- Toni Ziganash, Ocean Falls
- Jim LeMottee, Daajing Giids
- Scott Farwell, Prince Rupert
- Steve Emery, CCRD
- Jesse Embree, Daajing Giids
- Sam Harrison, Kitasoo/Xai'xais

Territory acknowledgement and welcome	
Intros and Welcome	Territory acknowledgement Approval of agenda

Action Items from last meeting	
<p><b>Denny Island terminal</b></p>	<p><b>Terminal rebuild – Project Manager</b>            The FAC shared the community’s dissatisfaction with the current tug and barge service on Denny Island and requested more information from BC Ferries on when and what actions will be taken to make improvements. BCF responded that while we are examining various options for replacement infrastructure, we are waiting to meet with various stakeholders and as a result, no decisions have been made.  <b>ACTION:</b> BCF to share meeting dates and more information as soon as available. Complete.</p> <p><b>Update:</b> We’ve received internal approvals for berth construction to occur in the berths current location. We expect the berth to be available for use August 31, 2024. Parts will be movable.</p> <p>We are currently in the design phase of the project and expect to begin construction in June 2024. The FAC would like more detailed information on the project including the size and suitability during various wind conditions. The project manager responded that the berth will be designed to accept the <i>Northern Sea Wolf</i> and the <i>Northern Adventure</i> and a secure point of tie up regardless of wind direction and tidal changes. The <i>Northern Expedition</i> is a significantly larger vessel and does not service this route, therefore the dock is not designed to accommodate this vessel. The FAC suggested that the design be changed to accommodate the <i>Northern Expedition</i> to provide an option for the <i>Northern Sea Wolf</i> to be used when the regular vessel is out of service, to eliminate the need for tug and barge service. Tug and barge service is not the community’s preference.</p> <p>The FAC followed by asking if an incremental cost analysis was performed to assess the potential for the dock to accommodate the <i>Northern Expedition</i>. BCF responded that there was a cost analysis performed and the cost to accommodate the vessel was prohibitive. The FAC requested construction of a dock that can hold larger vessels at Shearwater in addition to the new infrastructure at McLoughlin Bay. This is not currently being considered as part of the terminal rebuild project.</p> <p><b>Opportunity for input on the Denny Island terminal</b>  <b>ACTION:</b> BCF to follow up with FAC and CCRD on opportunities for input on the rebuild of the Denny Island terminal. Complete.</p>

**Update:** BC Ferries, the provincial government and Heiltsuk First Nation have been working closely on the berth replacement and any new infrastructure required to relocate the berth in the future. The CCRD have now been brought into conversation with BCF. Our teams are working together to further conversations where appropriate.

The CCRD met with Ministry of Transportation and Infrastructure at UBCM which started conversations. In the following weeks, two subsequent meetings were held with BCF. The next steps include a letter from BCF informing the public of the work, scope and timelines of the project. The CCRD will then disseminate the information to the public so that residents know what to expect. The FAC reiterated their need for advanced communication from BCF on projects in their communities, including the current status of the project and updates.

M. Martin, FAC member representative from Heiltsuk First Nation, added that BCF met with the Heiltsuk First Nation throughout the summer. Conversations included planning construction of the new dock in a way that allows for the infrastructure to be moved to another location in the future.

The FAC expressed their gratitude that planning is underway and a date has been provided.

**NEW ACTION:** CR team to follow up on status of the letter to the CCRD including concept design and quarterly reporting.

#### **Reservation process – Customer Service Manager**

The FAC requested that the option to book between Denny Island and McLoughlin Bay be removed from the website and replaced with the 1-888 number for bookings.

**ACTION:** Z. King to take this request back to the team to investigate options. Complete.

**Update:** This has been adjusted on the website.

Z. King added that a pop-up message now appears for those booking between Bella Bella and Shearwater. The messages asks to contact the call centre and it seems to be improving access. The FAC noted that the process remains to be confusing for those booking from Port Hardy to Shearwater. Between these terminals, the message does not appear. Z. King responded that due to the website design, we can only add the message between Bella Bella and Shearwater. However, the issue will be resolved with the completion of the new terminal next summer. The FAC requested that rather than saying "reservations unavailable" on the webpage, to change the message to say "please call the customer care line". They communicated their concern for the loss of bookings when customers see "reservations unavailable" on the website when reservations are in fact available.

**NEW ACTION:** Z. King to take this request to the web team to see what changes can be made to the booking flow between Port Hardy and Shearwater.

The FAC request that if there is a change to the route, such as a refit or berth issue, that the online booking automatically redirects the user to a web-page that says "please call customer care". BCF responded, that when there is a refit, a service notice is provided that include this messaging. However, we will investigate what can be changed to make this phone number more prominent on the website.

**NEW ACTION:** Z. King to add a notice to the top of the schedule to please call 1-888 phone number and look into options for messaging.

**NEW ACTION:** Z. King to work with the web team to investigate if the message that "reservations are full" can be removed from the website and replaced with more accurate information.

The FAC provided feedback that website is complex and not intuitive. This causes frustration to community and FAC members alike. They made the request to simplify the web interface and emphasized barriers faced by aging populations.

**New FAC Feedback:**

FAC report concerns over barge and water taxi arrangements.

**Issues during *Sea Wolf* refit**

Issues during the barge & water taxi booking issues during *Sea Wolf* refit

- Questions around availability of online booking
- Questions around accuracy of available deck space
- Questions regarding accuracy of information provided by reservations team

**BCF Info:** At the start of the summer we experienced a number of coaching opportunities as our agents were new out of training and the water taxi and barge is not easy to book. We've done this coaching and believe it is going smoother. Please let us know of any instances where there is an opportunity for further coaching.

During the *Sea Wolf* refit the entire route runs on water taxi and tug boat. Our teams make reservations until it is full and ensure we have as much booking on the tug boat as safely possible. In some instances there may be passengers that do not show up for their reservation. This may be the situation in which you will see free deck space on the barge. If you have any questions about specific occurrences, please email us the date, time and route and we will investigate what took place. While we endeavor to maximize sailing efficiency, it is

	<p>important for us to work with the community to ensure all passengers are aware of cancelling their reservation so that we can free up deck space.</p> <p>How can we work together to encourage more travellers to release their booked space for others?</p>																								
<p><b>Reservations</b></p>	<p><b>Reservations – Customer Service Manager &amp; Terminal Operations</b></p> <p>The FAC shared an experience where there was a waitlist on Route 11 (Prince Rupert to Haida Gwaii) however when the sailing left there was empty vehicle deck space onboard. While locals are willing to arrive at the terminal without a reservation, those travelling from a farther distance will not risk it. The concern is that revenue is lost due to poor management of the waitlist. BCF works to ensure all sailings are fully booked. Unfortunately, some vehicles do not show up for their reservations or for their waitlisted positions.</p> <p><b>ACTION:</b> BCF to provide a record of the average number of cars on waitlist on Northern Routes and the average number of cars from waitlist that ultimately board the ferry. Complete.</p> <p><b>Update:</b> The average number of vehicles on waitlist is 10 and often all 10 board. We endeavor to keep the waitlist short and ensure we are releasing deck space as it becomes available. We currently do not have a mechanism to automatically track the number of vehicles that are brought forth from the waitlist and therefore this information would need to be added to the existing work load of crew. As a result of the additional sailings provided this summer, we saw shortened waitlists this peak season.</p> <p>C. Verissimo provided the following record of waitlisted vehicles over the last five months between Prince Rupert and Haida Gwaii:</p> <table border="1" data-bbox="619 954 1333 1193"> <thead> <tr> <th></th> <th>Standby Totals</th> <th>Loaded</th> <th>Left behind</th> </tr> </thead> <tbody> <tr> <td><b>May</b></td> <td>247</td> <td>213</td> <td>34</td> </tr> <tr> <td><b>June</b></td> <td>113</td> <td>87</td> <td>26</td> </tr> <tr> <td><b>July</b></td> <td>76</td> <td>74</td> <td>2</td> </tr> <tr> <td><b>August</b></td> <td>74</td> <td>72</td> <td>2</td> </tr> <tr> <td><b>September</b></td> <td>7</td> <td>7</td> <td>0</td> </tr> </tbody> </table> <p>C. Verissimo noted that May is when we see the longest waitlist, however this year we were able to provide an additional sailing for those left behind. Furthermore, a majority of passengers who are unable to board with their vehicles walked onto the ferry and BCF hosted their vehicles on a following sailing.</p> <p>The FAC noted that all travellers from the central coast who call to book a sailing are placed on the waitlist unless they call months in advance. The asked if there are records for the number of waitlisted passengers</p>		Standby Totals	Loaded	Left behind	<b>May</b>	247	213	34	<b>June</b>	113	87	26	<b>July</b>	76	74	2	<b>August</b>	74	72	2	<b>September</b>	7	7	0
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	<p>from Bella Bella. BC Ferries responded that passengers are booked in the order they call. We do not have numbers tracked for the number of waitlisted passengers out of Bella Bella at this time. The FAC expressed their frustration that the ferry system is becoming busier and as a result residents are feeling the pressure, noting booking months in advance is the only option for travel certainty. FAC representative, S. Harris from Klemtu, added that while in the past there has not been a large amount of traffic from Klemtu, this is changing rapidly. A new program is underway to assist residents to obtain their drivers licence. As a result, there will be 30-40 more drivers coming from this region. BC Ferries are the main travel corridor for medical services, food and other essential services. It is not feasible for residents to book a year in advance for these services and there is, and will continue to be, a need for community members to access reservations. The FAC requested that residential priority be considered including an option of percentage of deck space at each port be provided for local residents, or that BCF add additional capacity in the shoulder seasons to provide more options for locals.</p> <p><b>New FAC feedback:</b> FAC report that there is still a disconnection on ferry reservations and information being given for North/Central routes (especially route 28). Can BCF direct reservations calls on Route 28/28a to the Port Hardy terminal or have remote workers from the north/central coast take reservations?</p> <p><b>BCF Info:</b> The call centre is centralized for all booking categories. We record 100% of our calls and if any training/coaching is needed on Tug/Barge &amp; water taxi calls, please do let Zoe know.</p>
<p><b>Cancellation Policy</b></p>	<p><b>Cancellation Policy – Terminal Operations</b> The FAC asked for the cancellation policy for non-commercial vehicles. BCF shared the details as listed on the website here: <a href="https://www.bcferrys.com/terms-and-conditions/booking-cancellation-change-policies">https://www.bcferrys.com/terms-and-conditions/booking-cancellation-change-policies</a> FAC asked for clarity on the results of the existing cancellation policy. BCF responded that the policy is functioning and that when cancellations occur the day before a reservation, the waitlist is called based on their position. <b>ACTION:</b> BCF to summarize all the actions that have been taken by terminal and vessel on this topic and share with FAC in meeting notes and on the community page.</p> <p><b>Update:</b> BCF proactively promotes people from waitlist to reserve when a cancellation is known. If there are commercial vehicles on standby this reservation will go to them. If there are no commercial vehicles, this will be released to the public waitlist. If commercial vehicles do not show up for the reservation on the day of the sailing, we endeavor to fill this up with members of the waitlist.</p> <p>Terminal operations shared that the vessel is separated into three main areas: under height, over height, and commercial. Once the commercial space is completely reserved, any additional commercial vehicles are placed on a standby list. If a commercial vehicle cancels, the next available commercial vehicle is promoted from the waitlist to the commercial deck space. If there are no other commercial vehicles on the standby list, the</p>

	<p>terminal supervisor will open the space to non-commercial vehicles. On the other hand, if there are no under height vehicles on the waitlist and a commercial vehicle is on standby, then we will promote commercial vehicles into this space once it is confirmed that no under height vehicles are waiting.</p>
<p><b>Waitlist information on website</b></p>	<p><b>Website waitlist information – Customer Service Manager</b>          The FAC requested that the waitlist information be more prominently displayed on website; not at the bottom of the screen and provided specific suggestions.  <b>ACTION: Z. King to share this feedback with web team. Complete.</b></p> <p><b>Update:</b> It is a major investment in time and resources to change the website booking flow and given that the information desired is currently located on the webpage, we are unable to make any changes to the format/layout of the page at this time. However, if there are any requests regarding changes to the wording, we will bring this feedback to our web team for further investigation.</p> <p>It was shared in March that there are plans to re-design the booking flow for the northern routes. When we are closer to that stage of re-build we will be sure to include the FAC for additional feedback.</p>

<b>Discussion Section – New Items</b>	
<p><b>Review of FAC communication protocol</b></p>	<p><b>FAC communication protocol - Community Relations</b>          Review of FAC communication protocol</p> <p><b>ACTION: CR team to re-send the communication protocol to the FAC members. Complete.</b></p>
<p><b>Service Notices</b></p>	<p><b>Service Notices – Customer Care</b>          FAC acknowledge the improvements that have been made. However, there is still issues of long gaps between updates &amp; resumption notices going out well after resumption occurs. How can this be resolved?</p> <p>The FAC request more regular updates on previously sent service notices including when the next update can be expected. Furthermore, they would like more information provided in the service notice, noting that the brevity of information is sometimes perceived as an attempt to withhold information.</p> <p>R. Daye, responded that we work to provide information to the public as quickly as possible. For this reason, service notices may seem brief, however, notices are often updated online when more information is available. She clarified that if the update does not impact the service, then the update is provided on the website only, not by email. When the team has information on next steps, or when an update is expected, then an update is sent by email in addition to the website.</p> <p><b>ACTION: CR team to send the FAC information on how to sign up for service notices.</b></p>



<p><b>Tourism</b></p>	<p><b>Tourism – Marketing &amp; Customer Experience</b>  The FAC requested that tourism representatives be available on the ferries and that better tourism information be accessible onboard. What can be done to assist in making this happen, and/or can tourism organizations provide training materials for BCF crew?</p> <p>The FAC shared an opportunity to work with regional tourism bureaus to create a promotional documentary highlighting First Nations cultural experiences in various locations. To be a part of this collaborative project, BC Ferries must commit to showing the video onboard the central and northern vessels. The FAC emphasized the value of promoting Indigenous cultural tourism opportunities as a means to increase economic viability and stability for the population in their remote communities. They noted that in the past there was a representative onboard the vessels that could speak to the local tourism and requested that this be reinstated.</p> <p>N. McCall added that an Indigenous consultant from Bella Bella was contracted earlier this year to assist with updating our Points of Interest along the central and northern routes. These updates include Indigenous history. We are also working to collaborate with First Nations in Haida Gwaii to develop more regional information on Route 11. We continue to work to improve information onboard our vessels and terminals about Indigenous communities and opportunities for tourism.</p> <p><b>ACTION: N. McCall to follow up on tourism opportunities in the central and northern communities.</b></p>
<p><b>Crewing on northern routes</b></p>	<p><b>Crewing on Northern Routes – Vessel Operations</b>  Is it possible to hire more locals on board ships? What is being done on this front?</p> <ul style="list-style-type: none"> <li>• Communities don't want fly in/out workers to be a permanent solution.</li> <li>• Having most staff fly out of community when off shift makes it more difficult to cover shifts if a crew member is sick or injured.</li> </ul> <p>BC Ferries endeavors to hire local candidates whenever available, this includes having the appropriate certifications. We work with post-secondary institutions to recruit and train personnel and have provided MED sponsorship for external applicants. Regulations were recently lifted allowing the recruitment of foreign marine industry workers with equivalent training and certifications. The FAC responded that there are local people who are qualified, but do not have the Transport Canada certifications. The FAC requested recognition that the northern and central routes are different from other regions and therefore require a distinct recruitment strategy. Specifically, they would like to see a clear path for local people to become crew members. BCF acknowledged this distinction, and confirmed that required certifications are regulated by Transport Canada.</p>

	<p>BC Ferries shared the upcoming local recruitment events in the northern and central communities:</p> <ul style="list-style-type: none"> <li>• All Native Basketball Tournament – February 12-13</li> <li>• Work BC Presentation – February 14</li> <li>• BC Ferries Hiring Fair – Tentative dates: March 5-6</li> </ul>
<p><b>Student fares</b></p>	<p><b>Student fares</b> Is it possible to get free fares for school sports trips on the north and central coast routes? What would a possible mechanism for this be?</p> <p>A conversation has started between BC Ferries and the BC Government to review student travel fares. The student travel fares is a government administered program. We will keep the FAC updated on these conversations.</p> <p><b>ACTION:</b> CR team to keep FAC updated on discussions with BC Government to provide free student fares on central and northern routes.</p>
<p><b>Additional vessel on route 10/11/28</b></p>	<p><b>Additional vessel on route 10/11/28</b> Will BC Ferries participate in a business case should communities choose to develop one?</p> <p><b>BCF Info:</b> No new or additional vessel for the northern routes were included in the capital and operating projections which formed part of the Performance Term Six (PT6) funding decision. Any further service enhancements, such as additional vessels and/or increase in service frequency, need to be considered in the context of the entire coastal ferry system. Under the PT6 contract, BC Ferries and the ministry have agreed to develop system/route performance measures to help determine when services enhancements may be required beyond what’s set out in PT6. The development of performance measures must be completed in advance of considering any additional service or vessels across the system.</p> <p>The FAC requested an additional vessel to increase capacity and provide relief during mechanical issues. Specifically, they would like to see a ship with seating where passengers can sleep during long journeys. Furthermore, as the northern and central routes are significantly distinct from the southern routes, they requested that they be included in the assessment of any measurements that may be applied to their region.</p> <p><b>ACTION:</b> CR team to ask what engagement opportunities may be available for FACs and communities on the new measurements that will help determine when service enhancements are required.</p>

	<p>BCF is working with the BC Government to undergo a visioning exercise with local governments, industries, and regional interest groups to ensure a more complete view of current and future opportunities across the ferry system.</p>
<p><b>Route 10/11</b></p>	<p><b>Restaurant reopening – Marketing &amp; Customer Experience</b>            FAC request an update on when the restaurant will reopen on Route 10.</p> <p>We are currently analyzing the costs to implement various catering options on the vessel and we will provide an update when more information is available. The FAC noted that this information is valuable to local tourist organization who market based on services provide onboard vessels. Another member asked for more catering selection on sailings.</p> <p><b>ACTION:</b> N. McCall to provide an update to community relations team on Route 10 catering options when available.</p> <p><b>Northern Expedition drop trailer loading – Terminal Operations</b></p> <ul style="list-style-type: none"> <li>• Why are four car lanes taken up by 2 lanes of drop trailers?  <b>BCF Info:</b> The reason the drop trailers take up multiple lanes is due to the turtle (tie down cleats) placement on the car deck, these turtles are used to secure the drop trailers on route 11. In order to properly secure the trailers they have to be centered between the turtles.</li> <li>• Can drop trailers be loaded so that they take up only one car lane so that all three lanes per side can be used? Would free up 2 full lanes for cars.  <b>BCF Info:</b> This is not possible on the Northern Expedition on Rte. 11. The turtles are required to secure the load. Changes would required an engineering fix/relocation.</li> <li>• Can drop trailers be loaded on one side only using 1.5 lanes each to free up one full lane for cars?  <b>BCF Info:</b> Typically on Sunday and Mondays, we have large commercial traffic loads so both the port and starboard sides (1.5 lanes) of the vessel are used, the vessel does load drop trailers on a side if commercial traffic is low (one or two trailers). However, the vessel operations crew must also ensure that the load is balanced.</li> <li>• Has BCF investigated using electric semi-trailer movers such as the TrailerCaddy Semi-Trailer Mover for positioning on board the ship?  <b>BCF Info:</b> Trailers can be safely repositioned with the existing shipboard hosteller trucks, therefore we are not looking at acquiring any new assets at this time. Compared to land based environments, vessels may shift during repositioning making a hosteling truck a safe alternative.</li> </ul> <p><b>ACTION:</b> Vessel operations to investigate if a more efficient design could be implemented for the tie-downs.</p>

	<p><b>Contingency planning for mechanical issues – Fleet Deployment &amp; Scheduling</b>  Discussion about contingency &amp; business continuity plans for mechanical issues. Has there been any improvements in rapid access to tug/barge, especially in peak season? What contingency plans are in place?  Following the mechanical issues of the <i>Northern Expedition</i>, the FAC questioned if there has been changes to vessel contingency planning or agreements with tug and barge operators. BCF responded that there are no major updates at this time. However, our teams have been working to develop a fleet wide strategy regarding contingency service providers. The water taxi portion of the review is now complete and tug and barge service reviews are underway. Recently, there have been limitations on service providers in the north and part of the new strategy includes RFPs for additional tug and barge contractors.</p>
<p><b>Route 28/28a</b></p>	<p><b>Scheduling – Fleet Deployment &amp; Scheduling</b>  The FAC requested scheduling 1 sailing per week instead of 2 one week and none the next.  S. Emery clarified that the summer schedule provides one sailing on Sunday, followed by another on Thursday, and then the next sailing departs 9 days later. The concern is that a 9 day service gap is too long for the local grocery stores and some community members are unable to purchase food for two weeks.</p> <p><b>ACTION:</b> T. Olson to schedule a meeting with Route 28/28a FAC members and the fleet deployment and scheduling team to investigate options for adjusting the summer schedule and crewing options.</p> <p><b>Reliability – Vessel Operations</b>  Reliability on Route 28a</p> <p><b>Northern Sea Wolf crewing – Vessel Operations, Fleet Deployment &amp; Scheduling</b>  The FAC requested that the crew be scheduled on the <i>Sea Wolf</i> 24/7 like the <i>Queen of Chilliwack</i>. Can BC Ferries look into providing a business case for 24/7 staffing of the <i>Sea Wolf</i>? This may create opportunities to have a more coherent schedule and a more resilient staffing situation.</p> <p><b>BCF Info:</b> Unfortunately the NSW does not have the cabin capacity to accommodate more crew.</p> <p>The FAC suggested that the lack of 24/7 crewing results in delayed sailings during the summer months. They requested that more cabins be added to the vessel so that additional crew members be available onboard to provide relief for those who would need to take breaks on a 24/7 shift.</p> <p><b>All Native Basket Ball sailing adjustment</b></p>

	<p>The FAC requested an adjustment to the schedule on March 22, 2024 to an 8:00 pm departure time. This way, students travelling from the All Native Basketball tournament to Bella Bella can participate in the full tournament.</p> <p><b>ACTION:</b> T. Olson to follow up with M. Martin and S. Harrison regarding schedule adjustments to accommodate students travelling for the All Native Basketball Tournament in 2024.</p> <p><b>Update October 25:</b> Our fleet scheduling teams along with our operations and customer care teams have looked over the schedules and have confirmed a later departure of 8:00pm to accommodate the JR. ANBT on March 22, 2024 can be accommodated. Our teams are working on these updates and will communicate once the changes are live in our systems. The timing of the later sailing was made in consultation with members of the FAC and the Bella Bella School Board and we thank them for their collaboration on this schedule change.</p>
<p><b>Route 26</b></p>	<p><b>Overloads – Fleet Deployment &amp; Scheduling</b>  Summer 2023 had numerous overloads:</p> <ul style="list-style-type: none"> <li>• Additional sailings were added but FAC believe this was not adequate.</li> <li>• Information has been requested regarding shifts, fuelling, etc. from BCF months ago but the information has not provided. The FAC intends to develop draft summer schedules with additional sailings to address overloads (without increasing staffing inputs).</li> <li>• FAC believe there is space in the currently staffed period to increase frequency but request assistance from BC Ferries to confirm this belief.</li> </ul> <p><b>BCF Info:</b> The Fleet Deployment and Scheduling team are investigating the overloads from this summer. Thank you for raising this issue. At a glance, the overloads seem to be in an inconsistent pattern. There were a limited number of dates that had cascading mid-day overloads and where possible, alternate sailings were provided.</p> <p>BC Ferries stated that round trips were added in alignment with flights into Sandspit. We look forward to the new measurements that will be developed in tandem with the BC government as a framework to justify additional service. T. Ziganash added that on Route 10 the <i>Northern Sea Wolf</i> is underutilized in the winter months and may offer more capacity on another route, should a smaller vessel be provided on Route 10.</p> <p><b>Non-slip ridges on ramps – Terminal Operations</b>  The FAC believe that the non-slip ridges on the Kwuna Ramps are very aggressive. A community petition is circulating to address this issue as it is causing damage to vehicles and there are concerns from BC Ambulance about its impact on patients.</p>

	<p><b>BCF Info:</b> The welding on the flat bars in refit was a long term fix to previous attempts at providing traction on the ramps. This decision was made over other materials which are prone to more wear and tear that leads to expensive replacements every couple of years. There has not been an increase in reported incidents since this ramp was refitted. We continue to watch the area closely for the safety of our passengers and crew.</p> <p><b>Weather cancellations – Vessel Operations</b> The FAC requested clarification on cancellations due to weather.</p> <p><b>BCF Info:</b> Update September 27: there have been no changes to weather sailing matrix in recent years for Kwuna or changes in policy or procedures. Our Captains look for every opportunity to sail and avoid stranding passengers. Information on sailing conditions are dependant on information from Environment Canada. Our teams work closely on this.</p> <p>The FAC noted that there is confusion in the community as to why weather cancellations are taking place in seemingly decent weather conditions. Terminal operations shared that BC Ferries procedure is to cancel sailings based on Environment Canada weather estimates. This process of making decisions and communicating early is to allow passengers to plan their travel.</p> <p><b>ACTION:</b> T. Olson will follow up with vessel operations to investigate cancellation information including data and policy/procedures.</p>
<b>Final Questions &amp; Close</b>	
<p><b>Resident rate for cabins</b></p>	<p>During the winter, a majority of Klemtu residents travel south to Port Hardy for medical appointments. The only available sailing from Klemtu to Port Hardy is overnight. The FAC requested that a discount rate be provided for locals to access cabins given they have no other sailing options.</p> <p><b>ACTION:</b> Community relations team to send current cabin discount policy to members of the FAC. <b>ACTION:</b> FAC to follow up with BCF if they would like to explore alternative revenue neutral options.</p>
<p><b>Scheduling FAC meetings</b></p>	<p>The FAC requested more time for FAC meetings. They noted the travel distance to Richmond from the central and northern communities is considerable and their routes span a large region. Therefore they would like to have a meeting longer than two hours.</p> <p><b>ACTION:</b> NCC FAC to deliberate on what time of day they prefer for the FAC meeting and discuss where to convene.</p>

	<p><b>Update October 23:</b> Meeting options, including extended meeting hours, were sent to all NCC FAC members from BCF for input for future FAC meetings. After responses have been received by FAC members, planning can take place for the next Spring and Fall meetings.</p>
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