

Bowen Island Municipality Ferry Advisory Committee Meeting

Overview: Municipal Hall on Bowen Island – June 10, 2014

In Attendance:

Committee: Jack Adelaar, Adam Holbrook, David Honing, Jane Kellett, Alison Morse

BC Ferries: Corrine Storey- VP Customer Services, David Hendry- Strategic Planning Director, Captain Lewis MacKay- Marine Superintendent, Jeff Joyce- Director of Fleet Operations, Chris Morris- Regional Manager, Terminal Operations, 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 as a WebEx meeting during the fall of 2014.

Issues Summary and Resolution Plan

A. Issue: Queen of Capilano Mid-Life Upgrade and Relief Vessel

Definition: BC Ferries had previously outlined basic work to be performed during the 2015 MLU and options for vessels to provide relief service. At this meeting, the Bowen Queen was confirmed to be the relief vessel for the January to April 2015 refit.

BC Ferries noted reasons why other vessels could not be used as relief, but outlined that they were interested in hearing all ideas for implementing ‘other services’ that may help alleviate issues arising from the lower capacity provided by the Bowen Queen. The FAC suggested BC Ferries consider conducting a basic survey to understand customer travel options.

NOTE: BC Ferries later noted that fixed, gallery decks will be added to the Queen of Capilano during the MLU, bringing capacity from approximately 85 to just under 100 vehicles.

BC Ferries Commitment to Resolution: Work with BIMFAC reps to come up with realistic ideas for ‘supplemental services’ that may be provided during the refit, and to look into setting up a customer survey.

Action Plan:

Action	Responsible	Date
Send BCF ideas for ‘other services’	FAC	Completed
Meet to discuss service mitigation options	BCF + FAC	Ongoing

B. Issue: Assessment of the ‘New Route 8 Schedule’

Definition: Early analysis of overloads since the reduced schedule has been effect has not indicated an obvious pattern for ‘new overload problems’. BC Ferries has suggested that the new schedule needs to be in place for six months or so to allow customers to adjust to new sailing times before it can be determined if changes may be required.

BC Ferries Commitment to Resolution:

Continue to monitor traffic patterns throughout the summer period prior to considering if changes may be required to sailing schedules.

Action Plan:

Action	Responsible	Date
No action required		

C. Issue: Route 2/3/8 Analysis

Definition: BC Ferries has been looking at opportunities to improve efficiencies around how Routes 2, 3 and 8 interact at Horseshoe Bay, as on-time performance issues have arisen recently. FAC expressed interest in contributing to this analysis where possible, with a goal of getting year-round schedules.

BC Ferries Commitment to Resolution:

Include Route 8 reps in sub-committee analysis of what may be possible to change with Route 8. Then, combine ideas with Route 3 analysis.

Action Plan:

Action	Responsible	Date
Establish sub-committee process for schedule analysis	BCF and FAC	asap

D. Issue: Bowen Island Traffic Marshalling

Definition: There is currently no marshalling/staging area at Snug Cove for ferry traffic, and BIM has been analysing options for changes. BIM suggests that employment of a person at the terminal would be useful in organizing how traffic is marshalled.

BC Ferries Commitment to Resolution:

Work with BIMTAC and local RCMP to review line-up issues and possible options for improving staging/marshalling of vehicles.

Action Plan:

Action	Responsible	Date
BCF/BIM/RCMP meet for marshalling discussion	BCF	Aug 25/26 if possible

E. Issue: Vessel Home Porting on Bowen Island

Definition: BIM believes customer service and the community would benefit from seeing the Route 8 vessel home port at Snug Cove, and is seeking a detailed explanation on this change from BCF.

BC Ferries Commitment to Resolution:

BCF has acknowledged formal receipt of the request to changing the home port for Route 8 and will share results with BIMTAC when a proper analysis has been done.

Action Plan:

Action	Responsible	Date
No action required		

F. Issue: Travel Ambassadors

Definition: Similar to what exists on Route 3, BIMTAC would like to get ‘local travel ambassadors’ on board the Route 8 vessel, acting mostly as tourism information guides.

BC Ferries Commitment to Resolution:

BCF will look into if/how to get ‘Bowen Isl travel ambassadors’ on board the vessel for summer 2014, with the consideration that these people would be paid by BIM.

Action Plan:

Action	Responsible	Date
Investigate process required to get travel ambassadors on Rte 8 vessel	Guenette	asap

G. Issue: Highway signage

Definition: FAC noted there are concerns regarding the clarity of highway signage, and customers bound for Bowen Island may not understand directions. They asked for a MOTI contact.

BC Ferries Commitment to Resolution:

BC Ferries provided contact information for the appropriate MOTI rep.

Action Plan:

Action	Responsible	Date
No action required		

H. Issue: Long-term Horseshoe Bay terminal update

Definition: FAC asked for explanation of what was planned for long-term upgrades at Horseshoe Bay terminal (as was outlined in the Feedback Guide from the 2013 MOTI engagement sessions).

BC Ferries explained that early analysis indicates there is approximately \$220 million required to upgrade/improve/replace infrastructure at the terminal, but a more detailed analysis of ‘the effectiveness of the major routes (called: Major Route Strategy) needs to proceed a proper Master Planning process.

BC Ferries Commitment to Resolution:

Nothing further required on this issue.

Action Plan:

Action	Responsible	Date
No action required		

I. Issue: Dashboard Cards

Definition: A question had come forward at the previous FAC meeting for BC Ferries to investigate cost and feasibility for production of a ‘dashboard/mirror card’ for clearly designating vehicles bound for Bowen Island. Chris Morris showed a prototype that was accepted by all.

BC Ferries Commitment to Resolution:

BC Ferries to proceed with production of new ‘dashboard cards’.

Action Plan:

Action	Responsible	Date
Produce batch of ‘cards’ and get them to ticket agents for frequent Bowen customers	Morris	Completed

J. Issue: Ticket Information/ Boarding Passes

Definition: FAC had previously asked if ‘Round-trip’ could be printed on a ticket/receipt, and BC Ferries confirmed that this will be done once ACE

changes are implemented (approx. 2 years), and boarding passes can also include more detailed information.

BC Ferries Commitment to Resolution:

Nothing further until ACE implementation.

Action Plan:

Action	Responsible	Date
Send 'fare summary' (incl round trip note) to FAC	Guenette	asap

K. Issue: Mustel Survey

Definition: FAC asked for summary of purpose for recent survey conducted by Mustel for BC Ferries. BC Ferries explained this survey was intended for explore customer opinions/feedback/desired features of the Experience Card.

BC Ferries Commitment to Resolution:

Nothing further required on this issue.

Action Plan:

Action	Responsible	Date
No action required		

L. Issue: Cost Allocation for HSB

Definition: BC Ferries explained that 'with all routes being in one group, and cross-subsidization possible, all costs are shared across the system'.

BC Ferries Commitment to Resolution:

Nothing further required on this issue.

Action Plan:

Action	Responsible	Date
No action required		

M. Issue: Notice Board space on vessel

Definition: FAC asked about accessing unused notice board space on the vessel.

BC Ferries Commitment to Resolution:

Investigate if unused space may be: used by BIMTAC and/or set aside for more official BIMTAC notices.

Action Plan:

Action	Responsible	Date
Discuss access to unused notice board space with Marketing	Guenette	Completed

N. Issue: FAC format review

Definition: BCF asked FAC members for opinions on the format/scope/frequency of FAC meetings or ideas to ‘close issues more effectively’.

BC Ferries Commitment to Resolution:

Work with FAC for ideas on possible FAC format changes.

Action Plan:

Action	Responsible	Date
Nothing at this time		

O. Issue: Extra-length fare promotion

Definition: BC Ferries is running a promotion for twelve Wednesdays and Saturdays from June 18 to Sept 6, where on Route 1 and 30 sailings from 4 pm onwards, customers with vehicles of 20 feet or longer will be charged only \$2 per foot for each foot over 20 feet. This is being done to incentive new traffic, and revenue, to these sailings with a history of lower usage.

BC Ferries Commitment to Resolution:

Nothing further required on this issue.

Action Plan:

Action	Responsible	Date
Nothing at this time		

P. Issue: Meeting summaries – new format

Definition: Darin explained that he will be summarizing meeting discussions with a new format, highlighting any BC Ferries commitment to resolution of issues identified, as well as specific action takeaways.

BC Ferries Commitment to Resolution:

Forward completed meeting summary to FAC in new format.

Action Plan:

Action	Responsible	Date
Nothing at this time		