

Northern Sunshine Coast Ferry Advisory Committee Meeting

Overview: Powell River Town Centre – May 28, 2014

In Attendance:

Committee: Kim Barton-Bridges, Patrick Brabazon, Jane Cameron, Myrna Leishman, Jacquie Donaldson, Warren Kiland, Sandy McCormick, Chris McNaughton, Doug Skinner, Ken White

BC Ferries: Corrine Storey- VP Customer Services, David Hendry- Strategic Planning Director, Captain Al de Koninck - Marine Superintendent, Jeff West - Superintendent, 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: Chair confirmation

Definition: With the recent departure of the committee Chair, it was confirmed that Kim and Jacquie would act as interim co-Chairs for the remainder of this FAC term.

BC Ferries Commitment to Resolution: Nothing further required on this issue.

Action Plan:

Action	Responsible	Date
No action required		

B. Issue: Queen of Burnaby replacement

Definition: BCF explained that there are two final bidders being considered for construction of the Burnaby replacement vessel, and an announcement of the contract award should be coming soon. In-service dates of the new vessels will be determined when the contract is signed, but 2016 is still the target for the first one. Finally, BC Ferries will reach out to the FAC when the process is ready for looking at scheduling options or any other details that may require community input.

BC Ferries Commitment to Resolution:

Nothing further required on this issue.

Action Plan:

Action	Responsible	Date
No action required		

C. Issue: North Island Princess replacement

Definition: FAC asked if BC Ferries can confirm if the NIP replacement will be a new build, upgrade or transfer of a current vessel. BC Ferries is still looking at all options. FAC request is that, regardless of how replacement is done, they request a vessel with similar capacity remain on Rte 18.

BC Ferries Commitment to Resolution:

Nothing further required on this issue.

Action Plan:

Action	Responsible	Date
No action required		

D. Issue: Sailing overloads

Definition: There have anecdotal stories of overloads, which were not occurring previously, on Rte 18 sailings. FAC is concerned that a general trend may develop. BCF replied that they are monitoring the new schedules to identify if they are meeting communities traffic demands efficiently.

Also, the committee wanted to ensure BCF was also aware of four, major events happening in the summer on Texada. BC Ferries noted that the more specific information about these events that can be shared, then the better prepared vessel and terminal staff can be for heavy demand situations. FAC would forward more details to Darin when they are known.

BC Ferries Commitment to Resolution:

Ensure any information (likely traffic numbers, etc) is sent to vessel and terminal teams when it comes from the community.

Action Plan:

Action	Responsible	Date
Relay info about events	FAC	As required

E. Issue: PRISMA sailings

Definition: Committee noted that it was good to see that BCF were able to adjust the June 21 sailings and add a sailing to accommodate the PRISMA sailing needs.

BC Ferries Commitment to Resolution:

BCF will work with event organizers to explore options for the 2015 event.

Action Plan:

Action	Responsible	Date
Discuss options for 2015 event with organizers	Darin	Completed

F. Issue: Texada electronic sign

Definition: A ‘standalone, electronic sign’ is almost ready for installing on Texada, near the gas station, for relaying urgent ferry related information. The community has noted a desire to have double-sided messaging, but this sign does not have that capability.

BC Ferries Commitment to Resolution:

BCF will finish modifications and install this sign soon. As recommended from the committee, the goal will be to place it where everyone passing by can see it.

Action Plan:

Action	Responsible	Date
Install sign near gas station, maximizing viewability	Jeff	asap

G. Issue: Night watch positions

Definition: A local physician from Texada had sent a letter expressing concerns around BC Ferries considerations of removing the night watch position on vessels; the fear is that emergency response would be delayed.

BC Ferries Commitment to Resolution:

BC Ferries will continue discussions with BC Ambulance regarding the best way to provide emergency response when/where a ferry will be able to respond. No changes to night watch positions are planned until at least the fall.

Action Plan:

Action	Responsible	Date
No action required		

H. Issue: Berth conflicts

Definition: FAC members identified a conflict at Westview terminal on Saturday evenings, where Route 17 and 18 vessels may both be trying to access the berth, particularly limiting transfers to Texada.

BC Ferries noted that this conflict can be eliminated by moving the Route 17 Little River departure from 6:50 pm to 6:30 pm, thus arriving after the North Island Princess will have left. There was a general agreement to make this schedule change.

Discussion led to issues around large, mid-day gaps on Route 7, and how it may be difficult for connecting to/from the Upper Sunshine Coast.

BC Ferries Commitment to Resolution:

Explore ideas for communicating the Route 7 schedule gap in Southern Sunshine Coast areas and on the vessel.

Action Plan:

Action	Responsible	Date
No action required		

I. Issue: Debit card use

Definition: Community members have expressed interest in using a debit card on vessels and/or at terminals. BC Ferries explained that these transactions are not possible because of the speed required for each transaction and real-time connectivity.

BC Ferries Commitment to Resolution:

BC Ferries is planning on implementing debit capability at terminals within the next two to three years.

Action Plan:

Action	Responsible	Date
No action required		

J. Issue: Food service on Island Sky

Definition: FAC asked to see the same food offering on Island Sky that it had when it was operating on Route 17 and BC Ferries explained that the same food products were indeed kept on board, but some have been removed due to low sales.

BC Ferries Commitment to Resolution:

Nothing further required on this issue.

Action Plan:

Action	Responsible	Date
No action required		

K. Issue: Public input and questions

Definition: Q: are staff sitting on the vessel during gaps when sailings could happen with only a small fuel cost? A: crews perform a variety of tasks during sailing gaps that would not get done or would require overtime.

A suggestion was presented to BC Ferries to consider smaller vessels performing more frequent runs on Route 7; keeping costs similar while increasing service. Also laid out was a plan to use cable ferries between Saltery Bay and Nelson Island and another to Earls Cove.

BC Ferries Commitment to Resolution:

Nothing further required on this issue.

Action Plan:

Action	Responsible	Date
No action required		

L. 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’. There was a general agreement that when Al and/or Jeff were able to meet directly with FAC members and discuss specific issues, this is effective.

BC Ferries Commitment to Resolution:

Work with FAC in continuing to explore small, operational issues such as scheduling.

Action Plan:

Action	Responsible	Date
Meet with FAC for specific issue meetings	Al/Jeff	As required

M. 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 will 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		

N. 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		

Miscellaneous Discussion:

- A request came for BC Ferries to consider an electric car charger on the vessel replacing the Queen of Burnaby. Al looked into this and found out it is not possible.
- A concern was expressed that Superior Propane is not able to service all its customers on Texada with current DG sailing timings. BCF noted they would talk with Superior to learn more about their needs and explore options.