

## Ferry Advisory Committee (FAC) - Record of Meeting

Date:	May 11, 2017
Committee Name:	Southern Gulf Islands
Routes:	5, 5a, 9, 9a

### Attendees:

<p>For the FAC:</p> <p><i>Chair(s):</i> Brian Hollingshead, David Maude</p> <p><i>Members</i></p> <ul style="list-style-type: none"> <li>• Mary Greenwood, Anna Dean, Diana King</li> <li>• Lorell Gienow, Eva Hage, Dave Dryer</li> <li>• Jill Justice, Roy Moore, Harold Swierenga (SSI FAC)</li> </ul>	<p>For BCF:</p> <ul style="list-style-type: none"> <li>• Mark Collins</li> <li>• Peter Simpson</li> <li>• David Hendry</li> <li>• Monique Turgeon</li> <li>• Lewis MacKay</li> <li>• Darin Guenette</li> </ul>
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### Points of Information/Agreement:

<ol style="list-style-type: none"> <li>1. FAC members confirmed: Brian &amp; Eva as co-Chairs, island leaders (Mary-Galiano, Roy-Pender, Mike-Mayne, Lorell-Saturna).</li> <li>2. Salish Eagle will service Route 9a for the peak season onwards and the Raven will likely be put into service sometime in the fall of 2017. Note that lanes are wider than previous vessels.</li> <li>3. BC Ferries and FAC agree that the signs at each terminal should have both terminal and island names.</li> <li>4. Passenger reservations (Rte 9); communicating the accuracy of how full a given sailing may be challenging.</li> <li>5. Note that the printed schedule has not changed colours in the latest version, and they are not always available on board certain vessels. Note: 68% of islanders do not have access to the internet.</li> <li>6. Would be beneficial for someone to 'enter the Thru Fare process' on the island they are departing, so the possibility would be enhanced of accessing the next Route 1 vessel at Swartz Bay.</li> <li>7. Specific fare change ideas cannot be considered in the short-term, as the entire fare structure is in the middle of significant change.</li> <li>8. AEQ measurements are now generally a much more accurate representation of the typical actual loads being carried. However, a handful of vessels seem to carry average loads that are notably higher than the new AEQ figures. Regardless, the vessels still load as many vehicles as they can safely load.</li> <li>9. BCF will be complying with the Transport Canada regulations regarding ensuring passengers do not remain in vehicles on closed-vehicle decks (lower deck on all major</li> </ol>
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vessels and the Salish Class). BC Ferries will be responsible for informing customers of the regulations. Implementation target will be Fall 2017. Communications for customers will follow in the upcoming months.

10. The current wi-fi capabilities (vessels/terminals) is going to remain the status quo for the foreseeable future, as BC Ferries needs to focus on maintaining what is available now.
11. Route 9 reservation glitch is expected to be solved within a week.
12. Galiano report: parking removed near terminal with no notice, but some pay parking is now available (note: BCF and MOTI are working together on further options); Pender: a resident had sent a concern around schedule times (note: BCF will explore schedule change options anytime with FAC...but changes often very different) , a foot passenger service is starting soon; Mayne: Queen of Nanaimo rust looks unsightly (BCF is cleaning this May 23/24), and David M. is sending David H. contact info for property coming up for sale; Saturna: no report.
13. Vessel ops report: BCF looking at trying to organize some type of on board event as the Queen of Nanaimo nears retirement; schedules are being analysed for efficiency improvement opportunities.
14. Terminal ops report: at Sturdies Bay, non-commercial vehicles will be staged on the trestle during busier times; new traffic calming measures are now being put in place leading up to Swartz Bay.
15. BC Ferries has developed a process to allow FACs to submit requests for any notable service changes to BC Ferries, whereby BC Ferries will receive, analyse and reply to the request within 90 days. A part of this request is a form called the Significant Service Request ( SSR) form.
16. BCF in contract negotiations with a shipyard to design/build the Minor 44 Class vessels; will replace all of our smallest class ships in the future.
17. Shuttle Class intro: replacement project for the Bowen Class vessels; is a 100 AEQ design. BCF would like to be in contract for these new vessels by the end of 2017 if possible. Look for future communications and engagement plans.

**Action Items<sup>1</sup>:**

Item	Who	By When
1. Terminal Operations is still working with Marketing in getting terminal signs updated; will get a plan for changes.	Monique	End-May
2. Confirm that Call Centre is providing clear messaging on 'passenger options' when reservations are full. Also, is there a standby list for footsie reservations?	Darin	June
3. Continue to educate crews about having printed schedules available.	Lewis	ongoing
4. Reiterate that the printing colour should change with each new printed schedule edition.	Darin	End-May
5. Analyze possibilities of developing a 'from the islands' TF process (load in centre lane, mirror tag, etc).	Monique	End-Nov

<sup>1</sup> 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.

