

Ferry Advisory Committee (FAC) - Record of Meeting

Date:	June 4, 2019
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, Ryan Mitchell • Hans Madsen, Stephanie Rockman • Five members of the public 	<p>For BCF:</p> <ul style="list-style-type: none"> • Jeff West, Mark Wilson • Al de Koninck • Peter Bolza • Darin Guenette
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Points of Information/Agreement:

1. Sointula lineups. The FAC noted that the community is experiencing problems when customers line up in the evening but are not travelling until the next morning...thus causing line gaps/confusion and possibly people missing sailings. Similar issues arise with people staging their vehicles during the day and causing gaps or even filling in empty spots ahead of others that have waited.
 BCF is looking for ideas from the community on how to make it clear to customers where/when to stage...and then BCF can help support the process. Discussion followed to explore ideas of what process for staging should be suggested. BCF asked for a solution from the community via the FAC, with one idea being 'someone can only line up if they intend on catching the next sailing'. Another idea was to stage two separate lineups. FAC will canvass a preferred process in the community and let BCF know.
2. Service Notice regarding recent Saturday event. A Service Notice to alert customers of a plan to cancel a Saturday sailing to Sointula was issued prematurely. However, the plan has now been worked out to delay one afternoon sailing by one hour, approximately every second Saturday; Service Notices will be issued. BCF is also anticipating a decision from WCB related to these drills, which would negate the need to do this training on Saturdays, thus making this a temporary situation.
3. Assured loading for commercial customers. At a recent engagement session, questions came to BCF about whether the communities would consider providing assured loading for certain customers (commercial and medical related). Discussion followed around how the community benefits from having a process in place to expedite certain vehicles on/off the islands. BCF noted that they are still working on whether they can carry some commercial vehicles onto DC sailings, thus freeing up space on other sailings. BCF asked for a clear request on which vehicles/customers should get assured loading, and then they will work on a process to carry out these assured loading situations.

4. Bowen Queen deployment on this route. FAC had asked why the Bowen Queen was not being deployed earlier than late-June. The FAC had submitted an official request (SSR) and BCF had denied it, as this costs to move it on this route were just too significant. This includes the fact that the contract with the Province does not account for this increased capacity.
BCF noted that although it would have been beneficial to have this increased capacity on the route earlier in the season this year, when the Island Class ship comes online in early 2020, this problem of capacity will no longer happen.
5. BCF updates.
 - i. Customer Satisfaction Tracking. Darin explained that the Commissioner has asked BCF to review the effectiveness of the CST process in 2017, and to this, BCF is hiring a new research partner soon. A two-phase program will see the development of a new strategy for CST, and to expand both the scope (all routes will be included) and methodology (open online feedback, on board survey and more) of how customer satisfaction is received and measured.
 - ii. Performance Term 5 summary. Commissioner has provided his preliminary price cap ruling of 2.3% for the period April 1, 2020 to March 31, 2024. Next steps are analysis and negotiations and contract changes by BCF and the Province. The final price cap needs to be set by September 30, 2019. BCF wants to ensure that the analysis into their capital plan is built into the projections sufficiently for fare caps, and this is part of the discussions that happen during this time.
 - iii. Fare flexibility. Implementation is delayed until after the website launches in the fall, but the keys notes are: on Major routes, there will still be some standby travel, there will not be surge pricing, some sailings will be discounted to promote travel. These offerings will apply to the Majors, and full implementation will happen in the next 1-2 years.
 - iv. Fuel surcharge. BCF is about to implement a fuel surcharge of 1.5% (Northern routes are exempt), as this mechanism serves to mitigate fuel price volatility.
- 6.

Action Items¹:

Item	Who	By When

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.